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# TAILOR MADE

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TRAVEL INSURANCE

INSURANCE POLICY

## **Important contact information**

### **Emergency & general contact numbers**

#### **Before you leave**



**If you need to amend your policy, add a new medical condition or talk about your policy:**

**Telephone the Tailor Made call centre 01708 339 016**



**If you need to cancel your trip:**

**Please see page 6 for details of how to submit a cancellation claim**

#### **When you are away**



**If you need emergency assistance while abroad:**

**Telephone Zurich Assist**

**UK 0203 467 4122**

**Outside UK +44 (0)203 467 4122**



**If you get help from Zurich Assist during your trip and incur any costs that the policy covers, you will need to claim back these expenses after you return home. Please see How to make a claim on page 6 for details of how to do this.**

#### **How to make a claim**



**If you need to make a claim:**

**To submit your claim online, go to:**

**[www.submit-claim.com/allclear](http://www.submit-claim.com/allclear)**

**If your query relates to an existing claim, please call us on 01420 259 055**

**(See page 6 for full details)**

# Welcome...

Thank **you** for choosing Tailor Made Travel Insurance. **We** believe everyone deserves the right to travel and for that reason **we** have developed this travel insurance policy for **your** peace of mind.

To assist **you** finding **your** way around this document **we** have identified key information for **you** by the use of colour coding and icons.

Sections denoting **YOU ARE COVERED ✓** and **YOU ARE COVERED FOR ✓** are highlighted in green.

Sections denoting **YOU ARE NOT COVERED ✗** and **YOU ARE NOT COVERED FOR ✗** are highlighted in red.

**CONDITIONS —** are highlighted in Orange.

Throughout the policy wording **your** attention is drawn to **important information** by the following icons:



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# Introduction

This policy details the events that are covered and the exclusions that apply. General conditions and general exclusions apply to all sections of the policy. Anything that is not stated as being covered or is specifically stated as being excluded, is not covered.

**You** must read the insurance policy carefully. It is only available to persons resident in the United Kingdom, and located in the UK at the time of purchase, and is only valid for trips commencing in and returning to **your** home country.

Under some sections there is an amount deducted (an excess) per incident, which applies to each insured person involved in an incident, as do the sums insured under each section.

This contract of insurance is governed by the laws of the UK which apply to the part of the UK where **you** reside. Any legal proceedings by **you**, **your** heirs or assigns shall be brought in the courts of the part of the UK where **you** reside. If there is any disagreement about which law applies, English law will apply in which case **you** agree to submit to the exclusive jurisdiction of the courts in England and Wales. Unless agreed otherwise, **we** will communicate with **you** in English.

The policy applies to all persons named on the policy schedule who are eligible to be insured and for whom the premium has been paid. **You** must have resided in the UK for no less than 6 months, have a permanent UK address and be registered with a UK General Practitioner.

This policy is underwritten by Zurich Insurance Company Ltd. A public limited company incorporated in Switzerland. Registered in the Canton of Zurich, No. CHE-105.833.114, registered offices at Mythenquai 2, 8002 Zurich. UK Branch registered in England and Wales no BR000105. UK Branch Head Office: The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire PO15 7JZ.

Zurich Insurance Company Ltd is authorised and regulated in Switzerland by the Swiss Financial Market Supervisory Authority FINMA. Authorised by the

Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request.

Our firm reference number is 959113.

Tailor Made Travel Insurance is arranged by IES Limited, which is registered in Gibraltar company number 117274. Registered Office: 1st Floor, Portland House, Glacis Road, Gibraltar, GX11 1AA. IES Limited is licensed and regulated by the Gibraltar Financial Services Commission number FSC25393 and trades into the UK on a freedom of services basis, FCA FRN 824283. Tailor Made Travel Insurance is administered by AllClear Insurance Services Limited, registered in England No. 04255112. Registered Office: AllClear House, 1 Redwing Court, Ashton Road, Romford, RM3 8QQ. Authorised and Regulated by the Financial Conduct Authority firm reference number 311244. AllClear is a registered trade mark.

IES Limited act as agents of the insurer in collecting premiums; such monies are deemed to be held by the insurers with which **your** insurance is arranged.

# Important information

# Important Information

## Coronavirus and FCDO/WHO travel advice

### Coronavirus Cover

This policy only provides cover for Coronavirus related claims if:

- **you** are up to date with Coronavirus vaccinations as recommended by the UK NHS (if in doubt please check with **your** medical practitioner), or **you** were medically unable to have the vaccinations as evidenced by **your** medical records; and
- **you** are travelling to a country or area where the FCDO/WHO are not advising against all or all but essential travel due to the Coronavirus pandemic.

**If you meet both of these requirements your Tailor Made travel insurance policy will provide cover under:**

- Section 1, if **you need** to cancel **your** trip because **you** or a member of **your** family or travelling party are,
  - medically diagnosed with Coronavirus within 14-days of **your** planned departure date following completion and analysis of a UK Government approved test, as certified by a medical practitioner or as certified or verified by an independent authority (e.g. private testing service); or
  - in quarantine on the date **you** are due to commence **your** trip, on the orders of a treating medical practitioner due to Coronavirus, suspected Coronavirus or exposure to someone who has been diagnosed with Coronavirus.
- Section 2, if **you** need to curtail **your** trip and return to **your** home earlier than planned due to the hospitalisation or death of an immediate relative, as a result of them having contracted Coronavirus.
- Section 6, if during **your** trip **you** contract Coronavirus and **you** need medical treatment.
- Section 6, if **you** have to extend **your** trip due to either contracting Coronavirus or being quarantined on the orders of the treating medical practitioner, due to Coronavirus, suspected Coronavirus or exposure to someone who has been diagnosed with Coronavirus, cover for additional travel and accommodation expenses is limited to £2,000.

### Please note that

- The Conditions, General exclusions and section specific Conditions still apply.
- **Cover for cancellation depends on the cancellation of your trip being both necessary and unavoidable. Tailor Made do not provide any cover for you being unwilling to travel.**
- **In the event of a claim, we will require either:**
  - a copy of the positive Coronavirus test result that you received from a registered medical practitioner or independent authority (e.g., private provider); or
  - a positive lateral Flow test (or a picture of a positive lateral flow test) with adequate and appropriate supporting evidence or independent certification; or
  - if the claim relates to your being quarantined on the orders of a treating medical practitioner, we will require written proof of this.

**Please note that: A Positive Lateral Flow test (or a picture of a positive lateral flow test) without adequate and appropriate supporting evidence or certification is not sufficient proof of claim.**

**Travelling to a country or area against Foreign Commonwealth and Development Office/World Health Organisation Advice.**

**If you are travelling to a country or area where the FCDO/WHO advise against all or all but essential travel, due to:**

### • Coronavirus:

- Your policy will provide cover for claims that are not caused by or related to Coronavirus, including Emergency Medical Costs, Baggage, Passports, Money and Personal Accident claims, as usual during your trip (subject to policy terms conditions and exclusions).
- Your policy will not provide cover for any claim caused by or related to Coronavirus.

### • reasons other than Coronavirus,

**You should understand**

- why the FCDO/WHO are advising against all or all but essential travel, please see:
  - Foreign travel advice - GOV.UK ([www.gov.uk](http://www.gov.uk))
  - Travel advice ([who.int](http://who.int))
- that we may not be able to provide you with the assistance or other services that we would normally be able to in an emergency (this is dependent upon the reason why the FCDO/WHO are advising against all or all but essential travel)
- that the cover provided by this policy will be limited and there will be no cover for claims relating to the reason why the FCDO/WHO advise against all or all but essential travel.

### Change in FCDO/WHO advice

If the FCDO/WHO advice for the country or area that **you** are travelling to, changes;

- after the purchase of **your** policy or after the booking of any individual trip (whichever is the latter)
- to advising against all or all but essential travel
- for reasons OTHER than medical epidemic or pandemic (including Coronavirus, or anything mentioned in the general exclusions)

**Your Tailor Made travel insurance policy will provide cover under:**

- Section 1 - Cancellation (provided **you** have purchased a policy which includes cancellation cover, and the advice changes before **you** commence **your** trip)
- Section 2 – Curtailment (if the advice changes after **you** have commenced **your** trip)

# Important things to remember

## Before you go

### 1) Making your declarations – Taking reasonable care

Please take care when providing information to us – failing to take reasonable care could mean **you** are liable for all or a proportion of any claim costs. **Your** policy and any quotations given are based upon **your** answers to **our** questions. If **we** later discover this information was incorrect, it may impact any claim entitlement. In these circumstances, **we** apply the Consumer Insurance (Disclosure and Representations) Act 2012. This means **we** may not pay all of **your** claim or **your** claim could be declined in full. If **we** apply these rules to **your** claim, **we** will provide a full explanation so **you** know why.

2) If **you** need to cancel **your** trip go to [www.submit-claim.com/allclear](http://www.submit-claim.com/allclear). (For full details please see 'How to make a claim' below).

3) Please be aware that if **you**, or anyone insured on this policy, require a carer to assist with activities of daily living, **you** will need to travel with a carer who is able to provide assistance throughout the duration of the trip, and does not require a carer themselves. Failure to do so will result in no cover being available under any section of the policy.

## While you are away

### 1) If you need emergency assistance

If **you** need help in a medical emergency, please call **our** 24-hour emergency assistance help line on **+44 (0) 203 467 4122**. Zurich Assist will ensure that medical emergency services are made available to **you** and will be based entirely on medical necessity depending on **your** state of health.

Please remember this is not a private health insurance and be aware of excessive treatment charges. If **you** need simple outpatient treatment of the sort **you** can pay for locally, **you** can make **your** claim once **you** return home (**you** must provide valid receipts or invoices). If **you** are in any doubt **you** can call Zurich Assist for help and advice.

If **you** get help from Zurich Assist during your trip and incur any costs that the policy covers, **you** will need to claim back these expenses after **you** return home. Please see How to make a claim on page 6 for details of how to do this.

### Zurich Assist 24-hour worldwide assistance.

**We** offer **you** **our** 24-hour worldwide assistance service relating to the sections of cover that apply for the level of cover **you** have selected.

**We** arrange access to the following services:

**Cash transfer advice.** If **you** need money to pay for travel or accommodation because of theft, loss, illness or injury, **we** will advise **you** on the process **you** must follow to get money.

**Consular and embassy referral.** Where possible, **we** will give **you** the details of the representative of the

relevant consulate or embassy. For example, if **you** have lost **your** passport, driving licence or travel documents.

### Emergency travel and accommodation

**arrangements.** Where possible, **we** will help **you** to arrange emergency alternative transportation and accommodation.

**Sending urgent messages.** **We** will help **you** to send urgent personal messages or get messages to **you** if **you** experience travel delay or suffer from illness or injury.

For confirmation contact Zurich Assist on **+44 (0) 203 467 4122**.

**When you contact us, you will need to tell us your name, your policy number and your contact details so we can keep in touch. Please try to have these and other useful information to hand.**

## On your return

### How to make a claim

1) To make a claim, go to [www.submit-claim.com/allclear](http://www.submit-claim.com/allclear). Submitting a claim online is the quickest and easiest way to have **your** claim processed.

To discuss an existing claim, or if **you** don't have internet access, call the claims helpline on 01420 259 055, quoting Tailor Made Travel Insurance. Phone lines are open Monday to Friday 9am to 5.30pm (excluding bank holidays).

Please make sure **you** notify us within thirty days of **your** trip ending of any occurrence likely to give rise to a claim.

2) **You** will need to provide **your** original policy and policy schedule, confirmation of booking, all original travel booking receipts, all original medical receipts, medical report showing the condition(s) for which **you** received treatment, and police reports (which must be obtained within 24 hours of discovery in the event of loss, burglary or theft of money, gadgets and valuables or baggage) and any other evidence requested on the claim form. Conditions apply, see page 13.

**Please note:** We reserve the right to apply an additional 10% deduction to any item claimed with a value over £100, following our standard deductions for age, wear and tear and loss of value, where **you** cannot prove **you** own it or provide proof of purchase (e.g. original receipts) if requested.

### Financial Services Compensation Scheme

**We** are covered by the Financial Services Compensation Scheme (FSCS). In the unlikely event **we** cannot meet **our** liabilities to **you**, **you** may be able to claim money from the Financial Services Compensation Scheme.

**Your** rights will depend on the type of policy **you** have bought and the events surrounding **your** claim. Further information about the scheme can be obtained from the Financial Services Compensation Scheme at:

Tel: 0800 678 1100 or 0207 741 4100

E-mail: [enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk)

[www.fscs.org.uk](http://www.fscs.org.uk)



# Your policy

# Summary of cover





The maximum amount insured (for each person insured)


| Cover  | Page         | Basic Cover   |  | Comprehensive Cover   |  |
|--|--------------|---|--|---|--|
|  |              | Cover   | Excess<br>(See Note 1 on page 9)                     | Cover   | Excess<br>(See Note 1 on page 9)                     |
| <b>1 Cancellation</b>  | <b>19-20</b> | £1,000  | £300 (£15 for loss of deposit)                       | £2,000  | £100 (£15 for loss of deposit)                       |
| <b>2 Curtailment</b>   | <b>20-21</b> | £1,000  | £300   | £2,000  | £100   |
| <b>3 Missed departure</b>  | <b>21</b>    | £750  | Nil  | £750  | Nil  |
| <b>4 Travel delay</b>  | <b>21-22</b> | £20 for the first 12 hours<br>£10 for each 12 hours after up to £100  | Nil  | £20 for the first 12 hours<br>£10 for each 12 hours after up to £100  | Nil  |
| Abandonment  |              | Up to £1000   | £300   | Up to £2000   | £100   |
| <b>5 Personal accident</b>   | <b>22</b>    | £15,000<br>£25,000  | Nil<br>Nil   | £15,000<br>£25,000  | Nil<br>Nil   |
| If you are aged under 16 or over 75 at the time of the accident the death benefit will be limited to funeral and other expenses up to £1,500 and the permanent total disablement benefit will not apply. |              |   |  |   |  |
| <b>6 Medical emergency expenses repatriation and associated expenses</b>   | <b>23-24</b> | £8,000,000  | £300   | £12,000,000   | £100   |
| Medical inconvenience benefit  |              | £25 per day (whilst hospitalised)   | Nil<br>£75   | £25 per day (whilst hospitalised)   | Nil  |
| Loss of medication   |              | £300  |  | £300  | £75  |
| <b>7 Personal property</b>   | <b>24-27</b> | Up to £1,000<br>£200 (except mobility aids)<br>£250<br>£300<br>£50<br>£1,000<br>£100<br>Up to £400 (cash limited to £250) | £75<br>£75<br>£75<br>£75<br>Nil<br>£75<br>Nil<br>£50 | Up to £1,500<br>£200 (except mobility aids)<br>£250<br>£300<br>£50<br>£3,000<br>£100<br>Up to £400 (cash limited to £250) | £75<br>£75<br>£75<br>£75<br>Nil<br>£75<br>Nil<br>£50 |
| Under 16 limit   |              | Up to £100 (cash limited to £50)  | £25  | Up to £100 (cash limited to £50)  | £25  |
| Passport and travel docs   |              | £300  | Nil  | £300  | Nil  |
| <b>7b Gadget and valuables extension</b><br>(See note 3 on page 9)   |              |   |  |   |  |
| Gadgets and valuables extension cover  |              | £2,500  | £75  | £2,500  | £75  |
| Single article, pair or set limit  |              | £1,000  |  | £1,000  |  |
| <b>8 Personal liability</b>  | <b>27</b>    | £2,000,000  | £75 (See Note 2 on page 9)                           | £2,000,000  | £75 (See Note 2 on page 9)                           |
| <b>9 Home help or nanny</b>  | <b>28</b>    | £300  | Nil  | £300  | Nil  |
| <b>10 Legal expenses</b>   | <b>28-29</b> | £25,000 (maximum £50,000 all insured persons)   | Nil  | £25,000 (maximum £50,000 all insured persons)   | Nil  |


## Summary of cover


The maximum amount insured (for each person insured)

Continued from page 8

| Cover  | Page         | Basic Cover            |                              | Comprehensive Cover       |                              |
|--|--------------|------------------------|------------------------------|---------------------------|------------------------------|
|  |              | Cover                  | Excess<br>(See Note 1 below) | Cover                     | Excess<br>(See Note 1 below) |
|  <b>11 Natural disaster cover</b> | <b>30-31</b> |                        |                              |                           |                              |
| 11A Extended delayed departure cover   |              | £1,000                 | £50                          | £1,000                    | £50                          |
| 11B Extended missed departure cover  |              | £500                   | £50                          | £500                      | £50                          |
| 11C Extended accommodation cover   |              | £1,000                 | £50                          | £1,000                    | £50                          |
|  <b>12 Golf cover</b>             | <b>31-32</b> |                        |                              |                           |                              |
| 12A Golf equipment   |              |                        |                              |                           |                              |
| Loss   |              | £750                   | £75                          | £750                      | £75                          |
| Hire   |              | £75 per day up to £375 | £75                          | £75 Per day up to £375    | £75                          |
| Single article limit   |              | £250                   | £75                          | £250                      | £75                          |
| 12B Loss of green fees   |              | £75 per day up to £375 | Nil                          | £75 per day up to £375    | Nil                          |
| 12C Hole-in-one!   |              | £100                   | Nil                          | £100                      | Nil                          |
|  <b>13 Cruise cover</b>           | <b>33-34</b> |                        |                              |                           |                              |
| 13A Missed port departure  |              | No cover               |                              | £1,000                    | £75                          |
| 13B Cabin confinement  |              | No cover               |                              | £100 per day up to £1,000 | Nil                          |
| 13C Itinerary change   |              | No cover               |                              | £100 per port up to £500  | Nil                          |
| 13D Unused excursions  |              | No cover               |                              | £500                      | £75                          |
| 13E Cruise interruption  |              | No cover               |                              | £1,000                    | £75                          |
|  <b>14 Winter Sports cover</b>    | <b>35-36</b> |                        |                              |                           |                              |
| 14A Ski equipment  |              | £500                   | £75                          | £500                      | £75                          |
| Single article limit   |              | £200                   | £75                          | £200                      | £75                          |
| Ski hire   |              | £10 per day up to £150 | Nil                          | £10 per day up to £150    | Nil                          |
| Delayed ski equipment  |              | £150                   | Nil                          | £150                      | Nil                          |
| 14B Ski pack   |              | £400                   | £75                          | £400                      | £75                          |
| 14C Piste closure  |              | £35 Per day up to £350 | Nil                          | £35 Per day up to £350    | Nil                          |

 This section of cover is included only if **you** have paid the appropriate additional Natural disaster cover premium and it is shown on **your** policy schedule.

 This section of cover is included only if **you** have paid the appropriate additional Golf cover premium and it is shown on **your** policy schedule.

 This section of cover is only applicable if **you** have purchased Comprehensive cover, paid the appropriate additional Cruise premium and it is shown on **your** policy schedule.

 This section of cover is included only if **you** have paid the appropriate additional Winter sports premium and it is shown on **your** policy schedule.

We also provide waiting list cover and travelling companion cover provided **you** have paid the appropriate additional premium and it is shown on the policy schedule. See General policy information on pages 11 and 12 for more information on these covers.

**Note 1:** If either **your** European Health Insurance Card (EHIC) or Global Health Insurance Card (GHIC) is presented to the treating doctor or hospital when receiving medical treatment within the European Union or a country in which it is valid and the medical costs are reduced, the policy excess applicable under section 6 - Medical and other expenses will be waived (See Reciprocal health agreements on page 16). Please note, from 1st January 2021 a UK issued EHIC or GHIC is no longer accepted in Norway, Iceland and Liechtenstein.

**Note 2:** The excess for Section 8 Personal liability applies per policy.

**Note 3:** Section 7b - Gadget and valuables extension only applies if **you** have paid the appropriate additional premium and this is shown on **your** policy schedule.

Please check **your** policy schedule to confirm the level of cover **you** have.

**24 Hour medical emergency service included.**

# General policy information

## Period of insurance

**Your** trip must begin and end in **your** home country. Cover cannot start after **you** have left **your** home country. The policy wording, including any endorsement issued by **us**, constitutes a contract between **you** and **us** and is made up of the schedule and this policy document, which together forms the contract of insurance, and is based upon the information that **you** provided during **your** application.

Please note: - If, due to unexpected circumstances that are beyond **your** control and which fall under the conditions of this cover, **you** cannot finish **your** holiday within the period of insurance set out on **your** schedule of cover, **we** will extend **your** cover for up to 30 days. **We** will not charge **you** for this.



**This policy is only valid for trips within your home country where there is pre-booked accommodation.**

## Cruises

This policy only covers Cruise trips if **you** have purchased Comprehensive cover and have paid the appropriate additional Cruise premium.

## Winter sports

This policy only covers Winter sports if **you** have paid the appropriate additional Winter sports premium.

## Business trips

This policy does not cover Business trips.

## For single trip insurance

This policy is not valid for trips exceeding 12 months. Winter sports are covered for the duration of the trip if the required additional premium has been paid.

## For annual multi-trip insurance

The maximum trip duration of any one trip is 30 days for Basic cover and 45 days for Comprehensive cover. If **you** have chosen an annual multi-trip Insurance, cover under all sections, except section 1 - cancellation, only applies if the outward and return journey take place during the start and end date shown on the schedule of cover. Winter sports are limited to 17 days per policy year, where the appropriate additional premium has been paid.

Where **your** Tailor Made annual multi-trip policy renews during a trip:

The total trip duration cannot exceed the trip limit shown on **your** latest policy schedule.

The coverage for any claims **you** make will depend on the terms of the policy in effect at the time of the event that resulted in a claim.



**If your trip began before your Tailor Made insurance policy started, you won't have any coverage for any part of the trip.**

## Age restrictions

Winter sports cover is only available to persons aged 65 years and under (at date of issue).

## The cover under section 1 – Cancellation

Cancellation cover applies as soon as the premium has been paid or from commencement date and the policy wording is issued. **We** cannot therefore, refund **your** premium after this date, except within the first 14 days of the policy wording being received or before **you** travel (whichever is sooner). For annual multi-trip insurance, the cover under section 1 starts at the time **you** book the trip or the start date shown on the schedule of cover, whichever is later.

## The cover under remaining sections

Cover under all other sections apply for the duration of the booked trip including the period of travel from home directly to the departure point and back home directly afterwards not exceeding 36 hours in each case. If **you** come home earlier than planned then cover ends on return to **your** home country.



## Checking your documents are in order

**You must check your policy documents. The pre-existing medical conditions which you are covered for are set out in the enclosed schedule. If they are not correct, please contact the Tailor Made call-centre on 01708 339016.**



## Cancelling this policy

### Your right to cancel 'cooling off period'

**You have a 14 day 'cooling off' period from receipt of your documentation where during such time, should you decide the terms and conditions of the policy do not meet your requirements and provided you have not travelled or claimed on the policy, you can ask Tailor Made for a full refund. To request cancellation of your policy contact us on 01708 339016.**

**Should you wish to cancel your policy outside of the 14 day cooling off period or where a change to your existing policy means we are unable to continue with your cover, then the following terms apply:**

**Single trip policies - Provided you have not travelled and are not claiming on the policy, a refund of 50% of the total policy premium paid will apply. However, please note that if the amount due back is less than £25, no refund will be made.**

**Annual multi -trip policies - Provided you have not made a claim (irrespective of whether your claim was successful or not) on the policy and you confirm in writing that there is no claim pending, should you choose to cancel and understand that all benefits of the policy will be cancelled, we will refund 5% of the total premium paid, for each full calendar month remaining on the policy from the date of cancellation. However, please note that if**

## General policy information

Continued from page 10

the amount due back is less than £25, no refund will be made.

If you have travelled on a single trip policy or are intending to claim, or have made a claim on either a single trip or annual multi-trip policy (irrespective of whether your claim was successful or not) we will not consider refunding any proportion of your premium.

We reserve the right to give 14 days notice of cancellation of this policy, by recorded delivery to you at your last known address. We do not need to give prior notice or provide a refund in the following circumstances: fraud, suspected fraud or deliberate or reckless misrepresentations.

### General medical conditions

We will not cover you for any medical condition or disability (pre-existing or otherwise) if:

- 1) your state of health is significantly worse than you told us;
- 2) you know you have a terminal condition, but have not told us;
- 3) you know you will need medical treatment during your journey;
- 4) one of the purposes of your journey is to obtain medical treatment;
- 5) you are travelling against the advice of a medical practitioner;
- 6) you are not fit to travel on your journey.

We have the right from the date of issue up to the date of travel to request a letter from your medical practitioner detailing your pre-existing medical condition(s), and confirming that your condition(s) have not changed or got worse, along with agreeing that you are fit to travel.

### Pre-existing medical conditions

We will cover you for claims associated with those pre-existing medical conditions or disabilities you disclosed to us and we accepted in writing.

We will not cover you for claims associated with pre-existing medical conditions that you did not disclose to us and we did not accept in writing. You must tell us about ALL medical conditions for which you answer yes under the Medical health disclosure requirements below.

We cannot provide cover for some conditions and not for others you choose not to include in your declaration to us.

### Medical health disclosure requirements

You must read the following important information:

You must disclose to us if you or anyone else insured on this policy has:

- In the last two years, taken any prescribed medication or received medical treatment or advice at a hospital, clinic, GP surgery or via remote consultation or received or been offered palliative care;
- Been placed on a waiting list that could cause you to cancel or curtail your trip;
- Been advised of a terminal illness.

We are unable to cover undiagnosed conditions.

Failure to provide full and accurate information before you take out the insurance or when circumstances change could invalidate the cover and may mean any claim will be rejected.

### Terminal prognosis

If you have been given a terminal prognosis, provided you have received confirmation from your GP or medical practitioner that the prognosis is not less than 6 months from your return date of travel, and he/she has confirmed that you are fit to travel, we may still be able to provide cover. If you or anyone else insured on this policy have been given a terminal prognosis please contact the Tailor Made call centre on 01708 339016.

### Waiting lists

If you are on a waiting list for medical treatment or investigation or you have a date for a procedure which, if brought forward or delayed, may mean you have to cancel or curtail your journey, we will not cover these cancellation or curtailment costs unless you have paid the required additional premium for waiting list cover. Refer to your policy schedule for cover details. If you think you have paid for this cover, please check your enclosed documents to confirm this.

This cover only applies to single trip policies and only where cancellation cover is included.

### Change in state of health

You must tell us and consult with your medical practitioner if you or anyone else insured on this policy:

- i) develops a new condition and/or
- ii) there is a change to an existing medical condition and/or
- iii) there is a change in medication.

You must do this by contacting the Tailor Made call-centre on 01708 339016 at the earliest opportunity and before you book or commence your journey, or pay the balance or any further instalments for your journey. We have the right to amend the premium due and/or amend, restrict or cancel your cover under this policy.

### Non-travelling relatives

You may have an immediate relative with a medical condition who is not travelling with you. In some cases, if their state of health deteriorates greatly, you may need to cancel or curtail your journey.

## General policy information

Continued from page 11

Subject to all the other terms and conditions, such claims are covered if the relative's doctor is prepared to state that at the date **you** booked **your** trip, he/she would have seen no substantial likelihood of his/her patient's condition deteriorating to such a degree that this would become necessary. If the doctor will not confirm this, **your** claim is not covered. In the event of a claim the doctor must complete the medical certificate on the claim form.

### Travelling companion cancellation cover

Travelling companion cover offers cover for travelling companions insured under another travel insurance provider, for cancellation and curtailment due to **your** pre-existing medical condition that **we** have agreed to cover in writing, providing the additional premium has been paid. This will be shown on **your** policy schedule.

### Excesses

An excess is the first amount of any claim for which **you** are responsible to pay. The excess applies to each insured person per claim except for section 8 'Personal liability' where the excess is per policy. If a claim is made under more than one section which is caused by the same event at the same time, a maximum of 2 excesses per insured person will apply and these will be the highest excesses payable.

### Auto Renewal

Tailor Made will automatically renew **your** policy at the expiry date using the payment details **you** have provided unless **you** tell us not to. If **we** are not able to automatically renew **your** policy **we** will contact **you** at least 21 days before **your** policy is due to expire to let **you** know. **You** must be a UK resident (as defined on page 15) at the time of renewal.

### Continuous Payment Authority

By purchasing **your** policy **you** authorise **us** to use **your** card details to set up a continuous payment authority. These details will be held securely by a third party payment provider. **We** will use these details for payment of mid-term adjustments and renewal premiums. **You** can cancel this continuous payment authority at any time.

### Travelling when pregnant

**We** provide cover under this policy if something unexpected happens. **We** do not consider pregnancy or childbirth to be an illness or injury.

If **you** become pregnant after **we** have sold **you** this policy or after **you** booked **your** trip (whichever is later) and will be over 32 weeks pregnant for a single pregnancy (or 24 weeks pregnant for a multiple pregnancy) at the return date of **your** trip, **you** can claim for cancellation.

Cover is automatically provided under section 1 (Cancellation), section 2 (Curtailment) and section 6 (Medical emergency expenses) for complications of

pregnancy and childbirth which existed at the time of taking out this policy or developed at a later stage, provided **your** doctor and midwife are aware of **your** travel plans and that **you** are not travelling against medical advice. Childbirth in or after the 32nd week for a single pregnancy (or 24th week for a multiple pregnancy) is not a complication and is not covered under any section of this policy.

Complications of pregnancy and childbirth are defined as:

**Toxaemia** – toxins in the blood

**Gestational diabetes** – diabetes arising as a result of pregnancy

**Gestational hypertension** – high blood pressure arising as a result of pregnancy

**Pre-eclampsia** – where **you** develop high blood pressure, carry abnormal fluid and have protein in **your** urine during the second half of pregnancy

**Ectopic pregnancy** – a pregnancy that develops outside of the uterus

**Molar pregnancy** or **Hydatidiform mole** – a pregnancy in which a tumour develops from the placental tissue

**Post-partum haemorrhage** – excessive bleeding following childbirth

**Retained placenta membrane** – part or all of the placenta is left behind in the uterus after delivery

**Placental abruption** – part or all of the placenta separates from the wall of the uterus

**Hyperemesis gravidarum** – excessive vomiting as a result of pregnancy

**Placenta praevia** – when the placenta is in the lower part of the uterus and covers part or all of the cervix

**Stillbirth**

**Miscarriage**

**Emergency caesarean section**

**A termination needed for medical reasons**

**Premature birth** more than 8 weeks (or 16 weeks if **you** know **you** are having more than one baby) before the expected delivery date.



**Please make sure that your doctor and midwife are aware of your travel plans and that you are not travelling against medical advice. Airlines and ferry/shipping companies including cruise liners have their own restrictions due to health and safety requirements.**

**You should check with them or any other mode of transport you propose to take before you book. You are not covered for claims arising from pregnancy, where, at the point of checking in for or boarding your mode of transport, you fail to comply with the carrier's conveyance of pregnant women policy.**



# Conditions



## CONDITIONS



**1)** Cover is only available for the whole duration of the booked trip. Cover cannot be effected once a journey has commenced.



**2)** Cover is only available for children (under the age of 18) provided they are travelling with an adult and are named on the same policy.



**3)** If your money, gadgets and valuables or any items of baggage, are lost or stolen, you must notify the local police within 24 hours of discovery. Please make sure you get a copy of the police report. Failure to comply will result in your claim being turned down.



**4)** No payment will be made under sections 1, 2, 5, 6, 9, 13B, 14B and 15B without appropriate medical certification.

**5)** In the event of a claim, you (or your legal representative) must give us all the information and documents that we may need at your (or their) own expense. If you make a medical claim you may be asked to supply your medical practitioner's name to enable us to access your medical records.

This will help us and the medical practitioner treating you to provide the most appropriate assistance and assess whether cover applies. If you do not agree to provide this when requested we will not deal with your claim.

**6)** In the event of a claim, if we require a medical examination you must agree to this and in the event of death we are entitled to a post-mortem examination both at our expense.

**7)** You must take all reasonable steps to recover any lost or stolen article.

**8)** If you make a claim which is found to be fraudulent then the insurer will not pay the claim and the policy will be cancelled from the date that the claim was made. This will mean that you will no longer be covered under the policy and will not be able to make any further claims. Should we find that a claim that was paid is fraudulent then we reserve the right to ask you to pay back any claims amounts paid to you or a third party. In the event of fraud we may cancel the contract and will not be liable to return any of the premiums paid.

**9)** You must not make any payment, admit liability, offer or promise to make any payment without written consent from us.

**10)** 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.

**11)** We may at any time pay to you our full liability under the policy after which no further payments will be made in any respect.

**12)** The terms of this insurance is based upon the information provided by you to us. The policy contains conditions relating to health of the people travelling. You must take reasonable care to answer all questions put to you, about the health of the people travelling, honestly, accurately and to the best of your knowledge. If you do not understand the meaning of a question put to you or if you do not know the answer it is vital that you tell us. Once cover has been arranged you must immediately notify us of any changes to the information that has previously been provided. Failure to provide full and accurate information before you take out the insurance or when circumstances change could invalidate the cover and may mean any claim will be rejected. If you are declaring on behalf of another person you must ensure you are fully aware of their medical history.

**13)** If at the time of making a claim there is any other policy covering the same risk we are entitled to contact that insurer for a contribution. You must provide any assistance that we require.

**14)** You must pay back any amounts we have either paid to you or on your behalf which are not covered by this insurance, or for costs which are later recovered elsewhere. For example, claims for lost baggage which is later found, or for cancelled trips which are later refunded. These payments must be returned to us within one month of you becoming aware.

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

**16)** You are required to take all reasonable care to protect yourself and your property and to act as though you are not insured.

**17)** Sanctions clause. We will not be held liable to provide cover or make any payments or provide any service or benefit to any insured person or other party to the extent that such cover, payment, service, benefit and/or business or activity of the insured person would violate any applicable trade or economic sanctions law or regulation.

**18)** You must abide by the advice and instructions of our medical advisers; failure to do so may result in cover being completely or partially withdrawn.

# Geographical limits

## Single trip:

**Region 1** – Covers trips to, from, and within the United Kingdom.

**Region 2** – Covers trips to and from Europe, west of the Ural Mountains including the Republic of Ireland and all countries, bordering the Mediterranean Sea, as well as Madeira and The Azores. This region excludes countries mentioned in region 3.

**Region 3** – Covers trips to regions 1, 2 and Spain (including the Balearic Islands), The Canaries, Turkey, Cyprus and Malta.

**Region 4** – Covers trips to anywhere in the world except USA, Canada, Caribbean, Hong Kong, Singapore, Mexico and China.

**Region 5** – Covers trips to anywhere in the world including USA, Mexico, Canada and the Caribbean.

**Region 6** – Covers trips to anywhere in the world except USA, Mexico, Canada and the Caribbean.

**Region 7** – Covers trips to Australia and New Zealand only.

## Annual multi-trip:

**Region 1** – Covers trips to, from, and within the United Kingdom.

**Region 2** – Covers trips to Europe, west of the Ural Mountains including the Republic of Ireland and all countries, bordering the Mediterranean Sea, as well as Madeira and The Azores. This region excludes countries mentioned in region 3.

**Region 3** – Covers trips to regions 1, 2 and Spain (including the Balearic Islands), The Canaries, Turkey, Cyprus and Malta.

**Region 9** – Covers trips to anywhere in the world except USA, Mexico, Canada and the Caribbean.

**Region 10** – Covers trips to anywhere in the world including USA, Mexico, Canada and the Caribbean.

On both single trip, and annual multi-trip policies, if **your** outward or return flight to **your** booked destination requires **you** to break **your** journey by stopping over in an area which is not covered by the region on the schedule of cover, **your** policy automatically covers **you** to spend 24 hours in the area of the stopover each time **you** have to stop over on both **your** outward and return journeys.

If **your** Cruise requires **you** to make a stopover in an area which is not covered by the region on the schedule of cover, **your** policy automatically covers **you** to spend 24 hours in the area of the stopover each time **you** have to stop over on both **your** outward and return journeys.

# Definitions

## Definitions

Wherever the following words and phrases appear in this policy they will always have these meanings:

**Accident/Accidental/Accidentally** – an event that is sudden and unexpected, which is caused by external and visible means at a time that can be identified.

**Baggage** – **your** personal clothing and effects, suitcases, luggage and or similar.

**Business trip** – a trip primarily for business purposes.

**Children/Child** – **your** children, **your** partner's children and the grandchildren of **you** or **your** partner, including step children, step grandchildren and fostered or adopted children or grandchildren, provided that **they** are:

- under 18 years old on the date cover commences
- dependent on **you** or **your** partner (or in the case of grandchildren dependent on **you** or **your** partner or their parent(s)).

**Civil Unrest** - Activities inclusive of organised protests, riots, arson, looting, occupation of institutional buildings, border infringements and armed insurrection (excluding where civil war has been declared).

**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.

**Complications of pregnancy and childbirth** – see **Travelling when pregnant** on pages 12 and 13.

**Coronavirus** - COVID-19, SARS-COV-2 or any mutation or variation of these.

**Cruises** – A trip on a passenger carrying liner, ship or river cruiser on a voyage, including accommodation for a minimum of two nights.

**Curtail/curtailment** – Return early to home in the United Kingdom.

**Cyber Terrorism** – the actual use or threat of use of disruptive activities against computers and networks, with the intention to cause harm, spread fear or cause severe disruption of infrastructure).

**Excesses** – see Excesses on page 12.

**Fit to travel** – means that, taking into account **your** general state of health and any pre-existing medical conditions, **you** and **your** medical practitioner (if consulted) would reasonably expect that **you** would be



## Definitions

Continued from page 14

well enough to complete **your** trip without requiring medical assistance or treatment, bearing in mind where **you** are going, how long **you** will be there, any sporting or adventure activities **you** intend to engage in, and the method of travel being used.

**Gadget and valuables** – Mobile phones and mobile phone accessories, photographic, audio, video and electrical equipment (including CDs, DVDs, video and audio tapes and electronic games), MP3 players, games consoles, personal organisers, eReaders (including eBooks and Kindles), computer equipment, laptops, tablet PC's (including iPads), netbook computers, binoculars, antiques, e-cigarettes and associated vapour liquids, jewellery, watches, furs, leather goods, animal skins, silks, precious stones and items made of or containing gold, silver or precious metals, hearing aids, sports and leisure equipment, musical instruments.

**Golf equipment** – golf clubs, golf balls, golf bag, golf trolley and golf shoes.

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

**Home country** – is:

- England, Scotland, Wales or Northern Ireland, if **your** home is in any of these locations; or
- The Isle of Man or Channel Islands if **your** home is located on any of these islands.

**Immediate relative** – Mother, father, sister, brother, wife, husband, partner (same or different sex), son, daughter (including fostered/adopted son or daughter), grandparent, grandchild, parent-in-law, son-in-law, daughter-in-law, sister-in-law, brother-in-law, step-parent, step-child, step-brother, step-sister, or legal guardian.

**Illness/ill** – sudden and unforeseen change in health, sickness or disease (including complications of pregnancy or childbirth) contracted as certified by a medical practitioner.

**Insured person/You/Your/Yours** – each person travelling on a trip who is named on the policy schedule.

**Manual work** – Work that is physical, including, but not limited to construction, installation, assembly and building work, work that involves putting together, maintaining, repairing or using heavy electrical, mechanical or hydraulic machinery. This does not include bar and restaurant staff, musicians and singers and fruit pickers (who do not use machinery)

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

**Money** – Cash, travellers and other cheques.

**Mobility aids** – Wheelchair, motorised wheelchair, prosthetic limb, walking frame, walking stick or crutches.

**Natural disasters** – Wildfire, earthquake, tsunami, volcanic eruption, landslide, avalanche, cyclone, typhoon and/or tornado occurring in the area where the accommodation **you** are due to stay in during **your** trip is situated after this insurance was purchased and which damages the local transport infrastructure and/or such accommodation to the extent that access to or the availability of the accommodation is no longer possible or cannot be guaranteed.

**Partner** – **your** husband, wife or civil partner, or someone of either sex that **you** live with as though they were **your** husband, wife or civil partner.

**Personal accident** – Accidental bodily injury caused solely and directly by outward violent and visible means.

**Permanent total disablement** – Disablement as a result of which **you** are unable to carry on or perform any business or occupation, and which, having lasted for a period of 12 months is, at the end of that period beyond hope of improvement.

**Pre-existing medical condition** – any disease, illness or injury as set out in the medical health disclosure requirements on page 11.

**Public transport** – any publically licensed vehicle, including but not limited to, aircraft, sea vessels, trains, buses or coaches, operating to a published timetable.

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

**Ski equipment** – Skis (including bindings), ski boots, ski poles and snowboards.

**Ski pack** – Pre-booked lift passes, hired skis and boots and ski school fees.

**Trip(s)** – A holiday or journey for leisure purposes that takes place during the period of cover and begins and ends in **your** home country.

**Unattended** – where **you** are not in full view of or in a position to prevent unauthorised taking of **your** property unless it is in a locked room, safe, in a locked boot of a locked vehicle or in the luggage space at the back of a locked estate car or locked hatchback under a top cover and out of view.

**United Kingdom** – England, Scotland, Wales, Northern Ireland, the Isle of Man and Channel Islands.

**United Kingdom resident** – **You** must have resided in the UK (as defined above) for no less than 6 months, have a permanent UK address and be registered with a UK General Practitioner.

**We/us/our** – Zurich Insurance Company Ltd.

**Zurich Assist** – The service provider nominated by Zurich Insurance Company Ltd.

# Reciprocal health agreements



**You should take reasonable steps to use any reciprocal health agreement which exist between countries. Where medical expenses are reduced using a reciprocal health agreement the excess will be reduced to nil under this section.**

## European Union

When travelling to a country in the European Union (EU) **you** should receive inpatient treatment in a public hospital.

**You** must therefore obtain a Global Health Insurance Card (GHIC) prior to travel by completing an application form via [www.ghic.org.uk](http://www.ghic.org.uk). This allows UK residents and European citizens to benefit from the health agreements between countries in the EU. (This used to be known as EHIC / E111). A UK issued EHIC Card is also still valid and accepted until expiry and can be used in place of a GHIC Card.

If **you** are admitted to a public hospital, **you** should present **your** GHIC / EHIC to the hospital; if **you** are unable to do so, **you** must co-operate with the medical assistance department in order to obtain one.

If **your** GHIC / EHIC is presented to the treating doctor or hospital when receiving medical treatment within the European Union and Switzerland and the medical costs are reduced, the policy excess applicable under section 6 (Medical and other expenses) will be waived.

Please note, from 1st January 2021 a UK issued EHIC or GHIC is no longer accepted in Norway, Iceland and Liechtenstein.

## Australia & New Zealand

When **you** are travelling to Australia or New Zealand and **you** have to go to hospital, **you** must register for treatment under the national Medicare or equivalent scheme of those countries.

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## Useful information

Please note this information does not form part of the terms and conditions of **your** Travel cover, it is provided for guidance purposes only. Information is correct at date of production.

### [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice)

Before **you** go overseas check out the Foreign, Commonwealth and Development Office website at [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice), it is packed with essential travel advice and tips plus up to date information about different countries.

### The World Health Organisation

The World Health Organisation (WHO) provides up to date information and advice for travellers by country on health risks. Please check with the WHO if **you** have any concerns over health risks for **your** intended destination. To view information on the country or region **you** intend to travel to, visit the international travel and health pages on the WHO website [www.who.int](http://www.who.int)

### Air passengers

For advice and details on **your** rights as an airline passenger and compensation in different situations please visit the UK Civil Aviation Authority website at [www.caa.co.uk](http://www.caa.co.uk). **You** should also refer to the terms and conditions of the airline **you** are travelling with for information.

**We** are not responsible for the content of other websites.

# Data Protection Statement

Zurich takes the privacy and security of **your** personal information seriously. **We** collect, use and share **your** personal information so that **we** can provide policies and services that meet **your** insurance needs, in accordance with applicable data protection laws.

The type of personal information **we** will collect includes: basic personal information (i.e. name, address and date of birth), occupation and financial details, health and family information, claims and convictions information and where **you** have requested other individuals be included in the arrangement, personal information about those individuals.

**We** and **our** selected third parties will only collect and use personal information

- (i)** where the processing is necessary in connection with providing a quotation and/or contract of insurance;
- (ii)** to meet **our** legal or regulatory obligations;
- (iii)** where **you** have provided the appropriate consent;
- (iv)** for **our** 'legitimate interests'.

It is in **our** legitimate interests to collect personal information as it provides **us** with the information that **we** need to provide **our** services more effectively including providing information about **our** products and services. **We** will always ensure that **we** keep the amount of information collected and the extent of any processing to the absolute minimum to meet this legitimate interest.

A full copy of our data protection statement can be viewed via [www.zurich.co.uk/dataprotection](http://www.zurich.co.uk/dataprotection).

## How you can contact us

If **you** have any questions or queries about how **we** use **your** data, or require a paper copy of the statement, **you** can contact **us** via:  
[gbz.general.data.protection@uk.zurich.com](mailto:gbz.general.data.protection@uk.zurich.com) or  
alternatively contact **our** Data Protection Officer at

**Zurich Insurance,  
Unity Place,  
1 Carfax Close,  
Swindon,  
SN1 1AP.**

# Your cover

what you are covered for ✓

what you are not covered for ✗

# Section 1– Cancellation

## YOU ARE COVERED ✓

For **your** proportion only, up to the amount shown in the summary of cover on pages 8 and 9 if **your** travel and accommodation arrangements, excursions, tours and activities are cancelled before **your** departure from **your** home country if this is **your** usual country of residence (including ski hire, ski school and lift passes for winter sports trips where the appropriate premium has been paid), which have not been used and which **you** have paid for or contracted to pay for, providing the cancellation is necessary and unavoidable (and is not a result of **you** being unwilling to commence **your** trip as arranged) due to:

- 1)** the death or disablement by bodily injury, illness or being subject to quarantine (on the orders of the treating medical practitioner) of **a) you, b)** any person **you** are intending to travel or stay with, **c)** an immediate relative of **yours** or of any person **you** are intending to travel with or **d)** a close business associate of **yours**;
- 2)** **you** being called for jury service or as a witness (but not as an expert witness or where **your** employment would normally require **you** to attend court) in a Court of Law;
- 3)** **your** redundancy or the redundancy of any person **you** are intending to travel with, provided that **we** are informed in writing immediately notification of redundancy is received and that **you** were not aware of any impending redundancy at the time this policy was issued;
- 4)** **your** home being made uninhabitable or place of business being made unusable, up to 14 days before the commencement of **your** trip, due to fire, lightning, explosion, earthquake, subsidence, storm, flood, falling trees, riot or civil commotion, malicious damage, burst pipes, impact by aircraft;
- 5)** the police requesting **your** presence following burglary or attempted burglary at **your** home or place of business;
- 6)** **your** passport, or the passport of any person **you** are intending to travel with being stolen during the seven days before **your** departure date;
- 7)** **your** carer (if insured on this policy) having to cancel **their** journey with **you** due to one of the reasons stated above. If **you** wish to continue **your** journey, **we** will pay up to £1,000 in total for the costs of extra accommodation and transport to replace **your** original carer;
- 8)** **you** or any person **you** are travelling with, who is a member of the armed forces, emergency services or administrative government employees being ordered to return to duty;

**9)** **you** becoming pregnant after **we** have sold **you** this policy, if it means that: **i)** at the return date of **your** trip **you** will be more than 32 weeks pregnant for a single pregnancy or more than 24 weeks for a multiple pregnancy; **ii)** at the date of departure on **your** outward journey **you** will fail to comply with the transport providers conveyance of pregnant women policy;

**10)** complications of pregnancy and childbirth;

**11)** the FCDO/WHO advice changing to advise against all or all but essential travel to **your** destination, other than for medical epidemic or pandemic or anything mentioned in the general exclusions.

## YOU ARE NOT COVERED FOR ✗

- 1)** Anything mentioned in the General exclusions on pages 42 and 43. General conditions on page 13 will also apply;
- 2)** the excess as shown in the summary of cover on pages 8 and 9. The excess will apply for each trip that **you** have booked, for each and every incident and for each insured person;
- 3)** **claims where a medical certificate has not been obtained from a medical practitioner, confirming that cancellation of the trip is medically necessary;**
- 4)** claims arising from pregnancy, where, at the point of checking in for or boarding **your** flight, **you** fail to comply with the airline's conveyance of pregnant women policy;
- 5)** any increased charges which may arise due to failure to notify **your** travel agent or tour operator immediately it is found necessary to cancel;
- 6)** cancelling **your** holiday due to restrictions implemented by any government or administration;
- 7)** claims where a theft of passport has not been reported to the necessary authorities, including but not limited to, the Police and UK Passport Service (UKPS);
- 8)** any air passenger duty (APD) charges made by a scheduled airline as a part of **your** booking, ATOL protection fees and any administration fees included in the cost of the flight booking or refund process;
- 9)** cancelling **your** trip due to having given birth in or after the 32nd week for a single pregnancy or 24th week for a multiple pregnancy;
- 10)** any claim due to medical epidemic or pandemic with the exception of the cover which is in place for Coronavirus related claims as specified on page 5;
- 11)** failure to obtain the required passport, visa or necessary travel documentation;

## Section 1 – Cancellation

Continued from page 19



### CONDITIONS

**1)** **You** must tell the carrier, holiday company, travel agent or accommodation provider immediately if **you** know the trip will be cancelled, so **you** lose as little as possible. If **you** do not tell the carrier, holiday company, travel agent or accommodation provider as soon as **you** find out that **you** have to cancel the trip, **we** will only pay the cancellation charges that were due at the point in time when **you** knew **you** had to cancel.

**2)** Claims for cancellation must be substantiated by written confirmation or cancellation invoice from the public transport carrier and/or accommodation provider and/or an unused travel ticket. Failure to provide this may mean any claim will be rejected.

## Section 2 – Curtailment

This section includes the services of Zurich Assist (details shown on page 6) who must be contacted immediately in the event of a serious injury, illness or hospitalisation, where repatriation has to be considered.

### YOU ARE COVERED



Up to the amount shown in the summary of cover on pages 8 and 9 for:

**1)** The value of the portion of **your** travel and/or accommodation arrangements which have not been used and which were paid for before **your** departure from **your** home country (including ski hire, ski school and lift passes, which do not have to be paid for before **your** departure from **your** home country, in respect of winter sports trips where the appropriate premium has been paid), if **you**, and where appropriate a person **you** are travelling with covered by this policy, have to curtail **your** trip and return to **your** home earlier than planned due to:

- a)** the death, severe injury or serious illness of:
  - i)** **you** or any person **you** are travelling with;
  - ii)** an immediate relative of **yours** resident in **your** home country;
  - iii)** a close business associate of **yours** resident in **your** home country.
- b)** complications of pregnancy and childbirth;
- c)** **your** home being made uninhabitable or place of business being made unusable due to fire, lightning, explosion, earthquake, subsidence, storm, flood, falling trees, riot or civil commotion, malicious damage, burst pipes, impact by aircraft
- d)** the police requesting **your** presence following burglary or attempted burglary at **your** home or place of business;
- e)** **you** being unable to continue **your** trip, as detailed in **your** travel itinerary, due to loss or theft of **your** passport, or that of any person **you** are travelling with; These proportionate value of costs will be calculated from the date of return to **your** home country.

**2)** reasonable additional travelling expenses incurred by **you** for returning to **your** home country (economy class) earlier than planned for a reason stated in benefit 1 of this section;

**3)** **your** carer (if insured on this policy) having to curtail **their** journey with **you** due to one of the reasons stated above. If **you** wish to continue **your** journey, **we** will pay up to £1,000 in total for the costs of extra accommodation and transport to replace **your** original carer;

**4)** **you** or any person **you** are travelling with, who is a member of the armed forces, emergency services or administrative government employees being ordered to return to duty;

**5)** the FCDO/WHO advice changing to advise against all or all but essential travel to **your** destination, other than for medical epidemic or pandemic or anything mentioned in the general exclusions.

### YOU ARE NOT COVERED FOR



**1)** Anything mentioned in the General exclusions on pages 42 and 43. General conditions on page 13 will also apply;

**2)** the excess as shown in the summary of cover on pages 8 and 9. The excess will apply for each trip that **you** have booked, for each and every incident and for each insured person;

**3)** claims that are not confirmed as medically necessary by Zurich Assist and where a medical certificate has not been obtained from the attending medical practitioner abroad confirming it necessary to curtail the trip;

**4)** additional travelling expenses incurred which are not authorised either by **us** or Zurich Assist, as detailed on page 6;

**5)** claims where a theft of passport has not been reported to the necessary authorities, and a written report obtained;





## Section 2 – Curtailment

Continued from page 20

**6)** any claim due to childbirth occurring in or after the 32nd week for a single pregnancy or 24th week for a multiple pregnancy;

**7)** cutting short **your** trip due to restrictions implemented by any government or administration;

**8)** any claim due to medical epidemic or pandemic with the exception of the cover which is in place for Coronavirus related claims as specified on page 5.



**Zurich Assist only assists early return home for medical reasons, not for the other reasons listed under this section of the policy.**

**Curtailment is only applicable if you return to your home country earlier than planned.**

**You must get our permission if you have to cut your holiday short and return early to your home area for an insured reason.**

## Section 3 – Missed departure

### YOU ARE COVERED ✓

Up to the amount shown in the summary of cover on pages 8 and 9 for additional accommodation (room only, not including food, drink and telephone expenses) and travel expenses necessarily incurred if **you** cannot reach the departure point of any part of **your** outward or final return journey which is due to commence within 36 hours after the departure date and time of the start of **your** outward or return journey, as a result of:

- 1)** the failure of scheduled public transport due to poor weather conditions, a strike or industrial action
- 2)** an accident to or breakdown of, the vehicle in which **you** are travelling (this would not include **your** vehicle running out of petrol, oil or water; having a flat tyre, puncture or flat battery);
- 3)** an accident or breakdown occurring to another vehicle ahead of **you** on a road which causes an unexpected delay to the vehicle in which **you** are travelling;

### YOU ARE NOT COVERED ✗

- 1)** For anything mentioned in the General exclusions on pages 42 and 43. General conditions on page 13 will also apply;
- 2)** if sufficient time has not been allowed for **your** journey in order to meet the check-in time specified by the transport providers or agent;
- 3)** if **you** are not proceeding directly to the departure point;
- 4)** unless **you** get a letter from the public transport provider confirming that the service did not run on time;
- 5)** unless **you** obtain confirmation from the police or motoring authorities (eg. Highways Agency) to confirm a major accident on a motorway causing delays or closure on the motorway;
- 6)** for an accident to or breakdown of the vehicle in which **you** are travelling for which a professional repairer's report is not provided.

## Section 4 – Travel delay and abandonment

### YOU ARE COVERED ✓

- 1)** for a benefit of up to £20 for the first full 10 hours **you** are delayed and up to £10 for each full 12 hours **you** are delayed after that, up to a maximum of £350 (regardless of the number of incidents of delay) as detailed in the summary of cover on pages 8 and 9, or
- 2)** up to the amount shown in the summary of cover for **your** travel and accommodation which has not been used and which **you** have been paid or been contracted to pay for if **you** abandon the trip (on the outward journey only) after the first full 24 hours.

If **your** outward or return flights, sea crossing, coach or train departure to or from **your** home country are delayed for more than 24 hours beyond the intended departure time (as specified on **your** travel ticket) as a result of:

- a)** strike or industrial action (provided that when this policy was taken out, there was no reasonable expectation that the trip would be affected by such cause);
- b)** adverse weather conditions if these are the underlying and continuing cause;
- c)** mechanical or electrical breakdown of the aircraft, coach, train or sea vessel.

## Section 4 – Travel delay and abandonment

Continued from page 21

### YOU ARE NOT COVERED

- 1) For anything mentioned in the General exclusions on pages 42 and 43. General conditions on page 13 will also apply;
- 2) for the excess as shown in the summary of cover on pages 8 and 9. The excess will apply for each trip that **you** have booked, for each and every incident and for each insured person (this is only applicable if **you** abandon the trip);
- 3) if **you** do not check-in for the flights, sea crossing, coach or train departure before the intended departure time;
- 4) if **you** do not obtain written confirmation from the airline, shipping, coach or train company stating the period and the reason for the delay;

5) for any claims arising from withdrawal from service temporarily or otherwise of the aircraft, coach, train or sea vessel on the orders or recommendation of the Civil Aviation Authority or a Port Authority or similar body in any country;

6) for any claims arising from natural disasters, unless shown on **you** policy schedule and the appropriate additional premium has been paid;

7) any claim that results from **you** missing a flight, ferry, ship, cruise ship, coach or train which is not part of **your** outward or return journey.

**This section only applies for delays at your final international departure point to or from your home country.**

## Section 5 – Personal accident

### YOU ARE COVERED

If **you** are involved in an accident during **your** trip which, at the end of 12 months after the date of that accident, is the sole cause of **your** consequent death, permanent total disablement, loss of sight or loss of limb, **we** will pay **you** or **your** legal personal representative up to the amount shown in the summary of cover on pages 8 and 9 for one of the following:

1) **Your** permanent total disability caused by an accident during **your** trip that:

- a) stops **you** from working in any job **you** are qualified for;
- b) lasts for 12 months; and
- c) our medical advisor believes is not going to improve at the end of those 12 months; or

2) the permanent loss of use of one or more of **your** limbs, at or above the wrist or ankle; or

3) irrecoverable loss of sight (see definition below) in one or both eyes for a period of at least 12 months; or

4) if **you** die, **we** will pay the amount shown in the summary of cover on pages 8 and 9.

**If you are aged under 16 or over 75 at the time of the accident the death benefit will be limited to funeral and other expenses up to £1,500 and the permanent total disablement benefit will not apply.**

**Please note: You can only claim under one of the above subsections for the same event**

**The following definitions apply specifically to this section:**

**Loss of limb** – means loss by permanent severance of an entire hand or foot or the total and permanent loss of use of an entire hand or foot.

**Loss of sight** – means total and irrecoverable loss of sight which shall be considered as having occurred:

a) in both eyes if **your** name is added to the Register of Blind Persons on the authority of a fully qualified ophthalmic specialist and

b) in one eye if the degree of sight remaining after correction is 3/60 or less on the Snellen scale.

### YOU ARE NOT COVERED

1) For any claims for death, loss or disablement caused directly or indirectly by:

a) anything mentioned in the General exclusions on pages 42 and 43. General conditions on page 13 will also apply;

b) **your** sickness, disease, physical or mental condition that is gradually getting worse;

c) an injury which existed prior to the commencement of the trip;

2) for any claims under this section not notified to **us** within 12 months of the date of the accident;

3) for claims caused by **you** taking part in any sporting or adventure activity or winter sports activity where personal accident cover is specifically shown as excluded.



## Section 6 – Medical emergency expenses



**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.**

Please remember this section does not apply if **you** become ill or are injured during trips in **your** home country.

This section applies:

**a)** to trips outside the United Kingdom; **b)** if **you** are a Channel Islands or Isle of Man resident visiting other parts of the United Kingdom; **c)** if **you** are visiting the Channel Islands or Isle of Man from other parts of the United Kingdom; **d)** if **you** are participating in a cruise solely within the United Kingdom;

cover does not apply otherwise to trips within the United Kingdom.



**Before a claim for emergency expenses can be submitted under this section, you must have contacted Zurich Assist as soon as you are hospitalised. Please refer to page 6.**

If **you** are taken into hospital or **you** think that **you** may have to come home early (be repatriated) or extend **your** journey because of illness or accident, the emergency assistance company must be told immediately.

If during **your** trip, **you** become ill or are injured:

### YOU ARE COVERED ✓

Up to the amount shown in the summary of cover on pages 8 and 9 for costs incurred outside **your** home country:

**1)** For usual reasonable and necessary medical and surgical treatment as prescribed by a medical practitioner. Claims for emergency dental treatment (for the relief of pain only) shall be limited to £350;

**2)** For reasonable and necessary additional accommodation (room only) and travelling expenses (economy class) for **you** and one relative or friend who has to stay with **you** or travel to be with **you** and accompany **you** home if **you** have to be accompanied home on medical advice or if **you** are a child and require an escort home. **You** must have our permission to do this.



**Please note cover is limited to a maximum of £2,000 in relation to point 2) above if you have to extend your trip because you have contracted coronavirus disease; or if you are quarantined (on the orders of the treating medical practitioner) abroad as a result of the above conditions.**

**3)** for loss of medication, limited to £300;

**4)** in the event of death: **a)** for conveyance of the body or ashes to **your** home country (the cost of burial or cremation is not included) or; **b)** local funeral expenses abroad limited to £1,500;

**5)** for reasonable cattery or kennel costs **you** have to pay if for medical reasons **you** cannot return home as planned;

**6)** up to £25 for each 24 hour period that **you** are in hospital as an in-patient during the journey.

**7)** up to £500 for the cost of pre-paid tours/activities, booked prior to **your** departure, which **you** were unable to use as a direct result of **you** being hospitalised due to illness or injury which is covered under section 6 - Medical emergency expenses.



**All receipts must be retained and produced in the event of a claim. Your claim may be rejected if receipts are not produced.**

**If you become ill or are injured we have the right to bring you back home, if the Zurich Assist emergency service doctor in consultation with the treating doctor concludes that you can safely travel home. If you refuse to return home, we have the right to stop cover.**

**We reserve the right to move you from one hospital to another.**

### YOU ARE NOT COVERED ✗

**1)** For anything mentioned in the General exclusions on pages 42 and 43. General conditions on page 13 will also apply;

**2)** for the excess as shown in the summary of cover on pages 8 and 9. The excess will apply for each trip that **you** have booked, for each and every incident and for each insured person;

**3)** for any sums which can be recovered by **you** and which are covered under any national insurance scheme or reciprocal health arrangement;

**4)** for any expenses incurred for illness, injury or treatment required as a result of: **a)** surgery or medical treatment which in the opinion of the attending doctor and the Zurich Assist doctor can be reasonably delayed until **your** return to **your** home country; **b)** medication and/or treatment which at the time of departure is known to be required or to be continued outside **your** home country;

**5)** for preventative treatment which can be delayed until **your** return to **your** home country;

**6)** for claims that are not confirmed as medically necessary by the attending doctor or Zurich Assist;

## Section 6 – Medical emergency expenses

Continued from page 24

**7)** for the cost of any elective (non-emergency) treatment or surgery, including cosmetic surgery or exploratory tests, which are not directly related to the illness or injury which necessitated **your** admittance into hospital;

**8)** for any expenses incurred following: **a)** **your** decision not to be relocated from a private hospital to a public hospital or **b)** **your** decision not to be repatriated after **our** medical advisor deems it safe for **you** to return home;

**9)** for any additional hospital costs arising from single or private room accommodation unless medically necessary and authorised by Zurich Assist;

**10)** for treatment or services provided by a health spa, convalescent or nursing home or any rehabilitation centre;

**11)** for taxi fares not considered medically necessary, and where receipts have not been provided;

**12)** for telephone expenses;

**13)** for the cost of medical or surgical treatment of any kind received by an Insured person later than 52 weeks from the date of the accident or commencement of the illness;

**14)** any claim due to childbirth occurring in or after the 32nd week for a single pregnancy or 24th week for a multiple pregnancy;

**15)** for treatment or expenses in **your** home country.

**16)** for costs of more than £500 which **we** have not agreed beforehand;

**17)** for any transportation or repatriation costs other than those deemed necessary by our medical advisors. Our medical advisors' decision on the means of repatriation is final;

**18)** for any expenses which **you** or **your** dependents are not legally required to pay or which would not have been applicable if no coverage had existed;

**19)** for any charges caused directly or indirectly by an error of the medical provider.

### CONDITIONS

In the context of medical treatment and for the benefit of overseas healthcare providers the following definition of 'usual, reasonable and necessary' applies:

Usual, reasonable and necessary means the most common charge for similar services, medicines or supplies within the area in which the charge is incurred, so long as those charges are reasonable. We will determine what usual, reasonable and customary charges are, and in doing so may consider one or more of the following factors:

- a)** the level of skill, extent of training, and experience required to perform the procedure or service;
- b)** the length of time required to perform the procedure or services as compared to the length of time required to perform other similar services;
- c)** the severity or nature of the illness or bodily injury being treated;
- d)** the amount charged for the same or comparable services, medicines or supplies in the locality;
- e)** the amount charged for the same or comparable services, medicines or supplies in other parts of the country;
- f)** the cost to the medical provider of providing the service, medicine or supply;
- g)** such other factors as **we**, in the reasonable exercise of discretion, determine are appropriate.

## Section 7 – Personal property

### YOU ARE COVERED

#### 1) Baggage

Up to the amount shown in the summary of cover on pages 8 and 9 for the value or repair of any of **your** own baggage (not hired, loaned or entrusted to **you** except mobility aids, hired, loaned or entrusted to **you** by the NHS or similar body), which is lost, stolen, damaged or destroyed (after making proper allowance for wear and tear and depreciation). The maximum **we** will pay for the following items;

- £250 for all gadgets and valuables in total

- £200 for single article limit – any one article, pair and/or set of articles (except mobility aids)
- £300 for all prescription spectacles (single article limit applies)
- £50 for replacement keys (house and/or car only)
- £3,000 Comprehensive cover and £1,000 Basic cover for mobility aids, including the necessary costs to hire other mobility aids.

In the event of a claim for a pair or set of articles we shall be liable only for the value of that part of the pair or set which is lost, stolen, damaged or destroyed.

## Section 7 – Personal property

Continued from page 25



**Please note:** we reserve the right to apply an additional 10% deduction to any item claimed with a value over £100, following our standard deductions for age, wear and tear and loss of value, where you cannot prove you own it or provide proof of purchase (e.g. original receipts) if requested.

### 2) Delayed baggage

Up to £100 (as detailed in the summary of cover on pages 8 and 9) towards the cost of buying replacement necessities if **your** own baggage is delayed in reaching **you** on **your** outward journey for at least 12 hours and **you** have a written report from the carrier (i.e. airline, shipping company etc) or tour representative. Receipts will be necessary in the event of a claim.



Any amount we pay you under 2 (Delayed baggage) will be refunded to us if your baggage proves to be permanently lost.

### 3) Personal money

Up to £400 (cash limited to £250, as detailed in the summary of cover on pages 8 and 9) if **your** own money is lost or stolen whilst being carried on **your** person or left in a locked safety deposit box.



If you are aged under 16, claims under Personal money are limited to £100 overall (cash £50).

### 4) Property claims

These are settled on an indemnity basis – not on a “new for old” or replacement cost basis, unless otherwise stated in the policy.

### 5) Passport and travel documents

Up to the amount shown in the summary of cover on pages 8 and 9 if **your** passport is lost or stolen during a trip (as long as this is outside the country **you** departed from), **we** will pay:

- a)** Reasonable travel and accommodation expenses necessarily incurred outside **your** home country to obtain a replacement of **your** lost or stolen passport or visa which has been lost or stolen outside **your** home country.
- b)** Reasonable additional public transport costs if **you** are unable to make **your** pre booked return flight home following the loss or theft of **your** passport within 24 hours of **your** pre booked return flight home; and
- c)** Any fees payable specifically for **you** to obtain the replacement passport itself while **you** are outside **your** home country.
- d)** The pro rata value of the original passport at the time of loss; and
- e)** The replacement costs of any of the following items:
  - Travel tickets
  - Green Cards
  - Visas
  - Prepaid accommodation vouchers
  - Prepaid car-hire vouchers
  - Prepaid excursion vouchers that **you** lose or that are stolen or damaged during **your** trip. The total amount

payable under this section for a claim relating to any or all of the items listed above is limited to the amount shown under the maximum sum insured in the summary of cover on pages 8 and 9.

## Section 7b

## Gadgets and valuables extension



Cover under section 7b extends the total policy limit for gadgets and valuables to the amount shown under section 7b in the summary of cover and only applies if you have chosen the optional gadgets and valuables cover upgrade prior to leaving your home area, have paid the appropriate additional premium and it is shown on your policy schedule. Please see definition of gadgets and valuables on page 15.

### YOU ARE COVERED



**1)** For a valuable item that you have lost or that has been damaged or stolen during your trip. The maximum payment for any one item will be £1000 with a total payment for all items of £2,500, this is after a deduction has been made for age, wear and tear and loss of value, we will reimburse you. See section condition 2 for more information.

**2)** If **your** gadget is lost or stolen and is used fraudulently **we** will reimburse **you** for the costs upon receipt of **your** itemised bill, up to a maximum value of £1000. This includes calls, messages, downloads, and data made / used from the time it was lost or stolen up to a maximum of 24 hours from discovery of the incident.

**3)** For up to £100 towards the cost of hiring replacement gadgets whilst abroad if your own personal gadget is stolen or damaged.

### YOU ARE NOT COVERED FOR



The following exclusions apply to section 7b:

**1)** The cost of any unauthorised calls, messages or data usage following the theft or accidental loss of **your** gadget unless the theft or loss of the gadget has been reported to the Service Provider within 24 hours of discovery and proof that this was reported is provided to **us**, if requested.

**2)** Any claims for lost, stolen or damaged Mobile phones if the gadget has not been used after the date the insurance has been purchased, and during your trip.

## Section 7 – Personal property

Continued from page 25

### CONDITIONS

The following conditions apply to section 7b:

**1)** You must retain any receipts for the temporary hire of replacement gadgets and be able to provide these and proof that your personal gadget was lost or stolen during your trip to **us** if requested.

**2)** Claims for mobile phones and tablets will only be calculated as follows:

| Age                 | Amount we will pay                                  |
|---------------------|---|
| Up to 6 months old  | Replacement cost as new                             |
| 6 to 12 months old  | Original purchase price less 20%                    |
| 12 to 24 months old | Nearest equivalent replacement cost as new less 40% |
| 24 to 36 months old | Nearest equivalent replacement cost as new less 60% |
| 36 to 48 months old | Nearest equivalent replacement cost as new less 75% |
| Over 48 months old  | Nearest equivalent replacement cost as new less 85% |

Claims for Gadgets and Valuables other than mobile phones and tablets will only be calculated as follows:

| Age                 | Amount we will pay                                  |
|---------------------|---|
| Up to 6 months old  | Replacement cost as new                             |
| 6 to 12 months old  | Original purchase price less 20%                    |
| 12 to 24 months old | Nearest equivalent replacement cost as new less 30% |
| 24 to 36 months old | Nearest equivalent replacement cost as new less 45% |
| 36 to 48 months old | Nearest equivalent replacement cost as new less 60% |
| Over 48 months old  | Nearest equivalent replacement cost as new less 80% |

### YOU ARE NOT COVERED

The following exclusions apply to both sections 7a and 7b:

**1)** For anything mentioned in the General exclusions on pages 42 and 43. General conditions on page 13 will also apply;

**2)** for the excess as shown in the summary of cover on page 8. The excess will apply for each trip that **you** have booked, each and every incident and for each insured person (not applicable to 2, Delayed baggage);

**3)** if you do not exercise reasonable care for the safety and supervision of your property;

**4)** for loss, destruction, damage or theft of baggage, gadgets and valuables, mobility aids or money left unattended in a public place, or a place to which members of the general public have access.

**5)** if in the event of loss, burglary or theft of baggage, gadgets and valuables or money **you** do not report this to the police within 24 hours, and do not obtain a written police report;

**6)** if **your** baggage is lost, damaged or delayed in transit, if **you** do not: **a)** notify the carrier (i.e. airline, shipping company, etc) immediately and obtain a written carriers report (or Property Irregularity Report in the case of an airline) or, **b)** follow up in writing within 7 days to obtain a written carriers report (or Property Irregularity Report in the case of an airline), if **you** are unable to obtain one immediately.

**7)** for loss, destruction, damage or theft: **a)** from confiscation or detention by customs or other officials or authorities; **b)** of contact lenses, dentures, samples or merchandise, bonds, coupons, securities, stamps or documents of any kind, vehicles or vehicle accessories (other than wheelchairs and pushchairs only), tents, antiques, pictures, typewriters, sports gear whilst in use (other than ski equipment for winter sports trips where the appropriate premium has been paid), bicycles/pedal cycles of any kind, dinghies, boats and/or ancillary equipment, glass or china, alcohol, cigarettes or any other tobacco products, food or drink, satellite navigation systems (GPS) and or/accessories, Personal Digital Assistants (PDA's and/or accessories); **c)** due to wear and tear, denting or scratching, moth or vermin; **d)** of gadgets and valuables and/or money left as checked in baggage.

**8)** for mechanical breakdown, derangement or for breakage of fragile or brittle articles being transported by a carrier, unless the breakage is due to fire or other accident to the vessel, aircraft or vehicle they are being carried in;

**9)** for gadgets and valuables stolen from an unattended vehicle or in **your** accommodation's courtesy storage facility;

**10)** for gadgets and valuables which are not with **you** unless stored in a locked safety deposit box or locked safe, or are locked in **your** accommodation;

**11)** for baggage stolen from: **a)** an unattended vehicle, unless it was in the locked glove compartment, or rear boot or luggage area of the vehicle and is covered so as not to be visible from outside the vehicle; **b)** an unattended vehicle (other than motor caravans) left for any period between the hours of 9pm and 9am;

**12)** for the cost of replacement locks;

**13)** for baggage which **you** have left unattended in **your** accommodation unless the accommodation is locked;


**14)** for claims for theft unless there is evidence of force or forcible entry;



## Section 7 – Personal property

Continued from page 26

**15)** for items used in connection with **your** job or profession;

**16)** for the cost of replacing downloaded content or the cost of retaking images or reinstating data stored on any item insured under this section; 

**17)** for any items shipped as freight;

**18)** for the loss of **your** passport or travel documents unless they are either: **a)** stored in a locked safety deposit box or locked safe or are locked in **your** accommodation; or; **b)** in the care of **your** accommodation provider; or **c)** carried on **your** person;

**19)** any baggage or personal belongings that are stolen from **your** vehicle roof rack;

**20)** wear and tear, loss of value, mechanical or electrical breakdown or damage caused by cleaning, repairing or restoring and damage caused by leaking powder or fluid in **your** baggage.

**21)** any claim for jewellery (other than wedding rings) **you** lose while swimming or taking part in sports and other leisure activities.

### CONDITIONS

**Special conditions which apply to both sections 7A, and 7B.**

**If your passport is lost, stolen or damaged you must report it to the consular representative within 24 hours of discovery and get written notification from the consular or police confirming the date it was lost or stolen and the date you received a replacement passport.**

**Baggage lost by a carrier shall only be considered to have been lost after 21 days have passed since the loss was reported.**

## Section 8 – Personal liability

### YOU ARE COVERED

Up to the amount shown in the summary of cover on pages 8 and 9 for **your** legal expenses and legal liability for damages which were caused by an accident that happened during the trip, and leads to a claim made against **you** for:

**1)** accidental bodily injury to a person who is not a member of **your** family, household or employed by **you**;

**2)** loss of or damage to any property which does not belong to, is not in the charge or control of **you**, or any member of **your** family, household or employee;

**3)** damage to **your** temporary holiday accommodation that does not belong to **you**, or any member of **your** family, household or employee.

### YOU ARE NOT COVERED FOR

**1)** Anything mentioned in the General exclusions on pages 42 and 43. General conditions on page 13 will also apply;

**2)** the excess as shown in the summary of cover on pages 8 and 9;

**3)** fines imposed by a Court of Law or other relevant bodies;

**4)** claims resulting from:

**a)** **you** taking part in any winter sports activity, unless **you** have paid the appropriate additional premium and it is shown on **your** policy schedule;

**b)** **you** taking part in any sporting or adventure activity or winter sports activity where personal liability cover is specifically shown as excluded in the list of sporting and adventure activities;

**c)** any agreement unless the liability would have existed without that agreement;

**d)** **you** owning, handling or looking after any animal; or; **e)** **you** owning or using:

- a firearm;
- a horse drawn or motorised vehicle;
- a waterborne, motorised, mechanical or towed vehicle (except manually propelled watercraft); or
- an aircraft of any description, including unpowered flight.

**f)** the occupation (except temporarily for the purpose of the trip) or ownership of any land or buildings;

**g)** the carrying out of any trade or profession;

**h)** any deliberate act;

**i)** **you** infecting any other person with any infectious illness, virus or disease.

 **5)** liability covered under any other insurance policy.

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

## Section 9 – Home help or nanny

### YOU ARE COVERED ✓

Up to the amount shown in the summary of cover on pages 8 and 9 in total for the cost of home help services or a registered nanny in **your** home country, if **you** get written advice from a doctor that **you** have to go into hospital or stay in bed immediately after being repatriated during **your** journey.

### YOU ARE NOT COVERED FOR ✗

- 1) Anything mentioned in the General exclusions on pages 42 and 43. General conditions on page 13 will also apply;
- 2) any claim:
  - a) which does not directly relate to the accident or illness, that happened during **your** journey;
  - b) which the emergency assistance company has not authorised;
  - c) where **you** needed home help or a registered nanny before **you** began **your** journey.

## Section 10 – Legal expenses

### YOU ARE COVERED ✓

Up to the limits specified in the table of benefits (for the level of cover **you** have selected) for legal costs to pursue a civil action for compensation if someone else causes **your** bodily injury, illness or death.

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

#### Definition for this section

The following additional key word or phrase has the same meaning wherever it appears in this section. This definition applies to this section only.

**Suitably qualified person** - the suitably qualified person appointed by Zurich Insurance Company Ltd or by **you** in accordance with section condition 2 to assess and handle **your** legal expenses claim. Where appointed by **us** the suitably qualified person will, in relation to policies issued by **us** or Zurich Group companies, handle only legal expenses claims.



### CONDITIONS —

- 1) Unless **you** have made a nomination in accordance with section condition 2 below, **we** or **our** suitably qualified person will decide the point at which **your** legal case cannot usefully be pursued further.
- 2) If **you** do not want **our** suitably qualified person to assess whether or not **your** claim can be pursued, **you** are free to nominate a suitably qualified person to conduct this assessment by sending **us** the name and address of such suitably qualified person. **You** must confirm either: • that the person **you** nominate will not charge more than the suitably qualified person **we** would have appointed; or • that **you** are willing to pay

the difference between the cost of using **your** suitably qualified person and the cost of using **our** choice of suitably qualified person.

- 3) On acceptance of a claim, if appropriate, **we** will appoint a suitably qualified person to act on **your** behalf unless **you** have nominated **your** own suitably qualified person in accordance with section condition 4 below.

- 4) a) If there is a conflict of interest; or  
b) If it is necessary to start court proceedings and proceedings are being issued within the United Kingdom; or  
c) **You** are unhappy with **our** suitably qualified person; **you** are free to nominate a suitably qualified person by sending us the name and address of such suitably qualified person. **You** must confirm either:
  - that the person **you** nominate will not charge more than the suitably qualified person **we** would have appointed; or
  - that **you** are willing to pay the difference between the cost of using **your** suitably qualified person and the cost of using **our** choice of suitably qualified person.

- 5) If **we** do not agree to **your** choice of suitably qualified person under section condition 2 or 4 above, **you** may choose another suitably qualified person.

- 6) If there is still a disagreement with regard to the suitably qualified person **we** will ask the president of a relevant national law society to choose a suitably qualified person to represent **you**. **We** and **you** must accept such choice.

- 7) Where **you** have not notified **us** of a nominated suitably qualified person in accordance with section condition 2 and/or section condition 4 **we** will be free to choose a suitably qualified person.

## Section 10 – Legal expenses

Continued from page 28

**8)** Where **we** appoint a suitably qualified person to represent **you** such appointment will be in accordance with **our** standard terms of appointment.

**9)** **We** will have direct access to the suitably qualified person who will, upon request, provide **us** with any information or opinion on **your** claim.

**10)** **You** must co-operate fully with **us** and the suitably qualified person and must keep **us** up to date with the progress of the claim.

**11)** At **our** request **you** must give the suitably qualified person any instructions that **we** require.

**12)** **You** must notify **us** immediately if anyone offers to settle a claim or makes a payment into court.

**13)** If **you** do not accept the recommendation of the suitably qualified person to accept a reasonable offer or payment into court to settle a claim, **we** may refuse to pay further costs and expenses.

**14)** No agreement to settle on the basis of both parties paying their own costs is to be made without **our** prior approval.

**15)** If **you**:

**a)** settle a claim or withdraw a claim without **our** prior agreement;

**b)** do not give suitable instructions to the suitably qualified person;

**c)** dismiss a suitably qualified person without **our** prior consent, **our** consent is not to be withheld without good reason; the cover **we** provide will end immediately and **we** will be entitled to re-claim any costs and expenses **we** have incurred from **you**.

**16)** **You** must take every available step to recover costs and expenses that **we** have to pay and must pay us any costs and expenses that are recovered.

**17)** **We** may, at **our** own expense, take proceedings in **your** name to recover compensation from any third party in respect of any indemnity paid under this policy including **our** legal costs and other related expenses. **You** MUST give such assistance as **we** shall reasonably require and any amount recovered shall belong to **us**.

### Claims evidence

**We** will require (at **your** own expense) the following evidence where relevant:

- Relevant documentation and evidence to support **your** claim, including photographic evidence.
- Any other relevant information relating to **your** claim under this section that **we** may ask **you** for.

### YOU ARE NOT COVERED FOR



**1)** Anything mentioned in the General exclusions on pages 42 and 43. General conditions on page 13 will also apply;

**2)** any claim where in **our** opinion or the opinion of the suitably qualified person appointed by **us** there is insufficient prospect of success in obtaining reasonable compensation;

**3)** legal costs and expenses incurred in pursuit of any claims against a travel agent, tour operator, carrier, us, Zurich Assist or their agents, someone **you** were travelling with, a person related to **you**, or another insured person;

**4)** legal costs and expenses incurred prior to **our** written acceptance of the case;

**5)** any claim where the legal costs and expenses are likely to be greater than the anticipated amount of compensation;

**6)** any claim where legal costs and expenses are based directly or indirectly on the amount of compensation awarded (for example a Contingency Fee Agreement);

**7)** legal costs and expenses incurred in any claim which is capable of being pursued under a Conditional Fee Agreement;

**8)** legal costs and expenses incurred if an action is brought in more than one country;

**9)** any claim where in **our** opinion the estimated amount of compensation payment is less than £1,000 for each insured person;

**10)** travel, accommodation and incidental costs incurred to pursue a civil action for compensation;

**11)** costs of any appeal;

**12)** claims by **you** other than in **your** private capacity.

## Section 11 – Natural disaster cover



This section of cover only applies if you have paid the appropriate additional Natural disaster cover premium and it is shown on your policy schedule.

This extension and therefore cover under Sections 11A, 11B and 11C specifically and only applies in the event of travel disruption caused either directly or indirectly by a natural disaster (see Definitions on page 15).

You can only claim under sections 11A or 11B for the same event, not both.

If the same costs, charges or expenses are also covered under any other section of policy you can only claim for these under one section for the same event.

### Section 11A

## Extended delayed departure cover

### YOU ARE COVERED ✓

**1)** If the scheduled public transport on which **you** are booked to travel is cancelled or delayed, leading to **your** departure being delayed for more than 12 hours at the departure point of any connecting public transport in the United Kingdom or to **your** overseas destination or on the return journey to **your** home **we** will pay **you** £20 for the first full 12 hours that **you** are delayed and £10 for each full 12 hours delay thereafter; up to a maximum of £100 (which is meant to help **you** pay for telephone calls made and meals and refreshments purchased during the delay) provided **you** eventually continue the trip; or

**2)** if **you** choose to abandon **your** trip because the alternative transport to **your** overseas destination offered by the public transport operator was not suitable, **we** will pay **you** up to £1,000 for any irrecoverable unused accommodation and travel costs (and other pre-paid charges) which **you** have paid or are contracted to pay because **you** were not able to travel and use **your** booked accommodation as a result of:

**a)** the scheduled public transport on which **you** were booked to travel from the United Kingdom being cancelled or delayed for more than 12 hours; or  
**b)** **you** being involuntarily denied boarding (because there are too many passengers for the seats available) and no other suitable alternative flight could be provided within 24 hours.

### Section 11B

## Extended missed departure cover

### YOU ARE COVERED ✓

Up to the amount shown in the summary of cover on pages 8 and 9 for suitable additional accommodation (room only) and travel expenses necessarily incurred in reaching **your** overseas destination and/or in returning to the United Kingdom as a result of:

- 1)** 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;
- 2)** the failure of other scheduled public transport; or
- 3)** **you** being involuntarily denied boarding (because there are too many passengers for the seats available) and no other suitable alternative flight could be provided within 12 hours and the alternative transport offered by the scheduled public transport operator was not suitable.

**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.**

### Section 11C

## Extended accommodation cover

### YOU ARE COVERED ✓

Up to the amount shown in the summary of cover on pages 8 and 9 for either:

- 1)** any irrecoverable unused accommodation costs (and other pre-paid charges which **you** have paid or are contracted to pay) because **you** were not able to travel and use **your** booked accommodation; or
- 2)** reasonable additional accommodation and transport costs incurred:
  - a)** up to the standard of **your** original booking, if **you** need to move to other accommodation on arrival or at any time during the trip because **you** cannot use **your** booked accommodation; or
  - b)** with the prior authorisation of the 24hr emergency service to repatriate **you** to **your** home if it becomes necessary to cut short **your** trip.



## Section 11 – Natural disaster cover

Continued from page 30

Sections 11A, 11B and 11C

### Extended delayed departure, missed departure and accommodation covers

#### YOU ARE NOT COVERED FOR



- 1) Anything mentioned in the General exclusions on pages 42 and 43. General conditions on page 13 will also apply;
- 2) the excess shown in the summary of cover on pages 8 and 9;
- 3) the cost of Airport Passenger Duty and any other refundable taxes;
- 4) any claims arising directly or indirectly from an aircraft or sea vessel being withdrawn from service (temporary or otherwise) on the recommendation of the Civil Aviation Authority, Port Authority or any such regulatory body in a country to/from which **you** are travelling;
- 5) any claim relating to your inability to provide a valid passport, visa or other documentation required by the public transport operator or their handling agents;
- 6) any costs for normal day to day living such as food and drink which **you** would have expected to pay during **your** trip.

#### CONDITIONS

Special conditions which apply to sections 11A, 11B and 11C.

We will require **you** to obtain/provide at **your** own expense, where relevant:

- 1) Written confirmation from the scheduled public transport operator (or their handling agents) of the number of hours of delay or involuntarily denied boarding and the reason for these together with details of any alternative transport offered.
- 2) Written confirmation from the provider of the accommodation (or their administrators), the local Police or relevant authority that **you** could not use **your** accommodation and the reason for this.
- 3) **You must comply with the terms of contract of the scheduled 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 Passenger Rights legislation in the event of denied boarding, cancellation or long delay of flights.**
- 4) Written confirmation from the scheduled public transport operator/accommodation provider that reimbursement will not be provided.

## Section 12 – Golf cover

The following sections of cover only apply if you have paid the appropriate additional Golf cover premium.

Section 12A

### Loss and hire of golf equipment

#### YOU ARE COVERED



#### 1) Loss of golf equipment

Up to £750 for the value of repair of **your** own golf equipment (after making proper allowance for wear and tear and depreciation) or hired golf equipment, if they are lost, stolen or damaged during **your** trip, £250 for any one item.

#### 2) Hire of golf equipment

For £75 per day, up to a maximum of £375, for the reasonable cost of hiring replacement golf equipment as a result of the accidental loss, theft or damage of **your** own golf equipment during the period of insurance.

Please note: we reserve the right to apply an additional 10% deduction to any item claimed with a value over £100, following our standard deductions for age, wear and tear and loss of value, where you cannot prove you own it or provide proof of purchase (e.g. original receipts).

#### YOU ARE NOT COVERED FOR



- 1) For anything mentioned in the General exclusions on pages 42 and 43. General conditions on page 13 will also apply;
- 2) for the excess as shown in the summary of cover on pages 8 and 9. The excess will apply for each trip that **you** have booked, for each and every incident and for each insured person;
- 3) if in the event of loss, burglary or theft of **your** own or **your** hired golf equipment, **you** do not report this to the police within 24 hours, and do not obtain a written police report;
- 4) if **your** own or **your** hired golf equipment is lost, damaged or delayed in transit if **you** do not;

## Section 12 – Golf cover

Continued from page 31

**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 seven 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;

**5)** for loss, destruction, damage or theft from confiscation or detention by customs or other officials or authorities;

**6)** for **your** own or **your** hired golf equipment stolen from:

**a)** an unattended vehicle unless it was in the rear boot or luggage area of the vehicle and is covered so as not to be visible from outside the vehicle, or items stored on a roof rack (unless the vehicle is parked within sight of **you**), and there is evidence of forcible and violent entry;

**b)** an unattended vehicle (other than motor caravans) left for any period between the hours of 9 pm and 9 am;

**7)** golf equipment or documents **you** have left unattended in a public place;

**8)** any golf equipment **you** lose or that was stolen or damaged when it was shipped as freight or under a bill of lading (when **you** have to send **your** luggage as cargo rather than as **your** personal baggage).

### Section 12B

## Loss of green fees

### YOU ARE COVERED



Up to £75 per day, up to a maximum of £375 in total for the unused portion of **your** green fees costs paid for or contracted to be paid for before **your** trip commenced, where **you** do not curtail the trip, but are certified by a medical practitioner as being unable to play golf and use the golf facilities because of serious injury or illness occurring during the trip and where there is confirmation that no refund is available for the unused green fees.

### YOU ARE NOT COVERED FOR



**1)** Anything mentioned in the General exclusions on pages 42 and 43. General conditions on page 13 will also apply;

**2)** claims that are not confirmed as medically necessary by Zurich Assist and where a medical certificate has not been obtained from the attending medical practitioner abroad confirming that **you** are unable to play golf and unable to use the golf facilities;

**3)** anything mentioned under YOU ARE NOT COVERED of section 6 – Medical emergency expenses.

### Section 12C

## Hole in one

### YOU ARE COVERED



For a benefit of £100 if **you** complete a hole in one stroke gross (i.e. exclusive of handicap) during any organised game on any golf course.

**This benefit will only be payable once in any game.**

### YOU ARE NOT COVERED FOR



**1)** If **you** are not a member of a recognised golf club affiliated to the National Golfing Union and hold an official National Golfing Union Handicap.

**2)** If **you** do not have **your** score card signed by **your** playing partner(s) who must be members of a National Golfing Union.

**3)** The golf course at which the hole in one is scored is not affiliated to the Golfing Union of the country in which it is located.

**4)** If **your** score card is not countersigned by the secretary of the club at which the hole in one has been scored.

**5)** For anything mentioned in the General exclusions on pages 42 and 43. General conditions on page 13 will also apply.

### CONDITIONS



**1)** You must obtain a written report from the golf club secretary confirming the competition details counter signed by your playing partner together with the original certified score card.

**2)** Receipts from the golf club for expenditure incurred immediately following your hole in one must be retained as these will help you to substantiate your claim.

## Section 13 – Cruise cover



The following sections of cover only apply if you have purchased Comprehensive cover and have paid the appropriate additional Cruise premium.

### Section 13A

## Missed port departure

### YOU ARE COVERED

Up to the amount shown in the summary of cover on pages 8 and 9 for reasonable additional accommodation (room only) and travel expenses necessarily incurred in joining **your** cruise ship journey at the next docking port if **you** fail to arrive at the international departure point in time to board the ship on which **you** are booked to travel on the initial international journey of **your** trip as a result of:

- 1) the failure of scheduled public transport;
- 2) an accident to or breakdown of the vehicle in which **you** are travelling;
- 3) an accident or breakdown occurring ahead of **you** on a motorway or dual carriageway which causes an unexpected delay to the vehicle in which **you** are travelling; or
- 4) strike, industrial action or adverse weather conditions.

### YOU ARE NOT COVERED FOR

- 1) Anything mentioned in the General exclusions on pages 42 and 43. General conditions on page 13 will also apply;
- 2) the excess shown in the summary of cover on pages 8 and 9;
- 3) claims arising directly or indirectly from:
  - a) strike or industrial action or air traffic control delay existing or publicly declared by the date this insurance is purchased by **you** or the date **your** trip was booked whichever is the later;
  - b) an accident to or breakdown of the vehicle in which **you** are travelling for which a professional repairers report is not provided;
  - c) breakdown of any vehicle in which **you** are travelling if the vehicle is owned by **you** and has not been serviced properly and maintained in accordance with manufacturer's instructions; or
  - d) withdrawal from service (temporary or otherwise) of an aircraft or sea vessel on the recommendation of the Civil Aviation Authority or a Port Authority or any such regulatory body in a country to/from which **you** are travelling.
- 4) additional expenses where **your** planned arrival time at the port is less than 3 hours in advance of the sail departure time if **you** are travelling independently and not part of an integrated cruise package;



5) additional expenses where the scheduled public transport operator has offered reasonable alternative travel arrangements.



### CONDITIONS

- 1) In the event of a claim arising from any delay arising from traffic congestion you must obtain written confirmation from the Police or emergency breakdown services of the location, reason for and duration of the delay.
- 2) You must allow sufficient time for the scheduled public transport or other transport to arrive on schedule and to deliver you to the departure point.

### Section 13B

## Cabin confinement

### YOU ARE COVERED

Up to the amount shown in the summary of cover on pages 8 and 9 for each 24 hour period that **you** are confined by the ships medical officer to **your** cabin for medical reasons during the period of the trip.

### YOU ARE NOT COVERED FOR

- 1) Anything mentioned in the General exclusions on pages 42 and 43. General conditions on page 13 will also apply;
- 2) any confinement to your cabin which has not been confirmed in writing by the ships medical officer.

### Section 13C

## Itinerary change

### YOU ARE COVERED

Up to the amount shown in the summary of cover on pages 8 and 9 for each missed port in the event of cancellation (after departure) of a scheduled port visit due to situations such as adverse weather or timetable restrictions. This must be confirmed by the cruise operator in writing confirming the reason for the missed port.

### YOU ARE NOT COVERED FOR

- 1) Anything mentioned in the General exclusions on pages 42 and 43. General conditions on page 13 will also apply;
- 2) claims arising from a missed port caused by strike or industrial action if the strike or industrial action was notified at the time that the insurance was purchased;
- 3) **your** failure to attend the excursion as per **your** itinerary.

## Section 13 – Cruise cover

Continued from page 33

4) claims arising from when **your** ship cannot put people ashore due to a scheduled tender operation failure.

### Section 13D

## Unused excursions

#### YOU ARE COVERED ✓

Up to the amount shown in the summary of cover on pages 8 and 9 for the cost of pre-booked excursions, which **you** were unable to use as a direct result of **you** being confined to **your** cabin due to illness or injury which is covered under section 6 - Medical emergency expenses.

#### YOU ARE NOT COVERED FOR ✗

- 1) Anything mentioned in the General exclusions on pages 42 and 43. General conditions on page 13 will also apply;
- 2) the excess shown in the summary of cover on pages 8 and 9.

### Section 13E

## Cruise interruption

#### YOU ARE COVERED ✓

Up to the amount shown in the summary of cover on pages 8 and 9 for additional travel expenses incurred to reach the next port in order to re-join the cruise, following **your** temporary illness requiring hospital treatment on dry land.

#### YOU ARE NOT COVERED FOR ✗

- 1) Anything mentioned in the General exclusions on pages 42 and 43. General conditions on page 13 will also apply;
- 2) the excess shown in the summary of cover on pages 8 and 9.
- 3) claims where less than 25% of the trip duration remains.

#### CONDITIONS —

- 1) Prior to arranging any additional travel, you must contact us so that we can approve and assist with any travel arrangements. You must also obtain a medical certificate from the medical practitioner in attendance to confirm the details of your unforeseen illness or injury.
- 2) If, at the time of requesting our assistance in the event of an interruption claim, satisfactory medical evidence is not supplied in order to substantiate that the claim is due to your unforeseen illness or injury, we will make all necessary arrangements at your cost and arrange appropriate reimbursement as soon as the claim has been validated.

## Section 14 – Winter sports cover



**The following sections of cover only apply if you have paid the appropriate additional Winter sports cover premium.**

The following activities are those that we classify as winter sports activities:

- Cross country skiing (on recognised paths)
- Dry skiing
- Inner tubing (in snow)
- Mono skiing (on Snow)
- Off piste skiing
- Skiing
- Sledging
- Sleigh rides
- Snow boarding
- Snow mobile
- Snow shoeing
- Tobogganing

### Section 14A

## Ski equipment

### YOU ARE COVERED

#### 1) Ski equipment

**a)** Up to the amount shown in the summary of cover on pages 8 and 9 for the value or repair of **your** own ski equipment (after making proper allowance for wear and tear and depreciation) or hired ski equipment, if they are lost, stolen or damaged during **your** trip.



**Claims for owned ski equipment will only be calculated as follows:**

Up to **12 months** old **85%** of purchase price

Up to **24 months** old **65%** of purchase price

Up to **36 months** old **45%** of purchase price

Up to **48 months** old **30%** of purchase price

Up to **60 months** old **20%** of purchase price

Over **60 months** old **0%**

**b)** If **you** lose or have **your** pass for the ski lift stolen, we will pay **you** for the unused percentage of the cost of **your** pass based on its value at the time it was lost or stolen up to a maximum of £500.

#### 2) Ski hire

For £10 per day up to a maximum of £150 in all for the reasonable cost of hiring replacement ski equipment as a result of the accidental loss, theft or damage of **your** own ski equipment during the period of insurance.

#### 3) Delayed ski equipment

Up to £150 towards the cost of hiring replacement ski equipment necessities, if **your** own ski equipment is delayed in reaching **you** on **your** outward journey for at least 12 hours and **you** have a written report from

the carrier (i.e. airline, shipping company etc.) or tour representative. Receipts will be necessary in the event of a claim.

### YOU ARE NOT COVERED

**1)** For anything mentioned in the General exclusions on pages 42 and 43. General conditions on page 13 will also apply;

**2)** for the excess as shown in the summary of cover on pages 8 and 9. The excess will apply for each trip that **you** have booked, each and every incident and for each insured person (not applicable to 2 and 3 above);

**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 **your** own or **your** hired ski equipment;

**4)** if **your** own or **your** hired ski equipment is lost, damaged or delayed in transit, if **you** do not:

**a)** notify the carrier (ie. airline, shipping company etc.) immediately and obtain a written carriers 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;

**5)** for loss, destruction, damage or theft from confiscation or detention by customs or other officials or authorities;

**6)** for **your** own or **your** hired ski equipment stolen from an unattended vehicle unless it was in the rear boot or luggage area of the vehicle and is covered so as not to be visible from outside the vehicle, or items stored on a roof rack (unless the vehicle is parked within sight of **you**), and there is evidence of forcible and violent entry;.

**7)** if **you** lose or have **your** lift pass stolen and **you** do not provide proof that **you** owned the original lift pass and provide proof of the replacement lift pass **you** bought in the resort.

**8)** for any winter sports equipment **you** left unattended in a public place, unless the claim is about skis, poles or snowboards, have taken all reasonable care to protect them by leaving them in a ski rack between 10am and 8pm;

**9)** for any winter sports equipment that is lost or damaged by people it was not designed for.



## Section 14 – Winter sports cover

Continued from page 35

### Section 14B

#### Ski pack

##### YOU ARE COVERED ✓

Up to a maximum of £400 in all for the unused portion of **your** ski pack costs paid for or contracted to be paid for before **your** trip commenced, where **you** do not curtail the trip, but are certified by a medical practitioner in the resort as being unable to ski and unable to use the ski pack facilities because of serious injury or illness occurring during the trip and where there is confirmation that no refund is available for the unused items.

- 1) Anything mentioned in the General exclusions on pages 42 and 43. General conditions on page 13 will also apply;
- 2) the excess as shown in the summary of cover on pages 8 and 9. The excess will apply for each trip that **you** have booked, for each and every incident and for each insured person;
- 3) claims that are not confirmed as medically necessary by Zurich Assist and where a medical certificate has not been obtained from the attending medical practitioner abroad confirming that **you** are unable to ski and unable to use the ski pack facilities;
- 4) anything mentioned under **YOU ARE NOT COVERED** of section 6 – Medical emergency expenses.

### Section 14C

#### Piste closure

This section only applies between 1 December and 15 April if **you** are travelling to the Northern hemisphere or between 1 May and 30 September if **you** are travelling to the Southern hemisphere.

If there is a lack of snow in **your** resort and it closes, which prevents **you** from skiing:

##### YOU ARE COVERED ✓

- 1) for a benefit of £35 per day towards the costs **you** have to pay to travel to another resort or
- 2) for the amount shown in the summary of cover for each full day **you** are unable to ski, up to a maximum of £350 if **your** resort stays closed and there is no other resort available, for as long as these conditions exist at the resort, but not exceeding the pre-booked period of insurance of **your** trip.

##### YOU ARE NOT COVERED FOR ✗

- 1) Anything mentioned in the General exclusions on pages 42 and 43. General conditions on page 13 will also apply;
- 2) claims where **you** have not obtained confirmation of resort closure from the local representative;
- 3) claims where not all skiing facilities are totally closed;
- 4) claims where the lack of snow conditions are known or are public knowledge when **you** purchased this policy, or booked **your** trip;
- 5) for claims where the holiday resort where **you** are staying is not at least 1000 metres above sea level.

**Complaints procedure**

**Amateur sporting and  
hazardous activities**

**General exclusions**

# Complaints procedure

Whilst every effort is made to maintain the highest service standards, should there be an occasion when the service **you** receive falls below the standard **you** expect, please use the below contact details to inform Tailor Made of **your** concerns:

## **For complaints about the sale of your policy**

Please contact Tailor Made at the below address:

**You** can register **your** complaint by telephone, letter or email:

Telephone:  
**01708 339102**

Postal address:  
**Tailor Made Complaints**  
**2 Redwing Court**  
**Ashton Road**  
**Romford**  
**Essex RM3 8QQ**

Email:  
**complaints@tailormadetravelinsurance.co.uk**

When **you** contact Tailor Made please quote **your** policy schedule number and provide a telephone number to assist **us** in dealing with **your** enquiry speedily. If possible Tailor Made will call **you** within three working days to try to resolve the issue. Otherwise Tailor Made will record the nature of **your** complaint and assign a complaints handler who will complete a full investigation and contact **you** in writing.

Tailor Made follow the Financial Conduct Authority guidelines to complaints handling, a copy of Tailor Made complaints procedure is available upon request.

## **For complaints following a claim notification**

If **your** complaint is about a claim, then **we** will refer **you** to **our** partner that handles **our** claims. Alternatively, contact details will be provided on correspondence that **we** or **our** representatives have sent **you** (for example, on a claim acknowledgement letter or email).

## **If you are still not satisfied**

If **you** are still not satisfied **you** have the right to refer any dispute to the Financial Ombudsman Service who will investigate **your** complaint.

**The Financial Ombudsman Service**  
**Exchange Tower**  
**London E14 9SR**  
**Phone: 0800 023 4567**

E-mail:  
**complaint.info@financial-ombudsman.org.uk**

Website:  
**www.financial-ombudsman.org.uk**



# Amateur sporting and adventure activities

The following tables detail the activities **your** policy covers **you** for during **your** trip, provided:

**a) you** wear appropriate safety equipment/clothing/headgear and

**b) you** take necessary safety precautions as appropriate to the activity.

Please also note: **YOU ARE NOT COVERED** if the main purpose of **your** trip is to take part in an activity unless it is listed as an activity holiday in the table below:

Specific exclusions and conditions apply where shown.

## Conditions

**1) You** are accompanied by an experienced and/or suitable qualified instructor or guide.

**2) You** are adequately supervised, taking part in an organised event, session or excursion.

**3) You** are not taking part in a league or competition.

**4) You** are using natural or purpose/built facilities approved for use for the activity by a local or national regulatory authority.

If the activity **you** wish to partake in is not listed please contact the Tailor Made call centre on 01708 339016

| Activity   | Special conditions | Cover for Personal accident & Personal liability | Activity holiday |
|--|--------------------|--|------------------|
| Abseiling  | 2, 4               | No   |                  |
| Amateur athletics  |                    | Yes  | Yes              |
| Archaeological digging                                   |                    | Yes  | Yes              |
| Archery  | 2                  | No   |                  |
| Badminton  |                    | Yes  | Yes              |
| Ballooning (Hot Air) as a fare paying passenger          | 2                  | No   |                  |
| Banana boat rides (Beach activity)                       |                    | No   |                  |
| Baseball   |                    | Yes  |                  |
| Basket ball  |                    | Yes  |                  |
| BOSS (Breathing Observation Submersible Scooter)         | 1, 2               | No   |                  |
| Bouldering (up to 4m with a crash mat)                   | 2                  | Yes  |                  |
| Bowls  |                    | Yes  | Yes              |
| Boxing training (non-contact)                            |                    | No   |                  |
| Bridge walking   |                    | Yes  |                  |
| Bungee jumping (max 3 jumps)                             | 1, 2, 4            | No   |                  |
| Canopy walking   | 2, 4               | No   |                  |
| Camel riding or trekking                                 |                    | No   |                  |
| Canoeing (in calm waters)                                |                    | Yes  |                  |
| Catamaran sailing (European waters only)                 | 1, 3               | No   |                  |
| Cave tubing  | 2, 4               | Yes  |                  |
| Clay pigeon shooting                                     | 1, 4               | No   |                  |
| Climbing wall  | 2,                 | Yes  |                  |
| Conservation or charity work (under 3m, hand tools only) |                    | No   | Yes              |
| Cricket  | 3                  | Yes  |                  |
| Curling  |                    | Yes  |                  |
| Cycle touring  |                    | No   | Yes              |
| Cycling (incidental, excluding BMX/Mountain biking)      |                    | Yes  |                  |
| Deep sea fishing   | 2                  | No   |                  |
| Dinghy sailing inside territorial waters                 |                    | No   |                  |
| Dragon boating   |                    | No   |                  |
| Dune bashing   | 2, 4               | No   |                  |
| Elephant riding or trekking                              | 2                  | No   |                  |
| Falconry   | 2                  | No   |                  |
| Fell running   |                    | Yes  | Yes              |

## Amateur sporting and adventure activities

Continued from page 39

| Activity  | Special conditions | Cover for Personal accident & Personal liability | Activity holiday |
|---|--------------------|--|------------------|
| Fell walking  |                    | Yes  | Yes              |
| Fishing   |                    | Yes  | Yes              |
| Football (soccer not American football)   |                    | No   |                  |
| Gaelic football   |                    | No   |                  |
| Go karting (up to 120cc)  | 2                  | No   |                  |
| Golf  |                    | Yes  | Yes              |
| Heptathlon  |                    | Yes  |                  |
| Hiking (on recognised routes, under 3,000m)                                     |                    | Yes  | Yes              |
| Hobie catting (European waters only)  | 1, 3               | No   |                  |
| Hockey  |                    | No   |                  |
| Horse Riding (not jumping)  | 3,                 | No   |                  |
| Horse trekking (under 3,000m)   |                    | No   |                  |
| Husky sledge driving  | 2                  | No   |                  |
| Ice skating   | 3, 4               | Yes  |                  |
| Indoor climbing   | 1, 4               | Yes  |                  |
| Inner tubing (on land or water)   | 2                  | Yes  |                  |
| Jeep/Car trekking as a fare paying passenger                                    | 2                  | No   |                  |
| Jet boating   | 2                  | No   |                  |
| Jet skiing  |                    | No   |                  |
| Jogging   |                    | Yes  |                  |
| Jungle surfing  | 4                  | Yes  |                  |
| Kite buggying   | 3                  | No   |                  |
| Kite surfing (over water)   |                    | No   |                  |
| Kayaking (in calm waters)   | 3                  | No   |                  |
| Lacrosse  |                    | No   |                  |
| Marathon running  |                    | Yes  | Yes              |
| Motorcycling (not racing, not off-road riding, must hold equivalent UK licence) |                    | No   | Yes              |
| Mountain biking (not including downhill racing and extreme ground conditions)   |                    | Yes  |                  |
| Netball   |                    | Yes  |                  |
| Orienteering  |                    | Yes  | Yes              |
| Paddleboarding (not white water)  |                    | Yes  |                  |
| Parasailing (over water)  | 2                  | No   |                  |
| Parascending (over water)   | 2                  | No   |                  |
| Passenger (in licenced private aircraft)  |                    | No   |                  |
| Passenger sledge (Horse and Carriage)   |                    | No   |                  |
| Pedaloers   |                    | Yes  |                  |
| Polo  | 3                  | No   |                  |
| Pony trekking   | 2                  | No   |                  |
| Racket ball   |                    | Yes  |                  |
| Rambling (under 3,000m)   |                    | Yes  | Yes              |
| Refereeing (amateur basis)  |                    | Yes  |                  |

## Amateur sporting and adventure activities

Continued from page 40

| Activity  | Special conditions | Cover for Personal accident & Personal liability | Activity holiday |
|---|--------------------|--|------------------|
| Rifle range   | 2, 4               | No   |                  |
| River tubing  |                    | Yes  |                  |
| Roller hockey   |                    | No   |                  |
| Roller skating/Blading  | 3                  | Yes  |                  |
| Rounders  |                    | Yes  |                  |
| Rowing  | 3                  | No   |                  |
| Rubber ring rides (Beach Activity)  |                    | Yes  |                  |
| Running   | 3                  | Yes  | Yes              |
| Safari/Gorilla trekking (not hunting)   | 2                  | Yes  | Yes              |
| Sail boarding   |                    | Yes  |                  |
| Sailing (including Flotilla. European waters only)  | 3                  | No   | Yes              |
| Sand boarding   |                    | Yes  |                  |
| Scuba diving - Unqualified - up to 30 metres deep   | 1                  | Yes  |                  |
| Scuba diving - Qualified British Sub Aqua Club, BSAC or equivalent - up to 30 metres deep |                    | Yes  |                  |
| Segway riding/touring   |                    | No   |                  |
| Skateboarding   |                    | Yes  |                  |
| Sky diving indoor   | 2                  | Yes  |                  |
| Snorkelling (to 10 metres deep)   |                    | Yes  |                  |
| Squash  |                    | Yes  |                  |
| Street hockey   |                    | No   |                  |
| Surfing   |                    | Yes  |                  |
| Swimming (within sight of land)   |                    | Yes  |                  |
| Swimming with dolphins  | 2                  | Yes  |                  |
| Table tennis  |                    | Yes  | Yes              |
| Target rifle shooting   | 2, 4               | No   |                  |
| Ten pin bowling   |                    | Yes  | Yes              |
| Tennis  |                    | Yes  | Yes              |
| Tree trekking   | 2                  | Yes  |                  |
| Tree top walking  | 2                  | No   |                  |
| Trekking (up to 3,000 metres)   |                    | Yes  | Yes              |
| Triathlons  |                    | Yes  | Yes              |
| Ultimate frisbee  |                    | No   |                  |
| Volleyball  |                    | Yes  |                  |
| Wadi bashing  | 2, 4               | No   |                  |
| Wake Boarding   |                    | Yes  |                  |
| War games/Paintballing  | 2                  | No   |                  |
| Water polo  |                    | Yes  |                  |
| Water skiing  |                    | Yes  |                  |
| White water rafting (Grades 1,2 & 3)  | 2, 4               | No   |                  |
| Windsurfing   |                    | Yes  |                  |
| Wing Foiling (within territorial waters)  |                    | Yes  |                  |
| Yachting (European Waters only)   | 3                  | No   |                  |
| Yoga  |                    | Yes  | Yes              |
| Zip lining  | 2                  | Yes  |                  |

# General exclusions from your policy

## YOU ARE NOT COVERED



For any claim resulting from or relating to:

- 1)** a known event including any events announced in the UK on television, news bulletins or in the media, or any circumstances that **you** were aware of at the time **you** purchased this insurance and/or prior to the booking of any individual trip;
- 2)** **You** will not be covered for any claims under section 1 - Cancellation and section 2 - Curtailment that result directly or indirectly from any medical condition **you** knew about at the time of taking out this insurance or when booking a trip, and that affects:
  - An immediate relative who is not travelling and is not insured under this policy, with the exception of the cover detailed under “Non-travelling relatives” on pages 11 and 12;
  - Someone travelling with **you** who is not insured under this policy;
  - A close business associate; or
  - A person **you** plan to stay with on **your** trip.
- 3)** **a)** **your** loss in respect of any property more specifically insured or any claim which but for the existence of this Insurance would be recoverable under any other Insurance; **b)** any costs which are recoverable elsewhere. For example, tour operator, holiday company, credit card provider; **c)** any loss incurred because **you** have refused a reasonable alternative from **your** accommodation provider, public transport carrier or other service provider;
- 4)** any medical condition **you** have that **you** have not told us about as set out in the Medical health disclosure requirements on page 11;
- 5)** **you** either **a)** deliberately not taking the recommended treatment or prescribed medication as directed by a medical practitioner; **b)** not following the advice of a medical practitioner or Zurich Assist; **c)** **you** travelling against the advice of **your** medical practitioner or Zurich Assist;
- 6)** **you** drinking too much alcohol which is evidenced either by; **a)** a medical practitioner stating that **your** alcohol consumption has caused or actively contributed to **your** injury or illness. **b)** the results of a blood test which shows that **your** blood alcohol level exceeds 0.19% which is approximately four pints of beer or four 175ml glasses of wine. **c)** the witness report of a 3rd party which has advised that **you** have notably impaired **your** faculties and/or judgement. **d)** **your** own admission and/or by the description of events **you** have described on the claim form;
- 7)** alcohol abuse or alcohol dependency which is evidenced either by; **a)** **your** medical records or the opinion of **your** medical practitioner; **b)** the opinion of an independent medical practitioner.

This exclusion does not apply where **your** claim relates directly to a medical condition **you** have declared to us (and where **you** have paid the appropriate additional premium and **we** have accepted those conditions in writing) if **you** have not been consuming alcohol against the advice of **your** general practitioner.

- 8)** substance abuse, drug abuse (whether over the counter, prescription or otherwise) and/or ingestion of any illegal drugs or substances;
- 9)** **you** being compulsorily detained as a psychiatric patient in a hospital or other medical facility due to **you** not taking the prescribed medication for **your** pre-existing medical condition. (This exclusion applies in all cases whether the premium has been paid to cover a pre-existing medical condition or not);
- 10)** **your** suicide or attempted suicide or deliberate action which puts **you** at risk of death, injury, illness or disability, this would include (but is not limited to) balcony jumping or climbing, jumping or diving from piers, walls, buildings, or cliffs unless **you** were trying to save human life or **your** life is in danger;
- 11)** **your** unlawful action or any criminal proceedings made against **you** under the authority of the customs and/or government of any country;
- 12)** business trips;
- 13)** **your** manual work of any kind unless for voluntary charity or conservation work as listed under the sporting and adventure activities on pages 39 to 41;
- 14)** **you** engaging in **a)** professional entertaining, sporting or adventure activities; **b)** amateur sporting or adventure activities unless listed on pages 39 to 41; **c)** racing and speed or endurance tests;
- 15)** **a)** air travel (other than as a fare-paying passenger on a regular scheduled airline or licensed charter aircraft); **b)** air travel within 24 hours of scuba diving;
- 16)** any tour operator, travel agent, accommodation provider, public transport carrier or other provider of any service forming part of the booked trip being unable or unwilling to carry out their duty due to bankruptcy, liquidation, error, omission or default;
- 17)** **a)** **you** driving any car or motor cycle unless **you** hold the equivalent and appropriate valid licence in the UK for the equivalent category of vehicle; **b)** **you** driving or riding on a motor cycle unless **you** are wearing a crash helmet; **c)** **you** travelling in a vehicle unless **you** are wearing a seatbelt (where available);
- 18)** any other loss connected to the event **you** are claiming for unless **we** specifically provide cover for it under this policy;

## General exclusions from your policy

Continued from page 42

**19)** any payment which **you** would normally have made during **your** travels, if nothing had gone wrong;

**20)** **you** participating in winter sports unless listed on page 35 and the appropriate additional premium has been paid;

**21)** a natural disaster, unless the cover is shown on **your** policy schedule and the appropriate premium has been paid;

**22)** **you** participating in a cruise, unless **we** provide cover as shown on **your** policy schedule and **you** have paid the appropriate premium;

**23)** **you** not being allowed to board a flight, train, sea vessel, coach or bus due to abusive behaviour or **you** being deemed unfit to travel by the carrier;

**24)** any trip which is a one way journey or if the trip is longer than the duration shown on **your** statement of insurance;

**25)** any costs paid for using reward scheme points or similar, timeshare, holiday property bond or similar points scheme (including any exchange fees, property maintenance expenses or fees);

**26)** **you** not getting the vaccinations **you** need or not undertaking the recommended preventative treatment (e.g. taking a course of malaria tablets);

**27)** a medical epidemic or pandemic, with the exception of the Coronavirus cover detailed on page 5;

**28)** Coronavirus, unless:

- **you** are up to date with Coronavirus vaccinations as recommended by the UK NHS (if in doubt please check with **your** medical practitioner), or **you** were medically unable to have the vaccinations as evidenced by **your** medical records;
- **you** are travelling to a country or area where the **FCDO/WHO** are not advising against all or all but essential travel due to the Coronavirus pandemic, and the claim arises under:
  - Section 1, if **you** need to cancel **your** trip because **you** or a member of **your** family or travelling party are,
- medically diagnosed with Coronavirus within 14-days of **your** planned departure date following completion and analysis of a UK Government approved test, as certified by a medical practitioner or as certified or verified by an independent authority (e.g. private testing service); or
- in quarantine on the date **you** are due to commence **your** trip, on the orders of a treating medical practitioner due to Coronavirus, suspected Coronavirus or exposure to someone who has been diagnosed with Coronavirus.

– Section 2, if **you** need to curtail **your** trip and return to **your** home earlier than planned due to the hospitalisation or death of an immediate relative, as a result of them having contracted Coronavirus.

– Section 6, if during **your** trip **you** contract Coronavirus and **you** need medical treatment.

– Section 6, if **you** have to **extend your** trip due to either contracting Coronavirus or being quarantined on the orders of the treating medical practitioner, due to Coronavirus, suspected Coronavirus or exposure to someone who has been diagnosed with Coronavirus, cover for additional travel and accommodation expenses is limited to £2,000.

The General Conditions and Exclusions, and Special Exclusions for Sections 1, 2 and 6 still apply. No other cover applies in respect of claims caused by or relating to Coronavirus.

**29)** war or hostilities, civil unrest or any similar event;

**30)** terrorism, (meaning an act, including but not limited to the use or planned use of force or violence and/or the threat of any person or group of persons, whether they are acting alone or on behalf of, or in connection with, any organisation, or government, committed for political, religious, ideological or similar purposes including the intention to influence any government and/or the public, or to put any section of the public in fear). This exclusion does not apply to sections:

- 5 'Personal accident';
- 6 'Medical emergency expenses, repatriation and associated expenses'; and
- 6 'Medical inconvenience benefit';

unless nuclear, chemical or biological weapons, devices or agents are used.

**31)** cyber terrorism;

**32)** travel, accommodation, excursion or other costs of any person not insured on this policy, regardless of whether **you** have paid those costs on their behalf;

**33)** currency exchanges or fluctuations;

**34)** any search and rescue costs;

**35)** ionising radiation or radioactive contamination caused by nuclear fuel or waste, or the radioactive, toxic explosive or other dangerous properties of any explosive nuclear equipment;

**36)** pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.

**37)** any trips, if **you** usually require a carer to assist with activities of daily living, but do not travel with a carer who is able to provide assistance throughout the duration of the trip, and does not require a carer themselves.

## **Emergency & general contact numbers**

If **you** need emergency assistance while abroad:

Telephone Zurich Assist

UK **0203 467 4122**

Outside UK **+44 (0) 203 467 4122**

24 hour helpline Quote reference Tailor Made

If **you** need a claim form:

Telephone **01420 259 055**

If **you** need to talk about **your** policy:

Telephone the Tailor Made call centre **01708 339 016**