

GOLD Cover

Single and Annual Multi Trip Policies

Master policy number RTBWD40080 A&B

This insurance policy wording is a copy of the master policy wordings and is subject to the same terms, conditions and exclusions.

This policy was not designed to cover known or publicly announced events, as such except for section B2 there is no cover for Coronavirus, COVID-19, Severe Acute Respiratory Syndrome (SARS-COV-2), any mutation of Coronavirus, COVID-19 or SARs-COV-2 or any pandemic or fear or threat of any of these.

This policy is for residents of the United Kingdom, Channel Islands or British Forces Posted Overseas only
For policies issued from **01/02/2020 to 31/01/2021**

YOUR IMPORTANT INFORMATION

IF YOU NEED EMERGENCY MEDICAL ASSISTANCE ABROAD OR NEED TO CUT SHORT YOUR TRIP:

contact **tifgroup-assistance 24 hour emergency advice line on:**

+44 (0) 203 829 6745

FOR NON-EMERGENCIES ABROAD:

+44 (0) 203 829 6761

IF YOU NEED A CLAIM FORM:

you can download the relevant form:

www.policyholderclaims.co.uk

or contact Travel Claims Facilities on:

+ 44 (0) 203 829 6761

IF YOU NEED LEGAL ADVICE:

contact Slater & Gordon LLP on:

+44 (0) 161 228 3851

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Travel Insurance Facilities are authorised and regulated by the Financial Conduct Authority. Union Reiseversicherung AG are authorised by BaFin and subject to limited regulation by the Financial Conduct Authority.

ACCURATE & RELEVANT INFORMATION

You have a duty to take reasonable care to answer questions fully and accurately, and that any information you give to us is not misleading. This applies both when you take the policy out and at any time during the policy period. If you do not do so, we reserve the right to void your policy from inception and refuse all claims made against it. In the event that it becomes necessary to cancel your policy following a misrepresentation or suspected fraud, we will give you seven days' notice of cancellation of the policy by recorded delivery to you at your last known address.

YOUR IMPORTANT CONTACT NUMBERS

TO DECLARE YOUR PRE-EXISTING MEDICAL CONDITIONS PLEASE CALL ON 01376 809 178

Make sure you have all your medical information and medication details along with the details of the policy you have purchased. Open 8.30am–6pm Mon - Fri, 8.30am–5pm Saturday and 10am-3pm Sunday

IN CASE OF A SERIOUS EMERGENCY

PLEASE NOTE: This is a travel insurance policy and not private medical insurance. This means there is no cover for any medical expenses incurred in private medical facilities if we have confirmed that medically capable public facilities are available.

IF YOU NEED MEDICAL ASSISTANCE WHEN YOU ARE AWAY YOU SHOULD CALL 112 OR THE LOCAL EQUIVALENT OF 999

Customers should receive emergency medical treatment or management regardless of their ability to pay or any other consideration. A failure or refusal by a treating hospital or treating doctor to provide emergency treatment, management or care is a clear breach of an established duty of care.

YOU SHOULD THEN CALL US ON +44 (0) 203 829 6745

Whilst the actual medical care you receive is in the hands of the local doctors treating you, we can obtain the medical information we need from them to establish what is wrong, as well as their treatment and discharge plans. We can support you in the event you are admitted to a facility that may not be suitable for your clinical needs or where there are concerns over practice.

We will then advise on, and can put in place, suitable repatriation plans to get you home as soon as it is medically safe to do so. We will liaise with the treating doctor to get a fit to fly certificate when needed, and with aero-medical experts who will advise on both the timing and method of repatriation that is best suited to your individual needs and your recovery.

It is important that you are aware of the following:

Medical Treatment	Repatriation (bringing you home)
<ul style="list-style-type: none"> • There is no cover for: <ul style="list-style-type: none"> ○ routine, non-emergency or elective treatment ○ or treatment that can wait until you return home. • Our doctors are not treating you; they are not responsible or in control of the clinical care you are receiving in a medical facility. • In some instances, you may need to be moved from one local facility to another larger/more specialised facility, for treatment. • Having travel insurance does not ensure a 'fast track' medical service from the treating facility, much like the NHS – emergency service rooms can be busy at certain times and so it is possible you may have to wait as you would in your local NHS hospital unless you require critical care. • Once you are discharged from hospital this does not always mean you are fit to fly home – For example, if you were in the UK and suffered the same injury/illness, then you would not consider flying out on holiday so soon after surgery/treatment/incident. 	<ul style="list-style-type: none"> • Coming home straight away is not always an option even if you are considered 'fit to fly' by the treating doctor. • We have a medical team with experience in aviation medicine who will advise on both the timing and method of repatriation which is best suited to your individual needs and your recovery. • Most airlines require specific criteria to be met in order to accept a 'medical passenger'. • Things change – if your health, stability or vitals change – then so do the plans. • Availability of air ambulances, stretchers and appropriate medical escorts can be limited in specific areas and at different times of the year. Air Ambulances are 'flying intensive care units' and are only used to transport critical patients to a hospital in the UK, if treatment is not possible where they are.

OUT-PATIENT TREATMENT OF MINOR INJURY OR ILLNESS

PLEASE NOTE: This is a travel insurance policy and not private medical insurance. This means there is no cover for any medical expenses incurred in private medical facilities if we have confirmed that medically capable public facilities are available.

FOR A NON-URGENT MEDICAL SITUATION

That is something you would normally see your GP or minor injuries unit for, so you don't need to attend hospital but you do need some medication to treat a non-emergency situation. Like what? Poorly child with tonsillitis? Infected cut on your foot? We have teamed up with **Medical Solutions UK Ltd**, who offer UK Registered Doctors who give medical support and assessment over the phone and are able to prescribe globally. This means you can quickly access support with minor ailments without disrupting your trip too much. You can access this facility free of charge by calling

+44 161 468 3793.

YOU CAN ALSO CALL 112 OR THE LOCAL EQUIVILANT OF 999

Customer should receive emergency medical treatment or management regardless of their ability to pay or any other consideration, a failure or refusal by a treating hospital or treating doctor to provide emergency treatment, management or care is a clear breach of an established duty of care.

OPTIMAL CARE

In our experience the access to the best doctors, diagnostics and optimal care in many areas of the world (particularly in Europe but also across many destinations worldwide) are limited to state facilities. They don't always look as nice, but we have experience of good clinical outcomes within a regulated environment without the risk of a patients' health being compromised over commercial interest, immoral and dangerous practices such as extortion, detainment and withdrawal of treatment you are unlikely to find occurring in state facilities. If you would like to know more about our approach to best medical care overseas and repatriation planning, please visit our website <https://philosophies.tifgroup.co.uk/>

IN THE EVENT THAT YOU DO RECEIVE OUT-PATIENT TREATMENT WHEN YOU ARE TRAVELLING

In European Union Countries – if you present yourself at a public facility you should show your EHIC.

In Australia – you should enrol for Medicare, and have it accepted.

Using these agreements in public facilities will mean that medical treatment will be free, or at a reduced cost, and your standard policy excess will be waived from any claim you may make. If you are unable to use the EHIC, you will have to pay the medical facility and submit a claim when you get home, the policy excess will then be applied.

In Turkey, Cyprus, Egypt and Bulgaria – we utilise the services of ChargeCare International who can arrange for the bill to be paid directly. You simply fill in a ChargeCare form in the medical facility to confirm the nature of the treatment received and pay your policy excess to the facility. They will then send the remaining bill directly to ChargeCare for payment. More information can be found here www.chargecare.net

Everywhere else in the World – if there is not suitable public facility that will treat you free of charge, you can pay the medical facility and retain all receipts so that you can make a claim when you get home.

PLEASE NOTE: If the costs are likely to exceed £500 or you are admitted to hospital, you should call us on **+44 (0) 203 829 6745.**

TRAVEL POLICY (cover starts when you leave home to begin your trip)					
Section:	Benefit:	Cover available up to:	Cover is only provided if:	Your excess:	
B7	If you are hijacked Cover for each full 24 hour period you are confined due to hijack.	£100 per 24hrs up to a maximum of £1,000	<ul style="list-style-type: none"> • you have obtained written confirmation from the airline, carrier or their handling agents stating the circumstances and period of confinement. 	Nil	
	If you are mugged Cover for each full 24 hour period you are hospitalised following a mugging.	£100 per 24hrs up to a maximum of £1,000	<ul style="list-style-type: none"> • you have obtained a written police report confirming the incident. 	Nil	
B8	If you possessions are lost, stolen or damaged Your total limit for possessions is up to the amount shown as is split into categories within that amount. The inner limits for specific item categories are listed. Any items which do not fall within these categories are not covered:	£1,500	<ul style="list-style-type: none"> • you accept your policy is not new-for-old cover and a deduction will be taken off for wear and tear. Details are shown at: www.tifgroup.co.uk/services/claims/wear-tear-depreciation/ • you have a Police report confirming the loss. • you have proof of purchase for items over the value of £50. • you are not claiming for duty free items. • your bag/ contents were not stolen from a beach of lido (is so we will pay up to a maximum of £50). • your electrical items, photographic equipment, jewellery or watches were not left unattended unless in a locked safe. • you are not claiming for a mobile/ smart phone, gadgets, accessories or calls. • you are not claiming for contact/ corneal lenses. • you have kept all of your receipts. • you accept that if your possessions become permanently lost then the cost of essential items will be deducted from your settlement of lost possessions. • you have obtained written confirmation of the delay from your operator. 	As per Policy Schedule	
		Clothes →			£1,000
		Luggage →			£250
		Shoes →			£250
		Cosmetics →			£100
		Fine jewellery and watches →			£250
		Electrical items and photographic equipment →			£300
		Laptops →			£500
		Buggies, Strollers & Car seats →			£100
		Eye wear →			£150
Unreceipted items →	£150				
	If your possessions are delayed by 12 hours Cover for the cost of essential items such as toiletries, change of clothes etc. if your possessions are delayed by more than 12 hours on your outward journey.	£100		Nil	
B9	Personal liability Cover for costs that we have agreed to pay, that you are held legally liable to pay relating to an incident caused by you.	£2,000,000	<ul style="list-style-type: none"> • you have not admitted responsibility, or agreed to pay any monies. • you have kept paperwork/ notes and informed us immediately. • your claim is not due to any form of motorised transport or sailing vessel. • you are not claiming for an incident suffered by, or any property owned by, you, a member of your family, business associate, close relative, person you are intending to stay with, or a travelling companion. 	As per Policy Schedule	
B10	If a natural disaster occurs Cover for alternative accommodation in the event your pre-booked accommodation is damaged by a natural disaster.	£1,000	<ul style="list-style-type: none"> • the disaster occurs <u>during</u> your trip. • you have not been offered alternative accommodation by your tour operator/ booking agent. • you have written confirmation of the disaster and confirmation that your accommodation is unavailable from a resort representative. 	As per Policy Schedule	

Optional extensions: Please find cover which is available at an additional premium. These extensions only apply if you have selected them upon purchase and is reflected in your insurance documentation.					
Section:	Benefit:	Cover available up to:	Cover is only provided if:	Your excess:	
B11	Winter sport extension				
	Ski equipment cover for your, or your hired ski equipment if it is lost, stolen or damaged.	£400	<ul style="list-style-type: none"> • you are able to provide proof of the loss/ damage and provide receipts. • you have obtained independent written confirmation. • you have a police report confirming the loss and kept all receipts for any incurred costs. • you accept your policy is not new-for-old cover and a deduction will be taken off for wear and tear. Details are shown on www.tifgroup.co.uk/services/claims/wear-teardepreciation/. • your equipment is delayed on your outbound journey from the United Kingdom, Channel Islands or BFPO. 	As per Policy Schedule	
	Single article limit owned by you →	£200			
	Single article limit hired by you →	£200			
	Unreceipted items →	£150			
	Delayed ski equipment cover for hiring ski equipment if yours is delayed over 12 hours.	£20 per 12hrs up to a maximum of £200	<ul style="list-style-type: none"> • the ski equipment was not left unattended unless left between 6.00 am and 11.00 pm local time in the locked boot or covered luggage area of a motor vehicle and entry was gained by violent and forcible means. 	Nil	
	Loss of ski pack cover for loss of ski pass, ski lift pass and ski school fees due to your injury or illness.	£30 per 24hrs up to a maximum of £300	<ul style="list-style-type: none"> • you have supporting medical evidence confirming your inability to ski. 	Nil	
	Piste closure cover for each full 24 hours the piste is closed due to lack of snow.	£25 per 24hrs up to a maximum of £250	<ul style="list-style-type: none"> • you are skiing North of the earths equator between 1st Jan-30th April, or South of the earths equator between 1st June-31st Oct and at a destination of higher than 1600 metres above sea level. 	Nil	
	Avalanche closure cover for each full 24 hours the piste/ resort is closed due to an avalanche.	£25 per 24hrs up to a maximum of £250	<ul style="list-style-type: none"> • you have obtained written confirmation detailing dates and times the resort/ piste was closed. • the avalanche has occurred after your departure from the United Kingdom, Channel Islands or BFPO. 	Nil	
B12	Fishing extension				
	If your fishing equipment is lost, stolen or damaged Cover if your or your hired fishing equipment is lost, stolen or damaged whilst on your trip for the repair or original purchase price less wear and tear.	£1,000	<ul style="list-style-type: none"> • you have proof of purchase for items over the value of £50 • your items were not unattended and you have proof of ownership/ purchase • you have a Police report confirming the loss and kept all receipts for any incurred costs • you accept your policy is not new-for-old cover and a deduction will be taken off for wear and tear. Details are shown on : www.tifgroup.co.uk/services/claims/wear-tear-depreciation/. 	As per Policy Schedule	
	Single article limit →	£500			
	Unreceipted items →	£150			
	If your fishing equipment is delayed by 12 hours Cover for each full 24 hour period you have to hire fishing equipment because your fishing equipment is lost or stolen by more than 12 hours on your outward journey.	£30 per 12hrs up to a maximum of £300	<ul style="list-style-type: none"> • you have obtained written confirmation of the delay from the appropriate authorities • you have kept all your receipts for the hire of alternative equipment. • the fishery is closed by an official and you have confirmation in writing 	Nil	
	If you are unable to fish due to adverse weather conditions Cover for the loss of fishery fees per 24 hour period you are unable to fish due to adverse weather conditions.	£30 per 24hrs up to a maximum of £300	<ul style="list-style-type: none"> • you have pre-booked fishery fees • you have kept all receipts for any costs 	Nil	

Your excess

Your policy carries a standard excess of £50, unless you choose one of the excess options below. This is the amount you have to contribute towards each claim. This will be shown on your schedule of cover which should be read in conjunction with this policy wording.

The excess options for this policy are: £0, £60, £75, £100, £150, £250

If you wish to discuss your policy excess, please call us on **01376 809178**. Our opening hours are 8.30am - 6pm Mon - Fri, 8.30am – 5pm Saturday, 10am - 3pm Sunday

DISCLOSURE OF YOUR MEDICAL CONDITIONS & IMPORTANT INFORMATION

Your policies may not cover claims arising from your medical conditions. If you answer 'yes' to any of the questions below then you must declare the relevant conditions to us.

So that we can ensure you are provided with the best cover we can offer please read and answer the following questions carefully and accurately:

Have you or anyone insured under this policy ever been diagnosed or received treatment for:

- No**
- Any type of heart or circulatory condition? **Yes** →
 - Any type of stroke or high blood pressure? **Yes** →
 - Any type of breathing condition (such as Asthma)? **Yes** →
 - Any type of Cancer (even if now in remission)? **Yes** →
 - Any type of Diabetes? **Yes** →
 - Any type of irritable bowel disease? **Yes** →
 - Has your doctor altered your regular prescribed medication in the last 3 months? **Yes** →

In the last 2 years - have you, or anyone who is insured under this policy, been treated for any serious or re-occurring medical condition, asked to take regular prescribed medication, or referred to a specialist or consultant at a hospital for tests, diagnosis or treatment?

↓ **No**

Are you or anyone who is insured under this policy waiting for any tests, treatment or a non-routine hospital appointment?

↓ **No**

Full cover is available under this policy. If your answers to any of the above change to YES during the period of insurance, please contact us on **01376 809 178**.

Do any close relatives, business associates or friends who are not travelling with you or who are not insured with us have an existing medical condition (even if considered as 'stable', under control or in remission)?

Yes →

If you have answered yes to the questions on the left you must tell us, in order to obtain cover for your medical condition(s), although an increased premium or excess may be required to do so. To enable us to consider your change in health of your medical condition(s) please contact Holidayinsurance.com at Brokersure Ltd on:

01376 809 178

Open 8.30am - 6pm Mon - Fri,
8.30am - 5pm Saturday, 10am - 3pm Sunday

Should we require any additional premium, and you accept our offer, this should be paid to Holidayinsurance.com, and sent within 14 days of our offer. If your existing medical condition would require an additional premium to be covered and you choose not to declare it, we reserve the right to decline a claim relating to this condition, unless otherwise agreed by us in writing. Full confirmation of our terms and conditions will be sent out to your address after your call. Any additional medical conditions not declared to us will not be covered.

If your answer changes to 'yes' at any point after the purchase of this policy you must call to inform us of this change in health to ensure you are fully covered for your trip.

BE AWARE!

We are unable to provide cover for any claim arising as a result of an existing medical condition of a non-travelling close relative, the person you are intending to stay with, or a business associate or friend, or any known or recognised complication of or caused by the existing medical condition.

CHANGE IN HEALTH

If your health or your ongoing medication changes between the date the policies were bought and the date of travel you must advise us on **01376 809 178** as soon as possible. We will advise you what cover we are able to provide for your change in health, as defined on page 11, after the date of diagnosis. We reserve the right to increase the premium, increase the excess, exclude the condition or withdraw the cover should the stability of the condition make it necessary.

BE AWARE! We do not provide any cover for:

- claims caused by an existing medical condition of a non-travelling close relative, the person you are intending to stay with, or a close business associate, or any recognised complication caused by the existing medical condition as defined on page 11.
- any circumstances that are not specified in your policies.

WHEN YOUR TWO POLICIES START AND END

The cover under Policy A, as described as Section A Pre-Travel Policy, begins from the start date of cover shown on your insurance validation documentation, when the policy is issued and ends when you leave home to start your trip.

On annual multi-trip policies, cover starts on the chosen date and cancellation cover is not in force until that date. Subsequent trips will be covered for cancellation during the period of cover.

The cover under Policy B, as described as Section B Travel Policy, begins when you start your trip and ends when you complete your trip.

Cancellation cover will cease when you start your trip, or when your policy expires, whichever is first. No further trips are covered except where you hold an annual multi-trip policy which will cover further trips with durations of 31 days and less, unless the appropriate additional premium has been paid.

EXTENSION OF PERIOD

If in the event of either your:

- death, injury or illness during your trip,
 - delay or failure of public transport services during your trip,
 - delay or failure of your return flight to the UK, Channel Islands or BFPO from your international departure point;
- you are unable to complete the trip before your travel policy expires, cover will be automatically extended without additional premium for the additional days necessary to complete the trip.

HOW YOUR POLICIES WORK

YOUR POLICY WORDINGS	Your insurance document shows details of both pre-travel and travel insurance policies, including the sections of cover, limits, conditions, exclusions, and information on what to do if you need to claim. The policy is a legal contract between us and you. We will pay for any insured event, as described in the policy, that happens during the period of validity and for which you have paid the appropriate premium. Travel insurance policies have specific requirements for both purchasing and making successful claims. <u>Please take the time to read and understand it</u> straight away as not all policies are the same. All risks which are covered are set out clearly in sections with conditions, limits and exclusions (things which are not covered). If your circumstances do not fit those specified then there is no cover in place.
CANCELLING YOUR POLICIES	You have a 'cooling off' period where, should you decide that you find that the terms and conditions do not meet your requirements, and provided you have not travelled or claimed on the policy, you can advise us within 14 days of purchase for a full refund to be considered. Should you wish to cancel your policy outside of the 14 day cooling off period, and can confirm that there have been no claims on the policy and that you have not travelled; the following cancellation terms will be applied dependant on what type of policy you have purchased. Single Trip policies - In the event you have not travelled and are not claiming on the policy, a refund of 50% of the policy premium and any additional premium applied to your existing medical conditions will apply. If you have travelled or are intending to claim, or have made a claim (irrespective of whether your claim was successful or not) we will not consider refunding any proportion of your premium. Annual Multi Trip policies - Provided you have not made a claim on the policy (irrespective of whether your claim was successful or not) 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. If you are intending to, or have claimed (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 7 days' notice of cancellation of this policy, without refund, by recorded delivery to you at your last known address in the event of the following circumstances; fraud, suspected fraud, misleading information or deliberate misrepresentation, or abusive behaviour to any of our staff or agents.
BE CAUTIOUS	This policy is designed to cover most eventualities whilst you are on your trip. It does not provide cover in all circumstances and we expect that you take all possible care to safeguard against accident, injury, loss or damage as if you had no insurance cover.
PREGNANCY	Our policies include emergency medical expenses cover for pregnancy and childbirth from week 0 to week 28 inclusive whilst you are away. From the start of week 29 to week 40 of the pregnancy, there is no cover for claims relating to normal pregnancy and normal childbirth or cancellation, however, medical expenses and cancellation cover will be provided if any of the following complications arise: <i>Toxaemia, Gestational hypertension, Ectopic pregnancy, Post-partum haemorrhage, Pre-eclampsia, Molar pregnancy or hydatidiform mole, Retained placenta membrane, Placental abruption, Hyperemesis gravidarum, Placenta praevia, Stillbirth, Miscarriage, Emergency Caesarean, A termination needed for medical reasons, Premature birth more than 12 weeks (or 16 weeks if you know you are having more than one baby) before the expected delivery date.</i> Please note we will not cover denial of boarding by your carrier so you should check that you will be able to travel with the carrier/ airline in advance. It is essential, if at the time of booking your trip you are aware that you are pregnant, that you ensure that you are able to have the required vaccinations for that trip; no cover will be provided for cancellation in the event that, after booking you discover travel is advised against, or you are unable to receive the appropriate and required vaccinations for that country.
MEDICAL COVER	Your travel policy is not Private Health Insurance, in that it only covers unavoidable, unexpected emergency treatment. You need to check that you have had all the recommended vaccinations and inoculations for the area you are travelling to. It is also recommended that you check with your doctor that it is safe for you to travel bearing in mind your method of travel, the climate and the availability and standard of local medical services in your chosen destination. You will then need to declare your existing medical condition and have it accepted by Holidayinsurance.com for it to be eligible for cover under your policy. You may be required to obtain your medical records in the event of a claim. It is often wise to carry additional supplies of your regular prescribed medications in your hand luggage in case your bags are delayed. Cover will not be granted if travel is against the advice of your doctor or a medical professional such as your dentist.
EHIC	The European Health Insurance Card (EHIC) allows you (provided you are a UK or BFPO resident) to access state-provided healthcare in all European Economic Area (EEA) countries and Switzerland at a reduced cost and in many cases free of charge. We strongly recommend that you carry it with you when travelling abroad. Remember to check your EHIC is still valid before you travel. Applying on www.ehic.org.uk for the card is free and it is valid for up to five years. If your EHIC is accepted whilst obtaining medical treatment abroad your policy excess will be reduced to Nil (with the exception of increased excess relating to declared medical conditions). If you are travelling outside the EEA then there are some countries that have reciprocal agreements with the UK and these can be found on: http://www.nhs.uk/NHSEngland/Healthcareabroad/countryguide/NonEEAcountries/Pages/Non-EEAcountries.aspx . Please note residents of the Isle of Man or Channel Islands are not eligible for an EHIC.
MEDICARE	If you are travelling to Australia you must register with Medicare on arrival. There is a Medicare office in all major towns and cities in Australia. Registration is free and this will entitle you to reduced medical charges from doctors, reduced prescription charges and access to Medicare hospitals.
YOUR EXCESS	Your policy carries an excess and this is the amount you have to contribute towards each claim. All excesses shown for this policy are payable by each insured-person, per section and for each incident giving rise to a separate claim. Your excess may be increased to include existing medical conditions (including anything directly or indirectly related to that condition) confirmed in writing by us. The increased excess will apply to all persons insured on the policy whose claim has been caused by the declared medical condition.

Definitions - Where these words are used throughout your policy they will always have this meaning:

AUSTRALIA AND NEW ZEALAND	All countries listed in Europe including Spain, as well as Australia, including Territory of Cocos (Keeling Islands, The Territory of Christmas Island, Norfolk Island and Lord How Island), and New Zealand, including the Cook Islands, Niue and Tokelau.	CRUISE	A pleasure voyage of more than 72 hours duration, sailing as a passenger on a purpose built ship on sea/s or oceans that may include stops at various ports.	FAMILY	Two adults and their dependants who are under the age of 18, resident in the UK and in full time education. In this scenario a dependent is considered as children, grandchildren, step-children, adopted children or foster children.
BACK COUNTRY	Guided skiing in terrain which are in remote areas away from groomed pistes, not within ski boundaries and outside of patrolled resort boundaries, this includes terrain that has been accessed by a ski lift but then requiring a hike, ski, climb or skidoo to reach areas of side country or back country.	CURTAILMENT	The cutting short of your trip by your early return home or your repatriation to a hospital or nursing home in your home country. Payment will be made on the number of full days of your trip that are lost from the day you are brought home.	FLIGHT	A service using the same airline or airline flight number.
BEACH SWIMMING	Within 50 metres of the shore, in areas marked with safety buoys and under the supervision of a lifeguard	DOMESTIC FLIGHT	A flight where the departure and arrival take place within the United Kingdom or the Channel Islands.	GADGET	Include: Mobile phones, iPhones, iPads, Tablets, Smartwatches and Go Pro's.
BFPO	British Forces Posted Overseas.	EMERGENCY TREATMENT	Any ill-health or injury which occurs during your trip and requires immediate treatment before you return home.	HOME	One of your normal places of residence in the United Kingdom, the Channel Islands or BFPO.
CASH	Sterling or foreign currency in note or coin form.	ESSENTIAL ITEMS	Underwear, socks, toiletries and a change of clothing.	HOME COUNTRY	Either the United Kingdom or the Channel Islands.
CHANGE IN HEALTH	Any deterioration or change in your health between the date the policy was bought and the date of travel, this includes new medication, change in regular medication, deterioration of a previously stable condition, referral to a specialist, investigation of an undiagnosed condition or awaiting treatment/consultation.	EUROPE INCLUDING SPAIN	All countries included in Europe excluding Spain, but including Spain, Balearics, Madeira, the Canary Islands and Turkey.	INSURED PERSON/ YOU/ YOUR	Any person named on the insurance validation documentation.
CHANNEL ISLANDS	Jersey, Guernsey, Alderney, Sark, Herm, Jethou, Brecqhou and Lihou.	EUROPE EXCLUDING SPAIN	Albania, Andorra, Armenia, Austria, Azerbaijan, Azores, Belarus, Belgium, Bosnia-Herzegovina, Bulgaria, Corfu, Corsica, Crete, Croatia, Cyprus, Czech Republic, Denmark, Eire (Republic of Ireland), Estonia, Faroe Islands, Finland, France, Georgia, Germany, Gibraltar, Greece, Guernsey, Holland (Netherlands), Hungary, Iceland, Isle of Man, Italy, Jersey, KOS (Greek Island), Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Malta, Moldova, Monaco, Montenegro, Northern Ireland, Norway, Poland, Portugal, Rhodes, Romania, Russia, San Marino, Sardinia, Serbia, Slovakia, Slovenia, Sweden, Switzerland, Ukraine, United Kingdom, Vatican City.	INSHORE	Within 12 Nautical miles off the shore.
CLOSE RELATIVE	Spouse or partner who you are living together with, parents, grandparents, legal guardians, foster child, parents-in-law, daughter-in-law, son-in-law, brother-in-law, sister-in-law, step-parents, step-child, step-brother, step-sister, aunt, uncle, brother, sister, child, grandchild, niece, nephew, or fiancé(e).	EXCURSION	A short journey or activity undertaken for leisure purposes.	INTERNATIONAL DEPARTURE POINT	The airport, international rail terminal or port from which you departed from the UK, Channel Islands or BFPO to your destination, and from where you depart to begin the final part of your journey home at the end of your trip.
CONNECTING FLIGHT	A connecting flight which departs your first scheduled stop-over destination 12 hours after arrival from your international departure point.	EXISTING MEDICAL CONDITION	Any serious or recurring medical condition which has been previously diagnosed or been investigated or treated in any way, at any time prior to travel, even if this condition is currently considered to be stable and under control.	MANUAL LABOUR	Work involving the lifting or carrying of heavy items in excess of 25Kg, work at a higher level than two storeys, or any form of work underground.
				MEDICAL CONDITIONS	Any disease, illness or injury, including any psychological conditions.
				NATURAL DISASTER	A natural event such as avalanche, blizzard, earthquake, flood, forest fire, hurricane, lightning, tornado, tsunami or volcanic eruption.
				OFF PISTE	Skiing within ski area boundaries, off marked and groomed pistes and in between groomed trails and runs, where ski lifts and emergency services are easily accessible and ending back at a ski area lift. Not including back country or areas marked or prohibited from entry.

Definitions (continued) - Where these words are used throughout your policy they will always have this meaning:

<p>ON PISTE</p>	<p>Piste skiing, including skiing on areas in and around the resort, but off the actual marked pistes, such as skiing on a hillside between marked pistes, or skiing down slopes adjacent to marked runs, but always finishing at the bottom of tows or lifts within the resort and never in areas cordoned off or restricted. All other areas are considered as 'off piste' and therefore require purchase of an additional activity pack.</p>	<p>PUBLIC TRANSPORT</p>	<p>Buses, coaches, domestic flights or trains that run to a published scheduled timetable.</p>	<p>TRAVEL DOCUMENTS</p>	<p>Current passports, ESTAs, valid visas, travel tickets, European Health Insurance Cards (EHIC) and valid reciprocal health form S2.</p>
<p>OFFSHORE</p>	<p>Over 12 Nautical miles off the shore.</p>	<p>REDUNDANCY</p>	<p>Being an employee where you qualify under the provision of the Employment Rights Acts, and who, at the date of termination of employment by reason of redundancy, has been continuously employed for a period of two years or longer and is not on a short term fixed contract.</p>	<p>TRAVELLING COMPANION</p>	<p>A person with whom you are travelling with and on the same booking, or with whom you have arranged to meet at your trip destination with the intention of spending a proportion of your trip with, who may have booked independently and therefore not included on the same booking and may have differing inbound and outbound departure times or dates.</p>
<p>PAIR OR SET</p>	<p>Two or more items of possessions that are complementary or purchased as one item or used or worn together.</p>	<p>RELEVANT INFORMATION</p>	<p>A piece of important information that would increase the likelihood of a claim under your policy.</p>	<p>TIMETABLE RESTRICTIONS</p>	<p>Published scheduled itinerary restrictions.</p>
<p>POSSESSIONS</p>	<p>Each of your suitcases and containers of a similar nature and their contents and articles you are wearing or carrying:</p>	<p>REPATRIATION</p>	<p>The return of someone named on the policy to their home, a hospital, nursing home or funeral directors in the United Kingdom or the Channel Islands as arranged by the emergency assistance team, unless otherwise agreed by us.</p>	<p>TRIP</p>	<p>A holiday or journey for which you have made a booking such as, a flight or accommodation, that begins when you leave home and ends on your return to either (i) your home, or (ii) a hospital or nursing home in the United Kingdom, the Channel Islands or BFPO, following your repatriation.</p>
<p>Clothes</p>	<p>Underwear, outerwear, hats, socks, stockings, belts and braces.</p>	<p>RESIDENT</p>	<p>Means a person who has had their main home in the United Kingdom, the Channel Islands or BFPO and has not spent more than six months abroad in the year before buying this policy.</p>	<p>UNATTENDED</p>	<p>Left away from your person where you are unable to clearly see and are unable to get hold of your possessions.</p>
<p>Cosmetics* *excluding items considered as 'Duty Free'</p>	<p>Make-up, hair products, perfumes, creams, lotions, deodorants, brushes, combs, toothbrushes, toothpastes and mouthwashes.</p>	<p>SCHEDULED AIRLINE</p>	<p>An airline that publishes a timetable and operates its service to a distinct schedule and sells tickets to the public at large, separate to accommodation and other ground arrangements.</p>	<p>UNITED KINGDOM</p>	<p>United Kingdom - England, Wales, Scotland, Northern Ireland and the Isle of Man.</p>
<p>Luggage</p>	<p>Handbags, suitcases, holdalls, rucksacks and briefcases.</p>	<p>SKI EQUIPMENT</p>	<p>Any school owned property / equipment which is fundamental to the school, and does not fall under the definition of electrical items or laptops as these have their own benefit value as shown</p>	<p>WE/ OUR/ US</p>	<p>Union Reiseversicherung AG UK.</p>
<p>Electrical items & photographic equipment</p>	<p>Any item requiring power, either from the mains or from a battery and any equipment used with them such as CDs, drones, e-readers, electronic games, cameras, video cameras, camera cases, stands/tripod, satellite navigations systems and electronic shavers. This does not include Laptops.</p>	<p>SKI PACK</p>	<p>Skis, ski bindings, ski poles, ski boots, ski goggles, ski helmet, board boots, snowboard bindings and snowboards.</p>	<p>WINTER SPORTS</p>	<p>Skiing, snowboarding and ice skating.</p>
<p>Drones</p>	<p>Un-manned aerial vehicles.</p>	<p>SPORTS AND HAZARDOUS ACTIVITIES</p>	<p>Any recreational activity that requires skill and involves increased risk of injury.</p>	<p>WORLDWIDE</p>	<p>Anywhere in the world.</p>
<p>Fine jewellery & watches</p>	<p>Rings, watches (only meaning a traditional watch such as analog; automatic or digital, and not an item such as a smart watch. This is defined as a gadget as shown on page 11), necklaces, earrings, bracelets, body rings, made of or containing any precious or semi-precious stones or metal.</p>	<p>SPORTS AND HAZARDOUS ACTIVITIES</p>	<p><i>If you are taking part in any sport/ activity please refer to page 23 where there is a list of activities informing you of which activities are covered on the policy as standard. Should the activity you are participating in not appear it may require an additional premium so please call us on:</i></p>	<p>WORLDWIDE EXCLUDING USA, CANADA & CARIBBEAN</p>	<p>Anywhere excluding the United States of America, Canada and the Caribbean.</p>
<p>Laptops</p>	<p>Portable computer suitable for use whilst travelling.</p>	<p>SPORTS AND HAZARDOUS ACTIVITIES</p>	<p><i>If you are taking part in any sport/ activity please refer to page 23 where there is a list of activities informing you of which activities are covered on the policy as standard. Should the activity you are participating in not appear it may require an additional premium so please call us on:</i></p>	<p>WORLDWIDE EXCLUDING USA, CANADA & CARIBBEAN</p>	<p>WORLDWIDE EXCLUDING USA, CANADA & CARIBBEAN</p>
<p>Eyewear</p>	<p>Spectacles, sunglasses, prescription spectacles or binoculars.</p>	<p>SPORTS AND HAZARDOUS ACTIVITIES</p>	<p><i>If you are taking part in any sport/ activity please refer to page 23 where there is a list of activities informing you of which activities are covered on the policy as standard. Should the activity you are participating in not appear it may require an additional premium so please call us on:</i></p>	<p>WORLDWIDE EXCLUDING USA, CANADA & CARIBBEAN</p>	<p>WORLDWIDE EXCLUDING USA, CANADA & CARIBBEAN</p>
<p>Duty free</p>	<p>Any items purchased at duty free.</p>	<p>SPORTS AND HAZARDOUS ACTIVITIES</p>	<p><i>If you are taking part in any sport/ activity please refer to page 23 where there is a list of activities informing you of which activities are covered on the policy as standard. Should the activity you are participating in not appear it may require an additional premium so please call us on:</i></p>	<p>WORLDWIDE EXCLUDING USA, CANADA & CARIBBEAN</p>	<p>WORLDWIDE EXCLUDING USA, CANADA & CARIBBEAN</p>
<p>Shoes</p>	<p>Boots, shoes, trainers and sandals.</p>	<p>SPORTS AND HAZARDOUS ACTIVITIES</p>	<p><i>If you are taking part in any sport/ activity please refer to page 23 where there is a list of activities informing you of which activities are covered on the policy as standard. Should the activity you are participating in not appear it may require an additional premium so please call us on:</i></p>	<p>WORLDWIDE EXCLUDING USA, CANADA & CARIBBEAN</p>	<p>WORLDWIDE EXCLUDING USA, CANADA & CARIBBEAN</p>
<p>Shoes</p>	<p>Boots, shoes, trainers and sandals.</p>	<p>SPORTS AND HAZARDOUS ACTIVITIES</p>	<p><i>If you are taking part in any sport/ activity please refer to page 23 where there is a list of activities informing you of which activities are covered on the policy as standard. Should the activity you are participating in not appear it may require an additional premium so please call us on:</i></p>	<p>WORLDWIDE EXCLUDING USA, CANADA & CARIBBEAN</p>	<p>WORLDWIDE EXCLUDING USA, CANADA & CARIBBEAN</p>
<p>Shoes</p>	<p>Boots, shoes, trainers and sandals.</p>	<p>SPORTS AND HAZARDOUS ACTIVITIES</p>	<p><i>If you are taking part in any sport/ activity please refer to page 23 where there is a list of activities informing you of which activities are covered on the policy as standard. Should the activity you are participating in not appear it may require an additional premium so please call us on:</i></p>	<p>WORLDWIDE EXCLUDING USA, CANADA & CARIBBEAN</p>	<p>WORLDWIDE EXCLUDING USA, CANADA & CARIBBEAN</p>
<p>Shoes</p>	<p>Boots, shoes, trainers and sandals.</p>	<p>SPORTS AND HAZARDOUS ACTIVITIES</p>	<p><i>If you are taking part in any sport/ activity please refer to page 23 where there is a list of activities informing you of which activities are covered on the policy as standard. Should the activity you are participating in not appear it may require an additional premium so please call us on:</i></p>	<p>WORLDWIDE EXCLUDING USA, CANADA & CARIBBEAN</p>	<p>WORLDWIDE EXCLUDING USA, CANADA & CARIBBEAN</p>
<p>Shoes</p>	<p>Boots, shoes, trainers and sandals.</p>	<p>SPORTS AND HAZARDOUS ACTIVITIES</p>	<p><i>If you are taking part in any sport/ activity please refer to page 23 where there is a list of activities informing you of which activities are covered on the policy as standard. Should the activity you are participating in not appear it may require an additional premium so please call us on:</i></p>	<p>WORLDWIDE EXCLUDING USA, CANADA & CARIBBEAN</p>	<p>WORLDWIDE EXCLUDING USA, CANADA & CARIBBEAN</p>
<p>Shoes</p>	<p>Boots, shoes, trainers and sandals.</p>	<p>SPORTS AND HAZARDOUS ACTIVITIES</p>	<p><i>If you are taking part in any sport/ activity please refer to page 23 where there is a list of activities informing you of which activities are covered on the policy as standard. Should the activity you are participating in not appear it may require an additional premium so please call us on:</i></p>	<p>WORLDWIDE EXCLUDING USA, CANADA & CARIBBEAN</p>	<p>WORLDWIDE EXCLUDING USA, CANADA & CARIBBEAN</p>

01376 809 178
Open 8.30am - 6pm Mon - Fri, 8.30am – 5pm Saturday,
10am - 3pm Sunday

If your possessions are lost, stolen, damaged or delayed (Policy B Section 8)

We will pay:	For:	Provided you:	If you need to claim:
<p>up to a total of £1,500 for your possessions, with a maximum amount for:</p> <p style="text-align: right;">Clothes → £1,000</p> <p style="text-align: right;">Luggage → £250</p> <p style="text-align: right;">Shoes → £250</p> <p style="text-align: right;">Cosmetics → £100</p> <p style="text-align: right;">Fine jewellery & watches → £250</p> <p style="text-align: right;">Electrical items & photographic equipment → £300</p> <p style="text-align: right;">Laptops → £500</p> <p style="text-align: right;">Buggies, Strollers & Car seats → £100</p> <p style="text-align: right;">Eyewear → £150</p> <p style="text-align: right;">Unreceipted items up to a maximum of: → £150</p> <p><i>either</i></p> <ul style="list-style-type: none"> the cost of repairing items that are damaged whilst on your trip, up to the original purchase price of the item, less an allowance for age, wear and tear. <p><i>or</i></p> <ul style="list-style-type: none"> the original purchase price of the item, less an allowance for age, wear and tear, to cover items that are stolen, permanently lost or destroyed whilst on your trip. 	<ul style="list-style-type: none"> the purchase of essential items if your luggage containing your possessions are delayed due to being misplaced, lost or stolen on your outward journey from your home country for over 24 hours from the time you arrived at your trip destination. 	<ul style="list-style-type: none"> have paid your excess or accept it will be deducted from any settlement. have complied with the carrier's conditions of carriage. have notified the Police, your carrier or tour operator's representative and obtained an independent written report. own the items you are claiming for and are able to provide proof of ownership/ purchase for any items over £50 in value. are not claiming for items which have been damaged by a domestic dispute, atmospheric or climatic conditions, age, wear, tear, moth or vermin, perishable items and/ or their contents i.e. food, liquids, gels etc. are not claiming for possessions which have been lost or stolen from a beach or lido (if so we will only pay a maximum of £50). have not left electrical items, eyewear, jewellery & watches or photographic equipment unattended (including being contained in luggage during transit) except where they are locked in a safe or safety deposit box where these are available (or left out of sight in your locked holiday or trip accommodation). This includes items left behind following you disembarking your coach, train, bus, flight, ferry or any other mode of transport. have not left any possessions not mentioned in the preceding bullet point unattended away from your holiday or trip accommodation unless left between 6.00 am and 11.00 pm local time (during daytime) in the locked boot or covered luggage area of a motor vehicle unless entry was gained by violent and forcible means. have obtained written confirmation of any loss, damage or delay from your tour operator / airline provider. 	<p>For all damage claims:</p> <p>you should retain the items in case we wish to see them, you will need to obtain an estimate for repairs or a letter confirming that the damage is irreparable. Please then return the damaged items to:</p> <p>The Recoveries Department at Travel Insurance Facilities 1 Tower View, Kings Hill West Malling, Kent, ME19 4UY</p> <p>For all loss or damage claims during transit:</p> <p>(a) retain your tickets and luggage tags, (b) report the loss or damage to the appropriate carrier and obtain a Property Irregularity Report (PIR) form or its equivalent within 24 hours.</p> <p>For all losses you should report to the Police as soon as possible, and within 24 hours of discovery, and obtain a written report and reference number from them. You should also report the loss to your tour operator's representative or hotel/ apartment manager wherever appropriate.</p> <p>For delay claims</p> <p>You must keep all receipts for these items and send them in to us with your claim and any amount paid will be deducted from the final claim settlement if the items are permanently lost.</p> <p>Any item with a purchase price in excess of £50 must be supported by original proof of ownership/ purchase. Any items not supported by such proof of ownership/ purchase will be paid at the maximum of £50 subject to an overall limit for all such items of £150.</p>
<p>Up to £100 for the first 12hrs £100 for each subsequent 24hr period up to £700</p>	<p>• the purchase of essential items if your luggage containing your possessions are delayed due to being misplaced, lost or stolen on your outward journey from your home country for over 24 hours from the time you arrived at your trip destination.</p>	<p>• the purchase of essential items if your luggage containing your possessions are delayed due to being misplaced, lost or stolen on your outward journey from your home country for over 24 hours from the time you arrived at your trip destination.</p>	<p>• the purchase of essential items if your luggage containing your possessions are delayed due to being misplaced, lost or stolen on your outward journey from your home country for over 24 hours from the time you arrived at your trip destination.</p>

BE AWARE! Your travel insurance policy is not intended to cover items of high value, such as video camcorders, expensive watches etc. as these should be fully insured under your house contents insurance on an All Risks extension for 365 days of the year. There is a maximum amount you can claim and a maximum amount in total for each category, and these are shown under the possessions section. The possessions section only covers items that belong to you, is *not* 'new for old' and an amount for age, wear and tear will be deducted. You can find full details of our wear and tear scale published on our website at: www.tifgroup.co.uk/services/claims/wear-tear-depreciation/ No cover is provided under this section for:

www.tifgroup.co.uk/services/claims/wear-tear-depreciation/ No cover is provided under this section for:

- anything mentioned in the conditions and exclusions (page 13) or any items that do not fall within the categories of cover listed.
- mobile telephones, SIM cards, mobile telephone prepayment cards, lost/ stolen mobile telephone call charges or mobile telephone accessories, gadgets (as defined on page 11), car keys, duty free items such as tobacco products, alcohol and perfumes.
- the use of, or damage to, drones.
- any claim evidenced by any other report not specified in this section, unless otherwise agreed by us.

Personal liability (Policy B Section 9)

We will pay:	For:	Provided:	If you need to claim:
up to £2,000,000 plus costs agreed between us in writing:	<ul style="list-style-type: none"> any amount incurred due to an event occurring during the period of this insurance that you are legally liable to pay that relates to an incident caused directly or indirectly by you and that results in: <ul style="list-style-type: none"> injury, accidental bodily injury of any person. loss of, or damage to, property that does not belong to you or any member of your family and is neither in your charge or control nor under the charge or control of any member of your family. loss of, or damage to, trip accommodation which does not belong to you or any member of your family. 	<ul style="list-style-type: none"> your excess has been paid or deducted from any settlement. liability for loss of, or damage to, property or accidental bodily injury is not caused or suffered by: <ul style="list-style-type: none"> your own employment, profession or business or anyone who is under a contract of service with you, acting as a carer, whether paid or not, or any member of your family or travelling companion or is caused by the work you or any member of your family or travelling companion employ them to do. your ownership, care, custody or control of any animal. compensation or any other costs are not caused by accidents involving your ownership, possession or control of any: <ul style="list-style-type: none"> land or building or their use either by or on your behalf other than your temporary trip accommodation, mechanically propelled vehicles and any trailers attached to them, aircraft, motorised skis, motorised waterborne craft or sailing vessel, firearms or incendiary devices 	<p>Never admit responsibility to anyone and do not agree to pay for any damage, repair costs or compensation.</p> <p>Keep notes of any circumstances that may become a claim so these can be supplied to us along with names and contact details of any witnesses as well as any supporting evidence we may require.</p>

BE AWARE! No cover is provided under this section for:

- anything mentioned in the conditions and exclusions (page 13) (Where you are liable for damage to trip accommodation your excess is increased to £250).
- accidental bodily injury, illness or disease suffered by you or any member of your family, or any event caused by any deliberate or reckless act or omission by you or a member of your family.
- claims where an indemnity is provided under any other insurance or where it falls on you by agreement and would not have done if such agreement did not exist i.e. rental disclaimer.

If a natural disaster occurs (Policy B Section 10)

We will pay:	For:	Provided:	If you need to claim:
up to a maximum of £1,000	<ul style="list-style-type: none"> reasonable additional costs of travel and accommodation within a 20 mile radius, to the same standard as those on your booking, to enable you to continue your trip close to that originally booked if the pre-booked accommodation has been damaged by fire, flood, earthquake, storm, lightning, explosion or hurricane 	<ul style="list-style-type: none"> you are able to provide evidence of the necessity to make alternative travel arrangements. <p>your trip is not:</p> <ul style="list-style-type: none"> within the United Kingdom or Channel Islands. formed part of a tour operator's package holiday. 	<p>You will need to provide written evidence from official sources to confirm the need to find alternative accommodation, stating the reason why this was necessary. You will need to submit this to claim office along with your original booking confirmation and receipts for all expenses made.</p>

BE AWARE! No cover is provided under this section for:

- anything mentioned in the conditions and exclusions (page 13)
- any amounts recoverable from any other source.
- alternative transport home, missed flights/ connections, food, drink, telephone calls or any other loss specified in this policy.
- any claim where the fire, flood, earthquake, storm, lightning, explosion or hurricane had already happened before you left home.

Fishing extension (Policy B Section 12) on payment of additional premium

We will pay:	For:	Provided:	If you need to claim:
<p>Up to £1,000 (up to £500 each individual item)</p> <p>Unreceipted items: £50 per item up to a maximum of £150</p> <p>Up to £30 per 12hrs up to a maximum of £300</p> <p>Up to £30 per 24hrs up to a maximum of £300</p>	<p><i>either</i></p> <p>the cost of repair of items that are partially damaged whilst on your trip, up to the market value of the item, allowing for age, wear and tear.</p> <p><i>or</i></p> <ul style="list-style-type: none"> the market value of the item, allowing for age, wear and tear as shown below, to cover items that are stolen, permanently lost or destroyed whilst on your trip. the cost of hired fishing equipment if your fishing equipment is lost, stolen, or delayed on your outward journey for over 12 hours from the time you arrived at your trip destination. the loss of fishing licence fees for each full 24 hour period your pre-booked rights become unfishable due to adverse weather conditions. 	<ul style="list-style-type: none"> you have paid your excess or accept it will be deducted from any settlement you have complied with the carrier's conditions of carriage you have notified the Police, your carrier or tour operator's representative and obtained an independent written report with written confirmation of any loss or damage. you are not claiming for damage caused by a domestic dispute, atmospheric or climatic conditions, age, wear, tear, moth or vermin, perishable items and/ or their contents. your fishing equipment is not specifically insured elsewhere. you are able to provide either the damaged items on request or to prove the existence or ownership/ purchase of any item lost or stolen. you have kept all receipts for this hire and sent them in to us with your claim. you have obtained written confirmation of the fishing rights closure from the fishing licence provider stating the reason for closure, the time it was closed and, if applicable, the time it re-opened. 	<p>Please telephone our claims department and they will send you the appropriate claim form and advise you what documentation to send in.</p> <p>For all sections you will need to obtain independent written confirmation of the circumstances and keep all receipt for items purchased/ hired.</p> <p>Any item with a purchase price in excess of £50 must be supported by original proof of ownership/ purchase. Any items not supported by such proof of ownership/ purchase will be paid at the maximum of £50 subject to an overall limit for all such items of £150.</p>

BE AWARE! The replacement of items only covers items that belong to you, is not 'new for old' and an amount for age, wear and tear will be deducted. You can find full details of our wear and tear scale published on our website at www.tifgroup.co.uk/services/claims/wear-tear-depreciation/

No cover is provided under this section for:

- anything mentioned in the conditions and exclusions (page 13).
- legal proceedings in more than one country for the same event.
- any claim evidenced by any other report not specified in this section, unless otherwise agreed by us.

ADDITIONAL SPORTS AND HAZARDOUS ACTIVITIES:

Unlike other policies we cover many sports and activities as standard; no additional premium is required for activities listed in Activity Pack 1. We have categorised the activities that are not covered as standard into seven further bands. If you do not see your chosen activity, do not worry, we may cover it, but you must contact us so we can discuss the activity and what, if any, additional premium is necessary. (All of the activities are covered on a non-professional and non-competitive basis, unless otherwise stated). Any claims which arise whilst undertaking any of these activities for any purpose other than leisure (examples of non-leisure purposes include professional / semi-professional / paid / sponsored racing, timed events, professional, display events, photo shoots, etc..) will not be covered under this policy. If you are unsure please do not hesitate to contact us **01376 809 178** and we can discuss your individual requirements. We consider 'professional or competitive' to be activities/sports where you are either paid for participating in, receive any element of sponsorship, fees or prize money in excess of £200. *Please note those activities marked in italics and underlined do not have Personal Liability cover or Accidental Death and Disability cover.*

Activity Pack 1 – Covered as standard Aerobics, Amateur Athletic Field Events, Amateur Athletic Track Events, Angling/Fishing (freshwater), Animal Sanctuary (non big game), *Archery*, Badminton, Bamboo Rafting, Banana Boating, Bar Work, Baseball, Basketball, Billiards, Bird Watching, Board & Card Games, Body Boarding, Boules, Bowling, Bowls, Bridge Swinging, Bungee Jumping, Camel/Elephant Riding/Trekking (UK booked), Camping, *Canoeing/Kayaking (White Water Grades 1-3)*, Caravanning, *Catamaran Sailing (In-shore)*, *Clay Pigeon Shooting*, Cricket, Croquet, Cross Country Running, Curling, Cycle Touring/Leisure Biking (up to 1,000m), Dancing, Darts, Disc Golf, Diving (Indoor up to 5m), Dragon Boat Racing, Fell Running (up to 1,000m), Fencing, Fives, Flag Football, *Flying as passenger (private/small aircraft/helicopter)*, Football/Soccer – Practice and Training, Frisbee (recreational), Golf, Handball - Practice and Training, Highland games, Horse Riding (No Jumping), *Hot Air Ballooning*, Indoor Skating (not ice), *Jet Boating*, *Jet Skiing*, Kiting, Korfball, Laser Tag, Low Ropes, Marathons, Mini-Golf, Model Flying, Model sports, Mountain Biking (up to 1,000m), Netball, Orienteering, Petanque, Peteca, Pigeon Racing, Pony Trekking, Pool, Quoits, Rackets, Racquetball, *Rafting (White Water Grades 1-3)*, Re-Enactment, *Rifle Range*, Rings, River Punting, Roller Blading/Skating (not ice)/Skate Boarding/Scooters (non motorised), Rounders, *Rowing (inshore –recreational)*, Safari (UK organised), Safari Trekking (UK organised), Sailing/Yachting (recreational - inshore), *Scuba Diving (not solo, up to maximum 30m)*, Segway (supervised, non-competitive), Snorkelling (inside marked areas and/ or with lifeguard present), Softball, Squash, Stoolball, Swimming (inside marked areas and/ or with lifeguard present), Swimming off a boat (inside marked areas and/ or with lifeguard present), Swimming with Dolphins (inside marked areas and/ or with lifeguard present), Sydney Harbour Bridge Climbing (Professional organised and supervised), Table Tennis, Ten Pin Bowling, Tennis, Theme Parks, Trekking/Mountain Walking/Hiking/Rambling/Mountaineering (in group) all up to 1,000m, *Tubing*, Tug of War, Unicycle riding, Volleyball, Water Parks, Whale Watching (professionally organised), Yachting (Inshore – crewing), Yoga.

Activity Pack 2 – Additional Premium required (in addition to the activities listed under Pack 1) Abseiling (Indoor/Outdoor climbing wall up to 25m), Adventure Racing (up to 6 hours), *Airsoft*, American Football - Training (organised and with safety equipment), Angling/Fishing (Sea), Assault Courses (No High Ropes), Camel/Elephant Riding/Trekking (non-UK booked), Climbing (Indoor/Outdoor climbing wall up to 25m), Diving (Indoor up to 10m), Dry Slope Skiing, Falconry, Fell Running (up to 2,000m), Fly boarding, Football/Soccer - Organised Amateur Match, Frisbee (Ultimate Frisbee), Gaelic Football Training, Gorilla Trekking (Booked pre-trip – requires appropriate trekking altitude pack), Gymnastics, Handball (Organised Amateur Match), Hockey (Field – Organised Amateur Match), Ice Skating, Iron Man, Judo (Organised Training), Karate (Organised Training), Kendo (Organised Training), Lacrosse, Martial Arts (Organised Training), Mountain Biking (up to 2,000m), *Paint Balling*, *Parasailing*, *Parascending (Over water)*, Rap Running/Jumping (Indoor/Outdoor climbing wall up to 25m), Rugby (Training), Safari (non UK booked), Safari Trekking (non UK booked), Sand Yachting, *Sea Canoeing/Kayaking (inshore)*, *Shark Diving/Swimming (Cage)*, Shinty, Street Hockey, Surf life-saving (organised competition), *Surfing*, Tough Mudder, Trampolining, Trekking/Mountain Walking/Hiking/Rambling/Mountaineering (in group) all up to 2,000m, Triathlon, War Games/Paint Balling, Water Polo, *Water Skiing (No Jumping)*, Weight Lifting, *Windsurfing/Boardsailing/Sailboarding*, Wrestling (Organised Training), Zip Lining/ Zip Trekking (Booked pre-trip, requires appropriate trekking altitude pack).

Activity Pack 3 - Additional Premium required (in addition to the activities listed under Pack 1-2) Adventure Racing (up to 12 hours), American Football (Amateur match - Organised & with Safety Equipment), Animal Sanctuary (Big Game), Biathlon, Big Foot Skiing, Blade Skating, Breathing Observation Bubble (BOB), *Canoeing/Kayaking (White Water Grade 4)*, Canyoning, *Cat Skiing*, Equestrian, *Flying (Crew/Pilot)*, *Flying Helicopter (Pilot)*, Gaelic Football - Amateur match, Glacier Walking, *Gliding (non-competitive)*, *Go Karting*, Gorge Walking (with ropes), Gorilla Trekking (booked during trip – requires appropriate trekking altitude pack), Harness Racing, Hockey (Ice) With Full Body Protection, Horse Jumping (no Polo, no Hunting), Horse Riding (Eventing), Husky Dog Sledding, Hydro Zorbing, Ice Fishing, Kick Sledging, Land Skiing, Langlauf, Modern Pentathlon, Mono-Skiing, Mountain Boarding, Octopush, *Off Road Motorcycling (up to 250cc)*, Off-piste skiing/snowboarding (with guide), Passenger Sledge, *Power Boating (inshore)*, Power lifting, *Quad Bikes (Providing you wear a helmet)*, *Rafting (White Water Grade 4)*, *River Tubing*, Rodeo, Roller Derby (safety equipment must be worn), Roller Hockey, Rugby (Amateur Game), Sand Boarding, *Sand Dune Surfing/Skiing*, Ski Boarding, Ski Bobbing, Ski Dooing, Skiing, Skiing – Nordic/Cross Country, Sledging/Tobogganing, Sleigh riding (Reindeer, Horses or Dogs), Snorkelling – Outside marked areas and /or without lifeguard present, Snow Biking, *Snow Mobile/Ski Doos**, Snow Parascending, Snow Scooting, Snow Shoe Walking, Snow Tubing, *Snowcat Driving*, *Speed Sailing (in shore)*, Speed Skating, Speed Trials/Time Trials (Organised, not public roads), Summer Tobogganing, Swimming - Outside marked areas and /or without lifeguard present, Swimming off a boat (Unsupervised and / or no lifeguard), Swimming with Dolphins – Outside marked areas and /or without lifeguard present, Telemarking, Tree Top Canopy Walking, *Under 17 Driving (not public roads)*, Zorb Football Zip Lining/ Zip Trekking (Booked during trip - requires appropriate trekking altitude pack), Zorb Football.

Activity Pack 4 - Additional Premium required (in addition to the activities listed under Pack 1-3) Blowcarting/Land Yachting/Kite Buggy, Boxing Training (Head guard must be worn), *Devil Karting*, Dirt Boarding, Fell Running (up to 3,000m), Gorge Walking (no ropes), High Diving - indoor/ outdoor swimming pools only, Jousting, Kite-Boarding/Surfing, *Motorised Buggy*, Mountain Biking (up to 3,000m), *Paragliding*, *Paramotoring*, *Parascending (over land)*, *Roller Skating (24 hour relay)*, Ski Biking, Ski Blading /Snow Blading, Skiing – Snowcat, *Snow Karting*, *Snow Surfing*, Trekking/Mountain Walking/Hiking/Rambling/Mountaineering- in group (up to 3,000m) Wake Boarding, *Water Skiing (Jumping)*.

Activity Pack 5 - Additional Premium required (in addition to the activities listed under Pack 1-4) Abseiling (outdoor above 25m), Caving/Pot Holing, Climbing (Rock & Ice - Harness up to 4,000m), Fell Running (up to 4,000m), Heli-skiing, Hurling, Hydrospeeding, Ice Go Carting, Ice Windsurfing, Mountain Biking (up to 4,000m), Polo, Polo cross, Rap Running/Jumping (Outdoor above 25m), *River Bugging*, Skeleton, Ski Mountaineering (up to 4,000m), Ski Randonee, Ski Run / Walking (up to 4,000m), Ski Touring (up to 4,000m), Ski Joering, Skiing – Freestyle, Skiing – Glacier, Snow Kiting, Trekking/Mountain Walking/Hiking/Rambling/Mountaineering - in group (up to 4,000m), Via Ferrata, *Wind Tunnel Flying/Indoor Sky Diving*, Zorbing/Sphering.

Activity Pack 6 - Additional Premium required (in addition to the activities listed under Pack 1-5) Adventure Racing (up to 24 hours), Assault Courses including High Ropes and Harness, *Black Water Rafting*, Bull Riding, *Canoeing/Kayaking (White Water Grade 5)*, Cave Diving, Cave Tubing, Cycling Racing, Cyclo Cross, Freestyle Skateboarding, *Gliding (competition)*, Hang Gliding, *Micro Lighting*, *Motocross*, *Motor Racing/Rallies/Competitions (amateur)*, Off-Piste Skiing/Snowboarding (Without a Guide), *Parapenting/Paraponting*, *Power Boating (off shore)*, *Power Gliding*, Power Kiting, *Rafting (White Water Grade 5)*, *Scuba Diving (not solo - to 40m)*, *Ski Flying*, Slack-Lining, Trekking/Mountain Walking/Hiking/Rambling/Mountaineering - in group (Inca - Trail), Wicker Basket Tobogganing.

Activity Pack 7 - Additional Premium required (in addition to the activities listed under Pack 1-6) Adventure Racing (up to 36 hours), BMX Freestyle & Racing, Climbing Rock & Ice (Harnessed up to 5,000m) Downhill Mountain Biking, Fell Running (up to 5,000m), Kloofing, Mountain Biking (up to 5,000m), Scuba Diving (Solo) – up to 40m, Ski Mountaineering (up to 5,000m), Ski Run / Walking (up to 5,000m), Ski Touring (up to 5,000m), Solo Climbing/Mountaineering (up to 5,000m), *Tandem Skydive (maximum of 2 jumps per trip)*, Trekking/Mountain Walking/Hiking/Rambling/Mountaineering- in group (up to 5,000m).

Activity Pack 8 - Additional Premium required (in addition to the activities listed under Pack 1-7) Adventure Racing (up to 48 hours), *Airboarding*, Alligator Wrestling, Bobsleigh, Boulderling, Boxing - Amateur fight (Headguard must be worn), Bull Running, Climbing Rock & Ice (Harnessed up to 6,000m), Coasteering, *Drag Racing*, Fell Running (up to 6,000m), Free Diving, Ice Diving, Ice Holing, Ice Marathon, Ice Speedway, Judo (competition), Karate (competition), Kendo (competition), Luge/Bobsleigh, Martial Arts (competition), Mixed Gas Diving, Mountain Biking (up to 6,000m), *Parachuting*, Potholing, *Rowing (Off-shore Recreational)*, *Sailing/Yachting (Off-shore recreational)*, Ski Acrobatics, Ski Jumping, Ski Mountaineering (up to 6,000m), Ski Racing, Ski Run / Walking (up to 6,000m), Ski Stunting, Ski Touring (up to 6,000m), Skiing – Para, *Solo Skydive (maximum of 1 jump per trip)*, *Sky Jumping*, *Sky Surfing*, Tree Top Canopy Walking (set up), Trekking/Mountain Walking/Hiking/Rambling/Mountaineering- in group (up to 6,000m), Wrestling (Amateur competition), *Yachting (racing/crewing) - outside territorial waters (offshore)*.

If you need to claim



We have appointed Travel Claims Facilities to look after your claim. If you require a claim form please download it on the internet at: www.policyholderclaims.co.uk
Alternatively please advise the section of the insurance on which you want to claim and master policy number and policy reference to:
Travel Claims Facilities, 1 Tower View, Kings Hill, West Malling ME19 4UY Telephone:+ 44 (0) 203 829 6761

You need to:

- produce your insurance validation documentation confirming you are insured before a claim is admitted.
- give us full details in writing of any incident that may result in a claim under any section of the policy at the earliest possible time.
- provide all necessary information and assistance we may require at your own expense (including, where necessary, medical certification and details of your National Health number, or equivalent, and Private Health Insurance).

- pass on to us immediately every writ, summons, legal process or other communication in connection with the claim.
- provide full details of any House Contents and All Risks insurance policies you may have.
- ensure that all claims are notified within 3 months of the incident occurring.
- not abandon any property to us or the claims office.
- not admit liability for any event or offering to make any payment without our prior written consent.

We can:

- make your policy void where a false declaration is made or any claim is found to be fraudulent.
- take over and deal with, in your name, the defence/ settlement of any claim made under the policy.
- subrogate against the responsible party and take proceedings in your name, but at our expense, to recover for our benefit the amount of any payment made under the policy.
- obtain information from your medical records (with your permission) for the purpose of dealing with any medical claims. No personal information will be disclosed to any outside person or organisation without your prior approval.
- only make claims payments by electronic BACS transfer, unless otherwise agreed by us.
- we will pay a maximum of £80 to your GP for medical records/ completion of a medical certificate as requested by us.

- cancel all benefits provided by this policy without refund of premium when a payment has been made for cancellation or curtailment of the trip.
- not make any payment for any event that is covered by another insurance policy.
- only pay a proportionate amount of the claim where there is other insurance in force covering the same risk and to require details of such other insurance.
- settle all claims under the law of the country that you live in within the United Kingdom or the Channel Islands unless we agree otherwise with you.
- submit any disputes arising out of this contract to the exclusive jurisdiction of the courts of the country that you live in within the United Kingdom or the Channel Islands.

DATA PROTECTION ACT – PERSONAL INFORMATION

You should understand that any information you have given to Travel Insurance Facilities PLC will be used in their function as a Data Controller for the administration of the insurance contract. This information will be processed in compliance with the provisions of the UK Data Protection Act and the General Data Protection Regulation that came into force on 25th May 2018 for the purpose of providing travel insurance and handling claims, complaints and medical assistance, if any. This involves providing such information to other parties, including the selling agent, claims handlers and Union Reiseversicherung AG (URV, the insurer of tifgroup). For example this would occur in circumstances, such as a medical emergency. This may require transferring information about you to countries outside the European Economic Area (EEA). You have a right to access, rectification and erasure of information that Travel Insurance Facilities PLC holds about you. If you would like to exercise either of these rights you should contact in writing: The Data Protection Officer, Travel Insurance Facilities, 1 Tower View, Kings Hill, West Malling, Kent, ME19 4UY. It is our aim to provide high standard of service and to meet any claims covered by these policies honestly, fairly and promptly. There are, however, times when misunderstandings occur on both sides. If you do not feel that the matter has been dealt with to your satisfaction or you have some new evidence which we have not seen, you may bring this to the claims manager's attention in writing: The Claims Manager, Travel Claims Facilities, 1 Tower View, Kings Hill, West Malling, Kent, ME19 4UY. Travel insurance Facilities are registered with the Information Commissioner's Office and undertake to comply with the Data Protection Act 1998 ("DPA") and EC Directive 95/46/EC (up to and including 24 May 2018) and the General Data Protection Regulation ("GDPR") and (EU) 2016/679)) (on and from 25 May 2018), and, in the event that the UK leaves the European Union, all legislation enacted in the UK in respect of the protection of your personal data. For our full privacy policy terms, please see: <http://www.tifgroup.co.uk/privacy/>

Your right to complain

If your complaint is regarding the selling of your policies, please contact: Complaints Manager, Holidayinsurance.com at Brokersure Ltd, Digital House, Threshelfords Business Park, Inworth Road, Feering, Essex, CO5 9SE or email enquiries@brokersure.com or call 01376 809 178

Or if you would like to complain about the outcome of your claim, or assistance provided, please forward details of your complaint in the first instance as follows:

- Customer Insights Manager, URV, 1 Tower View, Kings Hill, West Malling, Kent, ME19 4UY, call on 0203 829 6604 or email complaints@tifgroup.co.uk who will review the claims office decision.

If you are still not satisfied with the outcome you may:

- Ask the Financial Ombudsman Service (FOS) to review your case. Their address is Exchange Tower, London, E14 9SR. Their telephone advice line is 0800 023 4567 if calling from a landline or 0300 123 9123 if calling from a mobile, or visit www.financial-ombudsman.org.uk
- You are also able to use the EC On-line Dispute Resolution (ODR) platform at <https://ec.europa.eu/consumers/odr/main/index.cfm?event=main.home.show&lng=EN> who will notify FOS on your behalf.

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