

Travel Insurance

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Definitions

Whenever the following words appear in bold in this policy they will always have these meanings:

Appointed adviser

The solicitor or appropriately qualified person, firm or company, including **us**, who is chosen to act for **you** in **your** claim for compensation.

Close Business Associate

Any person whose absence from business for one or more complete days at the same time as **your** absence prevents the effective continuation of that business.

Country of Residence

The **United Kingdom** or the country where an Insured Person usually resides.

Couple

The lead insured, spouse (or co-habiting partner) named on the schedule.

Consultation Costs

Reasonable fees and expenses incurred as a result of the actions of **our** chosen security provider whilst acting in response to a **Kidnap, Extortion** or **Ransom** event including but not limited to travel and accommodation costs, Interpretation, communication and informant costs.

Curtail/Curtailment

Return early to **home** before the scheduled return date.

Europe

Aland Islands, Albania, Andorra, Austria, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Gibraltar, Greece, Guernsey, Holy See (Vatican City State), Hungary, Iceland, Ireland, Israel, Italy, Jersey, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Montenegro, Morocco, Netherlands, Norway, Poland, Portugal, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain, Svalbard and Jan Mayen, Sweden, Switzerland, Turkey, Tunisia, and Ukraine.

Evacuation Expenses

The reasonable costs and expenses incurred in the emergency transportation of the Insured Person from the country in which the **Natural**

Catastrophe or **Political Unrest** has occurred to the nearest place of safety or to the Insured Person's **Country of Residence**.

Expert Witness

A person who testifies in a court of law because they have specialist knowledge in a particular field or area of expertise, entitling that person to testify about their opinion on the meaning of facts.

Extortion

The unlawful obtaining of money, property or services from the Insured Person through threat of or use of force.

Extortion and Ransom Monies

Cash, financial instruments, bullion, goods property or services.

Family

You and **your** spouse (or co-habiting partner) and **your** financially dependant children, aged under 23 years in full time education, at the inception date of **your** policy all normally resident with **you** and named on the schedule.

Golf Equipment

Golf clubs, golf bags, non-motorised trolleys and golf shoes.

Hazardous Activities

Participating in any sport or activity which could pose an increased risk or danger to **you**, and may require **you** to take additional precautions to avoid injury or claim (a list of included sports activities covered by this insurance are shown in Section 16).

Hijack

The unlawful seizure or wrongful exercise of control of an aircraft, ship or vehicle in which **you** are travelling.

Home

Your residential address in the **United Kingdom**.

Immediate Relative

Mother, father, sister, brother, wife, husband, daughter, son, grandparent, grandchild, parent-in-law, son-in-law, daughter-in-law, sister-in-law, brother-in-law, step-parent, step-child, step-brother or step-sister resident in the **United Kingdom**.

Insured Vehicle

The vehicle owned by a licensed company or agency which **you** have agreed to hire from them according to the terms of **your** rental agreement. The vehicle must:

- be no more than 10 years old;
- have no more than 10 seats;
- not be driven off the Public Highway;
- not be a motor home, campervan, commercial vehicle, minibus with 10 seats or more, motorcycle or moped;
- have a retail purchase price of less than £70,000.

Insurer

For Sections 1-19 & 21-22. AWP P&C SA

For section 20

International Passenger Protection Limited underwritten by certain underwriters at Lloyd's.

Kidnap

Means to seize and detain against their will an Insured Person.

Legal action

Work carried out to support a claim that **we** have agreed to. This includes settlement negotiations, hearings in a civil court, arbitration and any appeals resulting from such hearings other than an application by **you**:

- to the European Court of Justice, European Court of Human Rights or similar International body; or
- to enforce a judgement or legally binding decision.

Legal costs

Fees, costs and expenses (including Value Added Tax) which **we** agree to pay for **you** in connection with legal action. Also, any costs which **you** are ordered to pay by a court or arbitrator (other than damages, fines and penalties) or any other costs **we** agree to pay.

Loss of limb

Physical, permanent and total loss of use at or above the wrist or ankle.

Loss of sight

The complete, irrecoverable and irremediable loss of all sight in one or both eyes.

Manual Work

General **work** not involving the use of mechanical or industrial machinery (other than handheld power tools), at a height not exceeding 2 metres. **We** do not cover working offshore, ski, snowboard or diving instructors or guides, trekking guides where ropes or other specialist climbing equipment is required, work with dangerous animals including big cats, crocodiles, alligators, sharks, hippopotamuses, snakes, elephants or bears, or **work** involving **hazardous activities**.

Medical screening endorsement

An endorsement issued by the appointed medical screening team who are authorised to act on behalf of **us**.

Medical Practitioner

A registered practising member of the medical profession who is not travelling with **you**, who is not related to **you** or to any person with whom **you** are travelling or intending to stay with.

Money

Cash, travel tickets and passports held by **you** for social domestic and/or pleasure purposes.

Natural Catastrophe

Hurricane, tornado, tsunami, earthquake, volcanic eruption, storm, flood, landslide, wildfire or high water.

Non manual work

Any professional, clerical or administrative **work** or working as a classroom teacher, classroom assistant, or, retail, bar and hospitality **work** involving light duties only.

Permanent total disablement

Disablement which lasts without interruption for a period of 12 months from the date of the accident which as a result prevents **you** from engaging in or giving attention to any and every occupation for the remainder of **your** life.

Personal accident

Accidental bodily injury caused solely and directly by outward violent and visible means.

Personal baggage

Your suitcases (or similar luggage carriers) and their contents usually taken on a trip, together with articles worn or carried by **you** for **your** individual use during **your** trip. (Not including any specialised items, medical or otherwise, unless specified on **your** schedule).

Political Unrest

A disturbance or turmoil, political or military or otherwise that poses an immediate threat to the safety of an Insured Person.

Public Transport

Train, coach, bus, aircraft and sea vessel which runs to a regular schedule with fare paying passengers.

Ransom

The demand of a service or payment of a sum of money.

Redundancy

Any person being declared redundant, who is under 65 years and under the normal retiring age for someone holding that person's position, and who has been employed for 2 continuous years with the same employer at the time of being made redundant.

Rental period

The dates **you** have arranged to hire the **insured vehicle** as confirmed on **your** rental agreement.

- **You** will only be covered if **you** are 21 years or over at the start date of **your** policy.
- rentals within the **UK** must be for at least 2 days and be as part of a trip where there is 2 or more nights pre-booked accommodation.
- a rental which is booked to last longer than the maximum trip duration shown on **your** insurance schedule is not covered.

Scuba Diving

Conventional **scuba diving** only. **We** do not cover solo diving, cave diving, any dive which takes **you** below **your** current qualification limit, any dive for gain or reward, or any dive below 30 metres under any circumstances (50 metres if additional premium is paid). **You** are limited to **your** current qualification limit, unless accompanied by a qualified instructor, taking part in a recognised course requirement of **your** chosen Diving association. **You** must hold a current P.A.D.I. (Professional Association of Diving Instructors), B.S.A.C. (British Sub Aqua Club) SAA (Sub Aqua Association), C.M.A.S. (Confederation Mondiale Des Activités Subaquatiques), or equivalent internationally recognised qualification and follow their relevant Association, Club or Confederation rules and guidelines at all times, or **you** must only dive under the constant supervision of a properly licensed Diving Instructor and follow their rules and instructions at all times.

Single Parent Family

You and **your** financially dependent children under 23 years old and in full time education, at the inception date of **your** policy, all normally resident with **you** and named in the schedule.

The Caribbean

Antigua and Barbuda, Anguilla, Aruba, The Bahamas, Barbados, British Virgin Islands, Cayman Islands, Cuba, Dominica, Dominican Republic, Grenada, Guadeloupe, Haiti, Jamaica, Martinique, Montserrat, Navassa Island, Netherland Antilles, Puerto Rico, Saint Kitts and Nevis, Saint Lucia, Saint Vincent and the Grenadines, Trinidad and Tobago, Turks and Caicos Islands, Virgin Islands.

Unattended

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

United Kingdom/UK

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

Valuables

Watches, (including devices such as Fitbits) furs, jewellery, photographic equipment, binoculars, telescopes, spectacles, sunglasses, computers and/or accessories (including laptops, games & gaming consoles), PDA's and tablet devices (including iPads and eBooks) video cameras, audio visual equipment, televisions, mobile phones and satellite navigation devices.

We/us/our

For Sections 1-19 & 21-22.

Millstream Underwriting Limited on behalf of AWP P&C S.A. AWP Assistance UK Limited is the administrator in the **United Kingdom**.

For section 20

International Passenger Protection Limited underwritten by certain underwriters at Lloyd's.

Winter Sports Equipment

Skis, bindings, ski boots, ski poles, snowboards and specialised clothing.

Work

Any **work**, including volunteer **work**, **work** placements, incidental **work** and **work** experience, paid or unpaid.

Worldwide(excluding USA, Canada&The Caribbean)

Worldwide excluding United States of America, Canada and **The Caribbean**.

Worldwide(including USA, Canada&The Caribbean).

Worldwide.

You /your

Each insured person as shown on **your** schedule, including **your family** and domestic staff who are travelling with **you** or a member of **your family** under this policy.

Summary of cover		
	Product description	Annual multi trip
	Max Trip Duration /Max Age	60 days up to 75 years
	Dependent Children Age Limit	Dependent children under 23 years of age and in full time education
SECTION 1	Cancellation	£10,000
SECTION 2	Curtailment	£10,000
SECTION 3	Emergency Medical Expenses	£10,000,000
	Emergency Dental Treatment	£1,000
	Funeral Expenses Abroad	£2,500
	Search and Rescue	Up to £50,000
	UK Expenses	£1,000
SECTION 4	Hospital Benefit	£100/24 hrs £1,000 max
	Mugging Hospital Benefit	£100/24 hrs £1,000 max
	Coma Hospital Benefit	£100/24 hrs £1,000 max
SECTION 5	Personal Accident and Permanent Total Disablement	£50,000 (£20,000 if aged over 70)
	Death Benefit	£50,000
SECTION 6	Baggage and Personal Belongings	Included
	Overall Limit	£3,000
	Single Item Limit	£500
	Total Valuables Limit	£1,000
	Delayed Baggage (after 12 hrs.)	£1,000 max
SECTION 7	Money and Documents	Included
	Overall Limit	£2,500
	Cash Limit	£1,500
SECTION 8	Loss of Passport, Driving Licence and Visa Expenses	£500
SECTION 9	Travel Disruption	Included
	Travel Delay	£50/24hrs £200 max
	Additional Travel and Accommodation	£2,000
	Trip Abandonment (after 24 hrs)	£10,000
	Cattery and Kennel Fees	£50/24hrs £200 max
SECTION10	Missed Departure/Missed Connection	£2,000
SECTION 11	Uninhabitable Accommodation	£2,000
SECTION 12	Personal Liability	£2,000,000
SECTION 13	Legal Expenses	£25,000
SECTION 14	Hijack	£1,000 £100/24 hrs
SECTION 15	Kidnap, Ransom Extortion Expenses	£50,000
SECTION 16	Business Travel /Work Abroad	Included
	Non-manual Work	Included
	Manual Work	Included
	Conference Fees	£1,500
	Samples and Documents	£500
SECTION 17	Sports and Activities Levels 1-2	Included
	Sports and Activities Levels 3-4	Optional

Summary of cover continued		
	Product description	Annual multi trip
SECTION 18	Winter Sports Extension	Included
	Winter Sports Equipment	£1,000
	Replacement Equipment Hire	£500
	Winter Sports Pack	£500
	Piste Closure	£500
SECTION 19	European Collision Damage Waiver Excess	Included
	Accidental Damage Excess Reimbursement	£1,500
	Rental Car Key Cover	£750
SECTION 20	Financial Failure Protection	£5,000
SECTION 21	Political Unrest and Natural Catastrophe Expenses	Up to £10,000
SECTION 22	Golf Cover	Included
	Overall Limit	£5,000
	Single Item Limit	£1,000
	Equipment Hire	£100 per day £500 max
	Unused Green Fees	£200 per day £1,000 max
	Policy Excess per incident	£250 each and every claim
	360 Assistance Service	Included
	Stranded Passenger Service	Included

Thank **you** for choosing **your** Travel Insurance policy through Geo Private Clients. Geo Private Clients is distributing this policy on behalf of Millstream Underwriting Limited.

Geo Private Clients is a trading name of Geo Underwriting Services Limited, Registered in England No. 4070987. Registered Address: 2 Minster Court, Mincing Lane, London, EC3R 7PD. Authorised and regulated by the Financial Conduct Authority. FCA Register Number 308400

The policy offers a 360 Assistance service that provides online access to the latest medical, political and security situation in most countries around the world including vaccination requirements, contact details for consulates and medical facilities and other useful information. **You** can stay informed with email alerts on the countries of **your** choice. Severe weather, industrial action and other events that may disrupt **your** travel arrangements are advised to **you** as they happen.

To register please visit <https://geo.sdxmessaging.com/vault/geo360sp/benefits.html> and use the PIN 3125.

Stranded passenger

A delay to **your** flight can be a frustrating experience.

That's why **we** have included the Stranded Passenger service which gives **you** access to a global network of more than 800 airport lounges around the world. Once **you** have registered **your** flight and passenger details, we monitor the international departure boards. If **your** flight is delayed for more than 2 hours we'll send an access code to **your** phone allowing **you** and **your** registered travellers access to an eligible executive lounge. This service does not form part of the insurance contract and is arranged separately by Millstream Underwriting Limited. Use of the service doesn't impact any claim that **you** may subsequently submit under the insurance policy for disrupted or cancelled travel.

It only takes a couple of minutes and all **you** need to do is visit <https://geo.sdxmessaging.com/vault/geo360sp/benefits.html> to register **your** flight and passenger details at least 24 hours before **you** fly. **You**'ll need to use the PIN code 3125 to access the page.

We recommend **you** register **your** flight when **you** book **your** trip. This service is NOT available should **you** fail to register more than 24 hours before **your** flight is due to take off.

Please note that this service relies upon airlines publishing their schedules to a flight tracking system. The majority of flights are registered but some private and some charter flights will not be. Where a flight is not registered, this service will not be available.

Important contact details

Claims & Assistance Service

Telephone: +44 (0)330 660 0785
Email: claims@mstream.co.uk
Email: assistance@mstream.co.uk
For a claim form, please visit www.csal.co.uk

Customer Services

Please contact **your** broker.

Medical Screening Service

Telephone: +44 (0)330 660 0563
Email: healthcheck@mstream.co.uk

Other useful contacts

Foreign & Commonwealth Office

Telephone: +44 (0)20 7008 1500
gov.uk/fco

European Health Insurance Card (EHIC)

Telephone: +44 (0)300 330 1350
ehic.org.uk

Department of Health – Advice for Travellers

+44 (0)20 7210 4850
dh.gov.uk/travellers

Medicare Australia

+61-132-011
medicareaustralia.gov.au

Important information

Thank **you** for taking out travel Insurance with **us**.

This policy wording, **your** schedule and any endorsements form a contract of insurance between **you** (the insured named on the schedule) and **us**, Millstream Underwriting Ltd on behalf of AWP P&C SA administered in the **United Kingdom** by AWP Assistance UK Limited and explains the definitions, conditions, exclusions and limits of cover **we** provide. This contract is only valid when **you** have a valid schedule and have paid the appropriate premium. Cover under Section 20 is provided by International Passenger Protection Limited, and underwritten by certain underwriters at Lloyd's.

It is very important that **you** carefully read the terms, conditions and exclusions of this insurance to ensure that **you** are properly covered for **your** planned trip.

Please check the details on **your** schedule and contact **your** insurance broker if any details are incorrect or **you** have any questions.

The Contract of Insurance

This policy is a contract between **you** and **us**. The following elements form the contract of insurance:

- The schedule of insurance
- This wording.
- Any endorsements applicable to **your** policy as set out in **your** policy schedule.
- Any **medical screening endorsement(s)**.

Who is covered

The schedule shows the persons who are insured under the policy and any special terms and conditions that may apply.

Cover is only available to persons resident in the **United Kingdom** and is only valid for round trips starting and returning to the **United Kingdom**. **You** must have a permanent residential address in the **United Kingdom** and unrestricted right of entry to the **United Kingdom**.

You cannot purchase or renew a policy once **you** have reached the age of 75 years.

What is covered

You are covered for:

1. Holidays, business and leisure trips.
2. Trips with a maximum planned duration of 60 days as shown on **your** schedule.

NOTE: trips with a scheduled duration of more than the specified trip duration will NOT be covered under this policy and **you** should arrange separate insurance for the whole duration of these trips.

3. Trips within the Geographic Region as shown on **your** schedule. **You** must observe travel advice provided by the Foreign & Commonwealth Office (FCO). No cover is provided under any section of this policy in respect of travel to a destination which the FCO has advised against all or all but essential travel. Travel Advice can be obtained from the Foreign & Commonwealth Office; Telephone: +44 (0)20 7008 1500 gov.uk/fco.
4. Trips within the **United Kingdom** if it is pre-booked in paid accommodation and for 2 nights or more. (This does not include medical expenses cover).
5. Participating in sports and activities under Level 1-2 as detailed in Section 16.
6. Participating in sports and activities under Level 3-4 as detailed in Section 16 if shown on the Summary of Cover or on **your** schedule. **You** are not covered for **hazardous activities**, other than as specified in Section 16, unless **we** agree to include and **you** have paid the appropriate premium required.
7. Skiing and snowboarding if **you** have paid the appropriate premium under Level 3-4 under Section 16 and it is shown on **your** insurance schedule.

Limits of cover and excesses

The limits of cover under each section are shown on the Summary of Cover and apply to each Insured Person. This policy has an excess as shown on the Summary of Cover which will be deducted in the event of a claim. All claims arising from a single incident will be subject to the application of one excess, no matter how many sections are claimed under.

When cover starts and ends

Cancellation cover starts from the time of booking a trip providing it is within the period of cover as shown on **your** schedule and ends when **you** leave **your** home to commence the trip.

All other sections of cover start from when **you** leave **your** home to commence the trip. Cover applies for the duration of the booked trip (or earlier return to the **United Kingdom**) including the period of travel directly to the departure point and back **home** directly afterwards, not exceeding 24 hours in each case.

If **your** return is unavoidably delayed for an insured reason, cover will be extended free of charge for up to 30 days maximum.

Cancellation rights

You may cancel this policy within 14 days of receipt of the policy documents (the cancellation period) by writing to **your** insurance broker of this policy during the cancellation period. Any premium already paid will be refunded to **you** providing **you** have not travelled, no claim has been made or is intended to be made and no incident likely to give rise to a claim has occurred.

Cancellation outside the statutory period

You may cancel this policy at any time after the cancellation period by contacting **your** insurance broker of this policy. If **you** cancel after the cancellation period no premium refund will be made.

We reserve the right to cancel this policy immediately in the event of non payment of the premium.

Working abroad

You are covered for **non-manual work** and **manual work** during **your** trip. **You** are not covered under the Personal Liability section when **you** are undertaking any form of **work**.

Renewal of your insurance

When **your** policy is due for renewal **we** will send **your** broker a renewal notice prior to the expiry of the Period of Cover as shown on **your** schedule. The terms of **your** cover and the premium may be varied by **us** at the renewal date.

Your broker will contact **you** in good time prior to before the period of insurance ends with full details of **your** next years premium and policy terms and conditions.

Disclosing relevant facts

There is certain information that **we** need to know as it may affect the terms of the insurance cover **we** offer **you**. **You** must, to the best of **your** knowledge, have given accurate answers to the questions **we** have asked when buying this policy. If **you** have not answered the questions truthfully it could result in **your** policy being invalid and that could leave **you** with no right to make a claim. If **you** think that any of **your** answers might be incorrect, or if **you** need any help, please contact **your** insurance broker as soon as possible and we will be able to confirm if we are still able to offer **you** cover under this policy.

Medical Conditions

Please note this insurance contains restrictions regarding other pre-existing medical conditions not listed under Automatically Covered Pre-Existing Medical Conditions below. This is in respect of the people travelling as well as other people upon whose health the trip depends.

You are advised to read the Health Declaration contained in this policy. If **you** are in any doubt as to whether a medical condition is covered **you** must contact the Medical Screening Service on +44 (0)330 660 0563.

We will not cover a medical problem referred to in the Health Declaration unless this was declared to **us** and accepted by **us** in writing. This includes medical conditions in addition to those which are listed as Automatically Covered Pre-Existing Medical Conditions.

Automatically Covered Pre-Existing Medical Conditions

You do not need to call the Medical Screening Service in respect of the following automatically covered medical conditions as they will be covered for no additional premium provided that **you** do not also have a pre-existing medical

condition which is not listed below. If **you** have a pre-existing medical condition in addition to any of the following automatically covered medical conditions **you** must follow the Health Declaration below and contact the Medical Screening Service on +44 (0)330 660 0563 if **you** answer YES to any of the questions.

Acne, ADHD, Allergic reaction (Anaphylaxis) provided that **you** have not needed hospital treatment in the last 2 years, Allergic rhinitis, Alzheimer's Disease, Arthritis (the affected person must be able to walk independently at home without using mobility aids), Asthma (controlled only using a reliever and a preventer inhaler and with no history of hospital admissions or a past medical history of chest infection/Pneumonia in the last 6 months), Blindness or partial sightedness, Carpel tunnel syndrome, Cataracts, Chicken pox (if completely resolved), Cholesterol Hyper/Hypo, Coeliac Disease, Colour Blindness, Common cold or flu, Cuts and abrasions (that are not self-inflicted and require no further treatment), Cystitis (providing there is no ongoing treatment), Deafness/ Impaired Hearing, Diabetes (type 2 controlled by diet only with no history of admissions or related medical conditions) Diarrhoea and vomiting (if completely resolved) Downs Syndrome, Dyspepsia, Eczema, Enlarged prostate (benign only), Essential tremor, Glaucoma, Gout, Haemorrhoids, Hay fever, HRT, Hyperlipidemia, Indigestion, Irritable Bowel Syndrome, Lichen Planus, Ligament or tendon injury (provided that **you** are not currently being treated), Macular degeneration, Melanosis, Menopause, Migraine (providing there are no ongoing investigations), Nasal polyps, Night Blindness, Parkinson's Disease, Physically Disabled, PMT, Psoriasis, Raynaud's Syndrome, Rhinitis, Rosacea, RSI, Sinusitis (providing there is no ongoing treatment), Skin or wound infections (that have completely resolved with no current treatment) Tinnitus, Underactive Thyroid (Hypothyroidism), Urticaria, Varicose veins in the legs, Vertigo.

Medical Screening Endorsements

When **we** have agreed to provide cover following a medical screening **we** will issue a medical screening endorsement. This endorsement will detail the premium which **you** have agreed to pay to include the specified medical condition(s) for cover under this policy and the period of time the endorsement is applicable for. Please note that the **medical screening endorsement** issued will form part of this contract along with the schedule of insurance.

Health declaration (applicable to non-automatically pre-existing conditions)

You must advise **us** to the best of **your** knowledge if any of the following apply to **you**, a travelling companion, an **immediate relative, close business associate** or someone upon whom the trip depends, (whether they are travelling with **you** or not). If **you** say 'YES' to any of the following questions, the Medical Screening Service must be contacted on +44 (0)330 660 0563:

1. **You/they** were aware of any reason why the trip could be cancelled or curtailed or of any medical condition which could result in a claim.
2. **You/they** have, during the 12 months before this insurance started, suffered from or received treatment, advice or medication for any chronic, ongoing or recurring illness or condition. (A chronic condition is one lasting 3 months or more).
3. **You/they** were travelling against the advice of a **medical practitioner** or in order to get medical treatment abroad.
4. **You/they** have been diagnosed as having a terminal illness.
5. **You/they** were receiving, recovering from, or on a waiting list for in-patient treatment in a hospital or nursing home.
6. **You/they** were waiting for the results of tests or investigations, or awaiting a referral for an existing medical condition.

Failure to contact **us** could leave **you** with no right to make a claim, and may mean that **you** travel with insufficient cover. If cover can be provided for **your** condition, **you** will be given a screening reference number and a letter will be sent to **you** upon receipt of payment. Any additional premiums must be paid to **your** insurance broker.

Change in Health

If any of the reasons stated in the Health Declaration above occur between the date the policy is issued and before the first day of **your** trip, including prior to booking any individual journey in respect of a Multi Trip Policy, **you** must notify the Medical Screening Service immediately on +44 (0)330 660 0563.

You must advise **us** to the best of **your** knowledge about anything that **you** think could give rise to a claim, particularly where **your** own health, or the health of a **relative** is concerned. In particular **we** will not cover medical problems referred to in the Health Declaration unless this is declared to **us** and accepted by **us** in writing.

We will then decide if **we** can provide **you** with cover on existing terms. **We** may ask **you** to pay an additional premium, or add special conditions to the policy. If **we** cannot provide cover, or if **you** do not want to pay the additional premium, **you** can make a cancellation claim if **you** have booked and paid for a trip that **you** have not yet made. Alternatively **you** can cancel **your** policy and **we** will send **you** a pro-rata refund.

We reserve the right not to extend the policy where the booked trip could be detrimental to **your** wellbeing. Failure to contact **us** could leave **you** with no right to make a claim, and may mean that **you** travel with insufficient cover.

Pregnancy

As is consistent with the treatment of all medical conditions under the policy, the policy does not intend to cover the normal costs or losses otherwise associated with pregnancy (including multiple pregnancy) or childbirth. This includes, but is not limited to, delivery by caesarean section or any other medically or surgically assisted delivery which does not cause medical complications. The policy does, however, cover **you** should complications arise with **your** pregnancy due to accidental bodily injury or unexpected illness which occurs while on **your** trip excluding costs incurred during the period between 12 weeks before and 12 weeks after the estimated date of delivery.

This is not a private medical health insurance policy.

We will pay for private treatment only if there is no appropriate reciprocal health agreement in existence and no public service available and **we** reserve the right to organise a transfer from a private medical facility to a public medical facility where appropriate.

In the event of medical treatment becoming necessary for which reimbursement will be sought, **we** or **our** representatives will require unrestricted access to all of **your** medical records and information.

Section One

Cancellation

Covered

You are covered up to the limit as shown on the Summary of Cover for loss of travel and accommodation expenses, which were cancelled before **you** were due to leave **your home** for which **you** have paid or are contracted to pay, providing the cancellation is necessary and unavoidable (and is not as a result of mere disinclination to begin **your** trip as arranged) due to any cause listed below occurring during the period of insurance:

1. injury, serious illness, death of **you**, any person with whom **you** are intending to travel or stay, or of an **immediate relative** or **close business associate** of yours;
2. **you** being called for jury service, attending court as a witness (but not as an **expert witness**), or **redundancy** (for **you** or for any person with whom **you** had arranged to travel);
3. **your home** or place of business being made uninhabitable, within 14 days of travel, or the police asking to see **you** after theft from **your home** which occurred within 14 days of travel;
4. **your** posting overseas or emergency and unavoidable duty if **you** are a member of the medical or nursing professions, armed forces, police, fire or ambulance services;
5. compulsory quarantine;
6. this section is extended to cover **you** if **you** have to cancel **your** trip as a result of the Travel Advice Unit of the Foreign & Commonwealth Office (FCO), the World Health Organisation (WHO) or similar body issuing a directive prohibiting all travel or all but essential travel to the country or specific area or event to which **you** were booked to travel, providing the directive came into force after **you** purchased this insurance or booked the trip (whichever is the later).

Conditions

You must comply with the terms of contract of the travel agent, tour operator or provider of transport, accommodation and/or the course organiser and seek financial compensation and a refund of **your** tickets, expenses and fees from them in accordance with the terms of the contract and where applicable exercise **your** rights under consumer protection legislation to obtain a refund and / or compensation.

Not covered

1. The policy excess shown on the Summary of Cover (£20 in respect of loss of deposit only claims) of any incident.
2. Medically related claims where a certificate has not been obtained from a **medical practitioner**, confirming that cancellation of the trip is medically necessary.
3. Additional costs as a result of not immediately telling the travel agent, tour operator or provider of transport or accommodation that **you** need to cancel the trip. **We** will only pay the cancellation charges that would have applied at the time **you** knew it was necessary to cancel **your** trip, if a valid claim exists.
4. Any costs recoverable from another source.
5. Anything caused directly or indirectly by prohibitive regulations by the Government of any country.
6. Any costs incurred on behalf of other party members who are not specified on the insurance schedule.
7. If the health declaration has not been complied with and **you** do not have the appropriate endorsement from the Medical Screening service (see health declaration).
8. Anything mentioned in the General Exclusions.

Section Two

Curtailment

Covered

You are covered up to the limit as shown on the Summary of Cover for the value of the portion of **your** travel, accommodation expenses and tuition/course fees, calculated from the date of **your** early return **home** in the **United Kingdom** or the date of **your** hospitalisation as an inpatient, which have not been used and which were paid before your departure from **your home** in the **United Kingdom**. **You** are also covered for reasonable additional travelling expenses (Economy Class) incurred by **you** for returning to **your home** earlier than planned due to a cause listed below.

1. Accidental injury, serious illness, death of **you**, any person with whom **you** are intending to travel or stay, or of an **immediate relative** or **close business associate** of **yours**.
2. **Your home** or place of business being made uninhabitable or the police requesting **your** presence following a theft from **your home**.
3. If **you** have to **curtail your** trip as a result of the Travel Advice Unit of the Foreign & Commonwealth Office (FCO), the World Health Organisation (WHO) or similar body recommending evacuation from the country or specific area in which **you** are travelling, providing the directive came into force after **you** purchased this insurance and after **you** have left the **United Kingdom** to commence the trip (whichever is the later).

Conditions

1. **You** must contact the Emergency Medical Assistance Service for assistance/advice if **you** need to cut short **your** trip for an insured reason.
2. **You** must use or revalidate **your** original ticket for **your** early return. If this is not possible **you** must provide evidence that additional costs were necessary. Any refunds due on unused original tickets will be deducted from **your** claim. If **you** do not have an original return ticket, **you** will not be reimbursed for costs incurred for **your** early return.

3. If **you** require the Emergency Medical Assistance Service to pay for arrangements, they may first need to contact the relevant **medical practitioner** to confirm **your** claim falls within the terms of **our** cover.
4. If **you** make **your** own arrangements **you** must supply all necessary documentation to substantiate that **your** claim falls within the terms of cover.
5. This policy does not provide compensation for loss of holiday/enjoyment.

Not covered

1. The policy excess shown on the Summary of Cover.
2. Claims that are not confirmed as medically necessary by the Emergency Medical Assistance Service, and where a medical certificate has not been obtained from the attending **medical practitioner** abroad confirming it necessary to **curtail** the trip.
3. Additional travelling expenses incurred which are not authorised by the Emergency Medical Assistance Service.
4. Unused prepaid travel tickets where repatriation has been arranged by the Emergency Medical Assistance Service.
5. Anything mentioned in the General Exclusions.
6. If the health declaration has not been complied with and **you** do not have an appropriate endorsement from the Medical Screening Service (see health declaration).

NOTE: It is a requirement of this insurance that **you** contact the Emergency Medical Assistance Service as soon as possible if **you** wish to return to the **United Kingdom** for any of the reasons listed above or by any method other than as originally planned. Failure to do so may affect **your** claim.

Section Three

Emergency Medical Expenses (not Private Health Insurance)

NOTE: This is not a private health insurance policy. **We** will pay for private treatment only if there is no appropriate reciprocal health agreement in existence and no public service available and **we** reserve the right to organise a transfer from a private medical facility to a public medical facility where appropriate.

In the event of medical treatment becoming necessary for which reimbursement will be sought, **we** or **our** representatives will require unrestricted access to all **your** medical records and information.

Inpatient

If **you** are admitted to hospital as an in-patient overseas, the Emergency Medical Assistance Service must be notified immediately. They will deal direct with the hospital and arrange the payment of any bills. Repatriation by specially equipped air ambulance will be available where medically necessary.

You must maintain contact with the Emergency Medical Assistance Service until **your** return to the **United Kingdom** or until **you** no longer require treatment or assistance.

Out-patient less than £1,000

In the following countries only: Spain, Greece, Cyprus, Egypt, Turkey and Portugal.

If **you** need out-patient medical treatment and the costs are likely to be less than £1,000 please provide a copy of **your** schedule to the doctor and **your** treatment will be paid by ChargeCare International in line with the policy wording. In such cases, the doctor will ask **you** to fill in a simple form to confirm the treatment and may request **you** pay the policy excess. The doctor will then send the medical bill and supporting documentation to ChargeCare International for repayment. Contact for Chargecare International newcliniccase@chargecare.net

Out-patient less than £1,000

In all other countries not listed above

Contact the Claims & Assistance Service for a claim form by email on claims@mstream.co.uk or by phone on +44 (0)330 660 0785. They will advise **you** of any additional supporting documentation required (this will be dependent upon the circumstances and nature of the medical claim). All original receipts for medical consultations / treatment/medication etc should be retained and submitted to support **your** claim.

If **you** receive out patient treatment (no hospital admission) and the costs are likely to exceed £1,000 **you** must refer to the Emergency Medical Assistance Service for authorisation.

NOTE: Travelling on a one way ticket: **We** will not pay **you** for expenses **you** would usually have. This includes a return ticket **home** if you're travelling on a one way ticket. If **you** do not have an original return ticket, **you** will not be reimbursed for costs incurred for **your** early return.

Section Three – Emergency Medical Expenses (not Private Health Insurance) continued

Covered

You are covered up to the limit as shown on the Summary of Cover for costs incurred

A. Outside the **United Kingdom** for:

1. emergency medical and surgical treatment and hospital charges (including necessary physiotherapy, authorised by the Emergency Medical Assistance Service);
2. emergency dental treatment, to relieve pain only, limited to amount shown on the Summary of Cover;
3. reasonable and necessary additional accommodation (room only) and travelling expenses **home** (Economy Class), including those of one **relative** or friend if **you** have to be accompanied **home** on the advice of the attending **medical practitioner** or if **you** are a child and require an escort **home**;
4. in the event of death, reasonable cost for the conveyance of the body or ashes to the **United Kingdom** (the cost of burial or cremation in the **United Kingdom/Home** is not included), or local funeral expenses abroad limited to £1,000;
5. any necessary costs **you** incur from a specialist local rescue organisation for Search and Rescue and emergency transfer to hospital up to £50,000 in the event of an accident whilst **you** are participating in an insured activity provided **you** have paid the additional premium for that activity and it is shown on **your** policy schedule. Search and Rescue costs are covered up to 72 hours from the time at which assistance is first summoned.

B. Within the **United Kingdom**:

1. reasonable and necessary expenses incurred in respect of **your** travel **home** (Economy Class), or additional accommodation (room only) for **you** and one **relative** or friend should **you** suffer accidental bodily injury, illness or death whilst on a trip within the **United Kingdom** limited to the amount stated on the Summary of Cover.

NOTE: IF **YOU** ARE TRAVELLING TO A COUNTRY IN THE EUROPEAN UNION **YOU** SHOULD TAKE A EUROPEAN HEALTH INSURANCE CARD (EHIC). THIS MAY ENTITLE **YOU** TO FREE OR REDUCED COST HEALTHCARE IN THE EU. THESE ARE FREE OF CHARGE AND CAN BE OBTAINED OR RENEWED BY CALLING 0300 330 1350, PICKING UP AN APPLICATION

FORM FROM A POST OFFICE OR APPLYING ONLINE AT WWW.EHIC.ORG.UK. IF **YOU** ARE TRAVELLING TO AUSTRALIA AND REQUIRE MEDICAL TREATMENT, **YOU** MUST ENROL WITH MEDICARE.

Not covered

1. The policy excess shown on the Summary of Cover.
2. Any sums which can be recovered from another source or which are covered under any National Insurance scheme or reciprocal health arrangement.
3. Any expenses or fees, for in-patient treatment or returning **home** early, which have not been reported to and authorised by the Emergency Medical Assistance Service.
4. Any expenses incurred for illness, injury or treatment required as a consequence of:
 - a) surgery or medical treatment which in the opinion of the attending **medical practitioner** and the Emergency Medical Assistance Service can be reasonably delayed until **your** return to the **United Kingdom**;
 - b) medication and/or treatment which at the time of departure is known to be required or to be continued during **your** trip.
5. The cost of any routine or elective (non-emergency) treatment or surgery, including specialist review or referral, exploratory tests, treatment or surgery which are not directly related to the injury, which necessitated **your** admittance to hospital.
6. If the health declaration is not complied with and **you** do not have an appropriate endorsement from the Medical Screening Service (see health declaration).
7. Claims that are not confirmed as medically necessary by the attending **medical practitioner** or the Emergency Medical Assistance Service.
8. Any additional hospital costs arising from single or private room accommodation unless medically necessary.
9. Treatment or services provided by a health spa, convalescent or nursing home or any +rehabilitation centre.
10. Any costs incurred within the **United Kingdom**.
11. Further costs **you** incur if **we** wish to bring **you** **home** early but **you** refuse (where in the opinion of the treating **medical practitioner** and the Emergency Assistance Service **you** are fit to travel).
12. Anything mentioned in the General Exclusions.

Section Four

Hospital Benefit

This section does not apply to trips within the **United Kingdom**.

This benefit is payable only if the hospital admission has been covered under the terms of the Emergency Medical Expenses section. The benefit payment is intended to contribute towards miscellaneous expenses that may be incurred whilst **you** are an in-patient (e.g. taxi fares and telephone calls). This policy does not provide compensation for loss of holiday/enjoyment.

Covered

You are covered up to the limit as shown on the Summary of Cover for:

1. payment of the amount shown for each complete 24 hours **you** spend in hospital, as a result of **you** being admitted as an in-patient to a registered hospital. This is in addition to any medical expenses incurred under Emergency Medical Expenses section.

Conditions

1. In the event of a claim **you** must provide documentation confirming the date and time of admission and discharge.

Not Covered

1. Anything mentioned in the General Exclusions.

Section Five

Personal Accident

Covered

You are covered up to the limit as shown on the Summary of Cover in respect of **loss of limb, loss of sight, permanent total disablement** or for death (which will be paid to **your** legal representative), if **you** have a **personal accident** during **your** trip which, up to 12 months from the date of the accident, is the sole cause of **your** consequent death or disability.

We will only pay the benefit for **permanent total disablement** if **your medical practitioner** or specialist confirms that **you** cannot do any paid **work** for 12 months after the date of the accident and there is little or no hope of improvement. **You** must accept and agree to examination by **our** doctor or specialist should **we** consider it necessary to validate the claim.

NOTE: If **you** are aged under 16 years at the time of the accident the death benefit will be limited to funeral and other reasonable costs up to £1,000 and the **permanent total disablement** benefit will not apply.

Not covered

1. Any claims for death, loss or disablement caused directly or indirectly by:
 - a) disease or any physical defect or illness;
 - b) an injury which existed prior to the beginning of the trip.
2. Anything mentioned in the General Exclusions.

Section Six

Baggage & Personal Belongings

Covered

A) Personal Baggage

You are covered up to the limit as shown on the Summary of Cover for the value or repair to any of **your personal baggage** (not hired, loaned or entrusted to **you**), which is lost, stolen, damaged or destroyed limited to:

- a) the single item limit as shown on the Summary of Cover for any one item, pair or set of items;
- b) the **valuables** limit as shown on the Summary of Cover for all **valuables** in total.

If **we** decide to replace lost or damaged **personal baggage** **we** always replace new for old. **We** can replace or repair lost or damaged items, or make a cash settlement based on the replacement cost. **We** don't make any reductions for wear and tear.

B) Delayed Baggage

You are covered up to the limit as shown on the Summary of Cover for the cost of buying replacement necessities if **your** personal baggage is delayed in reaching **you** on **your** outward journey for at least 24 hours and **you** have a written report from the carrier (e.g. airline, shipping company etc) or tour representative. Receipts will be necessary in the event of a claim.

Conditions

1. Any amount **we** pay **you** under B) Delayed Baggage will be deducted from the final claim settlement if **your** baggage is permanently lost.
2. **You** must obtain written proof of the incident from the police, **your** accommodation management, tour operator or carrier, within 24 hours of the discovery in the event of loss, burglary or theft of the baggage. Failure to do so may result in **your** claim being declined.
3. In the event of a claim for damaged items, proof of the damage must be supplied.
4. In the event of a claim for a pair or set of items, **we** shall be liable only for the value of that part of the pair or set which is lost, stolen, damaged or destroyed.
5. If the repair cost is more than the value of an item, **we** will assess the claim as if the item has been lost.
6. If **your personal baggage** or **valuables** are left in **your** locked and secure hotel room, apartment or holiday residence or **your** vehicle, the loss must be as a result of forcible & violent entry.

Not covered

1. The policy excess shown on the Summary of Cover. This applies to each person making a claim; of any incident.
2. If **you** do not exercise reasonable care for the safety and supervision of **your personal baggage & valuables**.
3. Any item, pair or set of items with a value of over £50, if an original receipt, valuation report or other acceptable proof of ownership and value cannot be supplied to support **your** claim.
4. In the event of a claim for damaged items, proof of the damage must be supplied. The damaged articles must be retained by **you** and if requested, submitted to the claims handlers so as to substantiate a claim. Failure to do so may result in a claim being turned down.
5. If **your personal baggage** is lost, damaged or delayed in transit and **you** do not:
 - a) notify the carrier (i.e. airline, shipping company etc) immediately and obtain a written carrier's report (or Property Irregularity Report in the case of an airline); or
 - b) follow up in writing within 7 days to obtain a written carrier's report (or Property Irregularity Report in the case of an airline) if **you** are unable to obtain one immediately.
6. Loss, destruction, damage or theft of the following property:
 - a) contact or corneal lenses, hearing aids, dentures and false body parts or other prostheses;
 - b) antiques, precious stones that are not set in jewellery, glass or china, pictures, musical instruments;

Section Six – Baggage & Personal Belongings
continued

- c) pedal cycles, dinghies, boats and/or ancillary equipment, vehicles or vehicle accessories (other than wheelchairs and pushchairs);
 - d) tools of trade;
 - e) perishable items such as food;
 - f) **valuables** left **unattended** at any time (including in a vehicle or in the custody of carriers) unless they are with **you** or locked in a safe or safety deposit box, or in respect of a vehicle, in an out of sight locked boot, concealed luggage department or under the purpose built luggage cover of an estate or hatchback car;
 - g) **valuables** left as checked-in baggage.
7. Loss, destruction, damage or theft:
- a) due to confiscation or detention by customs or other officials or authorities;
 - b) due to wear and tear, denting or scratching, moth or vermin;
 - c) transportation by any postal or freight service, or if sent under an air-way bill or bill of lading.
8. Mechanical breakdown or derangement, for breakage of fragile or brittle articles being transported by a carrier, unless the breakage is due to fire or other accident to the vessels, aircraft or vehicle in which they are being carried.
9. Any shortage due to error, omission or depreciation in value.
10. Any property covered under a Household insurance policy.
11. Stamps, documents, deeds, samples or merchandise, manuscripts or securities of any kind, sports gear or activity equipment.
12. **Winter Sports Equipment** (unless **you** have paid the appropriate premium for skiing / snowboarding under Level 3 or 4 of Section 16 Sports and Activities).
13. Sports or activity equipment whilst in use; excluding Section 17 **Winter Sports Equipment** when **you** have paid the appropriate premium and it is shown on **your** policy schedule.
14. Anything mentioned in the General Exclusions.

Section Seven

Money & Documents

Covered

You are covered up to the limit as shown on the Summary of Cover for accidental loss or theft of **your** own **money** whilst being carried on **your** person or left in a locked safety deposit box. Cash is limited to the amount shown on the Summary of Cover unless **you** are under 16 years, in which case the maximum payable is £50.

Condition

In the event of a claim for loss of cash **you** must provide evidence of the initial withdrawal of the cash and also evidence of how **you** coped financially immediately after the loss (e.g. currency exchange/withdrawal slips, bank/credit card statements).

Not covered

1. The policy excess shown on the Summary of Cover of any incident.
2. If **you** do not exercise reasonable care in protecting **your money** against loss, theft or damage.
3. If **you** do not obtain a written police report within 24 hours of the discovery in the event of loss, burglary or theft of **money**.
4. Any shortages due to error, omission or depreciation in value.
5. Anything mentioned in the General Exclusions.

Section Eight

Loss of Passport/ Driving License and Visa Expenses

This section does not apply to trips within the **United Kingdom**.

Covered

You are covered up to the limit as shown on the Summary of Cover for:

1. reasonable additional travel or accommodation expenses **you** have to pay whilst abroad, over and above any payment which **you** would normally have made during the trip if no loss had been incurred, as a result of **you** needing to replace a lost or stolen passport, visa or driving licence;
2. any additional fees payable specifically for **you** to obtain the replacement passport itself over and above that payable in the **United Kingdom**;
3. the equivalent (pro-rata) value of the remaining period of **your** original passport at the time of loss. For the replacement cost of any temporary passport, as well as visa or temporary work permits which were issued in **your** original passport.

Condition

You must provide receipts for all costs incurred.

Not covered

1. The policy excess shown on the Summary of Cover of any incident.
2. Any costs that **you** would have incurred had **you** not lost **your** passport, visa or driving licence.
3. If **you** do not exercise reasonable care for the safety or supervision of **your** passport, visa or driving licence.
4. If **you** do not obtain a written police report within 24 hours of the loss.
5. Loss, destruction or damage arising from confiscation or detention by customs or other officials or authorities.
6. Anything mentioned in the General Exclusions.

Section Nine

Travel Disruption

This section does not apply to trips within the **United Kingdom**. This section is not applicable if **you** have selected cover.

Covered

We will pay **you** one of the following amounts:

Travel delay:

1. If the **public transport** on which **you** are booked to travel is cancelled or delayed due to:
 - a) strike or industrial action (provided that when this policy was taken out, and when the trip was booked there was no reasonable expectation that the trip would be affected by such cause);
 - b) adverse weather conditions;
 - c) mechanical breakdown or technical fault of the aircraft, coach, train or sea vessel;

leading to **your** arrival at **your** overseas destination being delayed for more than 12 hours or **your** return journey to **your** home being delayed for more than 12 hours.

You are covered for a payment for each completed 12 hours delay up to the limit, as shown on the Summary of Cover, (which is designed to help **you** pay for telephone calls made and meals and refreshments purchased during the delay) provided **you** eventually continue with **your** trip.

or

Trip abandonment:

2. **We** will pay **you**:
 - a) up to the limit as shown on the Summary of Cover for any irrecoverable unused accommodation and travel costs and other pre-paid charges which **you** have paid or are contracted to pay if **you** abandon the trip because **you** were not able to travel as a result of:
 - i) the **public transport** on which **you** were booked to travel from the **United Kingdom** being cancelled or delayed for more than 24 hours; or

- ii) **you** being denied boarding on the flight on which **you** were booked to travel from the **United Kingdom** (because there are too many passengers for the seats available) and no other flight could be provided within 24 hours.

or

Additional travel & accommodation:

- b) up to the limit as shown on the Summary of Cover for reasonable suitable additional accommodation (room only) and **public transport** expenses (Economy class) necessarily incurred in reaching **your** overseas destination and/or in returning to the **United Kingdom** as a result of:
 - i) the **public transport** on which **you** were booked to travel being cancelled, delayed for more than 12 hours, diverted or re-directed after take-off; or
 - ii) **you** being denied boarding (because there are too many passengers for the seats available) and no other alternative flight could be provided within 12 hours;

and **you** choose to make other travel arrangements on **public transport** for **your** trip because there was no other alternative transport offered by the **public transport** operator. The amount payable will be calculated after deduction of the amount of the refund on **your** ticket(s) together with any compensation from the **public transport** operator.

If the same costs, charges or expenses are also covered under Section 10 Missed Departure **you** can only claim for these under one section for the same event.

Section Nine – Travel Disruption continued

Conditions

1. In the event of a claim due to delayed **public transport** **you** must provide documentation from the transport company, confirming the period of and the reason for the delay.
2. **You** must check in, according to the itinerary supplied to **you** unless your **public transport** provider has requested **you** not to travel to the airport/port.
3. **You** must get (at **your** own expense) written confirmation from the **public transport** operator (or their handling agents) of the cancellation, number of hours of delay or denied boarding and the reason for these together with details of any alternative transport offered.
4. **You** must comply with the terms of contract of the **public transport** operator and seek financial compensation, assistance or a refund of **your** ticket from them, in accordance with the terms and/or (where applicable) **your** rights under EU Air Passengers Rights legislation or other passenger protection scheme in the event of denied boarding, cancellation or long delays.
5. **You** can only claim under subsections 1. or 2. for the same event, not both.

Not Covered

1. The policy excess shown on the Summary of Cover of any incident and is only applicable if **you** abandon **your** trip.
2. If **you** have not checked-in in sufficient time for **your** outward or return journey.
3. Any claims arising from withdrawal from service temporary or otherwise of the aircraft, coach, train or sea vessel on the order or recommendation of the Civil Aviation Authority or Port Authority or similar body in any country.
4. Abandonment of a trip once **you** have departed from the **United Kingdom**.
5. Any costs incurred by **you** which are recoverable from the **public transport** operator or for which **you** receive or are expected to receive compensation, damages, refund of tickets, meals, refreshments, accommodation, transfers, communication facilities or other assistance.
6. Denied boarding due to **your** drug use, alcohol or solvent abuse or **your** inability to provide a valid passport, visa or other documentation required by the **public transport** operator or their handling agents.
7. Claims arising which relate to an event which is occurring or **you** were aware could occur at the time **you** purchased this insurance or booked **your** trip (whichever is the later).
8. Any costs claimed under another section of this policy.
9. Anything mentioned in the General Exclusions.

Section Ten

Missed Departure

This section does not apply to trips within the **United Kingdom**.

Covered

You are covered up to the limit as shown on the Summary of Cover for reasonable additional accommodation (room only) and **public transport** travel expenses (Economy class) necessarily incurred in reaching **your** overseas destination or returning to the **United Kingdom** if **you** fail to arrive at the departure point in time to board any onward connecting **public transport** on which **you** are booked to travel, including connections within the **United Kingdom** on the return journey to **your home** as a result of:

1. the failure of other **public transport**; or
2. strike, industrial action or adverse weather conditions; or
3. **you** being denied boarding (because there are too many passengers for the seats available).

If the same expenses are also covered under Section Nine – Travel Disruption **you** can only claim for these under one section for the same event.

Conditions

1. **You** must check in, according to the itinerary supplied to **you** unless **your** transport provider operator has requested **you** not to travel to the airport/port.
2. **You** must get (at **your** own expense) written confirmation from the **public transport** operator (or their handling agents) of the cancellation, number of hours of delay or denied boarding and the reason for these together with details of any alternative transport offered.
3. **You** must comply with the terms of contract of the **public transport** operator and seek financial compensation, assistance or a refund of **your** ticket from them, in accordance with the terms and/or (where applicable) **your** rights under EU Air Passengers Rights legislation or other passenger protection scheme in the event of denied boarding, cancellation or long delay of flights.

Not Covered

1. The policy excess shown on the Summary of Cover of any incident.
2. If sufficient time has not been allowed for **your** journey in order to meet the check-in time(s) specified by the transport providers or agent.
3. If **you** are not proceeding directly to the departure point.
4. Any costs incurred by **you** which are recoverable from the **public transport** operator or for which **you** receive or are expected to receive compensation, damages, refund of tickets, meals, refreshments, accommodation, transfers, communication facilities or other assistance.
5. Denied boarding due to **your** drug use, alcohol or solvent abuse or **your** inability to provide a valid passport, visa or other documentation required by the **public transport** operator or their handling agents.
6. Claims arising which relate to an event which is occurring or **you** were aware could occur at the time **you** purchased this insurance or booked **your** trip (whichever is the later).
7. Any costs claimed under another section of this policy.
8. Anything mentioned in the General Exclusions.

Section Eleven

Uninhabitable Accommodation

Covered

We will pay **you** up to limit as shown on the Summary of Cover for reasonable additional accommodation (room only) and transport costs (Economy class) incurred:

1. up to the standard of **your** original booking, if **you** need to move to other accommodation on arrival or at any other time during the trip because **you** cannot use **your** booked accommodation; or
2. with the prior authorisation of the Emergency Assistance Service to repatriate **you** to **your** home if it becomes necessary to **curtail** the trip as a result of a **natural catastrophe**, an infectious disease or outbreak of food poisoning affecting **your** accommodation.

Conditions

1. **You** must provide written confirmation from the appropriate public authority confirming the cause and the amount of time it lasted.
2. **You** must provide written confirmation of the additional accommodation (room only) charges incurred.

Not Covered

1. The policy excess shown on the Summary of Cover of any incident.
2. Any cost recoverable from another source (e.g. tour operator, hotel, credit/debit card company).
3. Any claim arising as a result of **you** travelling against the advice of a local or national authority.
4. Any costs for normal day to day living such as food and drink which **you** would have expected to pay during **your** trip.
5. Any claim arising as a result of **your** mere disinclination to carry on with **your** trip.
6. Claims arising which relate to an event which is occurring or **you** were aware could occur at the time **you** purchased this insurance or booked **your** trip (whichever is the later) or any time prior to **your** departure from the **UK**.
7. Any costs claimed under another section of this policy.
8. Anything mentioned in the General Exclusions.

Section Twelve

Personal Liability

NOTE: If **you** are using a mechanical/motorised vehicle, make sure that **you** are adequately insured for third party liability, as **you** are not covered under this insurance.

Covered

You are covered up to the limit as shown on the Summary of Cover, for legal expenses and legal liability for damages incurred by **you** which are caused by an accident that happened during the trip, and leads to claims made against **you** as a result of:

1. accidental bodily injury to a person who is not a member of **your** family or household or employed by **you**;
2. loss of or damage to any property which does not belong to **you**, is not in the charge of, and is not in the control of **you** or any member of **your** family, household or employee;
3. loss of or damage to temporary holiday accommodation that does not belong to **you**, or any member of **your** family, household or employee.

NOTE: **We** are entitled to take over any rights in the defence or settlement of any claim and to take proceedings in **your** name for **our** benefit against any other party.

Not covered

1. The policy excess shown on the Summary of Cover of any incident. This applies to each person making a claim.
2. Fines imposed by a Court of Law or other relevant bodies.
3. Anything caused directly or indirectly by:
 - a) liability which **you** incur as a result of an agreement that **you** made which would not apply in the absence of that agreement;
 - b) injury, loss or damage arising from:
 - i) ownership or use of aircraft, horse-drawn or mechanical/motorised vehicles, vessels (other than rowing boats, punts or canoes), animals (other than horses) or firearms or any weapons;
 - ii) the occupation (except temporarily for the purpose of the trip) or ownership of any land or buildings;
 - iii) the carrying out of any trade or profession;
 - iv) racing of any kind;
 - v) any deliberate act;
 - c) liability covered under any other insurance.
4. Anything mentioned in the General Exclusions.

Section Thirteen

Legal Expenses

Covered

You are covered if **you** die, are ill or injured during **your** trip and **you** or **your** personal representative take **legal action** to claim damages or compensation for negligence against a third party **we** will do the following:

Nominate an **appointed adviser** to act for **you**. If **you** and **we** cannot agree on an **appointed adviser**, the matter can be referred to an Alternative Resolution Facility.

For each event giving rise to a claim pay up to the amount shown on **your** schedule for **legal costs** for **legal action** for **you** (but no more than £25,000 in total for all persons insured on the policy).

Conditions

1. **You** must conduct **your** claim in the way requested by the **appointed adviser**.
2. **You** must keep **us** and the **appointed adviser** fully aware of all the facts and correspondence including any claim settlement offers made to **you**.
3. **We** will not be bound by any promises or undertakings which **you** give to the **appointed adviser**, or which **you** give to any person about payment of fees or expenses, without **our** consent.
4. **We** can withdraw cover after **we** have agreed to the claim, if **we** think a reasonable settlement is unlikely or that the cost of **legal action** could be more than settlement.

Not Covered

1. Any claim:
 - a) reported to **us** more than 60 days after discovery of the event giving rise to the claim;
 - b) where **we** think a reasonable settlement is unlikely or where the cost of **legal action** could be more than the settlement;
 - c) involving **legal action** between members of the same household, an **immediate relative**, a travelling companion or one of **your** employees;
 - d) where another insurer or service provider has refused **your** claim or where there is a shortfall in the cover they provide;
 - e) against a travel agent, tour operator or carrier, **us**, the **insurer**, another person insured by this policy or **our** agent.
2. **Legal costs**:
 - a) for **legal action** that **we** have not agreed to;
 - b) if **you** refuse reasonable settlement of **your** claim. **You** should use Alternative Resolution Facilities such as mediation in this situation;
 - c) if **you** withdraw from a claim without **our** agreement. If this occurs **legal costs** that **we** have paid must be repaid to **us** and all **legal costs** will become **your** responsibility;
 - d) that cannot be recovered by **us**, **you** or **your appointed adviser**, when **you** receive compensation. Any repayment will not be more than half of the compensation **you** receive;
 - e) awarded as a personal penalty against **you** or the **appointed adviser** (for example not complying with Court rules and protocols);
 - f) for bringing **legal action** in more than one country for the same event;
 - g) the funding of any appeal costs or actions to enforce a judgement or legally binding decision;
 - h) anything mentioned in the General Exclusions.

Section Fourteen

Hijack

Covered

You are covered up to the limit as shown on the Summary of Cover, for each complete 24 hour period **you** are the victim of a **hijack**.

Not covered

1. If **you** or **your** family or **your** business associates have engaged in activities that could be expected to increase the risk of **hijack**.
2. Anything mentioned in the General Exclusions.

Section Fifteen

Kidnap, Ransom & Extortion Expenses

Covered

The Insured Person will be covered up to the limit as shown on the **Summary of Cover** in respect of **Ransom & Extortion Monies and Consultants Costs**.

Not covered

1. Any claim arising from an **Insured Journey** to from or through the following countries: Mexico, Iraq, Philippines, Nigeria, Colombia, Venezuela, Yemen, Afghanistan, Libya, Syria or Somalia.
2. Any fraudulent or dishonest act of the Insured Person.
3. Any claim for an Insured Person who is the subject of **Kidnap** within the **United Kingdom** or their **Country of Residence** (if different).
4. If **you** or the Insured Person has previously had **Kidnap** insurance declined or cancelled.
5. **Kidnap** of an Insured Person while on an **Insured Journey** in excess of 60 days duration unless referred to and agreed by **us** in writing prior to departure.
6. Any sums that **you** become legally liable to pay as a result of any **legal action** for damages including **legal costs** incurred by **you** in defence of such action as the result of alleged negligence or incompetence in hostage retrieval or negotiations following **Kidnap** or alleged negligence in not preventing **Kidnap**.
7. Any expenses incurred without the prior consent of **us**.

Conditions

1. **You** must take all reasonable precautions not to disclose the existence of this insurance.
2. **You** must inform our Claims & Assistance Service immediately in the event of any circumstances that could give rise to a claim under this Section. Their telephone number is +44 (0)330 660 0785.
3. **You** must provide **us** with all assistance and information in a timely manner and must not attempt to make arrangements without the involvement and/or agreement of **us**.

Section Sixteen

Business Travel/ Work Abroad

Covered

You are covered for:

1. Reasonable additional business travel and accommodation costs for a business partner, director or employee from the **United Kingdom** to replace **you** at a pre-arranged meeting in the event of **your** medical incapacity to carry out **your** duties abroad up to the limit shown on the Summary of Cover.
2. The cost of replacing lost, stolen damaged or destroyed business equipment, samples or documentation, while being carried with **you** during **your** trip, up to the Limit shown on the Summary of Cover. **You** are not covered under the Personal Liability section when **you** are working.
3. The loss of conference fees outside **your** normal **Country of Residence** (if different), up to the Limit shown on the Summary of Cover.

You are not covered under the Personal Liability section when **you** are undertaking any form of **work**.

Not Covered

1. The policy excess as shown on the Summary of Cover.
2. Anything covered under Emergency Medical Expenses and Baggage and Personal Belongings Sections.
3. Anything listed in the General Exclusions.

Section Seventeen

Sports & Activities

Covered

Your travel insurance covers **you** for many sports and activities as standard which are listed below as Level 1. Any other sports and activities will need an extra premium to be paid for cover to apply and it will be shown on **your** schedule.

If **you** are participating in an activity that is not listed, **you** must contact **us** to ensure **you** have full cover, cover will not be in place until **we** have confirmed acceptance and any additional premium paid.

If **you** have paid the additional premium for a sport or activity in Level 4 **you** will be covered for all sports and activities listed as Level 1, 2, 3 and 4.

If **you** have paid the additional premium for a sport or activity in Level 3 **you** will be covered for all sports and activities listed as Level 1, 2 and 3.

NOTE: Some sections of cover will be excluded and special conditions and exclusions will apply while taking part in certain activities, see the individual sport and activity below for details

Sport, activity	Level	Special conditions	Special exclusions
Abseiling (see climbing)	1	Special condition (a) applies	
Acrobatics	1		
Aerial safari	2	Special condition (a) applies	No Personal Accident Cover
Aerobics	1		
American football (Gridiron)	3		No Personal Accident Cover
Angling (see fishing)			
Athletics	1		
Australian Rules Football (AFL)	3		No Personal Accident Cover
Backpacking (see hiking)			
Badminton	1		
Ballet	1		
Banana boat rides	1	Special condition (a) applies	
Baseball	1		
Basketball	1		
Bicycle polo	2		
Biking (see cycling, mountain biking or snow biking)			
Black water rafting (cave tubing) (grades 1-3)	1	Special condition (a) applies	
Black water rafting (cave tubing) (grades 4-5)	2	Special condition (a) applies	No Personal Accident Cover
Boating (inland and coastal waters) see also speed boating and sailing	1	Special condition (a) or (b) applies,	No white water cover No Personal Liability Cover
Boating (outside coastal waters) see also speed boating, and sailing	2	Special condition (a) or (b) and special condition (c) applies	No Personal Accident Cover No Personal Liability Cover
Bobsled/Bobsleigh	4	Special condition (a) applies	No Personal Accident Cover No Personal Liability Cover
Bouldering (see rock climbing)			

Sport, activity	Level	Special conditions	Special exclusions
Bowling (lawn, ten-pin, nine-pin, candlepin, duckpin and five-pin bowling, bowls, pétanque & boules)	1		
Boxing (gym or outdoor training) no competition or bouts	2		
Bungee/bungy jumping (max 2 jumps per trip)	1	Special condition (a) applies	
Bungee/bungy jumping (3 jumps or more)	2	Special condition (a) applies	
Bushcraft (see hiking)			
Bushwalking (see hiking)			
Camel riding (day tour)	1	Special condition (a) applies	No Personal Liability Cover
Camel trekking (overnight/main mode of transport)	2		No Personal Liability Cover
Canoeing (grades 1-3) (see kayaking)			
Canyon swing	2	Special condition (a) applies	
Canyoning	3		No Personal Accident Cover No Personal Liability Cover
Capoeira dancing (see dance)			
Caving (sightseeing/tourist attraction)	1	Recreational visit only.	
Cheerleading	1		
Clay pigeon shooting	1	Special condition (a) or (b) applies	No Personal Liability Cover Climbing (see rock climbing)
Cricket	1		
Croquet	1		
Cruising (cruise ship)	1	Special condition (a) applies	
Curling	1		
Cycle racing/time trial	3		
Cycling (incidental to the trip)	1		
Cycling (independent cycle touring)	2		No Intercontinental touring
Cycling (on an organised tour)	1	Special condition (a) applies	No Intercontinental touring
Dance (ballet, ballroom, capoeira, salsa interpretive dance)	1		
Darts	1		
Dirt boarding	2		No Personal Liability Cover
Diving (see high diving or scuba diving)	1		
Dodge ball	1		
Dogsledding (on recognised trails)	2	Special condition (a) applies	Remote areas, racing, time trials and endurance events
Dragon boating (inland or coastal waters only)	1		
Dune buggy	1	Special condition (a) or (b) applies	No Personal Accident Cover No Personal Liability Cover
Elephant riding	1	Special condition (a) applies	No Personal Liability Cover
Elephant trekking (overnight/main mode of transport)	2	Special condition (a) applies	No Personal Liability Cover
Fell running/walking (see hiking)			

Sport, activity	Level	Special conditions	Special exclusions
Fencing	2		No Personal Liability Cover
Fishing (ice)	1	Special condition (a) or (b) applies	
Fishing (inland or coastal waters)	1		Sports/leisure fishing only - no commercial or rock fishing
Fishing (outside coastal waters, deep sea fishing)	2	Special Condition (a) and (c) applies	Sports/leisure fishing only - no commercial
Fitness training	1		
Floorball	1		
Fly by wire	2	Special condition (a) applies	
Flying (as a fare paying passenger in a licensed scheduled or chartered aircraft or helicopter)	1	Special condition (a) applies	
Flying (as a passenger in a glider or ultralight)	4		No Stunt flying/aerobatics or commercial flying No Personal Accident Cover
Flying (as a pilot or passenger of a private light aircraft)	4		No Stunt flying/aerobatics or commercial flying No Personal Accident or Personal Liability Cover
Flying (Gliding)	4	Special condition (a) or (b) applies	No Personal Accident or Personal Liability Cover
Football (Soccer) including 5 a side	2		
Frisbee	1		
Glacier walking (ice walking)	2	Special condition (a) applies	
Go karting	1	Special condition (a) applies	No Personal Liability Cover
Golf	1		
Gym training (aerobics, spinning, zumba, body pump, weight training, cross training, crossfit) (See also boxing and martial arts)	1		
Gymnastics (also see acrobatics)	1		
Handball	1		
High diving up to 10 metres (excluding cliff diving)	2		
Hiking up to 1,500 metres (scrambling, hillwalking)	1		No cover where ropes, picks or other specialist climbing equipment is required
Hiking up to 3,000 metres (scrambling, hillwalking)	2		No cover where ropes, picks or other specialist climbing equipment is required
Hiking up to 4,500 metres (scrambling) on recognised routes	3	Special condition (a) applies	No cover where ropes, picks or other specialist climbing equipment is required
Hiking up to 6,000 metres (scrambling) on recognised routes	4	Special condition (a) applies	No cover where ropes, picks or other specialist climbing equipment is required
Hockey	1		
Horse riding (equestrian, dressage, show jumping, eventing)	3		No Personal Accident Cover
Horse riding (leisure/social/non-competitive riding)	1		No racing, jumping or competitions.
Hot air ballooning (ballooning)	1	Special condition (a) applies	No Personal Liability Cover

Sport, activity	Level	Special conditions	Special exclusions
Hunting (excluding Big Game)	2	Special condition (a) or (b) applies	No Cover for Big Game Hunting No Personal Liability Cover
Hydrofoiling (see water skiing)			
Ice hockey (indoor)	4		No Personal Accident Cover No Personal Liability Cover
Ice skating (indoor)	1		
Ice skating (outdoor) on a commercially managed rink	1	Special condition (a) applies	
In-line skating	1		
Jet boating (inland/coastal waters only)	1	Special condition (a) or (b) applies	No Personal Liability Cover
Jet skiing (inland/coastal waters, white water grades 1-2 only)	1	Special condition (a) or (b) applies	No Personal Liability Cover
Kayaking/Canoeing (inland/coastal waters, white water grades 1-3 only)	1		
Kite boarding (on land or water)	1		No Personal Liability Cover
Kite buggy	2		No Personal Liability Cover
Kite flying	1		
Kite surfing	2		No Personal Liability Cover
Kite wing (land, water)	2		No Personal Liability Cover
Kite wing (snow)	4		No Personal Accident Cover No Personal Liability Cover
Korfball	1		
Lacrosse	1		
Land surfing	2		No Personal Liability Cover
Martial arts (Judo & Karate only) no competition or bouts	2	Condition (a) applies, non-competitive only	No Personal Accident Cover No Personal Liability Cover
Martial arts training (non-contact)	1		
Moped riding/scooter biking	1	Special condition (b) applies, a helmet must be worn	No Touring or where a motorbike is the main mode of transport. No Personal Accident Cover, No Personal Liability Cover
Motor racing experience (passenger only)	1	Special condition (a) applies	
Motor biking (on road over 125cc)	2	Special condition (b) and a helmet must be worn	No Touring or where a motorbike is the main mode of transport No Personal Accident Cover No Personal Liability Cover
Motor biking (on road under 125cc)	1	Special condition (b) and a helmet must be worn	No Touring or where a motorbike is the main mode of transport No Personal Accident Cover No Personal Liability Cover
Motor biking/trail biking (off-road 125cc or over)	4	Special condition (b) and a helmet must be worn	No Touring or where a motorbike is the main mode of transport No Personal Accident Cover No Personal Liability Cover
Motor biking/trail biking (off-road under 125cc)	3	Special condition (b) and a helmet must be worn	No Touring or where a motorbike is the main mode of transport No Personal Accident Cover No Personal Liability Cover
Motor biking pillion passenger (on road only) see Motor biking			
Mountain biking (on road) (see cycling)			

Sport, activity	Level	Special conditions	Special exclusions
Mountain biking - downhill (using downhill trails and/or mechanical lifts)	3		
Mountain biking general (off road/cross country)	2		
Netball	1		
Obstacle course/assault course/trim trail (see outdoor endurance)			
Orienteering	1		
Outdoor endurance courses up to 3 miles	1		
Outdoor endurance courses up to 8 miles	3		
Outdoor endurance courses up to 13 miles	4		
Outrigger canoeing (inland or coastal waters only)	2		
Outward Bound	1	Special condition (a) applies	
Paint balling/airsoft	1	Special condition (a) applies	No Personal Liability Cover
Parachuting (one jump only)	1	Special condition (a) or (b) applies	No Personal Accident Cover No Personal Liability Cover
Parasailing/Parasending (over water only)	1	Special condition (a) or (b) applies	No Personal Liability Cover
Quad biking	2	Condition (a) or (b) applies, a helmet must be worn	No Personal Accident Cover No Personal Liability Cover
Racquetball	1		
Rambling (see hiking if above 1,500 metres)	1		
Rifle range/sports shooting	1	Special condition (a) or (b) applies	No Personal Liability Cover
River boarding/hydro speeding (grades 1-3) (see also canoeing)	1	Special condition (a) applies	
Rock climbing (bouldering)	2		No Soloing No Personal Accident Cover
Rock climbing (indoor)	1	Special condition (a) applies	No Soloing No Personal Accident Cover
Rock climbing (outdoor/traditional/sport climbing/bolted/aid climbing/free climbing)	2		No Soloing No Personal Accident Cover
Roller hockey	2		
Roller skating	1		No cover for stunting
Rollerblading	1		No cover for stunting
Rounders	1		
Rowing/sculling (inland/coastal waters)	1		No white water
Rugby (League/Union)	3		No Personal Accident Cover
Running (up to marathon distance)	2		
Running/jogging (half marathon distance or less)	1		
Safari tours	1	Special condition (a) applies	No cover for handling or work with dangerous animals including big cats, crocodiles, alligators, hippopotamuses, snakes, elephants or bears
Sail boarding (see wind surfing)			
Sailing (inland/coastal waters)	1	Special condition (a) or (b) applies	No Personal Liability Cover

Sport, activity	Level	Special conditions	Special exclusions
Sailing (outside coastal waters)	2	Special condition (a) or (b) and special condition (c) applies	No Personal Liability Cover
Sandboarding/sand skiing	3		
Scuba diving (to 30 metres)	1	Special condition (e) applies	See Special Exclusion (ii)
Scuba diving (to 50 metres)	3	Special condition (e) applies	See Special Exclusion (ii) No Personal Accident Cover
Scuba diving (unqualified/learn to dive course/discover dive with qualified instructor)	1	Special condition (a) applies	See Special Exclusion (ii)
Sculling (see rowing)			
Sea kayaking/Sea canoeing (see kayaking)			
Segway tours	1	Condition (a) applies, a helmet must be worn	No Personal Accident Cover No Personal Liability Cover
Shark cage diving (see scuba diving)			
Skateboarding (ramp, half pipe, skate park, street)	1		
Skiing (cross country/Nordic skiing on marked trails)	3	Special condition (d) applies	See special exclusion (i)
Skiing (snowblading) on piste or off piste within resort boundaries	3	Special condition (d) applies	See special exclusion (i)
Skiing (snowboarding) on piste or off piste within resort boundaries	3	Special condition (d) applies	See special exclusion (i)
Skiing /snowboarding (backcountry/outside of resort boundary/alpine ski touring)	4	Special condition (d) applies	See special exclusion (i) No Personal Accident Cover
Skiing / snowboarding (by helicopter/snow cat)	4	Special condition (d) applies	See special exclusion (i) No Personal Accident Cover
Skiing / snowboarding (dry slope)	3	Special condition (d) applies	See special exclusion (i)
Skiing / snowboarding (terrain park within resort)	4	Special condition (d) applies	See Special Exclusion (i) No Personal Accident Cover
Skydiving/Tandem skydiving (one jump only)	1		No Personal Accident Cover No Personal Liability Cover
Sledding/Tobogganing/Snow Sleds	3		No Personal Accident Cover
Snow Sleighs (on snow)			No Personal Liability Cover
Sleigh rides (horse drawn)	1		
Snooker	1		
Snorkelling	1		
Snow biking (on piste or off piste within resort boundaries)	3		See special exclusion (i) No Personal Accident Cover
Snow kiting	4	Special condition (a) applies	No Personal Accident or Personal Liability Cover
Snow rafting	3	Special condition (a) applies	No Personal Accident Cover No Personal Liability Cover
Snowmobiling	3		Remote areas, racing, time trials and endurance events are excluded No Personal Accident Cover No Personal Liability Cover
Soccer	1		
Softball	1		
Spearfishing	2		No Personal Liability Cover

Sport, activity	Level	Special conditions	Special exclusions
Speed boating (inland/coastal waters only)	1	Special condition (a) or (b) applies	No white water cover. No Personal Liability Cover
Spelunking (see caving)			
Squash/Racquet ball	1		
Stand up paddle surfing/paddle boarding	1		
Stilt walking	1		
Stoolball	1		
Surf boat rowing	1		
Surfing	1		
Swimming (pool; enclosed inland or coastal waters only),	1		
Swimming with dolphins /whales	1	Special condition (a) applies	
whale sharks (inland or coastal waters only)			
Table tennis	1		
Tandem skydiving (see skydiving)			
Tchoukball	1		
Ten pin bowling (see bowling)			
Tennis	1		
Theme parks/fairgrounds	1	Special condition (a) applies	
Tough Mudder (see outdoor endurance)			
Trail bike riding (see motorbiking)			
Tramping (see hiking)			
Trampolining	1		
Trapeze/Hire Wire	3	Special condition (a) applies	No Personal Accident Cover
Trekking (see hiking)			
Triathlon up to middle distance	2		
Triathlon up to sprint distance	1		
Tubing on rivers (grades 1-2) (see also white water rafting)	1	Special condition (a) applies	No Personal Accident Cover
Ultimate Frisbee	1		
Via Ferrata	3		
Volleyball	1		
Wake skating – see water skiing			
Wakeboarding - see water skiing			
Walking (see hiking, trekking)			
War games (online gaming)	1		
War games/military simulation (see Paint balling/airsoft or rifle range/ sports shooting)	1		
Water polo	1		
Water skiing (barefoot)	3	Special condition (a) or (b) applies	No Personal Liability Cover

Sport, activity	Level	Special conditions	Special exclusions
Water skiing/wakeboarding/wake skating	2	Special condition (a) or (b) applies	No jumping, No Personal Liability Cover
Weight training (see also gym training)	1		Powerlifting
White water kayaking/canoeing (see kayaking/canoeing)			
White water rafting (grades 1-3)	1	Special condition (a) applies	
White water rafting (grades 4-5)	2	Special condition (a) applies	
Windsurfing (inland or coastal waters only)	1		No Personal Liability Cover
Yachting (see sailing)			
Yoga (class, alone/home practice)	1		
Zip line	1	Special condition (a) applies	
Zorbing	2	Special condition (a) applies	No Personal Accident Cover No Personal Liability Cover

Special Conditions

- You** must be with a professional, qualified and licensed guide, instructor or operator.
- You** must have the appropriate certification or licence to do this sport or activity at **home**. If operating a motor vehicle the driver must have the appropriate valid **UK** licence for the machine.
- Within 60 miles of a safe haven (a protected body of water used by marine craft for refuge from storms or heavy seas).
- Conventional skiing/snowboarding only. It is not a condition of cover that **you** ski or board with a guide, however, **you** must follow the International Ski Federation code or the resort regulations and **we** recommend that **you** do not venture into back country areas without taking local advice and appropriate rescue equipment.
- You** must hold a British Sub Aqua Club certificate or Professional Association of Diving Instructors certificate or equivalent and follow the relevant Club or Association rules and guidelines at all times, or **you** must only dive under the constant supervision of a properly licensed diving school and follow their rules and instructions at all times.

Special Exclusions

- No cover for any competition, free-style skiing/snowboarding, ski/snowboard jumping, ski-flying, ski/snowboard acrobatics, ski/snowboard stunting, or ski racing or national squad training, the use of skeletons.

- No cover for any unaccompanied dive, any dive in overhead environments, or any dive for gain or reward.

Conditions

- You** must act in a reasonable way and use all recommended safety equipment and protective clothing that is necessary and undergo any required training.

Not Covered

Cover does not apply if **you** are:

- taking part in activities at a professional level;
- competing at international events as a national representative;
- participating in **hazardous activities** or extreme pursuits other than as listed;
- racing or participating in speed or time trials;
- motorbike touring or where a motorbike is the main mode of transport;
- base Jumping, cliff diving, martial arts competitions, mountaineering, potholing, caving (other than sightseeing/tourist attraction) motor sports, stunt flying/aerobatics;
- taking part in expeditions to the Arctic or Antarctic;
- taking part in dangerous expeditions or the crewing of a vessel more than 60 miles from a **safe haven**;
- anything listed in the General Exclusions.

Section Eighteen

Winter Sports

Extension

Covered

You are covered for:

A. Winter sports equipment

You are covered up to the sum insured shown on the Summary of Cover for the value or repair of **your own winter sports equipment** (after making proper allowance for wear and tear and depreciation) or hired **winter sports equipment**, if they are lost, stolen or damaged during **your** trip, limited to the single item limit for any one item. For **winter sports equipment** over 5 years old the maximum **we** will pay is £50.

Conditions

In the event of a claim **you** must provide the following documentation:

1. loss or theft: a report from police, resort management or tour operator; plus original receipt or proof of ownership and confirmation of second hand value from a specialist dealer;
2. damage: confirmation from a specialist dealer of the damage sustained and repair costs, or confirmation that damage is beyond economic repair, plus the second hand value prior to damage.

B. Winter sports hire

You are covered up to the sum insured shown on the Summary of Cover for the reasonable cost of hiring **winter sports equipment** for the rest of **your** trip or until **your** own or hired **winter sports equipment** has been returned to **you**, if:

1. **your** equipment is lost, stolen or damaged; or
2. **your** equipment is delayed for more than 12 hours on **your** outward journey.

Conditions

In the event of a claim **you** must provide the following documentation:

1. loss or theft: report from police, resort management or tour operator plus receipts showing original and additional hire charges;

2. damage: confirmation from the hire company of damage sustained and additional charges incurred;
3. delay: confirmation from the airline or transport company that **your** equipment was delayed for over 12 hours on the outward journey plus a receipt showing original and additional hire charges.

C. Winter sports pack

You are covered up to the sum insured shown on the Summary of Cover for the value of the unused portion of **your** ski school, resort pass, lift pass and **winter sports equipment** hire costs limited to £150 per week, if:

you have an accident or **you** are ill;

your lift pass is lost or stolen.

Conditions

In the event of a claim **you** must provide the following documentation:

1. accident or illness: medical report confirming the reason and length of time **you** were unable to undertake **your** planned activity plus the original lift pass and evidence of initial cost;
2. loss or theft: report from police or resort management plus evidence of initial cost and cost of replacement pass.

D. Piste closure

You are covered up to the sum insured shown on the Summary of Cover if during the period of **your** stay, on-piste skiing at the resort that **you** had pre-booked is not available due to lack of snow or excessive snow or avalanche conditions, **we** will pay:

1. up to £15 per day towards transport costs to reach another resort or;
2. compensation of £25 per full day if skiing is unavailable due to the total closure of all on-piste skiing activity.

Section Eighteen – Winter Sports Extension
continued

Conditions

In the event of a claim **you** must provide documentation from the resort's management confirming how long the piste was closed at **your** resort and the reason.

Not Covered

1. The policy excess as shown on the Summary of Cover.
2. If **you** do not adhere to the International Ski Federation code or the resort regulations.
3. Anything not covered in Baggage and Personal Belongings Section (applicable to Part A & B above).
4. Anything listed in the General Exclusions.

Section Nineteen

European Collision Damage Waiver

Covered

We will pay up to the amount shown on the Summary of Cover for:

1. the reimbursement of the accident damage or theft excess applied to **your** car hire insurance if the **insured vehicle** is damaged or involved in an accident during the **rental period** within the territorial limits of **Europe** and the **United Kingdom**;
2. the cost of replacing rental car keys if these are lost, stolen or damaged during the **rental period**, this includes where necessary the costs to replace locks or for a locksmith to break into the **insured vehicle** within the territorial limits of **Europe** and the **United Kingdom**.

Not Covered

1. Any claim where **you** have not followed the terms of **your** rental agreement.
2. For annual multi-trip policies any person aged under 21 years old at the start date of **your** policy, for all other policies any person aged under 21 years old at the date **your** policy was issued.
3. Any claim for damage caused as a result of theft of the **insured vehicle** unless a written police report is obtained.
4. Anything mentioned in the General Exclusions.
5. Any rentals outside of the territorial limits of **Europe** and the **United Kingdom**.

Section Twenty

Financial Failure Protection

Covered

You are covered up to the limit as shown on the Summary of Cover for:

1. Irrecoverable sums paid in advance in the event of insolvency of the Travel or Accommodation provider not forming part of an inclusive holiday prior to departure.
2. In the event of insolvency after departure:
 - a) additional pro rata costs incurred by **you** in replacing that part of the travel arrangements to a similar standard to that originally booked;
 - b) if **curtailment** of the trip is unavoidable - the cost of return transportation to **your home** to a similar standard to that originally booked.

Condition

In the case of insolvency after departure as set out in 2a) and b) above where practicable **you** should obtain **our** approval prior to incurring the relevant costs.

Not Covered

We will not pay for:

1. Travel or Accommodation not booked prior to departure.
2. The Financial Failure of:
 - a) any Travel or Accommodation provider in Chapter 11 or any threat of insolvency being known at the date the policy is issued or date the booking is made (whichever is the later);
 - b) any Travel or Accommodation provider who is bonded or insured elsewhere (even if the bond is insufficient to meet the claim);
 - c) any travel agent, tour organiser, booking agent or consolidator with whom **you** have booked travel or accommodation.
3. Any loss for which a third party is liable or which can be recovered by other legal means.

NOTE: This section provides cover for the insolvency of any travel arrangements booked before departure, which do not form part of an inclusive holiday or are bonded or insured already.

These would include: Scheduled Airlines, Hotels, Car ferries, Villas abroad & cottages in the **UK**, Railway journeys including the Eurostar, Coach journeys, Car hire, Caravan sites, Campsites, Mobile homes, Camper rental, Safaris.

Section Twenty-One Political Unrest and Natural Catastrophe Expenses

Covered

You will be covered up to the limit as shown on the Summary of Cover for reasonable costs and expenses incurred as a result of the need to evacuate **you** from **your** destination whilst on a trip as a result of **Political Unrest** or **Natural Catastrophe**.

Not Covered

The Insured Person breaching the laws of the host country.

Emergency Contact Information:

Should **you** require emergency assistance whilst abroad in respect of **Political Unrest** or a **Natural Catastrophe** **you** can contact **us** by telephone, 24 hours a day, 7 days a week on: +44 (0)330 660 0785.

Section Twenty-Two

Golf Cover

This section does not apply to trips within the **United Kingdom** or their **Country of Residence** (if different) unless **you** have pre-booked paid accommodation for 2 nights or more.

Covered

A. **Golf equipment** hire

You are covered up to the limit as shown on the Summary of Cover for the reasonable cost of hiring **golf equipment** for the rest of **your** trip or until **your** own **golf equipment** has been returned to **you** if:

- a) **your golf equipment** is lost, stolen or damaged; or
- b) **your golf equipment** is delayed for at least 12 hours on **your** outward journey.

In the event of a claim **you** must provide the following documentation:

1. loss or theft: report from the police, resort management or tour operator and receipts showing additional hire charges;
2. damage: confirmation from the airline, transport company or hire company of damage sustained to **your golf equipment** and receipts showing the additional hire charges;
3. delay: confirmation from the airline or transport company that **your golf equipment** was delayed for over 12 hours on the outward journey and receipts showing the additional hire charges.

B. Green fees

You are covered up to the limit as shown on the Summary of Cover for the value of unused portion of **your** green fees if:

You have an accident or are ill; or

Your documents are lost or stolen which prevents **you** from playing golf.

Not Covered

1. If **you** do not adhere to the rules and regulations of the golf course **you** are booked to play.
2. **Golf equipment** whilst in use.
3. **Golf equipment** or documents that **you** have left **unattended**.
4. Anything listed in the General Exclusions.

General Conditions

1. All claims must be submitted within 60 days from the date of **your** return to the **United Kingdom**.
2. Original receipts and/or proof of ownership and value must be supplied in the event of a claim.
3. **You** must take all reasonable steps to recover any lost or stolen article.
4. Damaged articles must be retained by **you** and if requested submitted to the Claims Handlers so as to substantiate a claim. Failure to do so may result in a claim being turned down.
5. If **we** require any medical certificates, information, evidence and receipts, these must be obtained by **you** at **your** expense.
6. In the event of a claim, if **we** require a medical examination **you** must agree to this. In the event of death, **we** are entitled to a post mortem examination. The post mortem would be at **our** expense.
7. **You** must not make any payment; admit liability, offer or promise to make any payment without written consent from **us**.
8. **We** are entitled to take over any rights in the defence or settlement of any claim and to take proceedings in **your** name for **our** benefit against any other party.
9. **We** may at any time pay to **you our** full liability under this insurance, after which no further payments will be made in any respect.
10. If at the time of making a claim there is any other insurance covering the same risk, **we** are entitled to contact that insurer for a contribution.
11. If a claim made by you or anyone acting on **your** behalf is fraudulent or exaggerated, whether ultimately material or not, or any false declaration or statement is made or a fraudulent device is used in support of a claim **your** claim will be rejected and **your** cover will be cancelled with effect from the date of such fraudulent or exaggerated claim or the date of such false declaration or statement or use of such fraudulent device in support of a claim. Any amounts already paid by **us** in respect of any fraudulent or exaggerated claim must be repaid to **us**. **We** may in these circumstances report the matter to the Police.

General Exclusions

You are not covered for anything caused directly or indirectly by the following, unless **you** have contacted **us** and **we** have confirmed in writing that **you** will be covered:

1. **you** not answering to the best of **your** knowledge any question(s) **we** have asked **you** at the time of buying this policy, where **your** answer(s) may have affected **our** decision to provide **you** with this policy;
2. no cover is provided under any section of this policy in respect of travel to a destination which the Foreign & Commonwealth Office has advised against all or all but essential travel. Travel advice can be obtained from the Foreign & Commonwealth Office: Telephone: +44 (0)20 7008 1500 gov.uk/fco;
3. a set of circumstances which **you** knew about at the time the trip was booked unless **you** could not reasonably have expected such circumstances to result in a claim;
4. any criminal act by **you**;
5. failure to comply with the laws applicable to the country in which **you** are travelling;
6. bankruptcy/liquidation of a tour operator, travel agent or transportation company other than as specifically covered under Section Nineteen;
7. any other costs that are caused by the event which led to a claim, unless specifically stated in the policy;
8. any payment, which **you** would normally have made during **your** travels, if no claim had arisen;
9. any trip that is undertaken for the purpose of:
 - a) obtaining medical treatment (whatever the nature of this treatment);
 - b) against the advice of a medically qualified doctor;
 - c) after being given a terminal prognosis.
10. **You** drinking too much alcohol or alcohol abuse where it is reasonably foreseeable that such consumption could result in an impairment of **your** faculties and/or judgement resulting in a claim. **We** do not expect **you** to avoid drinking alcohol on **your** trip but **we** will not cover any claims arising because **you** have drunk so much alcohol that **your** judgement is seriously affected and **you** need to make a claim as a result.
11. Suicide, deliberate self-injury, being under the influence of drugs (unless prescribed by a **medical practitioner**), alcoholism, drug addiction, solvent abuse, wilful exposure to exceptional risk (unless **you** are trying to save someone's life);
12. **you** climbing on top of, or jumping from a vehicle or jumping from a building or balcony, or sitting, planking, balconing, owling or lying on any external part of any building, or climbing or moving from any external part of any building to another (apart from stairs, ramps or walkways) and falling regardless of the height, unless **your** life is in danger or **you** are attempting to save human life;
13. pregnancy 12 weeks before and 12 weeks after the estimated date of delivery;
14. any claim arising from sexually transmitted diseases;
15. any injury, illness, death, loss, expenses or other liability attributable to HIV (Human Immunodeficiency Virus) and/or any HIV related illness and/or any mutant derivatives or variations thereof however caused;
16. the cost of any routine or elective (non-emergency) treatment or surgery, including specialist review or referral, exploratory tests which are not directly related to the illness or injury which necessitated **your** admittance to hospital;
17. any epidemic or pandemic;
18. loss or damage to any property and expense or legal liability, directly or indirectly caused by or contributed to or arising from:
 - a) Ionising radiation or radioactive contamination from any nuclear fuel or nuclear waste, which results in burning of nuclear fuel;
 - b) The radioactive toxic explosive or other dangerous properties of nuclear machinery or any part of it;
 - c) Pressure waves from aircraft and other flying objects travelling faster than the speed of sound.

General Exclusions continued

19. any consequence whether direct or indirect of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), discharge, explosion or use of a weapon of mass destruction whether or not employing nuclear fission or fusion, or chemical, biological, radioactive or similar agents, by any party at any time for any reason, terrorist activity (although terrorist activity does not apply to claims made under Section Three Emergency Medical Expenses and Section Five **Personal Accident**, providing the disturbances were not taking place at the start of the insured trip), civil war, rebellion, revolution, insurrection, blockade, military or usurped power;
20. air travel (other than as a fare-paying passenger on a regular scheduled airline or licensed charter aircraft);
21. any off-piste skiing except when **you** are skiing within the ski area boundaries of a recognised ski resort and following ski patrol guidelines;
22. **We** shall not provide any benefit under this contract of insurance to the extent of providing cover, payment of any claim or the provision of any benefit where doing so would breach any sanction, prohibition or restriction imposed by law or regulation.

Comments & Complaints Procedure

We aim to provide a first class level of service at all times. If, for any reason, **you** feel that **our** service is not of the standard **you** would expect, please tell **us**. **You** should address any enquiries or complaints, in writing to:

Millstream Underwriting Limited
52-56 Leadenhall Street
London EC3A 2BE
or email mail@mstream.co.uk
(quoting the policy number on **your** schedule)

If **you** are still dissatisfied, at this stage **you** may contact:

The Financial Ombudsman Service
Exchange Tower,
London E14 9SR

Please note that the Financial Ombudsman Service will not consider **your** complaint until **you** have received a final decision from Millstream Underwriting Limited. **You** can also raise a dispute about any of **our** online services via the Online Dispute Resolution platform at ec.europa.eu/odr

For complaints relating to Financial Failure Protection in the first instance please contact:

The Claims Manager
IPP Claims Office
IPP House
22-26 Station Road
West Wickham
Kent
BR4 0PR

If **you** are not satisfied with **our** final response **you** can refer the matter to the Financial Ombudsman Service.

Claims Procedures

All claims to be submitted within 60 days of the incident giving rise to the claim. First, check this wording to make sure **your** claim is valid:

Cancellation claims

The travel agent, tour operator, provider of transport or accommodation must be contacted immediately and **you** must obtain a cancellation invoice. The original tickets and booking forms/receipts will also be required to support **your** claim. **We** will advise **you** of any other additional supporting documentation required (this will be dependent upon the reason for the cancellation).

Curtailement claims

If **you** are ill or injured, **our** authorisation must be obtained before **you** cut short **your** trip. All original ticket stubs/booking forms/receipts should be retained and submitted to support **your** claim. **We** will advise **you** of any additional supporting documentation required (this will be dependent upon the reason for the **curtailment**).

Medical claims

In-patient treatment or out-patient treatment expected to be over £1,000 if serious injury is incurred in which **you** are admitted to hospital abroad or require significant out-patient treatment. **You** will be given advice on what to do and the assistance **you** require. All original receipts for medical consultations/treatment/medication etc should be retained and submitted to support **your** claim.

OUT-PATIENT LESS THAN £1,000

In the following countries only: Spain, Greece, Cyprus, Egypt, Turkey and Portugal.

If **you** need out-patient medical treatment and the costs are likely to be less than £1,000 please provide a copy of **your** schedule to the doctor and **your** treatment will be paid by ChargeCare International in line with the policy wording. In such cases, the doctor will ask **you** to fill in a simple form to confirm the treatment and may request **you** pay

the policy excess. The doctor will then send the medical bill and supporting documentation to ChargeCare International for repayment.



Contact for ChargeCare International
newcliniccase@chargecare.net

Out-patient less than £1,000

In all other countries not listed above.

We will advise **you** of any additional supporting documentation required (this will be dependent upon the circumstances and nature of the medical claim). All original receipts for medical consultations/treatment/medication etc should be retained and submitted to support **your** claim.

Personal Baggage claims

Written proof of the incident must be obtained from the police, the accommodation management, tour operator or carrier within 24 hours of discovery of the loss/theft. If the loss occurs during travel, **you** must obtain a property irregularity report from the carrier.

If **personal baggage** is delayed obtain a written report from the carrier (e.g. airline, shipping company etc) is required detailing the length and cause of the delay. Retain all the receipts which relate to any emergency replacement items **you** have purchased.

Money claims

Written proof of the incident must be obtained from the police, the accommodation management, tour operator or carrier within 24 hours of the discovery of the loss/theft. **You** may be asked to provide proof of the withdrawal of the **money** from the bank. Please remember that the loss of **money** must occur whilst it is carried on **your** person or whilst it is left in a locked safety deposit box.

Travel disruption

Written confirmation must be obtained from the airline, shipping, coach or train company stating the period of the delay and the reason for the delay. Please remember that cover for travel delay is provided for specific reasons only:

- strike or industrial action (provided that when this policy was taken out and/or the trip was booked, there was no reasonable expectation that the trip would be affected by such cause);
- adverse weather conditions;
- the mechanical breakdown or technical fault of the aircraft, coach or sea vessel.

Missed departure claims

Written confirmation must be obtained from the Transport Company, police or roadside assistance service confirming the location, reason and duration of the delay.

Personal liability and legal expenses

Obtain as much information as possible, including police reports, witness details and any photographs. **You** must NOT admit liability at any time.

Financial failure protection claims

International Passenger Protection (IPP) claims only.

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

IPP Claims at Sedgwick
Oakleigh House
14-15 Park Place
Cardiff
CF10 3DQ, United Kingdom
Telephone: +44 (0)345 266 1872
Email: insolvency-claims@ipplondon.co.uk
Website: www.ipplondon.co.uk/claims.asp

Data protection

Information about **your** policy may be shared between Millstream Underwriting Limited, AWP P&C SA, AWP Assistance **UK** Limited, International Passenger Protection Limited and certain underwriters at Lloyd's for underwriting purposes.

Please note that sensitive health and other information **you** provide may be used by **us, our** representatives and other insurers and industry governing bodies and regulators to process **your** insurance, handle claims and prevent fraud. This may involve transferring information to other countries (some of which may have limited or no data protection laws). **We** have taken steps to ensure that **your** information is held securely.

Information **we** hold will not be shared with third parties for marketing purposes. **You** have the right to access **your** personal records.

Governing law

Unless agreed otherwise, English law will apply and all communications and documentation in relation to this policy will be in English.

The Contracts (Rights of Third Parties) Act 1999 or any amendment thereto shall not apply to this Policy. Only the **Insurer** or **you** can enforce the terms of this Policy. No other party may benefit from this contract as of right. The Policy may be varied or cancelled without the consent of any third party.

Details about our regulator

This policy is underwritten by Millstream Underwriting Limited on behalf of AWP P&C SA. AWP Assistance UK Limited is the appointed administrator in the **United Kingdom**.

Millstream Underwriting Limited is authorised and regulated by the Financial Conduct Authority (FCA Firm reference number: 308584). Millstream Underwriting Limited. Registered in England and Wales No 3896220. Registered office:
52-56 Leadenhall Street,
London
EC3A 2BE

AWP Assistance UK Limited Registered in England.
Registration No. 1710361.
Registered office:
AWP Assistance UK Ltd
PO Box 74005
60 Gracechurch Street
London
EC3P 3DS

AWP Assistance UK Limited (FCA Firm reference number: 311909) is authorised and regulated by the Financial Conduct Authority. AWP P&C SA are duly authorised in France and the **United Kingdom**, and subject to limited regulation by the Prudential Regulation Authority and the Financial Conduct Authority.

Their registration can be checked with the Financial Conduct Authority by visiting fca.org.uk/register or by contacting them on 0300 500 8082.

Millstream Underwriting Limited and AWP Assistance UK Limited will act as an agent for AWP P&C SA with respect to the receipt of customer money and for the purpose of settling claims and handling premium refunds.

Section Twenty of this travel insurance is underwritten by certain underwriters at Lloyd's and is administered by:

International Passenger Protection Limited
IPP House
22-26 Station Road,
West Wickham
Kent
BR4 0PR

International Passenger Protection Limited and the certain underwriters at Lloyd's are authorised and regulated by the Financial Conduct Authority. (FCA)

International Passenger Protection Limited will act as agent for the certain underwriters at Lloyd's with respect to the receipt of customer money and for the purpose of settling claims. On behalf of International Passenger Protection Limited, Millstream Underwriting Limited will act as agent for certain underwriters at Lloyds with respect to the receipt of customer money and handling of premium refunds.

Financial Services Compensation Scheme

In the event that the **insurer** is unable to pay a claim or meet their obligations, **you** may be entitled to compensation from the Financial Services Compensation Scheme. Information can be obtained on request, or by visiting the Financial Services Compensation Scheme website at fscs.org.uk

geo/PRIVATE CLIENTS

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