



direct 2 insure
TRAVEL INSURANCE

**YOUR TRAVEL INSURANCE
POLICY DOCUMENTATION**

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Introduction

Welcome to your Direct2Insure Insurance policy

Please note: Terms shown in bold in this policy have the meanings given to them in the general definitions section on pages 19, 20 and 21.

This policy wording is only valid when issued in conjunction with a Direct2Insure Insurance **policy certificate** and provided the required insurance premium has been paid.

The following cover is provided for each **insured person**. It is important that **you** refer to the individual sections of cover for full details of what **you** are entitled to should **you** need to make a claim. The sum insured and the excess applicable to any claim made will depend upon the level of insurance **you** have purchased. **Your policy certificate** will show whether **you** have bought Essential cover or Comprehensive cover. **Your policy certificate** will also show whether **you** have purchased any additional sections of cover as outlined in the following tables.

If **your trip** is solely within the **United Kingdom**, cover under some of the sections listed below will not apply. Please refer to the individual section within the policy wording for full details.

Claims arising from alcohol - **We** do not expect **you** to avoid alcohol during **your trip**, but **we** will not cover any claim arising from excessive alcohol consumption, by which **we** mean where **you** have drunk so much alcohol that **you** have notably impaired **your** faculties and/or judgement and **you** need to make a claim. Please refer to general exclusions 23, 24 and 25 on page 23.

Eligibility

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

- **You** are permanently resident in the **United Kingdom** and have **your** main **home** in the **United Kingdom**;
- **You** are registered with a **doctor** in the **United Kingdom**;
- **You** have a UK National Insurance number (where aged 16 years of age or older);
- **You** are in the **United Kingdom** at the time of purchasing this policy. Any **trip** that has begun when **you** purchase this insurance will not be covered;
- **You** are not travelling against the advice of a **doctor** or where you would have been if **you** had sought their advice before beginning **your trip**;
- **You** are not travelling with the intention of receiving medical treatment;
- **Your trip** starts and ends in the **United Kingdom** (single **trip** or annual multi-**trip** cover only);
- **Your trip** starts in the **United Kingdom** (**one-way trip** cover only).
- **You** must be travelling with the intention to return to the **United Kingdom** within **your trip** dates unless an extension has been agreed with **us** and **we** have confirmed in writing.

Age Eligibility

The person buying this insurance must be 18 years of age or over at the date of purchase.

All **insured persons** must be the following ages or under at the date of buying this insurance:

Essential Policies – 70 years of age or under

Comprehensive Policies – 70 years of age or under

Table of benefits

Section	Benefits	Essential cover		Comprehensive cover	
		Sum insured up to	Excess*	Sum insured up to	Excess*
A1	Cancelling your trip /				
A2	Cutting your trip short	£1,500	£150	£3,000	£150
B1	Emergency Medical and Other Expenses				
	Journeys outside the United Kingdom	Up to £10,000,000	£150	Up to £10,000,000	£150
	Dental Expenses	Nil	Nil	£350	Nil
	Additional accommodation and travelling costs	£1,000	Nil	£2,000	Nil
B2	Expenses within the United Kingdom	£5,000	£150	£5,000	£150
C	Hospital benefit	Nil	Nil	£25 per 24 hours up to £100	Nil
D	Missed Departure	No Cover	Nil	Up to £750	£150
E1	Travel Delay	£20 per 12 hours up to £100	Nil	£20 per 12 hours up to £300	Nil
E2	Holiday Abandonment (after 12 hours delay)	£1,500	£150	£3,000	£150
F1	Baggage	Up to £1,000	£150	Up to £2,000	£150
F2	Delayed Baggage	Nil	Nil	£25 per 12 hours up to £100	Nil
F3	Personal Money & Cash	£100	£150	£250	£150
	Cash Limit	£100		£250	
	Cash Limit if under 18	£50		£50	
F4	Passport & Travel Documents	£100	Nil	£100	Nil
G	Personal Accident**				
	Permanent Total Disablement	Nil	Nil	£15,000	Nil
	Loss of Limb(s)/Eye(s)	Nil	Nil	£15,000	Nil
	All Benefits if under 18 or over 75	Nil	Nil	£1,000	Nil
	Death (18 to 75)	Nil	Nil	£7,500	Nil
	Death (under 18 or over 75)	Nil	Nil	£5,000	Nil
H	Personal Liability	£1,000,000	£150	£2,000,000	£150
I	Legal Expenses	No Cover	Nil	Up to £15,000	£150
J	Catastrophe – Uninhabitable accommodation	No Cover	Nil	£1,000	£150
K	Pet Care	No Cover	Nil	£15 per 24 hours up to £150	Nil

Table of benefits (continued)

Section	Benefits	Essential cover		Comprehensive cover	
		Sum insured up to	Excess*	Sum insured up to	Excess*
Golf Cover - only available if included on your policy certificate and you pay the required extra premium					
L1	Golf Equipment	Nil	Nil	£1,000	£150
	Single Item Limit	Nil	Nil	£500	
L2	Golf Equipment Hire	Nil	Nil	£20 per 24 hours up to £100	Nil
M	Green Fees	Nil	Nil	£100	Nil
Business Cover - only available if included on your policy certificate and you pay the required extra premium					
N1	Business Equipment	Nil	Nil	£1,000	£150
	Single Item Limit	Nil	Nil	£500	
	Samples Limit	Nil	Nil	£500	Nil
N2	Business Money	Nil	Nil	£500	£150
	Cash Limit	Nil	Nil	£250	
O	Replacement Employee	Nil	Nil	£1,000	£150
Cruise Cover - only available if included on your policy certificate and you pay the required extra premium					
P1	Back on-board cover	£250	£150	£500	£150
P2	Missed Port Departure	£500	Nil	£750	Nil
P3	Cabin Confinement	£50 per day up to £500	Nil	£75 per day up to £750	Nil
P4	Cruise Itinerary Changes	£20 per port up to £250	Nil	£100 per port up to £500	Nil
P5	Unused Excursions	£250	£150	£500	£150
P6	Cruise Interruption	£500	Nil	£750	Nil
Excess					
<p>* If you need to make a claim under certain sections listed in the table above, we will deduct the amount shown in respect of the policy excess from the sum we pay you for any valid claim. The excess will apply to each person claiming, and to each incident and to each section of the policy under which a claim is made. When dealing with claims under section A where a claim is being made for cancelling more than one trip due to one incident, an excess for each person claiming and for each trip will be deducted.</p>					
<p>** Any claim arising from the result of a Motorcycling accident will be subject to a maximum sum insured payable of £10,000 under Section G – Personal Accident.</p>					

Table of benefits for Winter sports cover

Winter sports cover is only available if included on your policy certificate and you pay the required extra premium.

Section	Benefits	Essential cover		Comprehensive cover	
		Sum insured up to	Excess*	Sum insured up to	Excess*
Q1	Ski Equipment	Nil	Nil	£500	£150
	owned Single Item Limit	Nil	Nil	£250	
Q2	hired Single Item Limit	Nil	Nil	£250	Nil
	Ski Hire	Nil	Nil	£25 per 24 hours up to £250	
Q3	Delayed Ski Equipment	Nil	Nil	£100	Nil
	Ski Pack	Nil	Nil	£75 per 24 hours up to £300	Nil
R	Piste Closure	Nil	Nil	£20 per 24 hours up to £200	Nil
S	Avalanche Closure	Nil	Nil	£20 per 24 hours up to £200	Nil

General information about this insurance

Insurance provider

This insurance is underwritten by Chaucer Insurance Company DAC.

Chaucer Insurance Company DAC is registered in Ireland (company no. 587682) with its registered office at 38 & 39 Baggot Street Lower, Dublin 2, D02 T938, and is authorised and regulated by the Central Bank of Ireland.

This policy is sold and administered by Direct2Insure. Direct2Insure is a trading name of Brokersure Ltd which is authorised and regulated by the Financial Conduct Authority (FCA 501719). This can be checked by visiting the Financial Services Register (www.fca.org.uk).

Your travel insurance

This policy wording along with **your policy certificate** and any appropriate endorsements forms the basis of **your** contract of insurance with **us**. Together, these documents detail and explain what **you** are covered for and what **you** are not covered for.

Different levels of cover apply depending on whether **you** have bought an Essential or Comprehensive policy and additional sections of cover will apply if the **policyholder** has paid the required premium for policy upgrades.

Please read this policy wording to make sure that the cover meets **your** needs and please check the details outlined within **your policy certificate** and any applicable endorsements to make sure that the information shown is correct.

Law and jurisdiction

This policy will be governed by English Law and **you, insured persons** and **we** agree to submit to the courts of England and Wales to determine any dispute arising under or in connection with it, unless agreed to the contrary by **you** and **us** before the commencement date. The Terms and Conditions of this policy will only be available in English and all communication relating to this policy will be in English.

Financial Services Compensation Scheme (FSCS)

We are covered by the Financial Services Compensation Scheme (FSCS). **You** may be entitled to compensation from the scheme (depending on the type of insurance and the circumstances of the claim) if **we** are unable to meet **our** financial obligations under this policy. A claim under this type of insurance is covered for 90% of the claim without any upper limit.

Further information about the compensation scheme is available from:

Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU
Tel: 020 7741 4100 or 0800 678 1100 Website: www.fscs.org.uk

Important conditions relating to health

This policy contains conditions relating to **your** health.

If **you** have purchased an Essential or Comprehensive policy then **you** must comply with the disclosure of **your medical conditions** as stated on page 7 and 8.

BE AWARE! We do not provide any cover for:

- Psychological conditions such as stress, anxiety, depression, eating disorders or mental instability unless agreed with us in writing.
- Any circumstances if **you** have received a terminal prognosis.
- Any **medical condition you** are aware of but for which **you** have not had a diagnosis.
- Any **medical condition** for which **you** are on a waiting list for, or referred to a specialist or a consultant, or have the knowledge of the need for surgery, treatment or investigation at a hospital, clinic or nursing home.
- Claims caused by an **existing medical condition** of a non-travelling close **relative**, close **business associate** or friend living abroad who **you** had planned to stay with, or any known or recognised complication of or caused by the **existing medical condition**.
- Any circumstances that are not specified in **your** policy.

You should also refer to 'General exclusions' on pages 22 and 23 - applicable to all sections of the policy.

Important conditions relating to health

Disclosure of your medical conditions

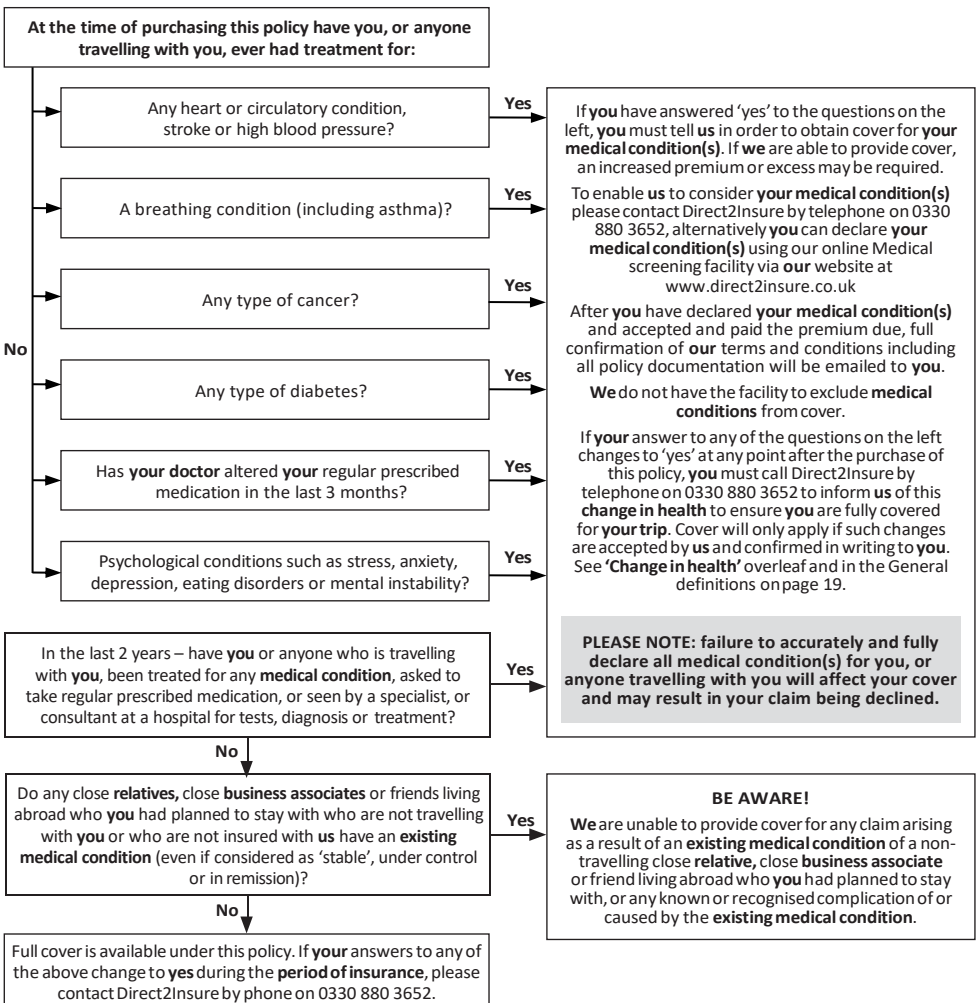
Your policy may not cover claims arising from your **medical conditions**.

If **you** answer 'yes' to any of the questions below then **you** must declare the relevant conditions to **us** at Direct2Insure.

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

Please note: If **you** are answering the medical questions on behalf of someone else, **you** must make sure that **you** have their permission to do so and all of the required information to answer the medical questions fully and accurately. If **you** are not sure of any of the information **you** are giving **us** or do not know, the answers must be checked with the treating G.P.

Failure to accurately and fully declare all **medical condition(s)** for **you**, or anyone travelling with **you** will affect **your** cover and may result in **your** claim being declined.



Important conditions relating to health

CHANGE IN HEALTH

If **your** health or **your** ongoing medication changes between the date **your** policy was purchased and the date of travel **you** must advise Direct2Insure by phone on 0330 880 3652 as soon as possible. **We** will advise **you** what cover **we** are able to provide, after the date of diagnosis. Following **your change in health 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 (please refer to 'General definitions' for more information).

Pregnancy and childbirth

Pregnancy is not a **medical condition**. **You** may decide to travel until **you** are quite late into **your** pregnancy. 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 transport companies **you** propose to use before **you** book.

Please make sure that **your** G.P. and midwife are aware of **your** travel plans, that there are no known complications and that **you** are not travelling against any medical advice. **We** have the right to request a medical certificate to confirm this.

Our policies will not cover you if **you** will be over 26 weeks pregnant for a single pregnancy, or over 19 weeks pregnant for a multiple pregnancy, at the date of **your trip** departure or during **your trip**.

In any event there is no cover for claims relating to normal pregnancy and normal childbirth.

We will only pay claims due to **complications of pregnancy**, or where **you** were unaware of the pregnancy at the time of purchasing the insurance and **you** are advised not to travel by a **doctor**.

You should refer to Section A1 – Cancelling your trip, Section A2 – Cutting short your trip and Section B1 – Emergency Medical and other expenses for details of what is covered and what is not covered.

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.

How we use personal information

We will use the information from **your** policy for the purpose of providing **you** with insurance services and additional products and services. **We** fully accept **our** responsibility to promote the privacy of customers and the confidentiality and security of information entrusted to **us**.

The information provided by or on behalf of **you** when the policy was taken out, together with other information, will be used by **us**, **our** Group companies and **our** service providers and agents. It will be used for administration, customer service and claims.

It may also be used for the purpose of fraud prevention including passing details to other insurers and regulatory bodies. **You** have provided information in connection with the purchase and performance of this insurance policy and **you** have consented to the processing of the personal data, including sensitive personal data and **you** have consented to the transfer of this information abroad.

Unless **you** have informed **us** otherwise, **we** or **our** service providers and agents may contact **you** by mail or telephone to let **you** know about any goods, services or promotions that may be of interest to **you** and/or share **your** information with organisations that are **our** business partners. Under the UK Data Protection Act 2018 which incorporates the General Data Protection Regulation (EU)2016/679, **you** have certain rights regarding access to **your** information. **You** have the right to see a copy of the personal information held about **you**, if **you** believe that any of the information, **we** are holding is incorrect or incomplete, please let **us** know as soon as possible. Any information which is found to be incorrect will be corrected promptly.

We may monitor and/or record communication with **us** either directly or by reputable organisations selected by **us**, to ensure consistent servicing levels and account operation.

We will keep information about **you** only for as long as is appropriate.

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

Want more details?

For more information about how **we** use **your** personal information please see **our** full privacy notice(s), which is/are available online on **our** website www.chaucerplc.com/privacy-cookie-policy/ or in other formats on request. If **you** require details of Direct2Insure Insurance's privacy policy, this can be found online at <https://www.direct2insure.co.uk/privacy-policy/>.

UK Data Protection Act 2018 which incorporates the General Data Protection Regulation (EU)2016/679.

Residency

You and all other persons insured on this policy must have **your main home** in the **United Kingdom** and have a **United Kingdom** National Insurance number (when aged 16 years of age or older) and be registered with a **doctor** in the **United Kingdom** at the time **you** buy this policy.

Residents of the Isle of Man must have their main **home** in the Isle of Man and be registered with a local **doctor**.

Health agreements

EU EEA or Switzerland

If **you** are travelling to a country in the European Union, **you** are strongly advised to take a European Health Insurance Card (EHIC) with **you**. Application forms to obtain an EHIC are available from **your** local post office or **you** can download an application form from the following website: www.ehic.org.uk. This entitles European citizens to benefit from the health agreements which exist between countries in the European Union. If **you** already hold an EHIC please check it is valid for **your trip**. In the event of liability being accepted for a medical expense which has been reduced as a direct result of **you** presenting **your** European Health Insurance Card to the medical facility at the time of treatment **we** will not apply the deduction of the excess under section B1 (Medical and other expenses outside of the United Kingdom).

Australia or New Zealand

If **you** require medical treatment in Australia **you** must enrol with a local MEDICARE office. **You** do not need to enrol on arrival but **you** must do this after the first occasion **you** receive treatment. Inpatient and out-patient treatment at a public hospital is then available free of charge. Details of how to enrol and the free treatment available can be found by visiting the MEDICARE Website on www.humanservices.gov.au/medicare or by emailing: medicare@humanservices.gov.au.

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

Alternatively, please call the Medical Emergency Assistance Company for guidance.

If **you** are admitted to hospital contact must be made with the Medical Emergency Assistance Company as soon as possible and their authority obtained in respect of any treatment NOT available under MEDICARE or a Primary Health Organisation (PHO).

In the event of liability being accepted for a medical expense which has been reduced by the use of either a EHIC, Medicare in Australia or private health insurance, **we** will not apply the deduction of the policy excess under section B1 (Medical and other expenses outside of the United Kingdom).

Travel delays - EC Regulations

This policy is not designed to cover costs which are met under the EC Regulation No. 261/2004. Under this Regulation if **you** have a confirmed reservation on a flight, and that flight is delayed by between 2 and 4 hours (length of time depends on the length of **your** flight) the airline must offer **you** meals, refreshments and hotel accommodation. If the delay is more than 5 hours, the airline must offer to refund **your** ticket. The Regulations should apply to all flights, whether budget, chartered or scheduled, originating in the EU, or flying into the EU using an EU carrier.

If **your** flight is delayed or cancelled, **you** must in the first instance approach **your** airline and clarify with them what costs they will pay under the Regulation.

If **you** would like to know more about **your** rights under this Regulation, additional useful information can be found on the Civil Aviation Authority website (www.caa.co.uk).

Sports and activities

Any involvement in the following sports and/or activities is subject to **you** compliance with local laws and regulations and the use of recommended safety equipment (such as a helmet, harness, knee and/or elbow pads, life jacket etc...).

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

Please also refer to the 'General conditions' on page 21 and 'General exclusions' on pages 22 and 23.

This policy automatically covers **you** to undertake the activities listed below on a recreational and amateur basis.

Animal Sanctuary/Refuge Work	Diving (indoor up to 5 metres)	Mountain Biking (not downhill or freeriding)	Sleigh riding (reindeer, horses or dogs)
Archery	Elephant Trekking (UK-Booked)	Netball	Snooker
Athletics	Fell Walking	Petanque	Snorkelling
Badminton	Flag football	Pigeon racing	Softball
Ballooning - Hot Air	Football	Pony Trekking	Squash
Banana Boating	Fresh Water/Sea Fishing	Pool	Stoolball
Bar Work	Frisbee	Quoits	Surfing
Basketball	Fruit or Vegetable Picking	Rackets	Swim Trekking
Beach Games	Glass Bottom Boats	Racquet Ball	Swimming
Biathlon	Golf	Rafting (Grade 1 rivers only)	Swimming with Dolphins
Billiards	Gymnastics	Rambling	Sydney Harbour Bridge
Bird Watching	Highland games	Restaurant Work	Table Tennis
Body Boarding	Hiking/Trekking/Walking up to 3000m excluding the use of ropes or guides.	Ringo's	Ten Pin Bowling
Bowling	Horse Riding (no hunting, jumping or polo)	River Walking	Tennis
Bowls	Ice Skating	Road Cycling	Tubing
Bungee Jumping (maximum of 2 jumps)	Jet Boating	Rounders	Tug of War
Camel/Elephant Riding	Jet Skiing	Rowing	Volleyball
Camping	Jogging	Running Sprint/Long Distance	Wake Boarding
Canoeing/Kayaking -cover included for White water rafting up to Grade 2 rivers.	Keep fit	Safari (UK Organised)	Water Skiing
Catamaran Sailing (In-shore)	Kiting	Sail Boarding	Whale Watching
Clay Pigeon Shooting	Korfball	Sailing/Yachting inshore (recreational)	Windsurfing
Cricket	Manual Labour (Office and clerical work, bar and restaurant work, music performance and singing, fruit picking (not involving the use of machinery)	Scuba Diving to 30m if qualified and not diving alone or down to 18 metres if not qualified and must be accompanied by a qualified instructor	Working (non-Manual)
Croquet	Marathons (Maximum of 2 and not extreme marathons)	Sea Fishing	Yachting (inland and coastal waters)
Curling	Model Flying	Shooting	Yoga
Dancing	Model Sports	Shooting (target range-not hunting)	
Darts	Motorcycling (EU Only - on road wearing a helmet provided you hold an appropriate UK licence for the capacity of the motorcycle you are riding)	Sledging/Tobogganing	

If the activity in which **you** are participating is not listed or **you** are participating in anything other than on a recreational or amateur basis please contact Direct2Insure on **0330 880 3652**.

Cruises

There is no cover provided for **cruises** unless **you** have paid the appropriate additional premium and cover is shown on **your policy certificate**. In any event there is no cover for cargo ship travel.

Cancellations and refunds

Your right to cancel the policy within 14 days of purchase

If this cover is not suitable for **you** and **you** want to cancel **your** policy, the **policyholder** must contact **us** by phoning **0330 880 3652**, emailing **enquiries@brokersure.com** or by writing to **Direct2Insure, Digital House Threshelfords Business Centre, Feering, Kelvedon, Colchester, Essex CO5 9SE** within 14 days of buying **your** policy or the date **you** receive **your** policy documents. In line with the conditions below **we** will refund the premium the **policyholder** has paid within 30 days of the date **you** contact Direct2Insure Customer Services to ask to cancel the policy.

We will not refund the premium if **you** have travelled or made a claim before **you** asked to cancel the policy within the 14-day period.

Your right to cancel the policy outside the 14-day cooling-off period

If **you** decide this cover is no longer suitable for **you** and **you** want to cancel **your** policy after the 14 day cooling -off period, the **policyholder** must contact Direct2Insure Customer Services by phoning **0330 880 3652**, emailing **enquiries@brokersure.com** or by writing to **Direct2Insure, Digital House Threshelfords Business Centre, Feering, Kelvedon, Colchester, Essex CO5 9SE**. In line with the terms outlined below **we** will refund a proportion of the premium the **policyholder** has paid within 30 days of the date **you** contact Direct2Insure Customer Services to ask to cancel the policy.

If **you** have not travelled or made a claim before **you** asked to cancel the policy, the **policyholder** will be entitled to a refund of the premium paid, subject to deduction of 30% of the premium paid to represent the period during which **you** have been on risk for cancellation cover plus a £15 administration fee.

Our right to cancel the policy

We have the right to cancel this policy by giving at least 30 days' notice in writing to the **policyholder** at their last known address where **we** have serious grounds for doing so, including any failure by **you** to comply with the conditions on page 21 of this policy which is incapable of remedy or which **you** fail to remedy within 14 days of receiving a notice from **us** requiring **you** to remedy the breach. A proportionate refund of the premium paid will be made to the **policyholder** from the date **we** cancel the policy.

Age limits

The person buying this insurance must be 18 years of age or over at the date of purchase.

All **insured persons** must be the following ages or under at the date of buying this insurance:

Essential Policies – 70 years of age or under

Comprehensive Policies – 70 years of age or under

Cover options available

Types of cover and durations

Single trip

This gives **you** cover to travel on one **trip** made by **you** within the geographical areas as shown on **your policy certificate**; or

Annual multi trip

You are covered to travel as many times as **you** like within the **period of cover** provided no single **trip** lasts longer than the following durations. If any **trip** exceeds the durations shown below then there is absolutely no cover under this policy for that **trip** (not even for the first 21 days of the **trip**), unless **you** have contacted **us** and **we** have agreed in writing to provide cover.

Essential cover – 21 days

Comprehensive cover – 21 days

(unless the additional premium has been paid to increase this limit and it is noted on **your policy certificate**)

If **you** have purchased a **winter sports** annual multi **trip** policy, cover is also provided for up to the following durations in total for **winter sports** within the **period of cover**.

Comprehensive cover – 17 days

One-way trip (not applicable to annual multi trip policies)

This provides cover for a single **One-way trip** for up to 31 days. Cover ends 24 hours after **you** first leave immigration control in **your** final country of destination or at the end of the **period of cover** shown on **your policy certificate**, whichever is earlier.

Upgrades

The following upgrades are available by paying an additional premium:

Winter sports cover

Please see page 42 for a list of **winter sports** activities which are covered by this policy. If the **winter sport** **you** intend to take part in is not shown in the list, please check that cover will be provided by contacting Direct2Insure Customer Services on **0330 880 3652** or by e-mailing **enquiries@brokersure.com**. Please see sections Q to S for full details of cover.

Cruises

This policy can be extended to cover **you** on a **cruise** provided **you** contact Direct2Insure Customer Services on **0330 880 3652** or by e-mailing **enquiries@brokersure.com** and **you** having paid the appropriate additional premium and cover is shown on **your policy certificate**.

Geographical areas

One of the following areas will be shown on **your policy certificate**. This describes the area of the world which this policy provides cover for **you** to travel to.

You will not be covered if **you** travel outside the area **you** have chosen, as shown on **your policy certificate**.

United Kingdom - England, Scotland, Wales, Northern Ireland and the Isle of Man.

Europe 1 - Albania, Algeria, Armenia, Austria, Azerbaijan, Azores, Belarus, Belgium, Bosnia-Herzegovina, Bulgaria, Croatia, Czech Republic, Denmark (including Faroe Islands), Estonia, Finland, France (including Corsica), Georgia, Germany, Gibraltar, Greenland, Guernsey (including Alderney, Sark and Herm), Hungary, Iceland, Ireland, Italy (including Aeolian Islands, Sardinia, Sicily), Jersey, Kosovo, Lapland, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Madeira, Moldova, Monaco, Montenegro, Netherlands, Norway (including Jan Mayen, Svalbard Is), Poland, Portugal, Romania, Russia (west of Ural mountains), San Marino, Sardinia, Serbia, Slovakia, Slovenia, Sweden, Ukraine and Vatican City.

Europe 2 - Those countries listed above and including: Andorra, Cyprus, Greece (including Greek Isles), Malta, Spain (including Balearic and Canary Islands), Switzerland and Turkey

Australia and New Zealand *

Worldwide - excluding Canada, Caribbean, Mexico and USA

Worldwide - including Canada, Caribbean, Mexico and USA

Please note:

No cover is provided under this policy for any **trip** in, to, or through Afghanistan, Liberia or Sudan.

No cover is provided for claims arising as a direct result of a situation highlighted by the Foreign and Commonwealth Office where **you** have travelled to a specific country or to an area where, prior to **your trip** commencing, the Foreign and Commonwealth Office have advised against all (but essential) travel.

*applicable to single **trip** policies only.

- A stopover of up to a maximum of 72 hours is allowed in Worldwide – excluding Canada, Caribbean, Mexico and USA if travelling to Australia and New Zealand.
- A stopover of up to a maximum of 72 hours is allowed in Worldwide – including Canada, Caribbean, Mexico and USA if travelling to Worldwide – excluding Canada, Caribbean, Mexico and USA.

Period of cover

On single **trip** policies cover for cancellation starts at the time **you** book the **trip** or pay the insurance premium, whichever is later. Cover for cancellation ends as soon as **you** start **your trip**.

On annual multi **trip** policies cover starts on the chosen start date and cancellation cover is not in force until that date, subsequent **trips** start from the date of booking.

Cover under all other sections starts when **you** leave **your home** address in the **United Kingdom** (but not earlier than 24 hours before the booked departure time) or from the first day of the **period of cover** as shown on **your policy certificate**, whichever is the later.

Cover ends when **you** return to **your home** address in the **United Kingdom** (but not later than 24 hours after **your** return to the **United Kingdom**) or for single **trip** policies at the end of the **period of cover** as shown on **your policy certificate**, whichever is earlier.

All cover ceases if you have to return to the United Kingdom under section A2 (Cutting your **trip** short) or section B1 (Medical and other expenses outside of the United Kingdom), cover cannot be provided to resume your **trip** or for further **trips**.

If you have arranged a **one-way trip** policy, cover ends 24 hours after **you** first leave immigration control in **your** final country of destination or at the end of the **period of cover** as shown on **your policy certificate**, whichever is earlier.

Any **trip** that had already begun when **you** purchased this insurance will not be covered.

Each **trip** must begin and end in the **United Kingdom**, unless **you** have bought a **one-way trip** policy, in which case **your trip** must begin in the **United Kingdom**.

Cover is only provided in the **United Kingdom** if **you** stay in accommodation which **you** have paid for in advance of the date **you** depart on **your trip** or if **you** have paid for **public transport** or air fares in advance of the date of departure to enable **you** to reach **your** destination in the **United Kingdom**. All **trips** within the **United Kingdom** must be for at least one night away from **home**.

Trip extensions if you decide you wish to extend your trip whilst overseas

If, once **you** have left the **United Kingdom** and before the end of the **period of cover**, **you** decide **you** want to extend **your** policy, please contact Direct2Insure Customer Services on **0330 880 3652** or by e-mailing enquiries@brokersure.com. Extensions can usually only be considered if there has been no change in **your** health (or that of a **relative** or **business associate**) and no claim has been made or is intended to be made and no incident likely to give rise to a claim has occurred. However, should there have been a change in **your** health or **you** are aware that a claim has been made or will need to be made under the original policy then **we** may still be able to consider the extension provided full details are disclosed to Direct2Insure Customer Services for consideration.

Trip extensions if you are unable to return home from your trip as planned

If, due to unexpected circumstances beyond **your** control, for example, due to illness or injury or unavoidable delays affecting **your** return flight or **public transport**, **your trip** cannot be completed within the **period of cover** outlined in **your policy certificate**, cover will be extended for **you** at no extra cost for up to 30 days. This also applies to one person travelling with **you** who is authorised to stay with **you** by the Medical Emergency Assistance Company if the extension is due to medical reasons. All requests for more than 30 days must be authorised by the Medical Emergency Assistance Company. Please see Medical and other emergencies on page 15 for details of how to contact the Medical Emergency Assistance Company.

Medical and other emergencies

Medical Assistance Helpline

IN CASE OF A SERIOUS EMERGENCY:

Please contact the 24-hour emergency assistance service provided by **tifgroup-assistance**

+44 (0) 20 3472 2388

Your policy covers treatment at a public/state facility only, unless approved by **tifgroup-assistance**. Call an ambulance using the local equivalent of a 999 number, or alternatively by dialling 112 within the EU, and then contact **tifgroup-assistance** for advice.

We strongly suggest **you** put their telephone number, **+44 (0) 20 3472 2388**, into **your** mobile phone before **you** travel so that it is to hand if **you** need it. Get details of the hospital **you** are being taken to so that **our tifgroup-assistance** doctor will be able to obtain a medical report at the earliest possible opportunity.

You may need to pay the policy excess locally and ask the hospital to send the rest of their bills to **Claims Settlement Agencies** at: 308-314 London Road, Hadleigh, Essex, SS7 2DD, or email info@csal.co.uk.

Our appointed assistance service, **tifgroup-assistance**, will explain this to them and provide them with a faxed/email confirmation if necessary.

You will need to have some basic information for them to hand:

- **your** telephone number in case **you** are cut off
- patients name, age and as much information about the medical situation as possible
- name of the hospital, ward, treating doctor and telephone numbers if **you** have them
- tell them that **you** have a D2Insure Travel Insurance, policy number and the date it was bought
- patients **UK** GP contact details in case they need further medical information

Things to be aware of/remember

- **Your** policy does not cover any costs for private medical treatment unless approved by **tifgroup-assistance**
- **NEVER** give **your** passport to a clinic or hospital
- It is not always possible to return **home** immediately after discharge following injury or illness. **You** will be able to return **home** when the assistance service considers it safe, in conjunction with **your** doctor, and airline regulations have been met. Sometimes **you** will need to stay in resort for a while longer before returning **home** so the assistance team will arrange additional accommodation for **you**.
- **You** may be required to obtain **your** medical records in the event of a claim.
- **Your** policy does not cover any claims under section 2 - Emergency medical and other expenses and section 3 - Hospital benefit within the **United Kingdom**.

OUT-PATIENT TREATMENT OR MINOR INJURY OR ILLNESS:

If **you** need to see a doctor, ask **your** hotel reception or tour representative for the nearest public/state medical facility. Some hotels will urge **you** to seek private treatment however this is not necessary as private medical facilities vary greatly and are not equipped to deal with all emergencies. They may give **you** unnecessary treatment and at inflated prices - if **you** are ever in doubt please call the assistance team for advice on where to seek treatment. In Europe **you** should show them **your** EHIC card if **you** are eligible to hold one, as medical treatment will be free or at a reduced cost and **you** will not be required to contribute towards the claim as the standard policy excess will be reduced to NIL (increased excesses applied to declared conditions will still be required to be paid, if related to the cause of **you** requiring medical treatment). **You** will only be covered for the cost of private treatment if this is approved in advance by **tifgroup-assistance**. If **your** outpatient bill is less than £500 then **you** will need to pay this to the medical facility, and ensure **you** keep all receipts so **you** can claim upon **your** return.

WHAT IF YOU WANT TO COME HOME EARLY?

This policy covers **you** to come **home** early because **you** are ill or injured only if medical treatment is not available locally. If **you** are thinking of cutting short **your** trip because **you** are not well then **you** must contact **tifgroup-assistance** on **+44 (0) 20 3472 2388** for advice first. If **you** need to come **home** for any other reason, such as the illness of a **close relative** in **your** home area then **you** should make **your** own arrangements, bearing in mind **your** duty to act at all times as if uninsured.

A note to all insured people, doctors and hospitals

This is not a private medical insurance. If **you** need any medical treatment, **you** must tell **us** immediately or **we** may not guarantee medical expenses. If **you** need any medical treatment, **you** must allow **us** or **our** representatives to see all of **your** medical records and information.

There is no cover for any claims under section 2 - Emergency medical and other expenses and section 3 - Hospital benefit within **the United Kingdom**.

Contact the tifgroup-assistance helpline on telephone number: +44 (0) 20 3472 2388, email: operations@emergencyassistance.co.uk

How to make a claim

You must register a claim under all sections by contacting the following company:

Claims Settlement Agencies

308-314 London Road, Hadleigh, Benfleet, Essex, SS7 2DD

Tel: 01702 553443, E-mail: info@csal.co.uk

To download a claim form please visit www.csal.co.uk

The fastest and easiest way to make a claim is online at www.submitclaim.co.uk/d2i

The process should take approximately 10-15 minutes to complete (depending on the type of claim), but before continuing **you** should ensure **you** have **your policy certificate, trip dates**, supporting documentation and details of the incident.

Please note: All claims must be notified as soon as it is reasonably practical after the event which causes **you** to submit a claim. Late notification of a claim may affect **our** acceptance of a claim or result in the amount **we** pay being reduced.

Claims Settlement Agencies are open Monday to Friday between 9am and 5pm. A claim form will be sent to **you** as soon as **you** tell them about **your** claim.

We will ask the claimant to complete a claim form and to provide at their own expense all reasonable and necessary evidence required by **us** to support a claim. If the information supplied is insufficient, **we** will identify the further information which is required. If **we** do not receive the information **we** need, **we** may reject the claim. For further details about claims, please refer to 'General conditions' on page 21.

To help **us** prevent fraudulent claims, **we** store **your** personal details on computer and **we** may transfer them to a centralised system. **We** keep this information in line with the conditions of the UK Data Protection Act 2018 which incorporates the General Data Protection Regulation (EU)2016/679.

Making a complaint

We are committed to providing a high level of customer service. If **you** do not feel **we** have delivered this, **we** would welcome the opportunity to put things right for **you**.

Many concerns can be resolved straight away

Please get in touch with the relevant party shown below, as they may be able to provide **you** with an immediate response to **your** satisfaction.

1. Does your complaint relate to a claim?

a) In the first instance, please contact:

The Complaints Officer
Claims Settlement Agencies,
308-314 London Road,
Hadleigh,
Benfleet,
Essex
SS7 2DD
United Kingdom

Email: info@csal.co.uk
Tel: 01702 553443

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

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

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

If **we** are unable to resolve **your** complaint immediately, **we** will send **you** a written acknowledgement within two (2) days of receipt. **We** will then investigate **your** complaint and, in most cases, send **you** a full response in writing within two (2) weeks of receipt.

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

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

Financial Services and Pensions Ombudsman
Lincoln House
Lincoln Place
Dublin 2
D02 VH29

Telephone: +353 1 567 7000
Email: info@fspo.ie
Website: www.fspo.ie

The complaints handling arrangements above are without prejudice to your right to commence a legal action or an alternative dispute resolution proceeding in accordance with your contractual rights.

2. Does your complaint relate to your policy?

- a) In the first instance, please contact:

The Complaints Officer
Direct2Insure
Digital House
Threshelfords Business Centre
Feering
Kelvedon
Colchester
Essex
CO5 9SE

Telephone: 0330 880 3652
Email: enquiries@brokersure.com

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

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

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

If **we** are unable to resolve **your** complaint immediately, **we** will send **you** a written acknowledgement within two (2) days of receipt. **We** will then investigate **your** complaint and, in most cases, send **you** a full response in writing within two (2) weeks of receipt.

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

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

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

If **we** cannot resolve **your** complaint, **you** may refer it to Financial Ombudsman Service (FOS) at the following address:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Telephone: +44 207 964 1000– From Outside the **UK**

Telephone: 0800 023 4567 – From **UK** Landline

Telephone: 0300 123 9123 – From **UK** Mobile

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

The complaints handling arrangements above are without prejudice to your right to commence a legal action or an alternative dispute resolution proceeding in accordance with your contractual rights.

If **you** purchased **your** policy online, **you** are also able to use the EC On-line Dispute Resolution (ODR) platform at <http://ec.europa.eu/consumers/odr/> who will notify the Financial Services and Pensions Ombudsman on **your** behalf. Please note that this can only be used for complaints about purchases made online.

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

General definitions

Wherever the following words or phrases appear in the policy wording they will always have the meanings shown under them. Please also refer to the section details on pages 32, 35, 37 and 42 for further definitions.

Business associate

Any employee whose level of responsibility in the business is such that if both **you** and they were absent from the business for a period of five full working days or more this would have a detrimental impact on the running of the business.

Change in health

Any deterioration or change in **your** health between the date the policy was purchased 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.

Channel Islands

Jersey, Guernsey, Alderney, Sark, Herm, Jethou, Brecqhou and Lihou.

Child/Children

A person who is 17 years of age or under.

Complications of pregnancy

Toxaemia, gestational hypertension, pre-eclampsia, ectopic pregnancy, hydatidiform mole (molar pregnancy), post-partum haemorrhage, retained placenta membrane, placental abruption, hyperemesis gravidarum, placenta praevia, still births, miscarriage, medically necessary termination and any premature births more than 8 weeks (or 16 weeks in the case of a known multiple pregnancy) prior to the expected delivery date.

Cruise

A voyage on a ship/vessel sailing on the seas or oceans that includes stopping at various ports. No cover is provided for cargo ship travel.

Cyber event

An unauthorised or malicious act or series of related unauthorised or malicious acts or the threat or hoax thereof involving access to, processing of, use of or operation of any **information technology system** or any electronic data by any person or group(s) of persons.

Doctor

A registered medical practitioner who is not **you** or related to **you**, who is currently registered with the General Medical Council in the **United Kingdom** (or foreign equivalent) to practice medicine.

Existing medical condition(s)

Any serious or ongoing 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.

Family

Up to two adults and any number of their **children**, step **children** or foster **children** aged 17 years of age or under at date of issue of the policy. The **children** are only insured when travelling with one or both of the insured adults, but under annual multi **trip** cover, either adult and the **children** (accompanied by a responsible adult) are also insured to travel on their own.

Flood

A general and temporary covering of water of two or more acres of normally dry land.

Home

An **insured person's** usual place of residence within the **United Kingdom**.

Insured person

The person or persons shown on the **policy certificate**.

Information technology system

Any computer, hardware, software, information technology and communications system or electronic device, including any associated input, output or data storage device, networking equipment or back up facility.

Manual labour

Work involving physical labour (which does not include office and clerical work, bar and restaurant work, music performance and singing, or fruit picking which does not involve machinery).

Medical condition(s)

Any disease, illness or injury, including any psychological conditions.

One-way trip

A holiday or journey starting from the time that **you** leave **your home** in the **United Kingdom** or from the date shown on **your policy certificate**, whichever is the later, up to maximum duration of 31 days but with cover under this policy ceasing 24 hours after the time **you** first leave immigration control of the country in which **your** final destination is situated or at the end of the **period of cover** shown on **your policy certificate** whichever is earlier.

Pair or set of items

Items of personal property which are substantially the same, complementary or designed to be used together.

Parent

A person with parental responsibility including a legal guardian acting in that capacity.

Partner

A person who is either an **insured person's** husband or wife, civil partner, fiancé or fiancée, boyfriend or girlfriend and who permanently lives at the same address and has done so for a minimum of 6 continuous months before the **trip** is booked and before the **trip** commences.

Period of cover

As defined in the **policy certificate**.

Policyholder

The person who has paid for this policy and is shown on the **policy certificate**.

Policy certificate

The document showing details of the cover and which should be read with this policy wording.

Public transport

A bus, coach, ferry, sea-vessel or train operating according to a published timetable.

Relative

Husband or wife (or **partner** with whom you are living at the same address), **parent**, step-parent, grandparent, parent-in-law, brother, sister, step-brother, step-sister, **child**, grandchild, brother-in-law, sister-in-law, son-in-law, daughter-in-law or fiancé(e) or next of kin.

Single parent

One adult and any number of his or her **children**, step **children** or foster **children** aged 17 years or under at date of issue of the policy. The **children** are only insured when travelling with the insured adult, but under annual multi **trip** cover the adult and **children** (accompanied by a responsible adult) are also insured to travel on their own.

Terrorism

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

The Claims Company

Claims Settlement Agencies, t: 01702 553443, e: info@csal.co.uk,

www.csal.co.uk, www.submitclaim.co.uk/d2i

Address: 308 -314 London Road, Hadleigh, Benfleet, Essex, SS7 2DD

The Medical Emergency Assistance Company

tifgroup-assistance, t: +44 (0) 20 3472 2388, e: operations@emergencyassistance.co.uk

Registered Office Address: 1Tower View, Kings Hill, West Malling, Kent, ME19 4UY, United Kingdom

Trip

Your holiday or journey starting from the time that **you** leave **your home** in the **United Kingdom** or from the start date shown on **your policy certificate**, whichever is the later, until arrival back at **your home** address in the **United Kingdom**.

Unattended

When **you** do not have full view of **your** property or where **you** are not in a position to prevent the unauthorised taking of **your** property, unless it is left in a locked room or a locked safety deposit facility. Property left in a motor vehicle is considered to be unattended even when the motor vehicle is locked and the property is out of view in an enclosed storage compartment, boot or luggage space.

United Kingdom

England, Scotland, Wales, Northern Ireland and The Isle of Man.

Utilisation of Nuclear, Chemical or Biological weapons of mass destruction

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

Valuables and electronic/other equipment

Photographic, audio, video, electronic, electrical equipment (including cds, dvds, video and audio tapes and electronic games), MP3 players, computer equipment (but not mobile or smart phones or tablet computers), binoculars, antiques, jewellery, watches, furs, silks, precious stones and articles made of or containing gold, silver or precious metals.

War

Military action, either between nations or resulting from civil war or revolution.

We, us, our

Chaucer Insurance Company DAC.

You, your, yourself

An **insured person**.

General conditions

The following conditions apply to all sections of this insurance.

1. **You** must tell **us** if **you** know about anything which may affect **our** decision to accept **your** insurance (for example, if **you** are planning to take part in a dangerous activity while **you** are on holiday).
2. **You** must comply with the 'Important conditions relating to health' on pages 6, 7 and 8.
3. **You** must take all reasonable steps to avoid or reduce any loss which may mean that **you** have to make a claim under this insurance. (For example, if **you** receive hospital treatment in a European Union country, **you** should produce **your** European Health Insurance Card (EHIC), if **you** have one).
4. **You** must give Claims Settlement Agencies all the documents they need to deal with any claim. You will be responsible for the costs involved in doing this. For example, in the event of a cancellation claim **you** will need to supply proof that **you** were unable to travel, such as a medical certificate completed by **your** doctor.
5. **You** must help **us** get back any money that **we** have paid from anyone or from other insurers (including the Department for Work and Pensions) by giving **us** all the details **we** need and by filling in any forms.
6. Any fraud, deliberate mis-statement or hiding of information in connection with the application for this policy or when making a claim will make this policy invalid for the **insured person** who has committed the fraud, deliberate mis-statement or hid information. In this event, any benefit due to the **insured person** who has committed the fraud, deliberate mis-statement or hiding of information under this policy will be forfeited and any benefit that has previously been paid to them must be repaid to **us** in full. **We** will also under such circumstances not refund any premium paid on behalf of the **insured person** who has committed the fraud, deliberate mis-statement or hiding of information.
7. The **insured person** must give **us** permission to obtain any medical reports or records needed from any **doctor** who has treated the **insured person**; otherwise **we** may not pay any claim.
8. **We** may ask the **insured person** to attend one or more medical examinations. If **we** do, **we** will pay the cost of the examination(s) and for any medical reports and records and the **insured person's** reasonable travelling expenses to attend (and any person required to travel with them), if these expenses are agreed by **us** in advance. If the **insured person** fails to attend without reasonable cause, **we** may reject the claim.
9. If an **insured person** dies, **we** have the right to ask for a post mortem examination at **our** expense.
10. **You** must pay **us** back any amounts that **we** have paid to **you** which are not covered by the insurance. This could include any overpayments and payments which **you** are not entitled to, for example, if **your** claim for lost luggage has been paid but **your** suitcase is subsequently returned to **you** by the airline.
11. After a claim has been settled, any damaged items which **you** have sent into Claims Settlement Agencies will become **our** property.
12. This policy may not be assigned or transferred unless agreed by **us** in writing.
13. **We** will not pay any interest on any amount payable under this policy.
14. **We** will deal with claims under section G (Personal accident) in respect of accidental death as follows:
 - a. If an **insured person** is 18 years of age or over any sum's payable will be made to the executor or personal representative of the deceased **insured person's** estate.
 - b. If an **insured person** is 17 years of age or under any sum's payable will be made to a **parent** of the deceased **insured person**.
15. **We** may also contact third parties who have or who were to provide services to the **insured person** (for example, an airline, travel company or hotel) to verify the information provided.
16. Only the **policyholder**, an **insured person** (or their **parent** if they are 17 years of age or under or their executor or personal representative in the event of the **death** of an **insured person**) or **us** may enforce the terms of this policy.
17. All claims must be notified as soon as is reasonably practical after the event which causes the claim. Failure to do so may result in **our** rejection of the claim if it is made so long after the event that **we** are unable to investigate it fully, or may result in **you** not receiving the full amount claimed for if the amount claimed is increased as a result of the delay.
18. Several Liability Notice. The subscribing (re)insurers' obligations under contracts of (re)insurance to which they subscribe are several and not joint and are limited solely to the extent of their individual subscriptions. The subscribing (re)insurers are not responsible for the subscription of any co-subscribing (re)insurer who for any reason does not satisfy all or part of its obligations.

General exclusions

General exclusions apply to all sections of this policy. In addition to these General exclusions, please also refer to 'What you are not covered for' under each policy section and 'Important conditions relating to health' on pages 6, 7 and 8, as these set out further exclusions which apply to certain sections. **We** will not cover the following.

1. **You** are travelling with the purpose of receiving medical treatment abroad.
2. Any claims arising as a result of an **existing medical condition** of a non-travelling close **relative**, close **business associate** or friend living abroad who **you** had planned to stay with, or any known or recognised complication of or caused by the **existing medical condition**.
3. Any claim relating to an incident which **you** were aware of at the time **you** purchased this insurance and which could reasonably be expected to lead to a claim.
4. Any claim arising from **you** acting in a way which goes against the advice of a **doctor**, or **you** travelling against the advice of **doctor** or where **you** would have been if **you** had sought their advice before beginning **your trip**.
5. Any claim arising before or during **trips** in, to or through the following countries: Afghanistan, Liberia or Sudan.
6. Any claim if **you** are on any official government or police database of suspected or actual terrorists, members of terrorist organisations, drug traffickers or illegal suppliers of nuclear, chemical or biological weapons.
7. Any claim arising out of **war**, hostilities or warlike operations (whether war be declared or not), civil war, invasion, revolution or any similar event.
8. Any claim arising from **terrorism** but this exclusion shall not apply to losses under Section B1 (Medical and other expenses outside of the United Kingdom), Section B2 (Expenses within the United Kingdom), Section C (Hospital benefit) and Section G (Personal accident).
9. Any claim arising from civil riots, blockades, strikes or industrial action of any type (except for strikes or industrial action which were not existing or publicly announced by the date **you** purchased this insurance or at the time of booking any **trip**).
10. Loss or damage to any property, or any loss, expense or liability arising from ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from burning nuclear fuel or the radioactive toxic, explosive or other dangerous properties of any explosive nuclear equipment or any part of it, or being exposed to the **utilisation of nuclear, chemical or biological weapons of mass destruction**.
11. Any claim if **you** already have a more specific insurance covering this (for example, if an item **you** are claiming for under section F1 (Personal belongings and baggage) is a specified item on **your** household contents insurance policy).
12. Any claim arising as a result of **your** use of a two-wheeled motor vehicle unless:
 - a) as a passenger **you** wear a crash helmet and it is reasonable for **you** to believe that the driver holds a licence to drive the two-wheeled motor vehicle under the laws of the country in which the accident occurs; or
 - b) as a rider **you** wear a crash helmet and **you** hold an appropriate UK licence which permits **you** to drive the capacity of the two-wheeled motor vehicle and **you** comply with the licencing laws of the country in which the accident occurs.There is no cover for off-roading.
13. Any claims arising from **your** use of a quad bike.
14. Any indirect losses, costs, charges or expenses (meaning losses, costs, charges or expenses which are not listed under the headings 'What you are covered for' in sections A to S, for example, loss of earnings if **you** cannot work after **you** have been injured or the cost of replacement locks if **your** keys are stolen).
15. Any claim arising from the tour operator, airline or any other company, firm or person becoming insolvent, or being unable or unwilling to fulfil any part of their obligation to **you**.
16. Any claim arising as a direct result of a situation highlighted by the Foreign and Commonwealth Office where **you** have travelled to a specific country or to an area where, prior to **your trip** commencing, the Foreign and Commonwealth Office have advised against all (but essential) travel.
17. Any claim arising from **you** being involved in any deliberate, malicious, reckless, illegal or criminal act.
18. Motor racing, rallying or vehicle racing of any kind.
19. Any claim involving **you** taking part in **manual labour**.

20. Any claim involving **you** taking part in any sport or activity unless the **policyholder** has paid the necessary premium (if applicable) to extend **your** policy to provide cover for this. Please see the Sports and activities section on pages 11 and 44 of this policy wording for further details.
21. Any claim relating to **winter sports** unless the **policyholder** has paid the necessary premium to extend **your** policy to provide cover for this.
22. Any claim arising from:
 - **your** suicide or attempted suicide; or
 - **you** injuring **yourself** deliberately or putting **yourself** in danger (unless **you** are trying to save a human life).
23. **Your** use of drugs or excessive consumption of alcohol.
24. **Your** alcohol intake whilst taking any combination of medication or drugs known (or would reasonably be suspected) to cause drowsiness, impaired vision or judgment when combined with alcohol whether such drugs are prescribed or not.
25. Any claim which is as a result of **you** having been diagnosed as suffering from acute alcohol intoxication, alcohol dependency or alcohol withdrawal
26. Any costs which **you** would have had to or would have chosen to pay had the reason for the claim not occurred (for example, the cost of food which **you** would have paid for in any case).
27. Any claim arising as a result of **you** failing to get the inoculations and vaccinations that **you** need in relation to **your trip**.
28. Any claim or loss arising directly or indirectly from a **cyber event**.
29. Any claim arising from a **cruise** unless **you** have paid the appropriate additional premium and cover is shown on **your policy certificate**. In any event there is no cover for cargo ship travel.
30. Flying (other than as a passenger in a fully licensed aircraft).
31. **We** shall not provide any cover or pay any claim or provide any benefit to the extent that this cover, payment of a claim or benefit would expose **us** to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, **United Kingdom** or the United States of America.
32. Any claim if **you** will be over 26 weeks pregnant for a single pregnancy, or over 19 weeks pregnant for a multiple pregnancy, at the date of **your trip** departure or during **your trip**. In any event there is no cover for claims relating to normal pregnancy and normal childbirth
33. Anything shown as not covered in the **Important Conditions relating to Health** on pages 6, 7 and 8.

Sections of cover

Section A1 – Cancelling your trip

What you are covered for under section A1

We will pay up to the amount shown in the table of benefits for:

- travel and accommodation expenses which **you** have paid or have agreed to pay under a contract and which **you** cannot get back;
- the cost of excursions, tours and activities which **you** have paid for and which **you** cannot get back; and
- the cost of visas which **you** have paid for and which **you** cannot get back.

Please note: If payment has been made using frequent flyer points, avios, airmiles, loyalty card points or similar loyalty card schemes, settlement of **your** claim will be based upon the lowest available published flight fare for the flight originally booked if they are non-transferable.

We will provide this cover if the cancellation of **your trip** is necessary and unavoidable as a result of the following.

1. **You** dying, becoming seriously ill, being injured or **complications of pregnancy**.
2. The death, serious illness or injury of a **relative, business associate**, a person who **you** have booked to travel with, or a **relative** or friend living abroad who **you** had planned to stay with during **your trip**. The incident giving rise to the claim must have been unexpected and not something **you** were aware of when **you** purchased this insurance. Please see 'Important conditions relating to health' on pages 6, 7 and 8 and 'General exclusions' on pages 22 and 23 for further details.
3. **You** being made redundant, as long as **you** had been working at **your** current place of employment for a minimum continuous period of two years, and that at the time of booking the **trip** or the date **you** purchased this insurance cover, whichever is earlier, **you** had no reason to believe that **you** would be made redundant. This cover would not apply if **you** are self-employed or accept voluntary redundancy.

4. **You** or a person who **you** have booked to travel with being called for jury service (and **your** request to postpone **your** service has been rejected) or attending court as a witness (but not as an expert witness).
5. If the police or relevant authority need **you** to stay in the **United Kingdom** after a fire, storm, burglary or vandalism to **your home** or place of business within seven days before **you** planned to leave on **your trip**.
6. If **you** are a member of the armed forces or police, fire, nursing or ambulance services which results in **you** having to stay in the **United Kingdom** due to an unforeseen emergency or if **you** are posted overseas unexpectedly.
7. If after the time **you** booked **your trip** or purchased **your** policy, whichever is later, the Foreign and Commonwealth Office advises against all (but essential) travel to **your** intended destination.
8. If **you** become pregnant after the date **you** purchased this insurance cover (or booked **your trip** whichever is later) and **you** will be more than 26 weeks for a single pregnancy or 19 weeks for a multiple pregnancy at the start of, or during **your trip**. Or, if **you** become pregnant after the date **you** purchased this insurance cover and **your doctor** advises that **you** are not fit to travel due to **complications of pregnancy**.

What you are not covered for under section A1

1. The excess as shown in the table of benefits. The excess will apply for each **trip** that **you** have booked and for each **insured person**.
2. Cancelling **your trip** because of a **medical condition** or an illness related to a **medical condition** which **you** knew about and which could reasonably be expected to lead to a claim unless declared to **us** and accepted for cover in writing.
3. **You** not wanting to travel.
4. Any extra costs resulting from **you** not telling the company with whom **you** have made **your** booking with as soon as **you** know **you** have to cancel **your trip**.
5. **You** being unable to travel due to **your** failure to obtain the passport, visa or other required documentation that **you** need for the **trip**.
6. Airport taxes and credit or debit card fees included in the cost of **your** holiday.
7. Costs that have not been incurred by or on behalf of an **insured person**.
8. Any costs **you** would have still had to pay even if **you** had not been due to travel such as time share management fees or holiday club membership fees
9. Any claims arising from pregnancy and/or childbirth if **you** have experienced any pregnancy complications prior to purchasing **your** policy.
10. Any claims arising from pregnancy and/or childbirth where **you** were over 26 weeks for a single pregnancy, or over 19 weeks for a multiple pregnancy at the start date of **your trip** or during **your trip**.
11. Cancellation caused by pregnancy or childbirth unless the cancellation has been certified by a **doctor** as necessary due to **complications of pregnancy**.
12. Any costs as a result of the denial boarding by **your** carrier.
13. Anything mentioned in 'General exclusions' on pages 22 and 23. **You** should also refer to 'Important conditions relating to health' on pages 6, 7 and 8.

Claims evidence required for section A may include

- Proof of travel cost (confirmation invoice, travel tickets, unused excursion, tour or activity tickets)
- Cancellation invoice or letter confirming whether any refund is due
- A medical certificate which **we** will supply for the appropriate **doctor** to complete
- An official letter confirming: redundancy, emergency posting overseas, the need for **you** to remain in the **United Kingdom**
- Summons for jury service

Please note: **We** may require other evidence to support **your** claim dependent upon the circumstances, in which case **we** will contact **you**.

Section A2 – Cutting your trip short

Please note: If you need to return home to the United Kingdom earlier than planned, you must contact the Medical Emergency Assistance Company as soon as reasonably possible (please see the Medical and other emergencies section on page 15 for further details).

What you are covered for under section A2

We will pay up to the amount shown in the table of benefits for:

- travel and accommodation expenses which **you** have paid or have agreed to pay under a contract and which **you** cannot get back;
- the cost of excursions, tours and activities which **you** have paid for either before **you** left the **United Kingdom** or those paid for locally upon arrival at **your** holiday destination and which **you** cannot get back; and
- reasonable additional travel costs to return back to the **United Kingdom** (or costs to return home if **your** trip is within the **United Kingdom**) if it is necessary and unavoidable for **you** to cut short **your** trip.

Please note: If payment has been made using frequent flyer points, avios airmiles, loyalty card points or similar loyalty card schemes, settlement of **your** claim will be based upon the lowest available published flight fare for the flight originally booked if they are non-transferable.

We will provide this cover if the cutting short of **your** trip is necessary and unavoidable as a result of the following.

1. **You** dying, becoming seriously ill or being injured or **complications of pregnancy**.
2. The death, serious illness or injury of a **relative, business associate**, a person who **you** are travelling with, or a **relative** or friend living abroad who **you** had planned to stay with during **your** trip. The incident giving rise to the claim must have been unexpected and not something **you** were aware of when **you** purchased this insurance. Please see 'Important conditions relating to health' on pages 6, 7 and 8 and 'General exclusions' on pages 22 and 23.
3. **Your** inability to use, or participate in, pre-paid activities, excursions or tours due to **you** becoming temporarily ill or injured during **your** trip.
4. If the police or relevant authority need **you** to return to **your** home in the **United Kingdom** after a fire, storm, burglary or vandalism to **your** home or place of business.
5. If **you** are a member of the armed forces, police, fire, nursing or ambulance services which results in **you** having to return to **your** home in the **United Kingdom** due to an unforeseen emergency or if **you** are posted overseas unexpectedly.

Please note: We will calculate claims for cutting short **your** trip from the day **you** return to the **United Kingdom** begins or the day **you** go into hospital overseas as an inpatient. **Your** claim will be based on the number of complete days **you** have not used.

What you are not covered for under section A2

1. The excess as shown in the table of benefits for each **insured person** and for each incident.
2. Cutting short **your** trip because of a **medical condition** or an illness related to a **medical condition** which you knew about at the time of purchasing this insurance and / or at the time of commencing travel and which could reasonably be expected to lead to a claim unless declared to **us** and accepted for cover in writing.
3. Any claims where the Medical Emergency Assistance Company have not been contacted to authorise **your** early return back to the **United Kingdom**.
4. Any additional expenses incurred should **you** decide to travel to any destination other than the **United Kingdom** in the event of cutting short **your** trip. If you have to cut short **your** trip and **you** do not return to the **United Kingdom**, we will only be liable for the equivalent costs which **you** would have incurred had **you** returned to the **United Kingdom**.
5. **You** being unable to continue with **your** travel due to **your** failure to obtain the passport or visa **you** need for the trip.
6. The cost of **your** intended return travel to the **United Kingdom** if we have paid additional travel costs for **you** to cut short **your** trip.
7. Costs where **your** inability to use pre paid activities, excursions, or tours due to temporarily illness or injury is not verified in writing by **your** treating **doctor**.
8. Any claims arising from pregnancy and or/childbirth if **you** have experienced any pregnancy complications prior to purchasing **your** policy.
9. Any claims arising from pregnancy and/or childbirth where you were over 26 weeks for a single pregnancy, or over 19 weeks for a multiple pregnancy at the start date of **your** trip or during **your** trip.
10. Curtailment caused by pregnancy or childbirth unless the curtailment has been approved by the Medical Emergency Assistance Company and certified by a **doctor** as necessary due to **complications of pregnancy**.
11. Anything mentioned in 'General exclusions' on pages 22 and 23. **You** should also refer to 'Important conditions relating to health' on pages 6, 7 and 8.

Claims evidence required for section A may include

- Proof of travel cost (confirmation invoice, flight tickets)
- Invoices and receipts for **your** expenses
- An official letter confirming: the need for **your** return to the **United Kingdom**, emergency posting overseas
- An official letter from **your** treating **doctor** to confirm **your** temporary illness or injury

Please note: We may require other evidence to support **your** claim dependent upon the circumstances, in which case **we** will contact **you**.

Section B1 – Emergency Medical and Other Expenses

Please note: If you are admitted into hospital as an inpatient for more than 24 hours someone must contact the Medical Emergency Assistance Company on your behalf as soon as reasonably possible (please see the Medical and other emergencies section on page 15 for further details).

What you are covered for under section B1

We will pay up to the amount shown in the table of benefits for the necessary and reasonable costs as a result of **you** becoming ill, being injured or, dying or **complications of pregnancy** during **your** trip. This includes:

1. Emergency medical, surgical and hospital treatment and ambulance costs.
2. Emergency dental treatment as long as it is for the immediate relief of pain only (please see the table of benefits for details of the sum **you** are entitled to claim).
3. The cost of **your** return to the **United Kingdom** earlier than planned if approved by the Medical Emergency Assistance Company and this is deemed to be a medical necessity.
4. Any claims arising from pregnancy and/or childbirth if **you** have experienced any pregnancy complications prior to purchasing **your** policy.
5. Normal pregnancy without **complications of pregnancy**. This section is designed to provide cover for unforeseen events, accidents, illnesses and diseases and normal pregnancy or childbirth would not constitute an unforeseen event.
6. If **you** cannot return to the **United Kingdom** as **you** originally planned and the Medical Emergency Assistance Company agrees **your** extended stay is medically necessary, **we** will pay for:
 - Extra accommodation (room only) and travel expenses (economy class unless a higher grade of travel is confirmed as medically necessary and authorised by the Medical Emergency Assistance Company) to allow **you** to return to the **United Kingdom**; and
 - Extra accommodation (room only) for someone to stay with **you** and travel **home** with **you** if this is necessary due to medical advice; or
 - Reasonable expenses for one **relative** or friend to travel from the **United Kingdom** to stay with **you** (room only) and travel **home** with **you** if this is necessary due to medical advice.
7. Up to £5,000 for the cost of returning **your** body or ashes to the **United Kingdom** or up to £1,000 for the cost of the funeral and burial expenses in the country in which **you** die if this is outside the **United Kingdom**.

Please note: In the event of **your** injury or illness **we** reserve the right to relocate **you** from one hospital to another and/or arrange for **your** repatriation to the **United Kingdom** at any time during the **trip**. **We** will do this if in the opinion of the **doctor** in attendance or the Medical Emergency Assistance Company **you** can be moved safely and/or travel safely to the **United Kingdom** to continue treatment.

If the claim relates to **your** return travel to the **United Kingdom** and **you** do not hold a return ticket, **we** will deduct from **your** claim an amount equal to **your** original carrier's published one way airfare (based on the same class of travel as that paid by **you** for **your** outward **trip**) for the route used for **your** return.

What you are not covered for under section B1

1. The excess as shown in the table of benefits for each **insured person** and for each incident. The excess will be reduced to nil if **your** medical expenses have been reduced by **you** using the European Health Insurance Card, Medicare or equivalent schemes (please refer to the 'Health agreements' section on page 10 for further details).
2. Any medical treatment that **you** receive because of a **medical condition** or an illness related to a **medical condition** which **you** knew about at the time of purchasing this insurance and / or at the time of commencing travel and which could reasonably be expected to lead to a claim unless declared to **us** and accepted for cover in writing.
3. Any claims arising from pregnancy and/or childbirth if **you** have experienced any pregnancy complications prior to purchasing **your** policy.
4. Any claims arising from pregnancy and/or childbirth where **you** were over 26 weeks for a single pregnancy, or over 19 weeks for a multiple pregnancy at the start of **your** trip, or during **your** trip.

5. Normal pregnancy, without **complications of pregnancy**. This section is designed to provide cover for unforeseen events, accidents, illnesses and diseases and normal pregnancy would not constitute an unforeseen event.
6. Any treatment or surgery which the Medical Emergency Assistance Company thinks is not immediately necessary and can wait until **you** return to the **United Kingdom**. The decision of the Medical Emergency Assistance Company is final.
7. Inpatient or private treatment which has not been notified as soon as possible to and agreed by **us** or the Medical Emergency Assistance Company.
8. The extra cost of a single or private hospital room unless this is medically necessary and authorised by the Medical Emergency Assistance Company.
9. Treatment in a private hospital or private clinic where suitable state facilities are available.
10. Any search and rescue costs (costs charged to **you** by a government, regulated authority or private organisation connected with finding and rescuing **you**. This does not include medical evacuation costs by the most appropriate transport).
11. Any costs for the following:
 - telephone calls (other than the first call to the Medical Emergency Assistance Company to notify them of the medical problem);
 - taxi fares (unless a taxi is being used in place of an ambulance to take **you** to or from a hospital); or
 - food and drink expenses (unless these form part of **your** hospital costs if **you** are kept as an inpatient).
12. Any costs **you** have to pay when **you** have refused to come back to the **United Kingdom** and the Medical Emergency Assistance Company considered **you** were fit to return **home**.
13. Any treatment or medication of any kind that **you** receive after **you** return to the **United Kingdom**.
14. If **you** become injured or die as a result of a **winter sports** activity and **you** have not purchased the additional **winter sports** cover.
15. Treatment in a private hospital or private clinic unless authorised and agreed by **us**.
16. Damage to dentures.
17. Anything mentioned in 'General exclusions' on pages 22 and 23. **You** should also refer to 'Important conditions relating to health' on pages 6, 7 and 8.

Section B2 – Expenses within the United Kingdom

What you are covered for under section B2

We will pay up to the amount shown in the table of benefits for the necessary and reasonable costs as a result of **you** becoming ill, being injured or dying during **your trip**. This includes:

1. The cost of **your** return **home** earlier than planned if this is medically necessary and the treating hospital **doctor** approves this.
2. If **you** cannot return **home** as **you** originally planned and the treating **doctor** approves this, **we** will pay for:
 - Extra accommodation (room only) and travel expenses (of the same mode of transport and class of travel as that used by **you** on **your** outward **trip**) to allow **you** to return **home**; and
 - Extra accommodation (room only) for someone to stay with **you** and travel **home** with **you** if this is necessary due to medical advice; or
 - Reasonable expenses for one **relative** or friend to travel from their **home** in the **United Kingdom** to stay with **you** (room only) and travel **home** with **you** if this is necessary due to medical advice.
3. Up to £1,000 for the cost of returning **your** body or ashes to **your home** town if **you** die during **your trip**.

Please note: If **your trip** is within the **Channel Islands** cover is also provided for emergency medical, surgical and hospital treatment but only if **you** do not reside in the **Channel Islands**.

What you are not covered for under section B2

1. The excess as shown in the table of benefits for each **insured person** and for each incident.
2. Any claim arising from a **medical condition** or an illness related to a **medical condition** which **you** knew about at the time of purchasing this insurance and / or at the time of commencing travel and which could reasonably be expected to lead to a claim unless declared to **us** and accepted for cover in writing.
3. Anything mentioned in 'General exclusions' on pages 22 and 23. **You** should also refer to 'Important conditions relating to health' on pages 6, 7 and 8.

Section C – Hospital benefit

Please note: No cover is provided under this section if you have purchased an Essential policy.

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

What you are covered for under section C

We will pay up to the amount shown in the table of benefits if, as a result of an accident or illness that is covered under section B1 (Medical and other expenses outside of the United Kingdom) of this insurance, **you** go into hospital as an inpatient. We will pay a benefit for each complete 24-hour period that **you** are kept as an inpatient.

Please note: This benefit is only payable for the time that **you** are kept as an inpatient abroad and ceases if **you** go into hospital upon **your** return to the **United Kingdom**. This amount is meant to help **you** pay any extra expenses such as taxi fares and phonecalls.

What you are not covered for under section C

1. Anything mentioned in 'General exclusions' on pages 22 and 23. **You** should also refer to 'Important conditions relating to health' on pages 6, 7 and 8.

Claims evidence required for sections C may include

- Proof of travel (confirmation invoice, travel tickets)
- Invoices and receipts for **your** expenses
- An official letter from the treating **doctor** in the resort to confirm the additional expenses were medically necessary (for claims under section B2)
- Proof of **your** hospital admission and discharge dates and times (for claims under sections B3 and B4)
- A police report to confirm the incident (for claims under section B4 only)

Please note: We may require other evidence to support **your** claim dependent upon the circumstances, in which case we will contact **you**.

Section D – Missed departure

Please note: No cover is provided under this section if you have purchased an Essential policy.

This section does not apply to trips taken solely within the United Kingdom

What you are covered for under section D

We will pay up to the amount shown in the table of benefits for the reasonable extra costs of travel and accommodation **you** incur to reach **your** booked holiday destination if **you** cannot reach the final international departure point on the outward or return journey from or to the **United Kingdom** because:

- **public transport** services fail due to poor weather conditions a strike, industrial action or mechanical breakdown; or
- the vehicle in which **you** are travelling is directly involved in an accident or suffers a mechanical breakdown (this would not include **your** vehicle running out of fuel, oil or water or suffering a flat tyre, puncture or flat battery).

Claims evidence required for sections D may include

- Proof of travel cost (confirmation invoice, flight tickets)
- Invoices and receipts for **your** expenses
- An official letter confirming the reason for **your** late arrival and the length of the delay

Please note: We may require other evidence to support **your** claim dependent upon the circumstances, in which case we will contact **you**.

Section E1 – Travel delay

Please note: You are entitled to claim under section E1 or E2 but not both sections.

This section does not apply to trips taken solely within the United Kingdom

What you are covered for under section E1

We will pay up to the amount shown in the table of benefits if **your** final international departure from or to the **United Kingdom** by aircraft, sea vessel, coach or train is delayed for more than 12 hours due to poor weather conditions, a strike, industrial action or mechanical breakdown.

We will pay a benefit for each complete 12-hour period that **you** are delayed, as long as **you** eventually go on the holiday.

Section E2 – Abandoning your trip

What you are covered for under section E2

We will pay up to the amount shown in the table of benefits for the following costs which **you** have already paid for and cannot get back:

- travel and accommodation expenses;
- excursions, tours and activities; and
- visas

if it is necessary for **you** to cancel **your trip** if **your** final international departure from the **United Kingdom** by aircraft, sea vessel, coach or train is delayed for more than 24 hours due to poor weather conditions, a strike, industrial action or mechanical breakdown.

Please note: If payment has been made using frequent flyer points, avios, airmiles, loyalty card points or similar loyalty card schemes, settlement of **your** claim will be based upon the lowest available published flight fare for the flight originally booked if they are non-transferable.

What you are not covered for under sections E1 and E2

1. The excess as shown in the table of benefits for each **insured person** and for each incident (this only applies if **you** are claiming under section E2).
2. Any claims where **you** have not checked in for **your trip** at the final international departure point at or before the recommended time. (However, if **you** are unable to check in, **you** may still be eligible to make a claim dependent upon the circumstances which have prevented **you** from checking in. Please contact Claims Settlement Agencies to discuss **your** circumstances and to obtain a claim form so **your** claim can be considered.)
3. Any claims where **you** have not obtained written confirmation from the appropriate transport company or authority stating the reason for the delay and how long the delay lasted.
4. Claims arising from strike or industrial action if the strike or industrial action was existing or publicly announced by the date **you** purchased this insurance or at the time of booking any **trip**.
5. Anything mentioned in 'General exclusions' on pages 22 and 23.

Claims evidence required for sections E1 and E2 may include

- Proof of travel (confirmation invoice, flight tickets)
- An official letter confirming the cause and length of the delay
- Official confirmation that **your** pre paid expenses cannot be refunded (for claims under section E2 only)

Please note: We may require other evidence to support **your** claim dependent upon the circumstances, in which case **we** will contact **you**.

Section F1 – Personal Belongings and Baggage

What you are covered for under section F1

We will pay for items which are usually carried or worn by **you** for **your** individual use during a **trip**. We will pay up to the amount shown in the table of benefits for items owned (not borrowed or rented) by **you** which are lost, stolen or damaged during **your trip**.

Please note:

- Payment will be based on the value of the property at the time it was lost, stolen or damaged. A deduction will be made for wear, tear and loss of value depending on the age of the property.
- The maximum amount we will pay for any one item, **pair or set of items** is shown in the table of benefits. Please refer to the definition of '**pair or set of items**' on page 20.
- The maximum amount we will pay for **valuables and electronic/other equipment** in total is shown in the table of benefits. Please refer to the definition of '**valuables and electronic/other equipment**' on page 20.
- The maximum we will pay for property which is lost or stolen from an **unattended** motor vehicle is £100 for each **insured person** if the property was kept in a locked boot, a locked and covered luggage compartment or a locked glove compartment and there was evidence of forced and violent entry to the vehicle.

Section F2 – Delayed baggage

Please note: No cover is provided under this section if you have purchased an Essential policy.

What you are covered for under section F2

We will pay up to the amount shown in the table of benefits for buying essential items if **your** baggage is delayed in reaching **you** on **your** outward international journey for more than 12 hours.

Please note: You must get written confirmation of the length of the delay from the appropriate airline or transport company and **you** must keep all receipts for the essential items **you** buy.

If **your** baggage is permanently lost, we will deduct any payment we make for delayed baggage from the payment we make for **your** overall claim for baggage.

Section F3 – Personal money

What you are covered for under section F3

We will pay up to the amount shown in the table of benefits for the loss or theft of the following if **you** can provide evidence **you** owned them and provide evidence of their value (this would include receipts, bank statements or cash-withdrawal slips):

- Cash; and
- Travellers cheques (if these cannot be refunded by the provider).

Please note: The maximum amount we will pay for cash carried by one **insured person**, whether jointly owned or not, is the cash limit as shown in the table of benefits (please note a lower limit applies to **children** who are 17 years of age or under).

Section F4 – Passport and travel documents

What you are covered for under section F4

We will pay up to the amount shown in the table of benefits for the cost of replacing the following items belonging to **you** if they are lost, stolen or damaged during **your trip**:

- Passport;
- Travel tickets; and
- Visas.

Please note: The cost of replacing **your** passport includes the necessary and reasonable costs **you** pay overseas associated with getting a replacement passport to allow **you** to return back to the **United Kingdom** (this would include travel costs to the Consulate as well as the cost of the emergency passport itself). A claim for the lost or stolen passport would be calculated according to its expiry date - depending upon how many years there were left to run on the original passport, an unused proportionate refund would be made of its original value.

What you are not covered for under sections F1, F2, F3 and F4

1. The excess as shown in the table of benefits for each **insured person** and for each incident (this does not apply if **you** are claiming under section F2 or section F4).
2. Property **you** leave **unattended** in a public place.

3. Any claim for loss or theft to personal belongings and baggage, personal money or passports and travel documents which **you** do not report to the police within 24 hours of discovering it and which **you** do not get a written police report for.
4. Any claim for loss, theft, damage or delay to personal belongings and baggage which **you** do not report to the relevant airline or transport company within 24 hours of discovering it and which **you** do not get a written report for. In the case of an airline, a property irregularity report will be required from the airline. If the loss, theft or damage to **your** property is only noticed after **you** have left the airport, **you** must contact the airline in writing with full details of the incident within seven days of leaving the airport and get a written report from them.
5. Any loss or theft of **your** passport which **you** do not report to the consular representative of **your home** country within 24 hours of discovering it and get a written report for.
6. Any loss, theft or damage to **valuables and electronic/other equipment** which **you** do not carry in **your** hand luggage while **you** are travelling on **public transport** or on an aircraft.
7. Money, passports and travel documents which **you** do not carry with **you** unless they are being held in a locked safety deposit facility.
8. Claims arising due to an authorised person fraudulently using **your** credit or debit cards.
9. Claims where **you** are unable to provide receipts or other reasonable proof of ownership wherever possible for the items being claimed.
10. Breakage of fragile objects or breakage of sports equipment while being used.
11. Damage due to scratching or denting unless the item has become unusable as a result of this.
12. Loss due to variations in exchange rates.
13. If **your** property is delayed or detained by Customs, the police or other officials.
14. Loss of jewellery (other than wedding rings) while swimming or taking part in sports and activities.
15. Losses caused by mechanical or electrical breakdown or damage caused by leaking powder or fluid carried within **your** baggage.
16. Loss, theft or damage to mobile phones (including smart phones and tablet computers), contact or corneal lenses, prescription glasses or spectacles, dentures, hearing aids, artificial limbs, paintings, household equipment, bicycles and their accessories, motor vehicles and their accessories (this would include keys), marine craft and equipment or items of a perishable nature (meaning items that can decay or rot and will not last for long, for example, food).
17. Any claim for loss, theft, damage or delay to **winter sports equipment or golf equipment**.
18. Anything mentioned in 'General exclusions' on pages 22 and 23.

Important information:

- **You** must act in a reasonable way to look after **your** property as if uninsured and not leave it **unattended** or unsecured in a public place;
- **You** must carry **valuables and electronic/other equipment** and money with **you** when **you** are travelling. When **you** are not travelling, keep **your** money, passport, **valuables and electronic/other equipment** with **you** at all times or leave them in a locked safety deposit box;
- **You** must report all losses, thefts or delays to the relevant authorities and obtain a written report from them within 24 hours of the incident; and
- **You** must provide Claims Settlement Agencies with all the documents they need to deal with **your** claim, including a police report, a property irregularity report, receipts for the items being claimed as applicable.

Claims evidence required for sections F1 to F4 may include

- Loss or theft of property or money - police report
- Loss, theft or damage by an airline - property irregularity report, flight tickets and baggage check tags
- Delay by an airline - written confirmation of the length of delay from the airline, flight tickets, baggage check tags, receipts for emergency purchases
- Loss or theft of a passport - police report, consular report, receipts for additional expenses to get a replacement passport overseas
- Proof of value and ownership for property and money

Please note: If **you** are unable to provide any of the reports referred to above, **you** may still be eligible to make a claim dependent upon the circumstances which have prevented **you** from obtaining the necessary documentation. Please contact Claims Settlement Agencies to discuss why **you** have been unable to obtain the relevant reports and to obtain a claim form so **your** claim can be considered.

Section G – Personal accident

Please note: No cover is provided under this section if you have purchased an Essential policy.

Definitions relating to this section

Accident

A sudden, unexpected and specific event, external to the body, which occurs at an identifiable time and place.

Loss of limb

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

Loss of sight

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

Permanent total disablement

Irrecoverable disablement arising from accidental bodily injury which permanently and totally incapacitates the **insured person** for a continuous period of (12) months from carrying out at least two (2) of the activities of daily living:

- a) Transfer and Mobility – the ability to move from one room to an adjoining room or from one side of a room to another to get in and out of a bed or chair,
- b) Dressing – putting on and taking off all necessary items of clothing,
- c) Toileting – getting to and from the toilet, transferring on and off the toilet and associated personal hygiene,
- d) Eating – all tasks of getting food into the body once it has been prepared, and at the expiry of that period being beyond hope of improvement sufficient to carry out at least three (3) of the previously described activities of daily living ever again.

Please note: We will only pay for one personal accident benefit for each insured person during the period of cover shown on your policy schedule.

Any claim arising from the result of a Motorcycling accident will be subject to a maximum sum insured payable of £10,000.

If **you** are 17 years of age or under a reduced benefit will apply in the event of death, as set out in the table of benefits.

What you are not covered for under section G

1. Anything mentioned in 'General exclusions' on pages 22 and 23. **You** should also refer to 'Important conditions relating to health' on pages 6, 7 and 8.

Claims advice for section G

- Please phone Claims Settlement Agencies on **01702 553443** to ask for advice as soon as **you** need to make a claim or see page 16, 'How to make a claim'.

Section H – Personal Liability

Please note: This section does not apply to trips taken within the United Kingdom.

What you are covered for under section H

We will pay up to the total amount shown in the table of benefits if, during an insured **trip**, **you** are legally liable for accidentally:

- injuring someone; or
- damaging or losing someone else's property.

What you are not covered for under section H

1. The excess as shown in the table of benefits for each **insured person** and for each incident.
2. Any liability arising from an injury or loss or damage to property:
 - a. owned by **you**, a member of **your family** or household or a person **you** employ; or
 - b. in the care, custody or control of **you** or of **your family** or household or a person **you** employ (other than temporary holiday accommodation occupied but not owned by **you**).
 - c. any claim assumed by **you** under any contract or agreement unless such liability would have attached in the absence of such contract or agreement.
3. Any liability for death, disease, illness, injury, loss or damage:
 - a. to members of **your family** or household, or a person **you** employ;
 - b. arising in connection with **your** trade, profession or business;
 - c. arising in connection with a contract **you** have entered into;
 - d. arising due to you acting as the leader of a group taking part in an activity;
 - e. arising due to **you** owning, possessing or using mechanically-propelled vehicles, watercraft or aircraft of any description, animals (other than domestic cats or dogs), firearms or weapons; or
 - f. as a result of a **winter sports** activity if **you** have not purchased the additional **winter sports** cover.
4. Anything mentioned in 'General exclusions' on pages 22 and 23.

Important information:

- **You** must give Claims Settlement Agencies notice of any cause for a legal claim against **you** as soon as **you** know about it, and send them any documents relating to a claim;
- **You** must help Claims Settlement Agencies and give them all the information they need to allow them to take action on **your** behalf;
- **You** must not negotiate, pay, settle, admit or deny any claim unless **you** get Claims Settlement Agencies permission in writing; and
- **We** will have complete control over any legal representatives appointed and any proceedings, and **we** will be entitled to take over and carry out in **your** name **your** defence of any claim or to prosecute for **our** own benefit any claims for indemnity, damages or otherwise against anyone else.

Claims advice for section H

- Do not admit liability, offer or promise compensation
- Give details of **your** name, address and travel insurance
- Take photographs and videos, and get details of witnesses if **you** can
- Tell Claims Settlement Agencies as soon as reasonably possible about any claim that is likely to be made against **you** and send them all the documents that **you** receive see page 16, 'How to make a claim'.

Section I – Legal expenses

Please note: This section does not apply to trips within the United Kingdom.

Please note: No cover is provided under this section if you have purchased an Essential policy.

What you are covered for under section I

We will pay up to the amount shown in the table of benefits for legal costs and expenses arising as a result of dealing with claims for compensation and damages resulting from **your** death, illness or injury during **your trip**.

What you are not covered for under section I

1. Any legal costs and expenses which **we** have not agreed to accept beforehand in writing.
2. Any claim where **we** or **our** legal representative believe that an action is not likely to be successful or if **we** believe that the costs of taking action will be greater than any award.
3. The costs of making any claim against **us**, Direct2Insure, **our** agents or representatives, or against any tour operator, travel agent, accommodation provider, carrier or any person who **you** have travelled with or arranged to travel with, pursuing any claim for compensation against the manufacturer, distributor or supplier of any drug, medication or medicine.
4. Any fines, penalties or damages **you** have to pay.
5. The costs of making any claim for bodily injury, loss or damage caused by or in connection with **your** trade, profession or business.
6. Any claims arising out of **you** possessing, using or living on any land or in any buildings.
7. Any claims arising out of **you** owning, possessing or using mechanically-propelled vehicles, watercraft or aircraft of any description, animals, firearms or weapons.
8. Any claim reported more than 180 days after the incident took place.
9. Any claims from **you** becoming injured or dying as a result of a **winter sports** activity and **you** have not purchased the additional **winter sports** cover.
10. The costs incurred in the defence against any civil claim or legal proceedings made or brought against **you**.
11. The costs incurred after **you** have not accepted an offer from a third party to settle a claim or legal proceeding where the offer is considered by all parties to be reasonable or **you** not accepting an offer from **us** to settle a claim.
12. Anything mentioned in 'General exclusions' on pages 22 and 23.

Important information:

- **We** will have complete control over any legal representatives appointed and any proceedings;
- **You** must follow **our** advice or that of **our** agents in handling any claim; and
- **You** must use reasonable efforts to get back all of **our** expenses where possible. **You** must pay **us** any expenses **you** do get back.

All claims or legal proceedings including any appeal against judgement resulting from the same original cause, event, or circumstance, will be regarded as one claim.

We may at our discretion offer to settle a claim **with** you instead of initiating or continuing any claim or legal proceedings for damages and or compensation from a third party, and any such settlement will be full and final in respect to the claim.

We may at our discretion offer to settle a counter-claim against **you** instead of continuing any claim or legal proceedings for damages and or compensation from a third party.

Claims advice for section I

- Please phone Claims Settlement Agencies on **01702 553443** to ask for advice as soon as **you** need to make a claim or see page 16 'How to make a claim'.

Section J – Catastrophe - Uninhabitable accommodation

Please note: No cover is provided under this section if you have purchased an Essential policy.

What you are covered for under section J

We will pay up to the amount shown in the table of benefits if after **you** have commenced **your trip** you pay or agree to pay overseas for travel expenses (of a similar standard to those initially booked) to allow **you** to continue with **your trip** if **you** cannot live in **your** booked accommodation because of fire, **flood**, earthquake, storm, lightning, explosion, hurricane or outbreak of infectious disease as declared by the national or local health authority.

Please note: You must get written confirmation from the appropriate authority stating the reason why the property was uninhabitable and how long it was uninhabitable for. **You** must keep all receipts for the extra expenses **you** pay.

What you are not covered for under section J

1. Any expenses that **you** can get back from **your** tour operator, airline, hotel or other service provider.
2. Any claim resulting from **you** travelling against the advice of the national or local authority.
3. Anything mentioned in 'General exclusions' on pages 22 and 23.

Claims evidence required for section J may include

- Proof of travel (confirmation invoice, flight tickets)
- An official letter confirming the cause of the event which rendered **your** accommodation uninhabitable and how long it lasted
- Invoices and receipts for **your** expenses

Please note: We may require other evidence to support **your** claim dependent upon the circumstances, in which case **we** will contact **you**.

Section K – Pet care

Please note: No cover is provided under this section if you have purchased an Essential policy.

What you are covered for under section K

We will pay up to the amount shown in the table of benefits for extra kennel or cattery fees if **you** are hospitalised due to an accident or illness that is covered under section B1 (Medical and other expenses outside of the United Kingdom), which results in a delay to **your** planned return journey to the **United Kingdom** of more than 24 hours, or if **your** final booked return international journey by aircraft, sea vessel, coach or train is delayed for more than 24 hours due to poor weather conditions, a strike, industrial action or mechanical breakdown.

Please note: In the event **you** should need to submit a claim due to a delay in **your** return travel due to transport failure, **you** must get written confirmation from the appropriate transport company or authority stating the reason for the delay and how long the delay lasted.

You must keep all receipts for the extra kennel or cattery fees **you** pay.

What you are not covered for under section K

1. Any kennel or cattery fees **you** pay outside the **United Kingdom** as a result of quarantine regulations.
2. Any claims relating to travel delay where **you** have not checked in for **your trip** at the final international departure point at or before the recommended time. (However, if **you** are unable to check in, **you** may still be eligible to make a claim dependent upon the circumstances which have prevented **you** from checking in. Please contact Claims Settlement Agencies to discuss **your** circumstances and to obtain a claim form so **your** claim can be considered) see page 14 'How to make a claim'.
3. Claims arising from strike or industrial action if the strike or industrial action was existing or publicly announced by the date **you** purchased this insurance or at the time of booking any **trip**.
4. Anything mentioned in 'General exclusions' on pages 22 and 23. **You** should also refer to 'Important conditions relating to health' on pages 6, 7 and 8.

Claims evidence required for section K may include

- Proof of travel (confirmation invoice, flight tickets)
- An official letter confirming the cause and length of the delay
- Invoices and receipts for your extra kennel or cattery fees

Please note: We may require other evidence to support **your** claim dependent upon the circumstances, in which case **we** will contact **you**.

L - Golf cover

Please note: The following sections only apply if you have paid the required extra premium and this is shown on your policy certificate. No cover is provided under this section if you have purchased an Essential policy.

Definition relating to golf cover

Golf equipment

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

Section L1 – Golf equipment

What you are covered for under section L1

We will pay up to the amount shown in the table of benefits for **golf equipment** owned by **you** (not borrowed or hired) which is lost, stolen or damaged during **your trip**.

Please note:

The maximum amount we will pay for any one item, **pair or set of items** is shown in the table of benefits. Please refer to the definition of **'pair or set of items'** on page 20.

You must bring any damaged **golf equipment** back to the **United Kingdom** for inspection.

Our liability is solely based upon the value of the **golf equipment** which has been lost, stolen or damaged and would not extend to the replacement of **your** whole set of woods, or irons in the event of a claim being made for one item.

Section L2 – Golf equipment hire

What you are covered for under section L2

We will pay up to the amount shown in the table of benefits for the cost of hiring **golf equipment** if **golf equipment** owned by **you** is:

- delayed in reaching **you** on **your** outward international journey for more than 12 hours; or
- lost, stolen or damaged during **your trip**.

Please note: **You** must keep all receipts for the **golf equipment** that **you** hire.

What you are not covered for under section L1 and L2

1. The excess as shown in the table of benefits for each **insured person** and for each incident (this only applies if **you** are claiming under section L1).
2. **Golf equipment** **you** leave **unattended** in a public place.
3. Any claim for loss or theft which **you** do not report to the police within 24 hours of discovering it and which **you** do not get a written police report for.
4. Any claim for loss, theft or damage to **golf equipment** which **you** do not report to the relevant airline or transport company within 24 hours of discovering it and which **you** do not get a written report for. In the case of an airline, a property irregularity report will be required from the airline. If the loss, theft or damage to **your golf equipment** is only noticed after **you** have left the airport, **you** must contact the airline in writing with full details of the incident within seven days of leaving the airport and get a written report from them.
5. Claims where **you** are unable to provide receipts or other reasonable proof of ownership wherever possible for the items being claimed.
6. Anything mentioned in 'General exclusions' on pages 22 and 23.

Claims evidence required for sections L1 and L2 may include

- Loss or theft - police report
- Loss, theft or damage by an airline - property irregularity report, flight tickets and baggage check tags
- Delay by an airline - written confirmation of the length of delay from the airline, flight tickets, baggage check tags, receipts for the hire of **golf equipment**
- Proof of value and ownership

Please note: We may require other evidence to support **your** claim dependent upon the circumstances, in which case we will contact **you**.

Section M – Green fees

Please note: The following section only applies if you have paid the required extra premium and this is shown on your policy certificate. No cover is provided under this section if you have purchased an Essential policy.

What you are covered for under section M

We will pay up to the amount shown in the table of benefits for the unused proportion of **your** green fees, golf tuition fees or **golf equipment** hire which **you** have paid or have agreed to pay under a contract and which **you** cannot get back if:

- **you** become ill or are injured during **your trip** and cannot take part in the golf activities as planned; or
- loss or theft of documents prevents **you** from taking part in the prepaid golfing activity.

Please note: Your claim will be based on the number of complete days **you** have not used. **You** must get written confirmation of the nature of **your** illness or injury from the treating **doctor** in the resort along with confirmation of how many days **you** were unable to take part in the golfing activities. **You** must report the loss or theft of documents to the local police within 24 hours of discovery and get a written police report.

What you are not covered for under section M

1. Anything mentioned in ‘General exclusions’ on pages 22 and 23.

Claims evidence required for section M may include

- Proof of travel (confirmation invoice, travel tickets)
- Invoices and receipts for **your** prepaid golf expenses
- An official letter from the treating **doctor** in the resort to confirm **your** inability to take part in the planned golfing activities
- Loss or theft of documents - police report

Please note: We may require other evidence to support **your** claim dependent upon the circumstances, in which case **we** will contact **you**.

Business cover

Please note: The following sections only apply if you have paid the required extra premium and this is shown on your policy certificate. No cover is provided under this section if you have purchased an Essential policy.

Definition relating to business cover

Business equipment

Computer equipment, communication devices and other business-related equipment which **you** need in the course of **your** business and which is not insured on a company policy. The equipment must be owned by **your** employer or if **you** are self-employed it must be owned by **you**.

Section N1 – Business equipment

What you are covered for under section N1

We will pay up to the amount shown in the table of benefits for the following:

- **Business equipment** which is lost, stolen or damaged during **your trip**. Please refer to the table of benefits for the maximum amount **we** will pay for any one item, **pair or set of items** (please also refer to the definition of ‘**pair or set of items**’ on page 20 and samples; and
- Buying essential items if **your business equipment** is delayed or lost in reaching **you** on **your** outward international journey for more than 12 hours.

Please note: You must get written confirmation of the length of the delay from the appropriate airline or transport company and **you** must keep all receipts for the essential items **you** buy. **You** must bring any damaged **business equipment** back to the **United Kingdom** for inspection.

Section N2 – Business money

What you are covered for under section N2

We will pay up to the amount shown in the table of benefits for the loss or theft of business money (meaning cash or traveller's cheques) which is **your** property (if self-employed) or **your** employer's property while it is being carried with **you** or it is held in a locked safety deposit facility.

What you are not covered for under sections N1 and N2

1. The excess as shown in the table of benefits for each **insured person** and for each incident.
2. **Business equipment you** leave **unattended** in a public place.
3. Any claim for loss or theft which **you** do not report to the police within 24 hours of discovering it and which **you** do not get a written police report for.
4. Any claim for loss, theft, damage or delay to **business equipment** which **you** do not report to the relevant airline or transport company within 24 hours of discovering it and which **you** do not get a written report for. In the case of an airline, a property irregularity report will be required from the airline. If the loss, theft or damage to **your business equipment** is only noticed after **you** have left the airport, **you** must contact the airline in writing with full details of the incident within seven days of leaving the airport and get a written report from them.
5. Any loss, theft or damage to photographic, audio, video, electrical and computer equipment not carried in **your** hand luggage while **you** are travelling on **public transport** or on an aircraft.
6. Claims where **you** or **your** employer are unable to provide receipts or other reasonable proof of ownership wherever possible for the items being claimed.
7. Anything mentioned in 'General exclusions' on pages 22 and 23.

Claims evidence required for sections N1 and N2 may include

- Loss or theft - police report
- Loss, theft damage by an airline - property irregularity report, flight tickets and baggage check tags
- Delay by an airline - written confirmation of the length of delay from the airline, flight tickets, baggage check tags, receipts for the hire of **business equipment**
- Proof of value and ownership

Please note: We may require other evidence to support **your** claim dependent upon the circumstances, in which case **we** will contact **you**.

Section O – Replacing staff

Please note: The following section only applies if you have paid the required extra premium and this is shown on your policy certificate. No cover is provided under this section if you have purchased an Essential policy.

What you are covered for under section O

We will pay up to the amount shown in the table of benefits if after an accident or illness that is covered under section B1 (Medical and other expenses outside of the United Kingdom) **you** are prevented from going to a planned business meeting during **your** trip. We will pay for necessary and reasonable travel and accommodation expenses for a replacement **business associate** to travel from the **United Kingdom** to go to the meeting.

What you are not covered for under section O

1. Anything mentioned in 'General exclusions' on pages 22 and 23. You should also refer to 'Important conditions relating to health' on pages 6, 7 and 8.

Claims evidence required for section O may include

- Proof of travel (confirmation invoice, travel tickets)
- Invoices and receipts for **your business associate's** expenses
- An official letter from the treating **doctor** in the resort to confirm **your** inability to take part in the planned business meeting

Please note: We may require other evidence to support **your** claim dependent upon the circumstances, in which case **we** will contact **you**.

Cruise cover

Please note: The following sections only apply if you have paid the required extra premium and this is shown on your policy certificate.

Section P1 - Back on board

What you are covered for under section P1

We will pay up to the amount shown in the table of benefits for necessary additional travel expenses by the most direct route and additional accommodation (room only) that is agreed by us to reach;

- The next docking port in order to re-join **your cruise**, or
- To the final destination of **your cruise**, following **your** temporary illness or injury requiring hospital treatment on dry land which is covered under section B1 (Medical and other expenses outside of the United Kingdom).

If, at the time of requesting our assistance to re-join **your cruise**, satisfactory medical or other evidence required by us, is not supplied in order to substantiate the claim, we will make all necessary arrangements at **your** cost and arrange appropriate reimbursement as soon as **your** claim has been submitted and validated.

Please note: You should contact the Medical Emergency Assistance Company as soon as reasonably possible and prior to re-joining **your cruise**.

What you are not covered for under section P1

1. The excess as shown in the table of benefits for each **insured person** and for each incident.
2. Any costs where transportation or accommodation costs are payable or refundable by the **cruise** operator.
3. Any claim as a result of an **insured person** being a hospital in-patient where the condition was not covered under section B1 (Medical and other expenses outside of the United Kingdom), or where we have not been contacted and/ or a recommended hospital has not been appointed by us and where you have not obtained a medical certificate from the **doctor** in attendance confirming it was medically necessary for **you** to accompany and assist an **insured person** admitted as an in-patient for an insured condition.
4. Any travel costs where **you** failed to contact the Medical Emergency Assistance Company for approval prior to arranging travel and so we could provide assistance with any travel arrangements. Failure to do so can result in the claim being declined.
5. Anything mentioned in 'General exclusions' on pages 22 and 23. You should also refer to 'Important conditions relating to health' on pages 6, 7 and 8.

Section P2 – Missed port departure

What you are covered for under section P2

We will pay up to the amount shown in the table of benefits for necessary additional travel expenses by the most direct route and additional accommodation (room only) that is agreed by us to join **your cruise** at the next docking port if **you** fail to arrive at the international departure point in time to board the **cruise** on which **you** are booked to travel on the initial international journey of **your trip** as a result of;

- The failure of scheduled **public transport** due to poor weather conditions, a strike, industrial action or mechanical breakdown; or
- The vehicle in which **you** are travelling is directly involved in an accident or suffers a mechanical breakdown (this would not include **your** vehicle running out of fuel, oil or water or suffering a flat tyre, puncture or flat battery).

If, at the time of requesting our assistance, satisfactory evidence required by us, is not supplied in order to substantiate the claim, we will make all necessary arrangements at **your** cost and arrange appropriate reimbursement as soon as **your** claim has been submitted and validated.

Please note: You should contact the Medical Emergency Assistance Company as soon as reasonably possible and before incurring any costs.

What you are not covered for under section P2

1. Any claims where **you** have not allowed enough time to reach **your** initial departure point or check in, at or before the recommended time.
2. Claims arising from strike or industrial action if the strike or industrial action was existing or publicly announced by the date **you** purchased this insurance or at the time of booking any **trip**.
3. Any claims where **you** have not obtained written confirmation from the appropriate transport company or authority stating the reason for the delay and how long the delay lasted.
4. Any claims relating to **your** own vehicle suffering a mechanical breakdown if **you** are unable to provide evidence that the vehicle was properly serviced and maintained and that any recovery or repair was made by a recognised breakdown organisation.
5. Additional expenses where the scheduled **public transport** operator has offered reasonable alternative travel arrangements.
6. Any travel costs where **you** failed to contact **us** for approval prior to arranging travel and so **we** could provide assistance with any travel arrangements. Failure to do so can result in the claim being declined.
7. Anything mentioned in 'General exclusions' on pages 22 and 23. **You** should also refer to 'Important conditions relating to health' on pages 6, 7 and 8.

Claims evidence required for section P2 may include

- Proof of travel cost (confirmation invoice, tickets)
- Invoices and receipts for **your** expenses
- An official letter confirming the reason for **your** late arrival and the length of the delay

Please note: **we** may require other evidence to support **your** claim dependent upon the circumstances, in which case **we** will contact **you**.

Section P3 – Cabin confinement

What you are covered for under section P3

We will pay up to the amount shown in the table of benefits for each 24 hour period that **you** are confined by the ship's medical officer, to **your** cabin or stateroom due to **your** compulsory quarantine, or for medical reasons during the period of the **cruise**.

What you are not covered for under section P3

1. Any confinement to **your** cabin where **you** are unable to provide written confirmation from **your** ship's medical officer confirming **you** were confined to **your** cabin, the reason for and the length of **your** confinement.
2. Any additional period of confinement or compulsory quarantine;
 - a. relating to treatment or surgery, including exploratory tests, which are not directly related to the injury or illness which made **your** confinement necessary.
 - b. following **your** decision not to be repatriated after the date when in our opinion, it is safe to do so.
3. Confinement or necessary quarantine;
 - a. relating to any form of treatment or surgery which in **our** opinion (based on information received from the ship's **doctor** or other **doctor** in attendance) can be delayed until **your** return to **your home** country.
 - b. as a result of a tropical disease where **you** had not had the recommended inoculations and/or taken the recommended medication.
4. Anything mentioned in 'General exclusions' on pages 22 and 23. **You** should also refer to 'Important conditions relating to health' on pages 6, 7 and 8.

Section P4 – Cruise itinerary change

What you are covered for under section P4

We will pay up to the amount shown in the table of benefits for each missed port in the event **your** scheduled port visit is cancelled due to adverse weather or timetable restrictions.

Please note: You must obtain written confirmation from **your cruise** operator, carrier or tour operator confirming **your** scheduled port visit was cancelled and the reason for the cancellation.

What you are not covered for under section P4

1. Claims arising from strike or industrial action if the strike or industrial action was existing or publicly announced by the date **you** purchased this insurance or at the time of booking any **trip**.
2. Any claim arising from **your** ship's failure to put people ashore due to the mechanical or operational failure of the ship's tender (or any other boat used to transport passengers to shore).
3. **Your** failure to attend the excursion as per **your** itinerary.
4. Any claim where a monetary amount, including but not limited to on board credit or other compensation, has been offered to **you** by the ship or tour operator.
5. Any claim where **you** do not have written confirmation from **your cruise** operator, carrier or tour operator confirming **your** scheduled port visit was cancelled.
6. Anything mentioned in 'General exclusions' on pages 22 and 23. **You** should also refer to 'Important conditions relating to health' on pages 6, 7 and 8.

Section P5 – Unused excursions

What you are covered for under section P5

We will pay up to the amount shown in the table of benefits for the cost of pre-booked, prepaid and non-refundable excursions, which **you** were unable to use as a direct result of being a hospital inpatient or being confined to **your** cabin, due to an accident or illness which is covered under section B1 (Medical and other expenses outside of the United Kingdom).

What you are not covered for under section P5

1. The excess as shown in the table of benefits for each **insured person** and for each incident.
2. Any claim as a result of cabin confinement where written confirmation is not provided by **your** ship's medical officer that **you** were confined to **your** cabin and confirming the length of **your** confinement.
3. Anything mentioned in 'General exclusions' on pages 22 and 23. **You** should also refer to 'Important conditions relating to health' on pages 6, 7 and 8.

Section P6 – Cruise Interruption

What you are covered for under section P6

We will pay up to the amount shown in the table of benefits for necessary additional travel expenses by the most direct route and additional accommodation (room only), that is agreed by **us** and necessarily incurred by **you**;

1. To reach the next docking port in order to re-join the **cruise**, or
2. To reach the final destination of **your cruise**, following **your cruise** being necessarily and unavoidably interrupted as a result of;
 - a. **your** passport being lost after **your** international departure but before embarkation of **your** planned **cruise** or during disembarkation ashore on one of the scheduled stops as a result of loss or theft, or
 - b. it being deemed medically necessary by a **doctor** for **you** to accompany and assist an **insured person** who is admitted as an in-patient that is covered under section B1 (Medical and other expenses outside of the United Kingdom), or
 - c. **you** being detained by local police as a result of being a witness or being required to give evidence as a result of **your** participation in a road traffic accident, or criminal investigation where **you** are not the accused.

If, at the time of requesting our assistance, satisfactory evidence required by **us**, is not supplied in order to substantiate the claim, **we** will make all necessary arrangements at **your** cost and arrange appropriate reimbursement as soon as **your** claim has been submitted and validated.

Please note: You should contact the Medical Emergency Assistance Company as soon as reasonably possible and prior to incurring any costs.

What you are not covered for under section P6

1. Any claim for loss of passport not reported to the police or other authority within 48 hours of discovery and which **you** do not get a written report.
2. Any claim as a result of an **insured person** being a hospital in-patient where the condition was not covered under section B1 (Medical and other expenses outside of the United Kingdom), or where **we** have not been contacted and/or a recommended hospital has not been appointed by **us** and where **you** have not obtained a medical certificate from the **doctor** in attendance confirming it was medically necessary for **you** to accompany and assist an **insured person** admitted as an in-patient for an insured condition.
3. Any claim where **you** have been detained by local police that is not evidenced by a written report from the local police confirming the reason and period of **your** detention, or reason and period in which **you** were required to give evidence, that necessitated **you** missing the scheduled departure of **your cruise**.
4. Any travel costs where **you** failed to contact **us** for approval prior to arranging travel and so **we** could provide assistance with any travel arrangements. Failure to do so can result in the claim being declined.
5. Anything mentioned in 'General exclusions' on pages 22 and 23. **You** should also refer to 'Important conditions relating to health' on pages 6, 7 and 8.

Winter sports cover

Please note: The following sections only apply if you have paid the required premium for winter sports cover and this is shown on your policy certificate. No cover is provided under this section if you have purchased an Essential policy.

Definitions relating to winter sports cover

Winter sports

Bigfoot skiing, blade skating, cat skiing (with guide), cross country skiing, curling, glacier walking (up to 4,000 metres), husky dog sledding, ice go carting, ice hockey, ice skating, kick sledging, langlauf, mono skiing, mountain walking up to 1500m, off piste skiing (except in areas considered to be unsafe by local resort management), off piste snowboarding (except in areas considered to be unsafe by local resort management), passenger sledge, ski blading, ski boarding, ski dooing, skiing, skiing nordic, sledging/sleighting, sleigh riding (reindeer, horses or dogs), snowboarding, snow cat driving, snow mobile/ski doos, snow mobiling, snow parascending, snow shoe walking, speed skating, telemarking, tobogganing.

If the **Winter sports** activity in which **you** are participating is not listed above or **you** are participating in anything other than on a recreational or amateur basis please contact Direct2Insure on 0330 880 3652 or by emailing enquiries@brokersure.com before taking part.

Please note cover for **Winter sports** activities not listed above may require the **policyholder** to pay an additional premium over and above the normal **winter sports** premium. In some cases, **your** excess under section B1 (Medical and other expenses outside of the United Kingdom) will be increased to £250, and there will be no cover provided under section G (Personal accident) and section H (Personal liability) whilst taking part in the activity.

Winter sports equipment

Skis and snowboards and their bindings, ski poles, ski or snowboard boots, ski helmets, ice skates.

Section Q1 – Winter sports equipment

What you are covered for under section Q1

We will pay up to the amount shown in the table of benefits for **winter sports equipment** owned or hired by **you** which is lost, stolen or damaged during **your trip**.

Please note:

- A deduction will be made for wear, tear and loss of value on claims made for **winter sports equipment** owned by **you** as follows:
 - Up to 12 months old – 90% of the purchase price
 - Up to 24 months old – 70% of the purchase price
 - Up to 36 months old – 50% of the purchase price
 - Up to 48 months old – 30% of the purchase price
 - Over 60 months old – 20% of the purchase price
- The maximum amount **we** will pay for any one item, **pair or set of items** is shown in the table of benefits. Please refer to the definition of '**pair or set of items**' on page 20.
- **You** must bring any damaged **winter sports equipment** **you** own back to the **United Kingdom** for inspection.

Section Q2 – Winter sports equipment hire

What you are covered for under section Q2

We will pay up to the amount shown in the table of benefits for the cost of hiring **winter sports equipment** if **winter sports equipment** owned by **you** is:

- delayed in reaching **you** on **your** outward international journey for more than 12 hours; or
- lost, stolen or damaged during **your** trip.

Please note: You must keep all receipts for the **winter sports equipment** that **you** hire.

Section Q3 – Ski pack

What you are covered for under section Q3

We will pay up to the amount shown in the table of benefits for the unused proportion of **your** ski pack which **you** have already paid for and cannot get back if **you** become ill or are injured during **your** trip and cannot take part in the **winter sports** activities as planned. A ski pack includes ski school fees or ski tuition fees, **your** lift pass and **winter sports equipment** that **you** have hired.

Please note: Your claim will be based on the number of complete days **you** have not used. **You** must get written confirmation of the nature of **your** illness or injury from the treating **doctor** in the resort along with confirmation of how many days **you** were unable to ski.

What you are not covered for under section Q3

1. Anything mentioned in 'General exclusions' on pages 22 and 23. **You** should also refer to 'Important conditions relating to health' on pages 6, 7 and 8.

Claims evidence required for section Q3 may include

- Proof of travel (confirmation invoice, flight tickets)
- Invoices and receipts for **your** prepaid ski pack
- An official letter from the treating **doctor** in the resort to confirm **your** inability to take part in the planned **winter sports** activities

Please note: We may require other evidence to support **your** claim dependent upon the circumstances, in which case **we** will contact **you**.

Section R – Piste closure

Please note: The following section only applies if you have paid the required extra premium and this is shown on your policy certificate. No cover is provided under this section if you have purchased an Essential policy.

Please note: This section only applies between 1 December and 15 April for travel to the Northern hemisphere or between 1 May and 30 September for travel to the Southern hemisphere.

What you are covered for under section R

We will pay up to the amount shown in the table of benefits if, as a result of not enough snow, too much snow or high winds in **your** booked holiday resort, at least 80% of all lift systems are closed for more than 12 hours. **We** will pay for either:

- the cost of transport to the nearest resort; or
- a benefit for each complete 24-hour period that **you** are not able to ski and there is no other ski resort available.

Please note: **You** must get written confirmation from the management of the resort stating the reason for the closure and how long the closure lasted.

What you are not covered for under section R

1. Anything mentioned in 'General exclusions' on pages 22 and 23.

Claims evidence required for section R may include

- Proof of travel (confirmation invoice, flight tickets)
- An official letter confirming the cause and length of the closure
- Receipts for **your** travel expenses if **you** travel to the nearest resort

Please note: We may require other evidence to support **your** claim dependent upon the circumstances, in which case **we** will contact **you**.

Section S – Avalanche cover

Please note: The following section only applies if you have paid the required extra premium and this is shown on your No cover is provided under this section if you have purchased an Essential policy

What you are covered for under section S

We will pay up to the amount shown in the table of benefits for reasonable additional travel and accommodation expenses if **you** are prevented from arriving at or leaving **your** booked ski resort for more than 12 hours from the scheduled arrival or departure time because of an avalanche.

Please note: You must get written confirmation from the appropriate authority, for example, **your** tour representative, the ski resort management, stating the reason for the delay and how long the delay lasted.

What you are not covered for under section S

1. Anything mentioned in 'General exclusions' on pages 22 and 23.

Claims evidence required for section S may include

- Proof of travel (confirmation invoice, flight tickets)
- An official letter confirming the cause and length of the delay

Please note: We may require other evidence to support **your** claim dependent upon the circumstances, in which case **we** will contact **you**.

Sports and activities (see page 11)

We are able to cover many activities as standard; however, some may require the **policyholder** to pay an additional premium for cover to apply and for this to be shown on **your policy certificate** please refer to page 11 for a full list of activities covered. However, should you decide to participate in an activity which is not listed on page 11, please ensure that **you** first check with Direct2Insure customer services by phoning **0330 880 3652** or by e-mailing **enquiries@brokersure.com** before taking part.

It is a condition of this insurance that:

- **You** follow the safety guidelines for the activity concerned and where applicable **you** use the appropriate and recommended safety equipment;
- The activity is not part of a competition or tournament; and
- The activity is not on a professional basis.

In the case of some sports and activities, **your** excess under section B1 (Medical and other expenses outside of the United Kingdom) will be increased to £250 and there will be no cover under section G (Personal accident) and section H (Personal liability) whilst taking part in the activity, or exclude cover completely.

If **you** wish to take part in an activity during your **trip** please refer to page 11 for a full list of activities covered, but if **you** are in any doubt as to whether or not an activity **you** intend to participate in during **your trip** will be covered, please contact Direct2Insure Customer Services by phoning **0330 880 3652** or by e-mailing **enquiries@brokersure.com** before taking part to make sure that cover is provided.

Summary of important contact details

CUSTOMER SERVICE FOR EXISTING POLICYHOLDERS

Phone: 0330 880 3652 E-mail: enquiries@brokersure.com

Phone lines are open Monday to Friday 8.30am to 6pm, Saturdays 8.30am to 5pm
and Sundays 10.00am to 3pm

SALES – Direct Travel Insurance

Website: www.direct2insure.co.uk Phone: 0330 880 3652

Phone lines are open Monday to Friday 8.30am to 6pm, Saturdays 8.30am to 5pm
and Sundays 10.00am to 3pm

THE MEDICAL EMERGENCY ASSISTANCE COMPANY

Phone: +44 (0) 20 3472 2388 E-mail: operations@emergencyassistance.co.uk

Phone lines are open 24 hours a day, 7 days a week

CLAIMS SETTLEMENT AGENCIES

Address: 308-314 London Road, Hadleigh, Benfleet, Essex SS7 2DD

Phone: 01702 553443

E-mail: info@csal.co.uk

Fastest simplest way to submit a claim is by going to:

www.submitclaim.co.uk/d2i

direct2insure

TRAVEL INSURANCE

DIRECT2INSURE.CO.UK

0330 880 3652

enquiries@brokersure.com

BrokerSure
insurance brokers

**Digital House, Threshelfords Business Park,
Inworth Road, Feering, Colchester, CO5 9SE**