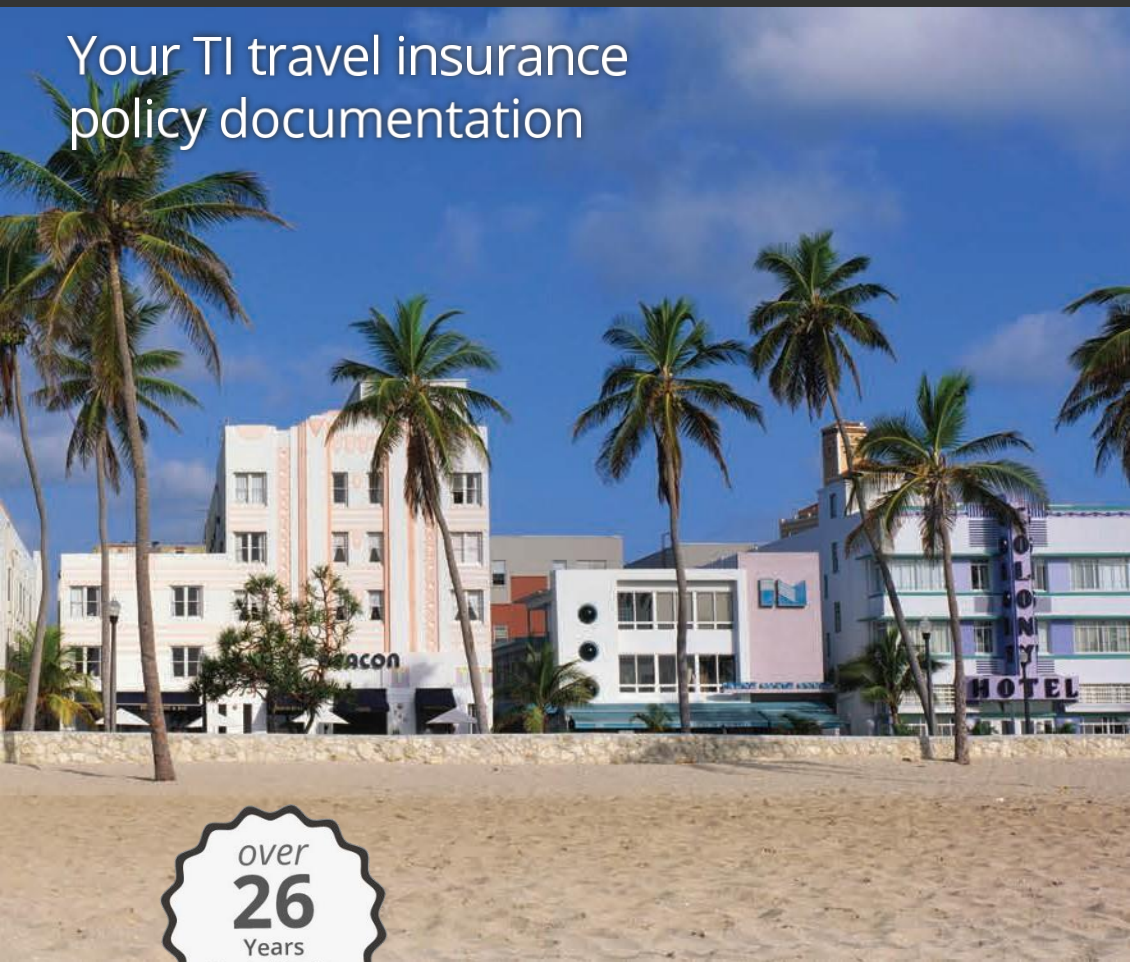








# directtravel insurance

## Your TI travel insurance policy documentation



**BrokerSure**  
insurance brokers

-  Silver cover
-  Gold cover
-  Platinum cover
-  Platinum Plus cover

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# Introduction

## Welcome to your Direct Travel Insurance TI policy

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

This policy wording is only valid when issued in conjunction with a Direct Travel 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 Silver cover, Gold cover, Platinum cover or Platinum Plus 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 a **medical practitioner** has stated that **your** alcohol consumption has caused or actively contributed to **your** injury or illness, the results of a blood test at the time of injury or illness shows that **your** blood alcohol level exceeds 0.19% that is approximately 1.5 litres of beer or four 175ml glasses of wine; a witness report of a third party that has advised that **you** have notably impaired **your** faculties and/or judgement. Please refer to general exclusions 28, 29 and 30 on page 23.

### **This is not a private medical insurance policy and is only designed to cover you for emergency treatment**

**Your** Direct Travel insurance policy is not a private medical insurance policy and does not cover private medical treatment, private hospital costs or other related expenses incurred, unless these have been specifically agreed and authorised by the Medical Emergency Assistance Company as part of a medical emergency covered by this policy.

This policy is only designed to cover **you** for emergency treatment. Emergency treatment means unforeseen and unplanned treatment that is needed for the sudden onset of an acute condition, which for medical reasons and in the opinion of **our** Medical Emergency Assistance Company, cannot be delayed until **you** return to the **United Kingdom** and could be undertaken in the **United Kingdom** if **you** were to return **home** (at **your** own cost). The decision of the Medical Emergency Assistance Company is final.

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

### **Claims for reimbursement of costs**

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

### **IMPORTANT INFORMATION**

**We** draw **your** attention to the exclusions detailed in the 'General Exclusions' section, in particular, exclusions 39 and 40, as this policy will **NOT** provide cover for any claims directly or indirectly related to a **pandemic** and/or **epidemic**, including but not limited to **Coronavirus (Covid-19)**.

Please note general exclusion 39 applies to all sections of cover, whilst general exclusion 40 applies to all sections of cover with the exception of Section B1 – Medical and other expenses outside of the United Kingdom, Section B2 – Expenses within the United Kingdom, Section M – Scheduled airline failure, Section V1 - Cancelling your trip due to Coronavirus (Covid-19) and Section V2 – Cutting your trip short due to Coronavirus (Covid-19).

# 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** have been in the **United Kingdom** for a minimum of 6 months in the year prior to purchasing **your** insurance policy;
- **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 with the intention of receiving medical treatment;
- **Your trip** starts and ends in the **United Kingdom**;
- **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** 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:

Silver Policies – 65 years or under

Gold Policies – 70 years or under (65 years or under if travelling to Canada, Caribbean, Mexico and USA)

Platinum Policies – 75 years or under (65 years or under if travelling to Canada, Caribbean, Mexico and USA)

Platinum Plus Policies – 75 years or under (65 years or under if travelling to Canada, Caribbean, Mexico and USA)

# Table of benefits

| Section | Benefits   | Silver cover                             |         | Gold cover                                 |         | Platinum cover                             |         | Platinum Plus cover                        |         |
|---------|--|--|---------|--|---------|--|---------|--|---------|
|         |  | Sum insured up to                        | Excess* | Sum insured up to                          | Excess* | Sum insured up to                          | Excess* | Sum insured up to                          | Excess* |
| A       | Cancelling your trip   | £1,000                                   | £175    | £2,000                                     | £125    | £3,000                                     | £100    | £5,000                                     | £60     |
| B1      | Medical and other expenses outside of the United Kingdom<br>Emergency dental treatment   | £5,000,000                               | £175    | £7,500,000                                 | £125    | £10,000,000                                | £100    | £10,000,000                                | £60     |
|         |  | £500                                     | £175    | £500                                       | £125    | £500                                       | £100    | £500                                       | £60     |
| B2      | Expenses within the United Kingdom   | £5,000                                   | £175    | £10,000                                    | £125    | £15,000                                    | £100    | £20,000                                    | £60     |
| B3      | Hospital benefit   | £10 for each 24 hour period up to £1,000 | Nil     | £15 for each 24 hour period up to £1,000   | Nil     | £20 for each 24 hour period up to £1,000   | Nil     | £25 for each 24 hour period up to £1,000   | Nil     |
| B4      | Mugging benefit  | Nil                                      | Nil     | Nil  | Nil     | £1,000                                     | Nil     | £1,000                                     | Nil     |
| C       | Cutting your trip short  | £1,000                                   | £175    | £2,000                                     | £125    | £3,000                                     | £100    | £5,000                                     | £60     |
| D1      | Missed departure   | Nil                                      | Nil     | £600                                       | Nil     | £600                                       | Nil     | £1,000                                     | Nil     |
| D2      | Missed connection  | Nil                                      | Nil     | £600                                       | Nil     | £600                                       | Nil     | £1,000                                     | Nil     |
| E1      | Travel delay   | Nil                                      | Nil     | £20 for each full 12 hour delay up to £100 | Nil     | £20 for each full 12 hour delay up to £200 | Nil     | £35 for each full 12 hour delay up to £350 | Nil     |
| E2      | Abandoning your trip   | £1,000                                   | £175    | £2,000                                     | £125    | £3,000                                     | £100    | £5,000                                     | £60     |
| F1      | Personal belongings and baggage<br>Including: One item/pair or set of items limit<br>Including: Valuables and electronic/other equipment limit<br>Including: Property in a motor vehicle Limit                       | £1,000                                   | £175    | £1,500                                     | £125    | £2,000                                     | £100    | £3,000                                     | £60     |
|         |  | £125                                     |         | £200                                       |         | £250                                       |         | £300                                       |         |
|         |  | £125                                     |         | £200                                       |         | £300                                       |         | £500                                       |         |
|         |  | £100                                     |         | £100                                       |         | £100                                       |         | £100                                       |         |
| F2      | Delayed baggage  | Nil                                      | Nil     | £10 for each 12 hour period up to £100     | Nil     | £20 for each 12 hour period up to £200     | Nil     | £35 for each 12 hour period up to £350     | Nil     |
| F3      | Personal money<br>Including: Cash limit<br>Including: Cash limit if 17 years of age or under   | £200                                     | £175    | £500                                       | £125    | £500                                       | £100    | £500                                       | £60     |
|         |  | £125                                     |         | £200                                       |         | £250                                       |         | £350                                       |         |
|         |  | £75                                      |         | £100                                       |         | £125                                       |         | £175                                       |         |
| F4      | Passport and travel documents  | £150                                     | Nil     | £250                                       | Nil     | £300                                       | Nil     | £500                                       | Nil     |
| G       | Personal accident:**<br>Death benefit if between 18 and 65 years of age inclusive<br>Death benefit if 17 years of age or under or if 66 years of age or over<br>Loss of limb or sight<br>Permanent total disablement |  |         |  |         |  |         |  |         |
|         |  | £5,000                                   | Nil     | £5,000                                     | Nil     | £10,000                                    | Nil     | £30,000                                    | Nil     |
|         |  | £1,000                                   | Nil     | £1,000                                     | Nil     | £2,500                                     | Nil     | £3,000                                     | Nil     |
|         |  | £10,000                                  | Nil     | £15,000                                    | Nil     | £25,000                                    | Nil     | £50,000                                    | Nil     |
| H       | Personal liability   | £2,000,000                               | £250    | £2,000,000                                 | £125    | £2,000,000                                 | £100    | £2,000,000                                 | £100    |
| I       | Legal expenses   | £10,000                                  | Nil     | £25,000                                    | Nil     | £25,000                                    | Nil     | £50,000                                    | Nil     |
| J       | Hijack   | Nil                                      | Nil     | Nil  | Nil     | £100 per day up to £1,000                  | Nil     | £100 per day up to £1,000                  | Nil     |
| K       | Uninhabitable accommodation  | Nil                                      | Nil     | Nil  | Nil     | £200                                       | Nil     | £1,000                                     | Nil     |
| L       | Pet care   | Nil                                      | Nil     | £25 per day up to £250                     | Nil     | £25 per day up to £250                     | Nil     | £25 per day up to £250                     | Nil     |

# Table of benefits (continued)

| Section   | Benefits                                       | Silver cover      |         | Gold cover        |         | Platinum cover    |         | Platinum Plus cover    |         |
|---|--|-------------------|---------|-------------------|---------|-------------------|---------|------------------------|---------|
|   |  | Sum insured up to | Excess* | Sum insured up to | Excess* | Sum insured up to | Excess* | Sum insured up to      | Excess* |
| M   | Scheduled airline failure                      | Nil               | Nil     | £1,500            | Nil     | £1,500            | Nil     | £1,500                 | Nil     |
| Golf Cover - only available if included on your policy certificate and you pay the required extra premium |  |                   |         |                   |         |                   |         |                        |         |
| N1  | Golf equipment                                 | Nil               | Nil     | Nil               | Nil     | Nil               | Nil     | £2,000                 | £60     |
|   | Including: One item/pair or set of items limit | Nil               |         | Nil               |         | Nil               |         | £500                   |         |
| N2  | Golf equipment hire                            | Nil               | Nil     | Nil               | Nil     | Nil               | Nil     | £50 per day up to £350 | Nil     |
| O   | Green fees                                     | Nil               | Nil     | Nil               | Nil     | Nil               | Nil     | £50 per day up to £350 | Nil     |

- \* **Excess**
- 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.
- \*\* 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.

# 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                                       | Silver cover           |         | Gold cover             |         | Platinum cover         |         | Platinum Plus cover    |         |
|---------|--|------------------------|---------|------------------------|---------|------------------------|---------|------------------------|---------|
|         |  | Sum insured up to      | Excess* | Sum insured up to      | Excess* | Sum insured up to      | Excess* | Sum insured up to      | Excess* |
| P1      | Winter sports equipment you own                | £300                   | £175    | £400                   | £125    | £1,000                 | £100    | £1,000                 | £60     |
|         | Including: One item/pair or set of items limit | £150                   |         | £150                   |         | £1,000                 |         | £1,000                 |         |
|         | Hired winter sports equipment                  | £150                   |         | £200                   |         | £400                   |         | £500                   |         |
| P2      | Winter sports equipment hire                   | £15 per day up to £150 | Nil     | £20 per day up to £200 | Nil     | £20 per day up to £400 | Nil     | £25 per day up to £500 | Nil     |
| P3      | Lift pass                                      | £200                   | £175    | £500                   | £125    | £500                   | £100    | £500                   | £60     |
| Q       | Ski pack                                       | £20 per day up to £200 | Nil     | £20 per day up to £400 | Nil     | £20 per day up to £400 | Nil     | £25 per day up to £500 | Nil     |
| R       | Piste closure                                  | £15 per day up to £150 | Nil     | £20 per day up to £300 | Nil     | £20 per day up to £300 | Nil     | £25 per day up to £500 | Nil     |
| S       | Avalanche cover                                | £15 per day up to £150 | Nil     | £25 per day up to £250 | Nil     | £25 per day up to £250 | Nil     | £50 per day up to £500 | Nil     |
| T       | Physiotherapy in the United Kingdom            | Nil                    | Nil     | £350                   | Nil     | £350                   | Nil     | £350                   | Nil     |

# Table of benefits for Natural catastrophe travel cancellation and expenses cover

**Please note:** The following sections only apply if the **policyholder** has purchased Platinum or Platinum Plus policies. Please note that cover cannot be purchased after **you** have started **your trip**. The following cover is provided for each **insured person** in the event **your** outward or return journey is disrupted for more than twenty four (24) hours due to a **natural catastrophe**. No excess will apply to claims made under sections U2 to U8.

| Section                                   | Benefits                                       | Silver cover      | Gold cover        | Platinum cover                    | Platinum Plus cover               |
|---|--|-------------------|-------------------|-----------------------------------|-----------------------------------|
|   |  | Sum insured up to | Sum insured up to | Sum insured up to                 | Sum insured up to                 |
| U1  | Cancellation                                   | Nil               | Nil               | £3,000                            | £5,000                            |
| Cover for the following additional costs: |  |                   |                   |                                   |                                   |
| U2  | Stranded at the United Kingdom departure point | Nil               | Nil               | £100                              | £100                              |
| U3  | To reach your intended destination             | Nil               | Nil               | £200                              | £200                              |
| U4  | Stranded on an international connection        | Nil               | Nil               | £150 for each 24 hours up to £750 | £150 for each 24 hours up to £750 |
| U5  | Stranded on on your return journey home        | Nil               | Nil               | £150 for each 24 hours up to £750 | £150 for each 24 hours up to £750 |
| U6  | Travel expenses to get home                    | Nil               | Nil               | £2,000                            | £2,000                            |
| U7  | Car parking                                    | Nil               | Nil               | £50 for each 24 hours up to £250  | £50 for each 24 hours up to £250  |
| U8  | kennel or cattery fees                         | Nil               | Nil               | £50 for each 24 hours up to £250  | £50 for each 24 hours up to £250  |

# Table of benefits for extended cover for Coronavirus (Covid-19)

**Please note:** The following sections only apply if **you** have purchased a Gold, Platinum or Platinum Plus policy and this is shown on **your policy certificate**.

| Section | Benefits  | Silver cover      |         | Gold cover        |         | Platinum cover    |         | Platinum Plus cover |         |
|---------|---|-------------------|---------|-------------------|---------|-------------------|---------|---------------------|---------|
|         |   | Sum insured up to | Excess* | Sum insured up to | Excess* | Sum insured up to | Excess* | Sum insured up to   | Excess* |
| V1      | Cancelling your trip due to Coronavirus (Covid-19)    | Nil               | Nil     | £2,000            | £125    | £3,000            | £100    | £5,000              | £60     |
| V2      | Cutting your trip short due to Coronavirus (Covid-19) | Nil               | Nil     | £2,000            | £125    | £3,000            | £100    | £5,000              | £60     |

# General information about this insurance

## Insurance provider

### Sections A to L and sections N to V inclusive,

This insurance is underwritten by Chaucer Insurance Company DAC.

Chaucer Insurance Company DAC are authorised and regulated by the Central Bank of Ireland and registered in the Republic of Ireland. Registered office: 38 & 39 Baggot Street Lower, Dublin 2, D02 T 938, Ireland.

### Section M only

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

This policy is sold and administered by Direct Travel Insurance. Direct Travel Insurance 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](http://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 a Silver, Gold, Platinum or Platinum Plus 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](http://www.fscs.org.uk)

# Important conditions relating to health

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

If **you** have purchased a Silver policy, this policy does not provide cover for any **existing medical condition(s)** that **you** have at the time of purchase of this policy or have had prior to the purchase of this policy. Any claim made as a direct or indirect result of an **existing medical condition(s)** that **you** have at the time of purchase of this policy, or have had prior to the purchase of this policy, will not be covered. This includes known complications of a **medical condition** and/or side effects of any medications taken to treat any **existing medical condition(s)**.

We are unable to provide cover for any claim 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**.

If **you** have purchased a Gold, Platinum or Platinum Plus policy then **you** must comply with the disclosure of **your medical conditions** as stated on page 8 & 9.

## **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 or referred to a specialist or consultant.
- Any **medical condition** for which **you** are on a waiting list or referred to a specialist or 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, 23 and 24- applicable to all sections of the policy.**

## Disclosure of your medical conditions

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 Direct Travel Insurance by phone on **0330 880 3600** 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).

## 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/](http://www.chaucerplc.com/privacy-cookie-policy/) or in other formats on request.

If **you** require details of Direct Travel Insurance's privacy policy, this can be found online at <https://www.direct-travel.co.uk/privacy-policy/>.

If **you** require details of International Passenger Protection Limited's privacy policy, please refer to – <https://www.ipplondon.co.uk/privacy.asp>.

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](http://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. In-patient and out-patient treatment at a public hospital is then available free of charge. Details of how to enrol and the free treatment available can be found by visiting the MEDICARE Website on [www.humanservices.gov.au/medicare](http://www.humanservices.gov.au/medicare) or by emailing: [medicare@humanservices.gov.au](mailto:medicare@humanservices.gov.au).

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

## Sports and activities

Any involvement in the following sports and/or activities is subject to **your** compliance with local laws and regulations and the use of recommended safety equipment (such as a helmet, harness, knee and/or elbow pads, 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 pages 21 and 22 and 'General exclusions' on pages 22, 23 and 24.

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  | Flying a kite  | Pony Trekking   | Squash                                   |
| Banana Boating  | Football   | Pool  | Stoolball                                |
| Bar Work  | Fresh Water/Sea Fishing  | Quoits  | Surfing                                  |
| Basketball  | Frisbee  | Rackets   | Swim Trekking                            |
| Beach Games   | Fruit or Vegetable Picking   | Racquet Ball  | Swimming                                 |
| Biathlon  | Glass Bottom Boats   | Rafting (Grade 1 rivers only)   | Swimming with Dolphins                   |
| Billiards   | Golf   | Rambling  | Sydney Harbour Bridge                    |
| Bird Watching   | Gymnastics   | Restaurant Work   | Table Tennis                             |
| Body Boarding   | Highland games   | Ringos  | Ten Pin Bowling                          |
| Bowling   | Hiking/Trekking/Walking up to 3000m excluding the use of ropes or guides.  | River Walking   | Tennis                                   |
| Bowls   | Horse Riding (no Hunting, Jumping and Polo)  | Road Cycling  | Tubing                                   |
| Bungee Jumping (maximum of 2 jumps)   | Ice Skating  | Rounders  | Tug of War                               |
| Camel/Elephant Riding   | Jet Boating  | Rowing  | Volleyball                               |
| Camping   | Jet Skiing   | Running Sprint/Long Distance  | Wake Boarding                            |
| Canoeing/Kayaking -cover included for White water rafting up to Grade 2 rivers. | Jogging  | Safari (UK Organised)   | Water Skiing                             |
| Catamaran Sailing (In-shore)  | Keepfit  | Sail Boarding   | Whale Watching                           |
| Clay Pigeon Shooting  | Korfball   | Sailing/Yachting inshore (recreational)   | Windsurfing                              |
| Cricket   | <b>Manual Labour</b> (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 <b>you</b> hold an appropriate <b>UK</b> licence for the capacity of the motorcycle <b>you</b> 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 Direct Travel Insurance on **0330 880 3600**

# 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

## Important - Applicable to all policies:

**We** will not refund the premium if **you** have travelled on the policy, or if **you** have made or if **you** intend to make a claim or an incident has occurred which is likely to give rise to a claim.

To cancel **your** policy, **you** must contact Direct Travel Insurance by phoning **0330 880 3600**, or emailing **enquiries@direct-travel.co.uk** or by writing to Direct Travel Insurance, Digital House, Threshelfords Business Centre, Feering, Kelvedon, Colchester, Essex CO5 9SE.

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

If **you** decide this policy is not suitable for **you** and **you** want to cancel **your** policy, **you** must contact Direct Travel Insurance within fourteen (14) days of buying the policy or the date **you** receive **your** policy documents. Any premium already paid will be refunded to **you** in full.

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

**a) For single trip policies:**

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

**b) For annual multi trip policies:**

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

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

## Our right to cancel the policy

**We** have the right to cancel this policy by giving at least thirty (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 pages 21 and 22 of this policy which is incapable of remedy or which **you** fail to remedy within fourteen (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.

# 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**.

### 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 durations shown in the table below. 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 17, 21 or 31 days of the **trip**), unless **you** have contacted **us** and **we** have agreed in writing to provide cover.

If **you** have purchased a **winter sports** annual multi trip policy, cover is provided for winter sports for the maximum number of days shown in the table below within the **period of cover**.

|  | Silver cover | Gold cover | Platinum cover | Platinum Plus cover |
|--|--------------|------------|----------------|---------------------|
| Maximum single trip duration               | 17 days      | 21 days    | 31 days*       |                     |
| Winter sports coverage per period of cover | 17 days      | 21 days    | 21 days        | 31 days             |

\* unless the additional premium has been paid to increase this limit and it noted on **your policy certificate**.

## Upgrades

The following upgrades are available by paying an additional premium:

### **Winter sports cover**

Please see page 41 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 Direct Travel Insurance Customer Services on **0330 880 3600** or by e-mailing **enquiries@direct-travel.co.uk**. Please see sections P to T for full details of cover.

### **Cruises**

This policy can be extended to cover **you** on a **cruise** provided **you** contact Direct Travel Insurance Customer Services on **0330 880 3600** or by e-mailing **enquiries@direct-travel.co.uk** 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.

\*applicable to single trip policies only.

- A stopover of up to a maximum of seventy two (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 seventy two (72) hours is allowed in Worldwide – including Canada, Caribbean, Mexico and USA if travelling to Worldwide – excluding Canada, Caribbean, Mexico and USA.

**Please note:**

No cover is provided for **your** travel to a specific country or to an area where, prior to **your trip** commencing, the Foreign, Commonwealth & Development Office (FCDO) have advised against all (or all but essential) travel.

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

## 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 twenty four (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 twenty four (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 C (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**.

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**.

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

### 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 Direct Travel Insurance Customer Services on **0330 880 3600** or by e-mailing [enquiries@direct-travel.co.uk](mailto:enquiries@direct-travel.co.uk). 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 Direct Travel Insurance 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 thirty (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 thirty (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.

## Trip extensions – travel disruption caused by a pandemic/epidemic (including coronavirus (covid-19))

If, as a result of a **pandemic** and/or **epidemic** (including but not limited to **Coronavirus (Covid-19)**), **you** are unable to return to the **UK** as planned, due to:

- a) a country closing their borders and/or
- b) the cancellation or delay of **your** booked **public transport**

and as a result **you** wish to extend coverage under **your** current policy, please contact Direct Travel Insurance Customer Services on: **0330 880 3600** or e-mail: **enquiries@direct-travel.co.uk**. **We** will need full details of **your** circumstances, to allow **us** to consider any such request. Please be aware, that all such extension requests will be considered, but cannot be guaranteed.

## Medical and other emergencies

**Your** Direct Travel insurance policy is not a private medical insurance policy and does not cover private medical treatment, private hospital costs or other related expenses incurred unless these have been specifically agreed and authorised by the Medical Emergency Assistance Company.

This policy is only designed to cover **you** for emergency treatment. Emergency treatment means unforeseen and unplanned treatment that is needed for the sudden onset of an acute condition, which for medical reasons and in the opinion of **our** Medical Emergency Assistance Company, cannot be delayed until **you** return to the **United Kingdom** and could be undertaken in the **United Kingdom** if **you** were to return **home** (at **your** own cost). The decision of the Medical Emergency Assistance Company is final.

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

The Medical Emergency Assistance Company will provide immediate help if **you** are ill, injured or die outside the **United Kingdom**. They provide a twenty four (24) hour emergency service 365 days a year. The contact details are as follows:

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

Please have the following information available when **you** (or someone on **your** behalf) contact the Medical Emergency Assistance Company so that **your** case can be dealt with swiftly and efficiently:

- **Your** name and address;
- **Your** contact phone number abroad including the hospital and treating **doctors** details;
- **Your** policy number shown on **your policy certificate**; and
- The name, address and contact phone number of **your** GP.
- Quote the scheme name which is: Direct Travel Insurance TI.

**Please note:** This is not a private medical insurance. If **you** go into hospital abroad and **you** are likely to be kept as an in-patient for more than twenty four (24) hours or if **your** outpatient treatment is likely to cost more than £500, someone must contact the Medical Emergency Assistance Company for **you** as soon as reasonably possible. If they do not, **we** may not provide cover or **we** may reduce the amount **we** pay for **your** in-patient or outpatient treatment.

In the event that **you** require in-patient hospital treatment and/or evacuation /repatriation, it is imperative that the Medical Emergency Assistance Company is contacted and authorisation obtained prior to such treatment and/or evacuation/repatriation taking place.

Failure to contact the Medical Emergency Assistance Company and obtain authorisation may prejudice the claim and could mean that some or all of the costs involved may not be paid. **You** should not attempt to find **your** own solution and then expect full reimbursement from **us** without prior approval first having been obtained from the Medical Emergency Assistance Company.

If **you** have to return to the **United Kingdom** under section C (Cutting your trip short) or section B1 (Medical and other expenses outside of the United Kingdom) the Medical Emergency Assistance Company must authorise this. If they do not, **we** may not provide cover or **we** may reduce the amount **we** pay for **your** return to the **United Kingdom**.

# How to make a claim

**You must register a claim under sections A to L and sections N to V inclusive, 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](mailto:info@csal.co.uk)

To download a claim form please visit [www.csal.co.uk](http://www.csal.co.uk)

The fastest and easiest way to make a claim is online at [www.submitclaim.co.uk/dti](http://www.submitclaim.co.uk/dti).

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.

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.

**You must register a claim under Section M only by contacting the following company:**

Any occurrence, which may give rise to a claim, should be advised as soon as reasonably practicable to the following, by quoting **your** policy number, travel insurance policy name and reference: SAFI-V1-20.

IPP Claims at Sedgwick,  
Oakleigh House,  
14-15 Park Place,  
Cardiff,  
CF10 3DQ.

Telephone: +44 (0)345 266 1872

Email: [Insolvency-claims@ipplondon.co.uk](mailto:Insolvency-claims@ipplondon.co.uk)

To download a claim form please visit [www.ipplondon.co.uk/claims.asp](http://www.ipplondon.co.uk/claims.asp)

## **All Claims**

**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.

**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 pages 21 and 22.

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.

# How to make a complaint

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

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

**For complaints relating to sections A to L and sections N to V inclusive:**

- a) In the first instance, please contact:

The Complaints Officer, Claims Settlement Agencies, 308-314 London Road, Hadleigh, Benfleet, Essex, SS7 2DD.  
Tel: 01702 553443, Email: [info@csal.co.uk](mailto:info@csal.co.uk)

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

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

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

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

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

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

Telephone: +353 1 567 7000  
Email: [info@fspo.ie](mailto:info@fspo.ie)  
Website: [www.fspo.ie](http://www.fspo.ie)

**For complaints relating to section M (Scheduled airline failure) only:**

- a) In the first instance, please contact:

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

Telephone: (020) 8776 3750  
Email: [info@ipplondon.co.uk](mailto:info@ipplondon.co.uk)

Please make sure that **you** quote **your** policy number, which can be found on **your** policy certificate.

It is **our** policy to acknowledge any complaint within five working days advising **you** of who is dealing with **your** concerns and attempt to address them. **We** will provide **you** with a written response outlining **our** detailed response to **your** complaint within four weeks of receipt of the complaint. **You** will receive either **our** written response or an explanation as to why **we** are not in a position to provide one within eight weeks of receipt of **your** complaint.

- b) If **you** are not satisfied with the response **you** receive or **we** have failed to provide **you** with a written response, **you** may have the right to contact the Financial Ombudsman Service (FOS) at the following address:

Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

Telephone: 0800 023 4567 – From **UK** Landline  
Telephone: 0300 123 9123 – From **UK** Mobile  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)  
Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

To confirm whether **you** are eligible to ask the Financial Ombudsman Service to review **your** complaint please contact them at: <https://www.financial-ombudsman.org.uk/consumers/how-to-complain>.

Alternatively, as LMIE is a Luxembourg insurance company, **you** are also entitled to refer the dispute to any of the following dispute resolution bodies:

1. Commissariat aux Assurances, 7, boulevard Joseph II, L-1840 Luxembourg  
Telephone: (+352) 22 69 11 – 1  
Email: [caa@caa.lu](mailto:caa@caa.lu)
2. Service National du Médiateur de la consommation – Individual Consumers ONLY  
Ancien Hôtel de la Monnaie, 6, rue du Palais de Justice, L-1841 Luxembourg  
Telephone: (+352) 46 13 11  
Email: [info@mediateurconsommation.lu](mailto:info@mediateurconsommation.lu),
3. Médiateur en Assurances, ACA, 12, rue Erasme, L-1468 Luxembourg  
Telephone: (+352) 44 21 44 1

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

## 2. **Does your complaint relate to your policy?**

**For complaints relating to all sections of the policy:**

- a) In the first instance, please contact:

Direct Travel Insurance, Digital House, Threshelfords Business Centre, Feering, Kelvedon, Colchester, Essex CO5 9SE.

Tel: **0330 880 3600**. Email: [enquiries@direct-travel.co.uk](mailto:enquiries@direct-travel.co.uk)

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

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

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

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

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

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

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

Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Telephone: 0800 023 4567 – From **UK** Landline or Telephone: 0300 123 9123 – From **UK** Mobile

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

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.

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

## 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 34, 39 and 41 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.

### **Coronavirus (Covid-19)**

Coronavirus disease (Covid-19), including any related and/or similar conditions howsoever called, or any mutation of these.

### **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.

### **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.

### **Epidemic**

A widespread occurrence of an infectious disease in a community at a particular time.

### **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.

**Natural catastrophe**

Volcanic eruption, **flood**, tsunami, earthquake, landslide, hurricane, tornado or wildfire.

**Pair or set of items**

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

**Pandemic**

An **epidemic** that has spread across a large region.

**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.

**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

- For sections A to L and sections N to V inclusive it means Chaucer Insurance Company DAC.
- For section M it means International Passenger Protection Limited who provides the cover that is underwritten by Liberty Mutual Insurance Europe SE.

### 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 7, 8 and 9.
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. This insurance policy will only respond to claims for irrecoverable losses once those principally responsible for reimbursing the cost have been exhausted. For example transport and accommodation costs – **You** should, in the first instance, contact **your** tour operator, airline, accommodation provider, credit or debit card providers to source a refund, as in most instances, either as a result of the Package Travel & Linked Arrangement Regulations 2018; EU Transport Regulations; Consumer Credit Act; or Debit card charge backs, a refund is legally due.
7. 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.
8. **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.
9. **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.
10. If an **insured person** dies, **we** have the right to ask for a post mortem examination at **our** expense.
11. **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.
12. After a claim has been settled, any damaged items which **you** have sent into Claims Settlement Agencies will become **our** property.
13. This policy may not be assigned or transferred unless agreed by **us** in writing.
14. **We** will not pay any interest on any amount payable under this policy.

15. **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 sums 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 sums payable will be made to a **parent** of the deceased **insured person**.
16. **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.
17. 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.
18. 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.
19. 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, with the exception of Section M (Scheduled airline failure). 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 7, 8 and 9, as these set out further exclusions which apply to certain sections. **We** will not cover the following.

1. If **you** have purchased a Silver policy, any claim arising as a result of a **medical condition(s)** that **you** have at the time of purchase of this policy or have had prior to the purchase of this policy will not be covered. This includes known complications of a **medical condition** and/or side effects of any medications taken to treat any **existing medical condition(s)**.
2. **You** are travelling with the purpose of receiving medical treatment abroad.
3. 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**.
4. Any claim relating to an incident or circumstances which were in the public domain or **you** were aware of, at the time **you** purchased this insurance, or at the time of booking any **trip**, which could reasonably be expected to lead to a claim.
5. 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**.
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 B3 (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 loss that is insured or guaranteed by any other existing protection, specifically Package Travel Regulations, Air Passenger Rights, ATOL (including Civil Aviation Authority requirements), or ABTA protection, or from **your** credit card provider under section 75 of the Consumer Credit Act, or any other specific legislation for transport or travel providers.

13. Any costs already accepted or offered by **your** transport and/or accommodation provider, even if this is a credit note or alternative travel arrangements.
14. Any costs if **you** are unable to prove **your** financial loss.
15. 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) **you** are in the EU and 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.

16. Any claims arising from **your** use of a quad bike.
17. Any claim where **you** are not wearing a seatbelt when travelling in a motor vehicle, where a seatbelt is available.
18. 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 V, 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).
19. 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** (unless the policy **you** have purchased entitles **you** to cover under section M (Scheduled airline failure)).
20. Any claim arising where **you** have travelled to a specific country or to an area where, prior to **your** trip commencing, the Foreign, Commonwealth & Development Office (FCDO) have advised against all (or all but essential) travel.
21. Any claim arising from **you** being involved in any deliberate, malicious, reckless, illegal or criminal act.
22. Motor racing, rallying or vehicle racing of any kind.
23. Any claim involving **you** taking part in **manual labour**.
24. 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 49 of this policy wording for further details.
25. Any claim relating to **winter sports** unless the **policyholder** has paid the necessary premium to extend **your** policy to provide cover for this.
26. 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).
27. **Your** use of drugs.
28. **Your** excessive consumption of alcohol by which **we** mean where **you** have drunk so much alcohol that a medical practitioner has stated that **your** alcohol consumption has caused or actively contributed to **your** injury or illness, the results of a blood test at the time of injury or illness shows that **your** blood alcohol level exceeds 0.19% that is approximately 1.5 litres of beer or four 175ml glasses of wine or a witness report of a third party that has advised that **you** have notably impaired **your** faculties and/or judgement.
29. **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.
30. Any claim which is as a result of **you** having been diagnosed as suffering from acute alcohol intoxication, alcohol dependency or alcohol withdrawal
31. 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).
32. Any claim arising as a result of **you** failing to get the inoculations and vaccinations that **you** need in relation to **your** trip.
33. Any loss, damage, liability, cost or expense caused deliberately or accidentally by:
  - i. the use of, or inability to, use any application, software, or programme in connection with any electronic equipment (for example a computer, smartphone, tablet or internet-capable electronic device);
  - ii. any computer virus;
  - iii. any computer related hoax relating to i and/or ii above.
34. Any claim arising from 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.
35. Flying (other than as a passenger in a fully licensed aircraft).
36. **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.

37. Any claim arising from **natural catastrophe** which were existing or in the public domain by the date **you** purchased this insurance or at the time of booking any **trip**, whichever is the later.
38. Anything shown as not covered in the Important Conditions relating to Health on pages 7, 8 and 9.
39. Any claim directly or indirectly related to the fear or threat of a **pandemic** and/or **epidemic**, including but not limited to **Coronavirus (Covid-19)**.
40. Any claims directly or indirectly related to a **pandemic** and/or **epidemic**, including but not limited to **Coronavirus (Covid-19)**. In the event of a conflict between this general exclusion and any other term in **your** policy terms and conditions, this general exclusion takes precedence.

This general exclusion applies to all sections of cover with the exception of Section B1 – Medical and other expenses outside of the United Kingdom, Section B2 – Expenses within the United Kingdom, Section M – Scheduled airline failure, Section V1 - Cancelling your trip due to Coronavirus (Covid-19) and Section V2 – Cutting your trip short due to Coronavirus (Covid-19); as long as, prior to **your trip** commencing, the Foreign, Commonwealth & Development Office (FCDO) had NOT advised against all (or all but essential) travel to **your** intended destination.

# Sections of cover

## Section A – Cancelling your trip

(See Section V1 for Coronavirus (Covid-19) cover)

### What you are covered for under section A

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 or being injured.

Please note, there is no cover if this is related to a **pandemic** and/or **epidemic**, including but not limited to **Coronavirus (Covid-19)**, as this is excluded - see General Exclusion 40 on page 24.

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**.

Please note, there is no cover if this is related to a **pandemic** and/or **epidemic**, including but not limited to **Coronavirus (Covid-19)**, as this is excluded - see General Exclusion 40 on page 24. 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 7, 8 and 9 and 'General exclusions' on pages 22, 23 and 24 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 (7) 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, Commonwealth & Development Office (FCDO) advises against all (or all but essential) travel to **your** intended destination.

Please note, there is no cover if this is related to a **pandemic** and/or **epidemic**, including but not limited to **Coronavirus (Covid-19)**, as this is excluded - see General Exclusion 40 on page 24.

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 pregnant 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 in **your** pregnancy.

#### What you are not covered for under section A

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. Any claim under 'What you are covered for under section A' point 1, 2 or 7 above, that is related to a **pandemic** and/or **epidemic**, including but not limited to **Coronavirus (Covid-19)**.
4. **You** not wanting to travel.
5. 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**.
6. **You** being unable to travel due to **your** failure to obtain the passport, visa or other required documentation that **you** need for the **trip**.
7. Airport taxes and credit or debit card fees included in the cost of **your** holiday.
8. Costs that have not been incurred by or on behalf of an **insured person**.
9. 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.
10. Anything mentioned in 'General exclusions' on pages 22, 23 and 24.

**You** should also refer to 'Important conditions relating to health' on pages 7, 8 and 9.

#### 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 B1 – Medical and other expenses outside of the United Kingdom

**Please note:** If **you** are admitted into hospital as an in-patient for more than twenty four (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 pages 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** dying, becoming ill, (including with symptoms of or testing positive for **Coronavirus (Covid-19)**) or being injured 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. 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**. A maximum amount of £2,000 per **insured person** applies if **you** have to extend **your trip** because **you** have tested positive for **Coronavirus (Covid-19)**; 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.
5. Up to £5,000 for the cost of returning **your** body or ashes to the **United Kingdom** or up to £2,000 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 costs relating to pregnancy or childbirth, if **you** are more than 26 weeks pregnant at the start of or during **your trip**.
4. 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.
5. In-patient or private treatment which has not been notified as soon as possible to and agreed by **us** or the Medical Emergency Assistance Company.
6. The extra cost of a single or private hospital room unless this is medically necessary and authorised by the Medical Emergency Assistance Company.
7. Treatment in a private hospital or private clinic where suitable state facilities are available.
8. Any costs of **Coronavirus (Covid-19)** testing, unless **you** are admitted to hospital as an in-patient as a result of an accident or illness that is covered under section B1 (Medical and other expenses outside of the United Kingdom).
9. 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).
10. 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 in-patient).
11. 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**.
12. Any treatment or medication of any kind that **you** receive after **you** return to the **United Kingdom** (unless **you** have purchased **winter sports** cover, in which case **you** may be entitled to claim under section W (Physiotherapy in the United Kingdom)).

13. If **you** become injured or die as a result of a **winter sports** activity and **you** have not purchased the additional **winter sports** cover.
14. Treatment in a private hospital or private clinic unless authorised and agreed by **us**.
15. Damage to dentures.
16. Anything mentioned in 'General exclusions' on pages 22, 23 and 24.

**You** should also refer to 'Important conditions relating to health' on pages 7, 8 and 9.

## 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** dying, becoming ill, testing positive for **Coronavirus (Covid-19)**, or being injured 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**. A maximum amount of £2,000 per **insured person** applies if **you** have to extend **your trip** because **you** have tested positive for **Coronavirus (Covid-19)**; 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. Any costs of **Coronavirus (Covid-19)** testing.
4. Anything mentioned in 'General exclusions' on pages 22, 23 and 24.

**You** should also refer to 'Important conditions relating to health' on pages 7, 8 and 9.

## Section B3 – Hospital benefit

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

### What you are covered for under section B3

**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 in-patient. **We** will pay a benefit for each complete twenty four (24) hour period that **you** are kept as an in-patient.

**Please note:** This benefit is only payable for the time that **you** are kept as an in-patient 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 B3

1. Anything mentioned in 'General exclusions' on pages 22, 23 and 24.

**You** should also refer to 'Important conditions relating to health' on pages 7, 8 and 9.

## Section B4 – Mugging benefit

**Please note:** This section only applies if you have purchased a Platinum or Platinum Plus policy.

### What you are covered for under section B4

We will pay up to the amount shown in the table of benefits if **you** are injured as a result of a mugging and **you** go into hospital overseas as an in-patient for more than twenty four (24) hours. A mugging is a violent, unprovoked attack by someone not insured on this policy which results in physical bodily harm, as shown in the police report.

**Please note:** You must report the incident to the local police within twenty four (24) hours of the attack and get a written police report. Payment under this section is in addition to the benefit payable under section B3 (Hospital benefit).

### What you are not covered for under section B4

1. Anything mentioned in 'General exclusions' on pages 22, 23 and 24.

You should also refer to 'Important conditions relating to health' on pages 7, 8 and 9.

### Claims evidence required for sections B1 to B4 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 C – Cutting your trip short

(See Section V2 for Coronavirus (Covid-19) cover)

**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 C

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.

Please note, there is no cover if this is related to a **pandemic** and/or **epidemic**, including but not limited to **Coronavirus (Covid-19)**, as this is excluded - see General Exclusion 40 on page 24.

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.

Please note, there is no cover if this is related to a **pandemic** and/or **epidemic**, including but not limited to **Coronavirus (Covid-19)**, as this is excluded - see General Exclusion 40 on page 24. 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 7, 8 and 9 and 'General exclusions' on pages 22, 23 and 24.

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 **your** return to the **United Kingdom** begins or the day **you** go into hospital overseas as an in-patient. **Your** claim will be based on the number of complete days **you** have not used.

#### What you are not covered for under section C

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 claim under 'What you are covered for under section C' point 1 or 2 above, that is related to a **pandemic** and/or **epidemic**, including but not limited to **Coronavirus (Covid-19)**.
4. Any claims where the Medical Emergency Assistance Company have not been contacted to authorise **your** early return back to the **United Kingdom**.
5. 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**.
6. **You** being unable to continue with **your** travel due to **your** failure to obtain the passport or visa **you** need for the **trip**.
7. 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**.
8. 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**.
9. Anything mentioned in 'General exclusions' on pages 22, 23 and 24.

**You** should also refer to 'Important conditions relating to health' on pages 7, 8 and 9.

#### Claims evidence required for section C 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 D1 – Missed departure

**Please note:** No cover is provided under this section if **you** have purchased a Silver policy.

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

#### What you are covered for under section D1

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 (but not including weather conditions defined as **natural catastrophe**), 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).

## Section D2 – Missed connection

**Please note: No cover is provided under this section if you have purchased a Silver policy.**

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

### What you are covered for under section D2

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 enable **you** to continue with **your** pre-booked journey in accordance with **your** itinerary should **you** miss a flight connection due to:

- The airline with whom **you** are booked to travel being unable to deliver **you** in sufficient time to **your** connecting airport to meet **your** connecting flight due to poor weather conditions (but not including weather conditions defined as **natural catastrophe**), a strike, industrial action or mechanical breakdown.

### What you are not covered for under sections D1 and D2

1. Any claims arising due to a **natural catastrophe** or volcanic ash carried by the wind. (If the **policyholder** has paid the required premium for **natural catastrophe** travel cancellation and expenses cover, please see section U for details of what **you** are entitled to claim.)
2. Any claims where **you** have not allowed enough time to reach **your** initial departure point or check in, at or before the recommended time.
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. 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**.
6. Anything mentioned in 'General exclusions' on pages 22, 23 and 24.

### Claims evidence required for sections D1 and D2 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.**

**No cover is provided under sections E1 if you have purchased a Silver policy.**

**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 twelve (12) hours due to poor weather conditions (but not including weather conditions defined as **natural catastrophe**), a strike, industrial action or mechanical breakdown.

We will pay a benefit for each complete twelve (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 twenty four (24) hours due to poor weather conditions (but not including weather conditions defined as **natural catastrophe**), 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 arising due to a **natural catastrophe** or volcanic ash carried by the wind. (If the **policyholder** has paid the required premium for **natural catastrophe** travel cancellation and expenses cover, please see section U for details of what **you** are entitled to claim.)
3. 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.)
4. 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.
5. 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**.
6. Anything mentioned in 'General exclusions' on pages 22, 23 and 24.

### 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 21.
- 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 a Silver 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 twelve (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 twenty four (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 twenty four (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 (7) 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 twenty four (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, sunglasses, 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, 23 and 24.

#### **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 a Silver 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

- a) In the case of a lower limb, loss by physical severance at or above the ankle, or
- b) Permanent and total loss of and/or total and irrecoverable loss of use of an entire leg or foot which lasts twelve (12) calendar months and at the expiry of that period being beyond hope of improvement, or
- c) In the case of an upper limb, loss by physical severance of the entire four fingers through or above the meta carpo phalangeal joints or permanent and total loss of and/or total and irrecoverable loss of use of an entire arm or hand which lasts twelve (12) calendar months and at the expiry of that period being beyond hope of improvement.

#### Loss of sight

- a) Permanent and total loss of sight in both eyes where an **insured person's** name has been added to the Register of Blind Persons on the authority of a qualified ophthalmic specialist; or
- b) Permanent and total loss of sight, if the degree of sight remaining after correction is 3/60 or less on the Snellen Scale (seeing at least three feet what an **insured person** should see at sixty feet), which lasts twelve (12) calendar months and at the expiry of that period being beyond hope of improvement.

#### Permanent total disablement

Irrecoverable disablement arising from accidental bodily injury, which permanently and totally incapacitates the **insured person** for a continuous period of twelve (12) months from carrying out at least two (2) of the following 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 or 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 of the previously described activities of daily living ever again.

### What you are covered for under section G

We will pay up to the amount shown in the table of benefits to **you** (or to **your** executors or administrators if **you** die) if **you** are involved in an **accident** during **your trip** which solely and independently of any other cause results in one or more of the following within twelve (12) months of the date of the **accident**:

- **Loss of limb** (a limb means an arm, hand, leg or foot);
- **Loss of sight**;
- **Permanent total disablement**; or
- Accidental death.

**Please note:**

- **We** will only pay for one personal accident benefit for each **insured person** during the **period of cover** shown on **your policy certificate**.
- 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 or if **you** are 66 years of age or over, 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, 23 and 24.

**You** should also refer to 'Important conditions relating to health' on pages 7, 8 and 9.

**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, 23 and 24.

## 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.**

### 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**, Direct Travel Insurance, **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, 23 and 24.

### 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 553 443** to ask for advice as soon as **you** need to make a claim or see page 16 'How to make a claim'.

## Section J – Hijack

**Please note: No cover is provided under this section if you have purchased a Silver policy or a Gold policy.**

### What you are covered for under section J

**We** will pay up to the amount shown in the table of benefits if the aircraft or sea vessel in which **you** are travelling is hijacked for more than twenty four (24) hours.

**Please note: You** must get written confirmation from the appropriate transport company stating how long the hijack lasted.

### What you are not covered for under section J

1. Anything mentioned in 'General exclusions' on pages 22, 23 and 24.

### Claims evidence required for section J may include

- Proof of travel (confirmation invoice, flight tickets).
- An official letter confirming the length of the hijack.

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

## Section K – Uninhabitable accommodation

**Please note: No cover is provided under this section if you have purchased a Silver policy or a Gold policy.**

### What you are covered for under section K

**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 K

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, 23 and 24.

### Claims evidence required for section K 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 L – Pet care

**Please note:** No cover is provided under this section if you have purchased a Silver policy.

### What you are covered for under section L

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 twenty four (24) hours, or if **your** final booked return international journey by aircraft, sea vessel, coach or train is delayed for more than twenty four (24) hours due to poor weather conditions (but not including weather conditions defined as **natural catastrophe**), 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 L

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 16 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, 23 and 24.

**You** should also refer to the 'Important conditions relating to health' on pages 7, 8 and 9.

### Claims evidence required for section L 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**.

## Section M – Scheduled airline failure

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

**Special definition relating to this section** (which is shown in bold italics)

**Financial failure** – means the airline becoming insolvent or has an administrator appointed and does not fulfil the booked flight(s).

### What you are covered for under section M

We will pay up to the amount shown in the table of benefits for each **insured person** named on the invoice and on the airline ticket for:

1. Irrecoverable sums paid prior to **financial failure** of the scheduled airline not forming part of an inclusive holiday prior to departure; or
2. In the event of **financial failure** after departure:
  - a. additional costs incurred by **you** in replacing that part of the flight arrangements to a similar standard of transportation as enjoyed prior to the curtailment of the travel arrangements; or
  - b. if curtailment of the **trip** is unavoidable - the cost of return flights to the **United Kingdom** to a similar standard of transportation as enjoyed prior to the curtailment of the travel arrangements.

### What you are not covered for under section M

1. Scheduled flights not booked by **you** from within the **United Kingdom** prior to departure.
2. Any costs resulting from the **financial failure** of:
  - a. any scheduled airline which is, or which any prospect of **financial failure**, is:
    - i. known by **you**, or
    - ii. widely known publiclyat the date of purchase of this policy.
  - b. any loss or part of a loss which at the time of the happening of the loss is insured or guaranteed by any other existing policy, policies bond, or is capable of recovery from under section 75 of the Consumer Credit Act or from any bank or card issuer or any other legal means.
3. The financial failure of any travel agent, tour organiser, booking agent or consolidator with whom **you** have booked a scheduled flight.
4. Any losses which are not directly associated with the incident that caused **you** to claim. For example, loss due to being unable to reach **your** pre booked hotel, villa, car hire or **cruise** following the **financial failure** of an airline.

## Golf cover

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

## Definition relating to golf cover

### Golf equipment

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

## Section N1 – Golf equipment

### What you are covered for under section N1

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 N2 – Golf equipment hire

### What you are covered for under section N2

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 twelve (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 N1 and N2

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 N1).
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 twenty four (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 twenty four (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 (7) 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, 23 and 24.

### Claims evidence required for sections N1 and N2 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 O – Green fees

### What you are covered for under section O

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.
- There is no cover if this is related to a **pandemic** and/or **epidemic**, including but not limited to **Coronavirus (Covid-19)**, as this is excluded - see General Exclusion 40 on page 24.
- **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 twenty four (24) hours of discovery and get a written police report.

## What you are not covered for under section O

1. Anything mentioned in 'General exclusions' on pages 22, 23 and 24.

## Claims evidence required for section O 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**.

## 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.

## 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/sleighing, 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 Direct Travel Insurance on **0330 880 3600** or by emailing **enquiries@direct-travel.co.uk** 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 P1 – Winter sports equipment

### What you are covered for under section P1

**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 P2 – Winter sports equipment hire

### What you are covered for under section P2

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 twelve (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 P3 – Lift pass

### What you are covered for under section P3

We will pay up to the amount shown in the table of benefits for the loss or theft of **your** lift pass. Claims would be calculated according to the expiry date of the lift pass - depending upon how many days there were left to run on the original lift pass, an unused proportionate refund would be made of its original value.

### What you are not covered for under sections P1, P2 and P3

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 P2).
2. Any claim for loss or theft which **you** do not report to the police within twenty four (24) hours of discovering it and which **you** do not get a written police report for.
3. Any claim for loss, theft, damage or delay to **winter sports equipment** which **you** do not report to the relevant airline or transport company within twenty four (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 winter sports 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 (7) days of leaving the airport and get a written report from them.
4. **Winter sports equipment** **you** have left **unattended** in a public place unless the claim relates to skis, poles or snowboards and **you** have taken all reasonable care to protect them by leaving them in a ski rack between 8am and 6pm.
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, 23 and 24.

### Claims evidence required for sections P1 to P3 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 **winter sports 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 Q– Ski pack

### What you are covered for under section Q

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.
- There is no cover if this is related to a **pandemic** and/or **epidemic**, including but not limited to **Coronavirus (Covid-19)**, as this is excluded - see General Exclusion 40 on page 24.
- **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 Q

1. Anything mentioned in 'General exclusions' on pages 22, 23 and 24.

**You** should also refer to 'Important conditions relating to health' on pages 7, 8 and 9.

#### Claims evidence required for section Q 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:** 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 twelve (12) hours. We will pay for either:

- the cost of transport to the nearest resort; or
- a benefit for each complete twenty four (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, 23 and 24.

#### 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

## 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 twelve (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, 23 and 24.

## 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.

# Section T – Physiotherapy in the United Kingdom

**Please note:** No cover is provided under this section if you have purchased a Silver policy.

## What you are covered for under section T

We will pay up to the amount shown in the table of benefits for fees you have to pay to a physiotherapist for continuation of treatment on your return home if you sustain an injury during your trip whilst taking part in winter sports activities.

## What you are not covered for under section T

1. The cost of all treatment which is not directly related to the injury that caused the claim.
2. Any expenses which are not usual, reasonable or customary to treat your injury.
3. Anything mentioned in ‘General exclusions’ on pages 22, 23 and 24.

You should also refer to ‘Important conditions relating to health’ on pages 7, 8 and 9.

## Claims evidence required for section T may include

- Invoices and receipts for your physiotherapy treatment.
- An official letter from the treating physiotherapist to confirm that the treatment provided is in respect of continuation of the treatment for an injury sustained during your trip.

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

# Natural catastrophe travel cancellation and expenses cover

Please note: The following sections only apply if you have purchased Platinum or Platinum Plus policies. Please note that cover cannot be purchased after you have started your trip.

## Section U1 – Cancellation

### What you are covered for under section U1

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;
- the cost of excursions, tours and activities which **you** have paid; and
- the cost of visas which **you** have paid for

if **your** departure is delayed by more than twenty four (24) hours due to the occurrence of a **natural catastrophe** and it becomes necessary for **you** to cancel **your trip**.

### What is not covered under U1

1. The first £100 (Platinum Policies) £60 (Platinum Plus policies) of each claim for each event for each **insured person**.
2. Anything mentioned in 'General exclusions' on pages 22, 23 and 24.

**You** should also refer to 'Important conditions relating to health' on pages 7, 8 and 9.

## Section U2 – Additional expenses if you are stranded at the point of departure in the United Kingdom

### What you are covered for under section U2

If **you** have checked in prior to departure on the outward part of **your trip** and **your** departure is delayed by more than twenty four (24) hours due to a **natural catastrophe**, we will pay **you** up to the amount shown on the table of benefits for reasonable additional and unexpected:

- accommodation;
- cost of making alternative travel arrangements to return **home** or to reach **your** final point of international departure if **you** are on a connecting flight within the **United Kingdom**;
- food and drink; and
- necessary emergency purchases

that **you** may incur for the first twenty four (24) hours **you** are stranded, waiting to depart.

If **you** are still unable to depart on **your trip** after twenty four (24) hours, **you** may submit a claim under Section U1 (Cancellation).

**Please note:** 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 16, 'How to make a claim'.

## Section U3 – Additional costs to reach your destination if you decide to go on your trip

### What you are covered for under section U3

If, after **you** have been delayed by twenty four (24) hours in the **United Kingdom** due to the occurrence of a **natural catastrophe**, **you** still decide to go on **your trip**, we will pay up to the amount shown in the table of benefits, for the additional and unexpected costs **you** incur re-arranging **your** outbound travel to reach **your** original destination.

## Section U4 – Additional expenses if you are stranded on an international connection

### What you are covered for under section U4

We will pay up to the amount shown in the table of benefits if **your** international connection is delayed by more than twenty four (24) hours due to a **natural catastrophe** for reasonable additional and unexpected:

- accommodation;
- cost of travel to an alternative point of departure or to alternative accommodation;
- cost of travel from **your** accommodation to **your** point of intended departure;
- food and drink; and
- necessary emergency purchases

that **you** may incur for up to five (5) days, whilst **you** are stranded, waiting to make **your** international connection.

**Please note:** there is a maximum of five (5) days cover throughout the duration of **your** trip.

## Section U5 – Additional expenses if you are stranded on your return journey home

### What you are covered for under section U5

We will pay up to the amount shown in the table of benefits if **your** return journey **home** is delayed by more than twenty four (24) hours due to a **natural catastrophe** for reasonable additional and unexpected:

- accommodation;
- cost of travel to an alternative point of departure or to alternative accommodation;
- cost of travel from **your** accommodation to **your** point of intended departure;
- food and drink; and
- necessary emergency purchases that **you** may incur for up to five days whilst **you** are stranded, waiting to return **home**.

## Section U6 – Additional travel expenses to get you home

### What you are covered for under section U6

If **your** return journey **home** is delayed by more than twenty four (24) hours due to a **natural catastrophe** and the carrier **you** are booked to travel **home** with is unable to make arrangements for **your** return journey within seventy two (72) hours of **your** original date of return, as shown on **your** travel itinerary, **we** will pay up to the amount shown on the table of benefits for alternative travel arrangements to get **you** home.

**You** must contact the Medical Emergency Assistance Company before making alternative travel arrangements, because if appropriate under the circumstances, they will make these arrangements for **you**. The contact details are:

**Phone:** +44(0)20 3472 2388

**E-mail:** [operations@emergencyassistance.co.uk](mailto:operations@emergencyassistance.co.uk)

If **your** trip involves multiple destinations, cover under this section applies if **your** onward connection is delayed by more than twenty four (24) hours due to a **natural catastrophe**.

**You** must contact the Medical Emergency Assistance Company before making alternative travel arrangements, because if appropriate, they will make these arrangements for **you**. The Medical Emergency Assistance Company will decide under the circumstances whether to bring **you** home or to re-arrange **your** onward journey.

## Section U7 – Additional car parking costs

### What you are covered for under section U7

We will pay up to the amount shown on the table of benefits for additional car parking costs **you** incur if **your** return to the United Kingdom is delayed by more than twenty four (24) hours due to a **natural catastrophe**.

## Section U8 – Additional kennel or cattery fees

### What you are covered for under section U8

**We** will pay up to the amount shown on the table of benefits for additional kennel or cattery fees if **you** return journey to the **United Kingdom** is delayed by more than twenty four (24) hours due to a **natural catastrophe**.

### Special conditions which apply to sections U1 to U8

1. **We** will only pay costs which are not refundable from any other source.
2. This insurance does not cover any expenses met by the airline under Regulation 261/2004. See page 10 for a brief description of **your** rights under this Regulation.
3. All additional expenses must be reasonable and necessary and incurred as a direct result of a **natural catastrophe**. For example, if **you** live near **your** departure point, **we** may deem additional accommodation unnecessary and unreasonable if **you** could easily return **home**.
4. **We** may ask **you** to provide an official letter from **your** carrier confirming the cause and length of the delay.
5. **You** must contact the Medical Emergency Assistance Company before making arrangements to return **home** under section U6 (Additional travel expenses to get **you** home).

### What you are not covered for under sections U1 to U8

1. Anything mentioned in 'General exclusions' on pages 22, 23 and 24.

**You** should also refer to 'Important conditions relating to health' on pages 7, 8 and 9.

### Claims evidence required for sections U1 to U8 may include

- Proof of **your** original travel plans (for example, confirmation invoice or travel tickets).
- For claims under section U1 (Cancellation) – cancellation invoices or letters from **your** tour operator, travel or accommodation provider confirming that **you** did not use their service and whether any refund is due to **you** from them.
- For claims under sections U2 to U8 – proof of all **your** additional expenses (for example, receipts for food and drink, invoices detailing additional accommodation, receipts for additional car parking).
- If required by **us** **we** may ask **you** to provide an official letter from **your** carrier 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**.

## Extended cover for Coronavirus (Covid-19)

**Please note:** The following sections only apply if you have purchased a Gold, Platinum or Platinum Plus policy and this is shown on your policy certificate.

There is no cover for Sections V1 and V2 if you have selected Silver cover.

## Section V1 – Cancelling your trip due to Coronavirus (Covid-19)

### What you are covered for under section V1

**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:

1. **You** testing positive for **Coronavirus (Covid-19)** within fourteen (14) days of **your** trip departure date, or
2. **You** being admitted to hospital due to testing positive for **Coronavirus (Covid-19)** since **you** purchased **your** policy.

### What you are not covered for under section V1

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. **You** not wanting to travel.
3. Any claims arising directly or indirectly from **Coronavirus (Covid-19)**:
  - a) if **you** do not have an official positive test result confirming **your** diagnosis within fourteen (14) days of **your trip** departure date, or **you** have not been admitted to hospital due to testing positive for **Coronavirus (Covid-19)** since **you** purchased **your** policy;
  - b) if **you** are advised to quarantine or **you** choose to self-isolate due to a person **you** have come into contact with having **Coronavirus (Covid-19)**;
  - c) if a medical professional advises **you** not to travel as **you** have underlying health conditions that place **you** 'at a higher risk' from **Coronavirus (Covid-19)**;
  - d) as a result of Foreign, Commonwealth & Development Office (FCDO) advice against all (or all but essential) travel to **your** intended destination;
  - e) as a result local government restrictions or directives prohibiting or restricting entry (for example, self- isolation, quarantine or lockdown measures) to **your** intended destination or on **your** return **home**;
  - f) any costs of **Coronavirus (Covid-19)** testing.
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. Airport taxes and credit or debit card fees included in the cost of **your** holiday.
6. Costs that have not been incurred by or on behalf of an **insured person**.
7. Any costs **you** would have still had to pay even if **you** had not been due to travel such as timeshare management fees or holiday club membership fees.
8. Anything mentioned in 'General exclusions' on pages 22, 23 and 24.

### Claims evidence required for section V1 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
- **You** must provide at **your** own expense a positive official test result confirming **your** diagnosis of **Coronavirus (Covid-19)**

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

## Section V2 – Cutting your trip short due to Coronavirus (Covid-19)

**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 V2

**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:

1. **You** testing positive for **Coronavirus (Covid-19)** and becoming seriously ill or dying.

**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 in-patient. **Your** claim will be based on the number of complete days **you** have not used.

#### **What you are not covered for under section V2**

1. The excess as shown in the table of benefits for each **insured person** and for each incident.
2. Any claims where the Medical Emergency Assistance Company have not been contacted to authorise **your** early return back to the **United Kingdom**.
3. Any claims arising directly or indirectly from **Coronavirus (Covid-19)**:
  - a) if **you** do not have an official positive test result confirming **your** diagnosis, unless agreed by the Medical Emergency Assistance Company;
  - b) if **you** are advised to quarantine or **you** choose to self-isolate due to a person **you** have come into contact with having **Coronavirus (Covid-19)**;
  - c) any costs of **Coronavirus (Covid-19)** testing unless **you** are admitted to hospital as an in-patient as a result of an accident or illness that is covered under section B1 (Medical and other expenses outside of 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. 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**.
6. Costs where **your** inability to use pre paid activities, excursions, or tours due to temporarily illness is not verified in writing by **your** treating **doctor**.
7. Anything mentioned in 'General exclusions' on pages 22, 23 and 24.

**You** should also refer to 'Important conditions relating to health' on pages 7, 8 and 9.

#### **Claims evidence required for section V2 may include**

- Proof of travel cost (confirmation invoice, flight tickets)
- Invoices and receipts for **your** expenses
- **You** must provide at **your** own expense a positive official test result confirming **your** diagnosis of **Coronavirus (Covid-19)**

**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 Direct Travel Insurance Customer Services by phoning **0330 880 3600** or by e-mailing **enquiries@direct-travel.co.uk** 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 Direct Travel Insurance Customer Services by phoning **0330 880 3600** or by e-mailing **enquiries@direct-travel.co.uk** before taking part to make sure that cover is provided.

## Summary of important contact details

### **CUSTOMER SERVICE FOR EXISTING POLICYHOLDERS**

**Phone: 0330 880 3600 E-mail: [enquiries@direct-travel.co.uk](mailto:enquiries@direct-travel.co.uk)**

**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.direct-travel.co.uk](http://www.direct-travel.co.uk) Phone: 0330 880 3600**

**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](mailto:operations@emergencyassistance.co.uk)**

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

### **FOR CLAIMS UNDER SECTIONS A TO L AND SECTIONS N TO V INCLUSIVE**

#### **CLAIMS – Claims Settlement Agencies**

**Address: 308-314 London Road, Hadleigh, Benfleet, Essex SS7 2DD Phone: 01702 553 443 E-mail:  
[info@csal.co.uk](mailto:info@csal.co.uk)**

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

### **FOR CLAIMS UNDER SECTION M ONLY**

#### **INTERNATIONAL PASSENGER PROTECTION**

**Address: IPP Claims at Sedgwick, Oakleigh House, 14-15 Park Place, Cardiff, CF10 3DQ.**

**Phone: +44 (0)345 266 1872**

**Email: [Insolvency-claims@ipplondon.co.uk](mailto:Insolvency-claims@ipplondon.co.uk)**

**To download a claim form please visit [www.ipplondon.co.uk/claims.asp](http://www.ipplondon.co.uk/claims.asp)**



## **BrokerSure**

insurance brokers

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