



## Cruise | Single Trip Policy

**Master policy number – RTYOK40148 A&B**

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

This policy is for residents of the United Kingdom,  
Channel Islands or British Forces Posted Overseas only  
For policies issued from **01/12/2017** to **30/11/2018**

### YOUR IMPORTANT INFORMATION

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

contact Emergency Assistance Facilities 24 hour emergency advice  
line on:

**+44 (0) 203 829 6745**

**FOR NON-EMERGENCIES ABROAD:**

**+44 (0) 203 829 6761**

**IF YOU NEED A CLAIM FORM:**

you can download the relevant form:

[www.policyholderclaims.co.uk](http://www.policyholderclaims.co.uk)

or contact Travel Claims Facilities on:

**+ 44 (0) 203 829 6761**

**TO CONTACT OK TO TRAVEL:**

**01223 446 943**

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## Our pledge to you

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It is our aim to give a high standard of service and to meet any claims covered by these policies honestly, fairly and promptly. We occasionally get complaints and these are usually through a misunderstanding or insufficient information. Any complaint will be investigated at once and the matter resolved as quickly as possible, please see the last page of the policy for information on our complaints procedure.

## Policy information

Your insurance is covered under two master policy numbers, RTYOK40148 A your pre-travel policy and RTYOK40148 B your travel policy, specially arranged by OK To Travel Ltd on behalf of Travel Insurance Facilities, insured by the United Kingdom and Republic of Ireland Branch Office of Union Reiseversicherung AG. Cover is provided for each traveller who is shown as having paid the insurance premiums and whose name appears on the insurance validation documentation. In the event that you have paid for a trip on behalf of other individuals not insured on this policy please be advised that your policy only provides cover for your proportion of trip costs, as opposed to the amount you have paid on behalf of others.

We have a cancellation and refund policy, which you will find in full on page 6. Please be aware no refund of the insurance premium will be given after the policies have been issued if you have travelled on, claimed or intend to claim against the policy.

## Criteria for purchase

This insurance is sold on the understanding that you and anyone travelling with you and named on the insurance validation documentation:

- Have not started the trip.
- Travel must take place within 1 year of the start date of your policy.
- Take all possible care to safeguard against accident, injury, loss or damage *as if you had no insurance cover*.
- Have been a resident of the United Kingdom, Channel Islands or British Forces Posted Overseas for at least 6 of the last 12 months.
- Are not travelling within your home country for less than 3 days on any one trip.
- Are not travelling specifically to receive medical treatment during your trip or in the knowledge that you are likely to need treatment.
- There is no age limit on this policy for trips of up to 31 days.
- Is not travelling independently of the named insured adults on the policy where they are aged 17 years and under.
- Are travelling with the intention to return to the United Kingdom, Channel Islands or BFPO within your trip dates unless an extension has been agreed with us and we have confirmed in writing.

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

**YOUR IMPORTANT CONTACT NUMBERS**

**TO DECLARE YOUR PRE-EXISTING MEDICAL CONDITIONS PLEASE CALL ON 01223 446 943**

Make sure you have all your medical information and medication details and policy number to hand. Open 8:30am–5:30pm Mon-Fri, 9am–5pm Saturday.



**TO MAKE A CLAIM**

on the policy please visit [www.policyholderclaims.co.uk](http://www.policyholderclaims.co.uk) or call **0203 829 6761**. Open 8:30am-6pm Monday-Friday.

You can view our frequent questions and answers at: <http://www.tifgroup.co.uk/services/claims/faqs/>



**FOR LEGAL ADVICE**

please contact Slater & Gordon LLP **0161 228 3851** or fax **0161 909 4444**. Open 9am-5pm Monday-Friday.



**IN CASE OF A SERIOUS EMERGENCY**

please contact the 24 hour emergency assistance service provided by Emergency Assistance Facilities on

**+44 (0) 203 829 6745**

**Your policy covers treatment at a public/state facility only, unless approved by us.** Call an ambulance using the local equivalent of a 999 number, or alternatively by dialling 112 within the EU, and then contact Emergency Assistance Facilities for advice. We strongly suggest you put their telephone number, **+44 (0) 203 829 6745**, into your mobile phone before you travel so that it is to hand if you need it. Get details of the hospital you are being taken to so that our Emergency Assistance Facilities doctor will be able to obtain a medical report at the earliest possible opportunity. You may need to pay the policy excess locally and ask the hospital to send the rest of their bills to Travel Claims Facilities at: 1 Tower View, Kings Hill, West Malling, Kent, England, ME19 4UY. Our appointed assistance service, Emergency Assistance Facilities, will explain this to them and provide them with a faxed/email confirmation if necessary.

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

- your telephone number in case you are cut off;
- patient's name, age, and as much information about the medical situation as possible;
- name of the hospital, ward, treating doctor and telephone numbers if you have them;
- tell them that you have OK To Travel travel insurance, policy number and the date it was bought; and
- patient's UK GP contact details in case they need further medical information.

**Things to be aware of/remember**

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

**OUT-PATIENT TREATMENT OR MINOR INJURY OR ILLNESS**

If you need to see a doctor, ask your hotel reception or tour representative for the nearest public/state medical facility. Some hotels will urge you to seek private treatment however this is not necessary as private medical facilities vary greatly and are not equipped to deal with all emergencies. They may give you unnecessary treatment and at inflated prices - if you are ever in doubt please call the assistance team for advice on where to seek treatment. In Europe you should show them your EHC card as medical treatment will be free or at a reduced cost and you will not be required to contribute towards the claim as the standard policy excess will be reduced to NIL (increased excesses applied to declared conditions will still be required to be paid, if related to the cause of you requiring medical treatment). You will only be covered for the cost of private treatment if this is approved in advance by Emergency Assistance Facilities. If your outpatient bill is less than £500 then you will need to pay this to the medical facility, and ensure you keep all receipts so you can claim upon your return. In the event that you need to seek outpatient treatment when you are travelling in any of the countries listed below then it may be that immediate payment can be arranged locally using the services of Charge Care International whom we have appointed to act on our behalf. To take advantage of this service please show the treating doctor or clinic the logo shown to the right as this will enable them to identify our membership and avoid language difficulties. If the hospital you are treated at subscribes to this service they will ask to see your proof of insurance so it is important to carry this with you. You will be asked to complete a simple Charge Care form to confirm the nature of the treatment received. The doctor or clinic will collect the policy excess from you and send their bill to Charge Care for payment. The countries where this service is available are: Greece and the Greek Islands, Cyprus, Bulgaria, Egypt and Turkey. [www.chargecareinternational.co.uk](http://www.chargecareinternational.co.uk)



**WHAT IF YOU WANT TO COME HOME EARLY?**

This policy covers you to come home early because you are ill or injured only if medical treatment is not available locally. If you are thinking of cutting short your trip because you are not well then you must contact Emergency Assistance Facilities on **+44 (0) 203 829 6745** for advice first. If you need to come home for any other reason, such as the illness of a close relative in the United Kingdom, Channel Islands or BFPO then you should make your own arrangements, bearing in mind your duty to act at all times as if uninsured. If you are not sure whether your circumstances are included in the cover then call Travel Claims Facilities on +44 (0) 203 829 6761.

**Summary of cover** (Please note this is a brief overview of the cover provided. You **must** refer to the relevant section in the policy wording for full details).

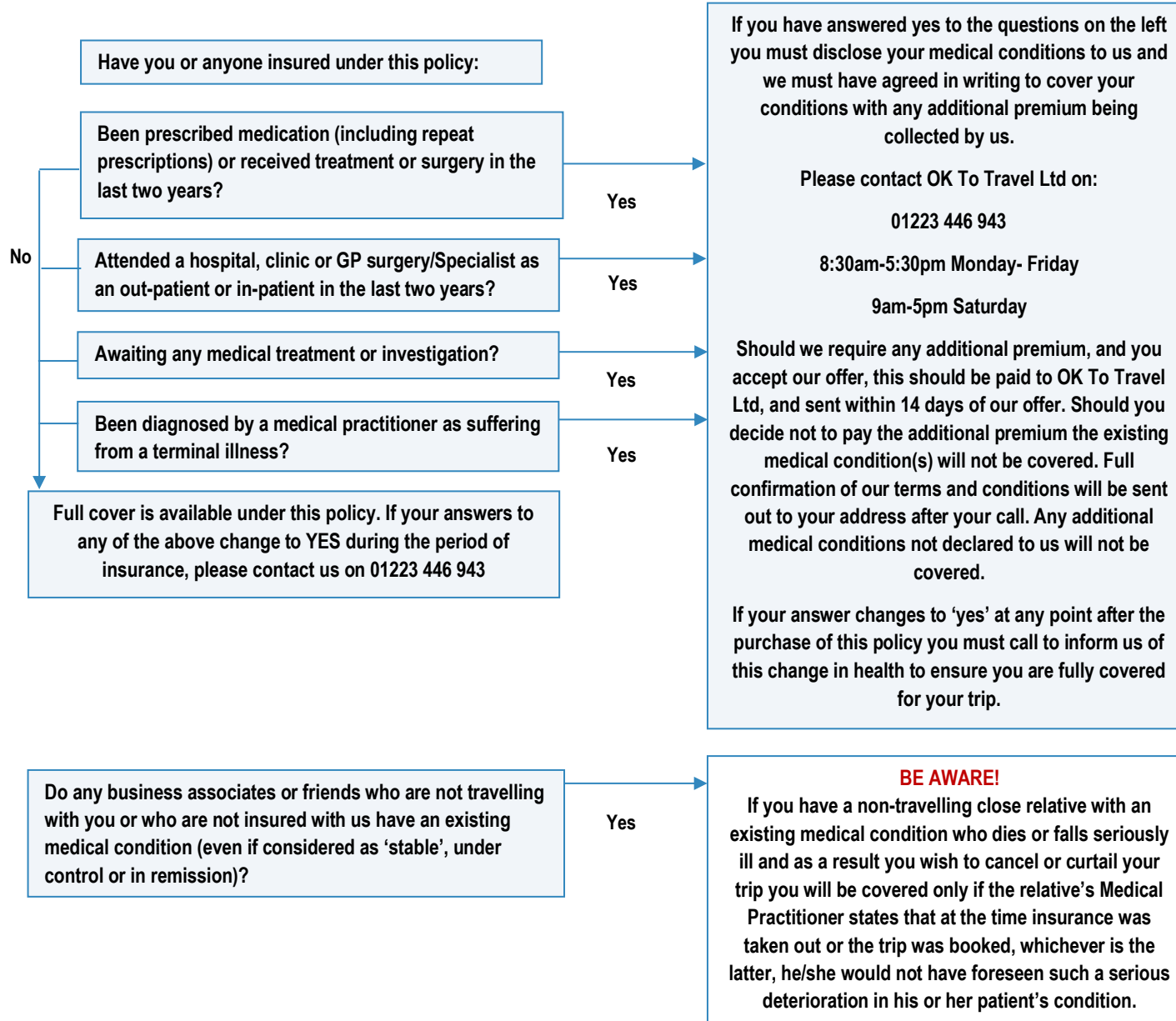
Section	Benefit	Cruise	
		Cover available up to:	Excess
<b>PRE-TRAVEL POLICY (cover starts when you pay your premium)</b>			
<b>A1</b>	If you are unable to go on your trip	£5,000	£75
<b>TRAVEL POLICY (cover starts when you leave home to begin your trip)</b>			
<b>B1a</b>	Departure Delay	£100	Nil
	Departure Delay First 12 hours	£20	Nil
	Departure Delay following 12 hours	£10	Nil
	Abandonment after 24 hours	£5,000	£75
<b>B1b</b>	Unused Cruise Excursions	£500	£75
<b>B1c</b>	Cabin Confinement	£1,000	Nil
	Cabin Confinement per 24 hours	£25	Nil
<b>B1d</b>	Missed Port Departure	£800	£75
<b>B1e</b>	Skipped Port Benefit	£500	Nil
	Skipped Port Benefit per Port	£100	Nil
<b>B1f</b>	Cruise Itinerary Change	£300	Nil
<b>B2</b>	If you need emergency medical attention	£10,000,000	£75
	Public hospital inconvenience benefit per 24 hours	£25 per 24hrs up to a maximum of £1,000	Nil
	Emergency replacement of prescribed medication	£300	Nil
<b>B3</b>	Recuperation holiday	£750	Nil
	UK medical exam	£500	Nil
	Home help or nanny	£500	Nil
	Cosmetic surgery	£2,500	Nil
<b>B4</b>	If you need to come home early	£5,000	Nil
<b>B5</b>	If your mobility equipment is lost, stolen or damaged	£2,500	Nil
<b>B6</b>	If your possessions are lost, stolen or damaged	£3,000	Nil
<b>B7</b>	If your cash is lost or stolen	£400	Nil
	If your passport is lost or stolen	£300	Nil
<b>B8</b>	If you are hijacked	£500	Nil
<b>B9</b>	Personal liability	£2,000,000	£250
<b>B10</b>	Accidental death and disability benefit	£15,000	Nil
<b>B11</b>	If you need legal advice	£15,000	£100
<b>B12</b>	If a natural disaster occurs	£1,000	Nil
<b>B13</b>	Pet care	£500	Nil

Optional extensions: Please find cover which is available at an additional premium. These extensions only apply if you have selected them upon purchase and is reflected in your insurance documentation.			
<b>B14</b>	If your golf equipment is lost, stolen or damaged	£750	£50
	If your golf equipment is delayed by 24 hours	£375	£50
	If you are unable to play golf due to adverse weather conditions	£100	£50
	If you get a hole in one	£500	Nil
<b>B15</b>	If your ski equipment is lost, stolen or damaged	£150	£50
	Cover for hiring ski equipment if your ski equipment is lost, stolen or damaged	£150	£50
	Cover for hiring ski equipment if your ski equipment is delayed over 24 hours	£400	£50
	Loss of ski pack	£350	£50
	Piste closure	£350	£50
	Avalanche closure	£350	Nil

## DISCLOSURE OF YOUR MEDICAL CONDITIONS

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

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



## CHANGE IN HEALTH

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If your health or your ongoing medication changes between the date the policies were bought and the date of travel you must advise us on 01223 446 943 as soon as possible. We will confirm to you what cover we are able to provide, after the date of diagnosis. We reserve the right to increase the premium, exclude the condition or withdraw the cover should the stability of the condition make it necessary.

### BE AWARE! We do not provide any cover for:

- claims caused by an existing medical condition (as defined on page 7) of a non-travelling close relative or a travelling companion unless their medical practitioner states that at the time the insurance was purchased they would not have foreseen such a serious deterioration in his or her patients condition.
- any circumstances that are not specified in your policies.

### WHEN YOUR TWO POLICIES START AND END

The cover for Policy A, as described under section A of the pre-travel policy, starts from the commencement date of cover shown on your insurance validation documentation, after the policy was issued and ends when you leave home to start your trip. The cover under policy B starts when you commence your trip and ends when you complete your trip. Alternatively cover will cease upon expiration of your policy, whichever is the first.

### EXTENSION OF PERIOD

If in the event of either your:

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

<b>YOUR POLICY WORDINGS</b>	Your insurance document shows details of both pre-travel and travel insurance policies, including the sections of cover, limits, conditions, exclusions, and information on what to do if you need to claim. The policy is a legal contract between us and you. We will pay for any insured event, as described in the policy, that happens during the period of validity and for which you have paid the appropriate premium. Travel insurance policies have specific requirements for both purchasing and making successful claims. <u>Please take the time to read and understand it</u> straight away as not all policies are the same. All risks which are covered are set out clearly in sections with conditions, limits and exclusions (things which are not covered). If your circumstances do not fit those specified then there is no cover in place.
<b>CANCELLING YOUR POLICIES</b>	<p><b>You have a 'cooling off' period where, should you decide that you find that the terms and conditions do not meet your requirements, and provided you have not travelled or claimed on the policy, you can advise OK To Travel Ltd within 14 days of purchase for a full refund to be considered. Should you wish to cancel your policy outside of the 14 day cooling off period, and can confirm that there have been no claims on the policy and that you have not travelled, in addition to a £15 administration charge; the following cancellation terms will be applied dependent on what type of policy you have purchased.</b></p> <p><b>Single Trip policies</b> - In the event you have not travelled and are not claiming on the policy, a refund of 50% of the policy premium and any additional premium applied to your existing medical conditions will apply. If you have travelled or are intending to claim, or have made a claim (irrespective of whether your claim was successful or not) we will not consider refunding any proportion of your premium.</p> <p><b>We reserve the right to give 7 days' notice of cancellation of this policy, without refund, by recorded delivery to you at your last known address in the event of the following circumstances; fraud, suspected fraud, misleading information or deliberate misrepresentation, or abusive behaviour to any of our staff or agents.</b></p>
<b>BE CAUTIOUS</b>	This policy is designed to cover most eventualities whilst you are on your trip. It does not provide cover in all circumstances and we expect that you take all possible care to safeguard against accident, injury, loss or damage <i>as if you had no insurance cover.</i>
<b>PREGNANCY</b>	<b>Our policies include emergency medical expenses cover for pregnancy and childbirth from week 0 to week 28 inclusive whilst you are away. From the start of week 29 to week 40 of the pregnancy, there is no cover for claims relating to normal pregnancy and normal childbirth or cancellation, however, medical expenses and cancellation cover will be provided if any of the following complications arise: Toxaemia, Gestational hypertension, Ectopic pregnancy, Post-partum haemorrhage, Pre-eclampsia, Molar pregnancy or hydatidiform mole, Retained placenta membrane, Placental abruption, Hyperemesis gravidarum, Placenta praevia, Stillbirth, Miscarriage, Emergency Caesarean, A termination needed for medical reasons, Premature birth more than 12 weeks (or 16 weeks if you know you are having more than one baby) before the expected delivery date. Please note we will not cover denial of boarding by your carrier so you should check that you will be able to travel with the carrier/airline in advance. It is essential, if at the time of booking your trip you are aware that you are pregnant, that you ensure that you are able to have the required vaccinations for that trip; no cover will be provided for cancellation in the event that, after booking you discover travel is advised against, or you are unable to receive the appropriate and required vaccinations for that country.</b>
<b>MEDICAL COVER</b>	Your travel policy is not Private Health Insurance, in that it only covers unavoidable, unexpected emergency treatment. You need to check that you have had all the recommended vaccinations and inoculations for the area you are travelling to. It is also recommended that you check with your doctor that it is safe for you to travel bearing in mind your method of travel, the climate and the availability and standard of local medical services in your chosen destination. You will then need to declare your existing medical condition and have it accepted by OK To Travel Ltd for it to be eligible for cover under your policy. You may be required to obtain your medical records in the event of a claim. It is often wise to carry additional supplies of your regular prescribed medications in your hand luggage in case your bags are delayed. Cover will not be granted if travel is against the advice of your doctor.
<b>EHIC</b>	<b>The European Health Insurance Card (EHIC) allows you (provided you are a UK or BFPO resident) to access state-provided healthcare in all European Economic Area (EEA) countries and Switzerland at a reduced cost and in many cases free of charge.</b> We strongly recommend that you carry it with you when travelling abroad. Remember to check your EHIC is still valid before you travel. Applying on <a href="http://www.ehic.org.uk">www.ehic.org.uk</a> for the card is free and it is valid for up to five years. If your EHIC is accepted whilst obtaining medical treatment abroad your policy excess will be reduced to Nil (with the exception of increased excess relating to declared medical conditions). If you are travelling outside the EEA then there are some countries that have reciprocal agreements with the UK and these can be found on <a href="http://www.nhs.uk/NHSEngland/Healthcareabroad/countryguide/NonEEAcountries/Pages/Non-EEAcountries.aspx">http://www.nhs.uk/NHSEngland/Healthcareabroad/countryguide/NonEEAcountries/Pages/Non-EEAcountries.aspx</a> . Please note residents of the Isle of Man or Channel Islands are not eligible for an EHIC.
<b>MEDICARE</b>	If you are travelling to Australia you must register with Medicare on arrival. There is a Medicare office in all major towns and cities in Australia. Registration is free and this will entitle you to reduced medical charges from doctors, reduced prescription charges and access to Medicare hospitals.
<b>YOUR EXCESS</b>	Your policy carries an excess and this is the amount you have to contribute towards each claim. All excesses shown for this policy are payable by <u>each</u> insured-person, per section and for each incident giving rise to a separate claim.

<p><b>BACK COUNTRY</b></p>	<p>Guided skiing in terrain which are in remote areas away from groomed pistes, not within ski boundaries and outside of patrolled resort boundaries, this includes terrain that has been accessed by a ski lift but then requiring a hike, ski, climb or skidoo to reach areas of side country or back country.</p>	<p><b>DOMESTIC FLIGHT</b></p>	<p>A flight where the departure and arrival take place within the United Kingdom or the Channel Islands.</p>	<p><b>GEOGRAPHICAL AREAS</b></p>	<p>The area or country shown on your insurance validation documentation and for which the appropriate premium has been paid.</p>
<p><b>BEACH SWIMMING</b></p>	<p>Within 50 metres of the shore, in areas marked with safety buoys and under the supervision of a lifeguard.</p>	<p><b>EXCESS</b></p>	<p>The first part of a loss which you have to pay yourself under the policy conditions.</p>	<p><b>AREA 1 – UK INCLUDING CHANNEL ISLANDS</b></p>	<p>United Kingdom, and the Channel Islands</p>
<p><b>BFPO</b></p>	<p>British Forces Posted Overseas.</p>	<p><b>EMERGENCY TREATMENT</b></p>	<p>Any ill-health or injury which occurs during your trip and requires immediate treatment before you return home.</p>	<p><b>AREA 2 – EUROPE EXCLUDING EGYPT, ISRAEL, SPAIN, THE CANARIES, TURKEY, CYPRUS &amp; MALTA</b></p>	<p>Europe as listed excluding Spain, the Canary Islands, Turkey, Cyprus and Malta</p>
<p><b>BUSINESS ASSOCIATES</b></p>	<p>Any person in the same employment as you whose absence from work necessitates you having to cancel your trip as certified by your senior director or partner.</p>	<p><b>ESSENTIAL ITEMS</b></p>	<p>Underwear, socks, toiletries and a change of clothing.</p>	<p><b>AREA 3 – EUROPE EXCLUDING EGYPT &amp; ISRAEL</b></p>	<p>All countries included in Europe Area 2 also including Spain, The Canary Islands, Turkey, Cyprus and Malta.</p>
<p><b>CASH</b></p>	<p>Sterling or foreign currency in note or coin form.</p>	<p><b>EUROPE</b></p>	<p>Albania, Algeria, Andorra, Austria, Azerbaijan, Azores, Balearics, Belarus, Belgium, Bosnia-Herzegovina, Bulgaria, Corfu, Corsica, Crete, Croatia, Cyprus, Czech Republic, Denmark, Eire (Republic of Ireland), Estonia, Faroe Islands, Finland, France, Georgia, Germany, Gibraltar, Greece, Guernsey, Holland (Netherlands), Hungary, Iceland, Isle of Man, Italy, Jersey, KOS (Greek Island), Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Madeira, Malta, Moldova, Monaco, Montenegro, Morocco, Northern Ireland, Norway, Poland, Portugal, Rhodes, Romania, Russia, San Marino, Sardinia, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, The Canary Islands, Tunisia, Turkey, Ukraine, United Kingdom, Vatican City.</p>	<p><b>AREA 4 – WORLDWIDE EXCLUDING SINGAPORE, CHINA, HONG KONG, MEXICO USA, CANADA &amp; CARIBBEAN</b></p>	<p>Anywhere <i>excluding</i> Singapore, China, Hong Kong, Mexico, the United States of America, Canada and the Caribbean.</p>
<p><b>CHANGE IN HEALTH</b></p>	<p>Any deterioration or change in your health between the date the policy was bought and the date of travel, this includes new medication, change in regular medication, deterioration of a previously stable condition, referral to a specialist, investigation of an undiagnosed condition or awaiting treatment/consultation.</p>	<p><b>EXISTING MEDICAL CONDITION</b></p>	<p>Any serious or recurring medical condition which has been previously diagnosed or been investigated or treated in any way, at any time prior to travel, even if this condition is currently considered to be stable and under control.</p>	<p><b>AREA 5 – WORLDWIDE EXCLUDING USA, CANADA &amp; THE CARIBBEAN</b></p>	<p>Anywhere <i>excluding</i> the United States of America, Canada and the Caribbean.</p>
<p><b>CHANNEL ISLANDS</b></p>	<p>Jersey, Guernsey, Alderney, Sark, Herm, Jethou, Brecqhou and Lihou.</p>	<p><b>FAMILY</b></p>	<p>Two adults and their dependents who are under the age of 18, who have been living in the UK for more than 6 months in the last year, and are in full time education. In this scenario dependents are considered as children, grandchildren, step-children, adopted children or foster children.</p>	<p><b>AREA 6 – WORLDWIDE GOLF EQUIPMENT</b></p>	<p>Anywhere in the world. Golf clubs, golf balls, golf bag, golf trolley and golf shoes.</p>
<p><b>CLOSE RELATIVE</b></p>	<p>Mother, father, sister, brother, wife, husband, spouse, civil partner, common law husband or wife, fiancé/fiancée, son, daughter (including fostered/adopted son or daughter), grandparent, grandchild, parent-in-law, son-in-law, daughter-in-law, sister-in-law, brother-in-law, step-parent, step-child, step-brother, step-sister, or legal guardian.</p>	<p><b>FLIGHT</b></p>	<p>A service using the same airline or airline flight number.</p>	<p><b>HOME</b></p>	<p>One of your normal places of residence in the United Kingdom, the Channel Islands or BFPO.</p>
<p><b>CONNECTING FLIGHT</b></p>	<p>A connecting flight which departs your first scheduled stop-over destination 12 hours after arrival from your international departure point.</p>	<p><b>INSURED PERSON/YOU/YOUR</b></p>	<p></p>	<p><b>HOME COUNTRY</b></p>	<p>Either the United Kingdom or the Channel Islands.</p>
<p><b>CRUISE</b></p>	<p>A pleasure voyage of more than 72 hours duration, sailing as a passenger on a purpose built ship on sea/s or oceans that may include stops at various ports.</p>	<p><b>INSHORE</b></p>	<p></p>	<p><b>INTERNATIONAL DEPARTURE POINT</b></p>	<p>Within 12 Nautical miles off the shore.</p>
<p><b>CURTAILMENT</b></p>	<p>The cutting short of your trip by your early return home or your repatriation to a hospital or nursing home in your home country. Payment will be made on the number of full days of your trip that are lost from the day you are brought home.</p>	<p><b>MANUAL LABOUR</b></p>	<p></p>	<p><b>MEDICAL CONDITIONS</b></p>	<p>Work involving the lifting or carrying of heavy items in excess of 25Kg, work at a higher level than two storeys, or any form of work underground.</p>



<p><b>MEDICAL PRACTITIONER</b></p>	<p>A registered practising member of the medical profession who is not related to you or to your travelling companion, or any person you intend to stay with.</p>	<p><b>PUBLIC TRANSPORT</b></p>	<p>Buses, coaches, domestic flights or trains that run to a published scheduled timetable.</p>	<p><b>TRAVEL DOCUMENTS</b></p>	<p>Current passports, ESTAs, valid visas, travel tickets, European Health Insurance Cards (EHIC) and valid reciprocal health form S2.</p>
<p><b>MOBILITY EQUIPMENT</b></p>	<p>Any equipment which you would require in your daily life in order to perform everyday tasks and to make journeys which would otherwise be undertaken on foot.</p>	<p><b>REDUNDANCY</b></p>	<p>Being an employee where you qualify under the provision of the Employment Rights Acts, and who, at the date of termination of employment by reason of redundancy, has been continuously employed for a period of two years or longer and is not on a short term fixed contract.</p>	<p><b>TRAVELLING COMPANION</b></p>	<p>A person with whom you are travelling with and on the same booking, or with whom you have arranged to meet at your trip destination with the intention of spending a proportion of your trip with, who may have booked independently and therefore not included on the same booking and may have differing inbound and outbound departure times or dates.</p>
<p><b>OFF PISTE</b></p>	<p>Skiing within ski area boundaries, off marked and groomed pistes and in between groomed trails and runs, where ski lifts and emergency services are easily accessible and ending back at a ski area lift. Not including back country or areas marked or prohibited from entry.</p>	<p><b>RELEVANT INFORMATION</b></p>	<p>A piece of important information that would increase the likelihood of a claim under your policy.</p>	<p><b>TRIP</b></p>	<p>A holiday or journey that begins when you leave home and ends on your return to either (i) your home, or (ii) a hospital or nursing home in the United Kingdom, the Channel Islands or BFPO, following your repatriation. <u>Both during the period of cover.</u></p>
<p><b>ON PISTE</b></p>	<p>Piste skiing, including skiing on areas in and around the resort, but off the actual marked pistes, such as skiing on a hillside between marked pistes, or skiing down slopes adjacent to marked runs, but always finishing at the bottom of tows or lifts within the resort and never in areas cordoned off or restricted. All other areas are considered as 'off piste' and therefore require purchase of an additional activity pack.</p>	<p><b>RESIDENT</b></p>	<p>Means a person who has had their main home in the United Kingdom, the Channel Islands or BFPO and has not spent more than six months abroad in the year before buying this policy.</p>		
<p><b>OFFSHORE</b></p>	<p>Over 12 Nautical miles off the shore.</p>	<p><b>SCHEDULED AIRLINE</b></p>	<p>An airline that publishes a timetable and operates its service to a distinct schedule and sells tickets to the public at large, separate to accommodation and other ground arrangements.</p>	<p><b>UNATTENDED</b></p>	<p>Left away from <u>your</u> person where you are unable to clearly see and are unable to get hold of your possessions.</p>
<p><b>OPEN WATER SWIMMING</b></p>	<p>Swimming in outdoor bodies of water such as open oceans, lakes and rivers, outside of marked swimming areas and with the absence of a lifeguard.</p>	<p><b>SKI EQUIPMENT</b></p>	<p>Skis, ski bindings, ski poles, ski boots, ski goggles, ski helmet, board boots, snowboard bindings and snowboards.</p>	<p><b>UNITED KINGDOM</b></p>	<p>United Kingdom - England, Wales, Scotland, Northern Ireland and the Isle of Man.</p>
<p><b>OUTWARD JOURNEY</b></p>	<p>The initial journey in conjunction with your trip from your home in the UK, Channel Islands or BFPO.</p>	<p><b>SKI PACK</b></p>	<p>Pre-booked ski pass, ski lift pass and ski school fees.</p>	<p><b>WE/OUR/US</b></p>	<p>Union Reiseversicherung AG UK (Except in sections A2 &amp; B1 when it means Lloyd's of London through International Passenger Protection Ltd.</p>
<p><b>PAIR OR SET</b></p>	<p>Two or more items of possessions that are complementary or purchased as one item or used or worn together.</p>	<p><b>SPORTS AND HAZARDOUS ACTIVITIES</b></p>	<p>Any recreational activity that requires skill and involves increased risk of injury. <b><i>If you are taking part in <u>any sport/activity</u> please refer to page 24 where there is a list of activities informing you of which activities are covered on the policy as standard. Should the activity you are participating in not appear it may require an additional premium so please call OK To Travel Limited on 01223 446 943.</i></b></p>		
<p><b>POSSESSIONS</b></p>	<p>Each of your suitcases and containers of a similar nature and their contents and articles you are wearing or carrying:</p>				
<p><b>Clothes</b></p>	<p>Underwear, outerwear, hats, socks, stockings, belts and braces.</p>				
<p><b>Cosmetics</b></p>	<p>Make-up, hair products, perfumes, creams, lotions, deodorants, brushes, combs, toothbrushes, toothpastes and mouthwashes (excluding items considered as 'Duty Free')</p>				
<p><b>Luggage</b></p>	<p>Handbags, suitcases, holdalls, rucksacks and briefcases.</p>				
<p><b>Electrical items &amp; photographic equipment</b></p>	<p>Any item requiring power, either from the mains or from a battery and any equipment used with them such as CDs, drones, games, tapes, cassettes or cartridges, cameras, video cameras, camera cases, stand, satellite navigation equipment, films, discs or cartridges.</p>				
<p><b>Drones</b></p>	<p>Un-manned aerial vehicles.</p>				
<p><b>Fine jewellery &amp; watches</b></p>	<p>Rings, watches, necklaces, earrings, bracelets, body rings, made of or containing any precious or semi-precious stones or metal.</p>				
<p><b>Buggies, Strollers &amp; Car seats</b></p>	<p>Buggies, Strollers &amp; Car seats</p>				
<p><b>Laptops</b></p>	<p>Portable computer suitable for use whilst travelling.</p>				
<p><b>Eyewear</b></p>	<p>Spectacles, sunglasses, prescription spectacles or binoculars.</p>				
<p><b>Duty free</b></p>	<p>Any items purchased at duty free.</p>			<p><b>WINTER SPORTS</b></p>	<p>Skiing, snowboarding and ice skating.</p>
<p><b>Shoes</b></p>	<p>Boots, shoes, trainers and sandals.</p>				

## Conditions and exclusions applying to your policies

Below are some important conditions and exclusions which apply to your pre travel and travel policy. It is recommended that you read this along with the conditions for each section of your policies as this will make sure that you are aware of any conditions which may affect your circumstances or likelihood to claim.

### APPLYING TO ALL SECTIONS OF YOUR POLICIES:

You are not covered under any section, unless specified, for any of the following circumstances:

<ul style="list-style-type: none"> <li>• Within the last 2 years, any existing medical condition or health condition that has been diagnosed, been in existence or for which you have received treatment from a hospital or specialist consultant or for which you are awaiting or receiving treatment or under investigation, unless we have agreed cover <u>in writing</u> and any additional premium has been paid.</li> </ul>	<ul style="list-style-type: none"> <li>• You must insure for the full cost of your trip. If you fail to do so we will not pay more than the proportionate cost of your trip for any cancellation or curtailment claim.</li> </ul>
<ul style="list-style-type: none"> <li>• You piloting or travelling in an aircraft not licensed to carry passengers.</li> </ul>	<ul style="list-style-type: none"> <li>• You travelling on, or in, a motorised vehicle for which you do not hold appropriate qualifications to operate in <u>the UK or the Channel Islands</u> (Please note there is no cover under section B10 for any claim related to the use of motorised vehicles). You can visit the following link to the UK Government site for more information on appropriate licenses: <a href="https://www.gov.uk/ride-motorcycle-moped/bike-categories-ages-and-licence-requirements">https://www.gov.uk/ride-motorcycle-moped/bike-categories-ages-and-licence-requirements</a></li> </ul>
<ul style="list-style-type: none"> <li>• Loss of earnings, additional hotel costs, additional car hire, Visas, ESTAs, additional parking fees, vaccinations, inoculations, kennel fees or any other loss unless it is specified in the policy.</li> </ul>	<ul style="list-style-type: none"> <li>• If you are riding pillion, the rider must also hold appropriate qualifications.</li> </ul>
<ul style="list-style-type: none"> <li>• The cost of taxi fares, telephone calls, faxes or any expenses for food or drink.</li> </ul>	<ul style="list-style-type: none"> <li>• You travelling on a motorcycle or moped without wearing a crash helmet, whether legally required locally or not.</li> </ul>
<ul style="list-style-type: none"> <li>• Any claim arising from any relevant information known by you at the time of buying this policy or which occurs between booking and travel unless it has been disclosed to us and we have agreed <u>in writing</u> any terms applicable.</li> </ul>	<ul style="list-style-type: none"> <li>• Manual labour (see policy definition on page 7).</li> </ul>
<ul style="list-style-type: none"> <li>• The operation of law, or as a result of an unlawful act or criminal proceedings against anyone included in your booking, or any deliberate or criminal act by an insured person.</li> </ul>	<ul style="list-style-type: none"> <li>• Any payments made or charges levied after the date of diagnosis of any change in your health or medication after the policy was bought unless this has been advised to us and any revised terms or conditions have been confirmed <u>in writing</u>.</li> </ul>
<ul style="list-style-type: none"> <li>• Participation in any sports and activities listed in activity pack categories B-D unless the appropriate additional premium has been paid and the policy endorsed (see definitions for sports and activities page 7).</li> </ul>	<ul style="list-style-type: none"> <li>• Your suicide, self-injury, reckless behaviour or any wilful act of self-exposure to danger or infection/injury (except where it is to save human life).</li> </ul>
<ul style="list-style-type: none"> <li>• Any claim due to your carrier's refusal to allow you to travel for whatever reason.</li> </ul>	<ul style="list-style-type: none"> <li>• In respect of all sections other than <i>emergency medical expenses</i> - war, terrorism, biological or chemical warfare, invasion, act of foreign enemy, hostilities (whether war has been declared or not), civil war, rebellion, revolution, insurrection or military or usurped power.</li> </ul>
<ul style="list-style-type: none"> <li>• Any costs which are due to any errors or omissions on your travel documents.</li> </ul>	<ul style="list-style-type: none"> <li>• Any costs incurred before departure (except cancellation) or after you return home.</li> </ul>
<ul style="list-style-type: none"> <li>• The usage of Drones (see policy definition on page 8).</li> </ul>	<ul style="list-style-type: none"> <li>• Your failure to obtain the required passport, visa or ESTA.</li> </ul>
<ul style="list-style-type: none"> <li>• Any claim not supported by the correct documentation as laid out in the individual section.</li> </ul>	<ul style="list-style-type: none"> <li>• You, your travelling companion, close relative or business associate being under the influence of:               <ul style="list-style-type: none"> <li>- drugs (except those prescribed by your registered doctor but not when prescribed for treatment of drug addiction);</li> <li>- alcohol (a blood alcohol level that exceeds 0.19% – approximately four pints or four 175ml glasses of wine);</li> <li>- solvents, or;</li> <li>- anything relating to you, your travelling companion, close relative or business associates prior abuse of drugs, alcohol or solvents.</li> </ul> </li> </ul>
<ul style="list-style-type: none"> <li>• You travelling against the advice or recommendations published by the Foreign and Commonwealth Office applicable at the time of your departure.</li> </ul>	<ul style="list-style-type: none"> <li>• Any claim that is due to any failure (including financial) of your travel agent or tour operator, any transport or accommodation provider, their agent or anybody who is acting as your agent, <u>unless specified</u>.</li> </ul>
<ul style="list-style-type: none"> <li>• You are covered for a stopover of no more than 72 hours in total outside of your selected geographical area, or 20% of the total trip duration, whichever is the lesser.</li> </ul>	<ul style="list-style-type: none"> <li>• Delay, confiscation, detention, requisition, damage, destruction or any prohibitive regulations by Customs or other government officials or authorities of any country.</li> </ul>

We will pay:	If you are unable to travel because:	Provided you:	If you need to claim:
<p>up to amount shown on the summary of cover on page 3 for your proportion of prepaid:</p> <ul style="list-style-type: none"> <li>transport charges;</li> <li>loss of accommodation;</li> <li>foreign car hire; and</li> <li>excursions booked before you go on your trip</li> </ul> <p>that you have paid or have agreed to pay, that you cannot recover from any other source, following your necessary cancellation after you purchased this insurance resulting in financial loss.</p>	<ul style="list-style-type: none"> <li>you or a travelling companion is ill, injured or dies before the trip starts.</li> <li>a close relative or a close business associate in your home country is ill, injured or dies before the trip starts.</li> <li>the person you are going to stay with is ill, injured or dies before the trip starts.</li> </ul>	<ul style="list-style-type: none"> <li>have paid or accept that your excess will be deducted from any settlement.</li> <li>have complied with the health declaration on page 5 and cancellation is not due, or caused by, an existing medical condition unless we have agreed cover, and additional premium has been paid.</li> <li>accept that there is no cover for cancellation due to any elective or pre-arranged treatment, this includes being given a date for treatment which coincides with your trip dates, as well as complications as a result of elective, pre-arranged or cosmetic treatment, unless declared and accepted by us in writing.</li> <li>have obtained a written statement from the treating doctor at the time of the cancellation confirming the necessity to cancel your trip.</li> <li>accept that your claim is limited to the cancellation charges applicable on the date the GP initially diagnosed or investigated the condition, or at the point a declared existing medical condition deteriorated and required medical attention, or referral. No payments/cancellation charges after this date will be reimbursed.</li> <li>are not cancelling due to the death, injury or illness of any pets or animals.</li> <li>accept that if you have a non-travelling close relative or travelling companion with an existing medical condition who dies or falls seriously ill and as a result you wish to cancel your trip you will be covered only if the relative or travelling companion's medical practitioner states that at the time insurance was taken out or the trip was booked, whichever is the latter, he/she would not have foreseen such a serious deterioration in his or her patient's condition.</li> <li>accept that we can only offer to review and extend cover for declared existing medical conditions to <u>our own policyholders</u> so if any of the following people cause you to cancel because of a reoccurrence or complication of a medical condition diagnosed prior to booking, you will not be covered;                         <ul style="list-style-type: none"> <li>a travel companion not insured by us;</li> <li>a business associate of you or your travel companion; or</li> <li>the person you are intending to stay with.</li> </ul> </li> <li>are not claiming for the cost of Air Passenger Duty (or equivalent), airport charges and booking charges, or any payments or part payment made by using frequent flyer vouchers, Air Miles/Avios vouchers or other vouchers that have no financial face value.</li> </ul>	<p>Download or request a cancellation claim form and ensure that the medical certificate in the cancellation claim form is completed by the <u>General Practitioner of the persons whose injury, illness or death has caused the cancellation</u>. As well as providing the claims handlers with required documentation as listed on the front of your claim form.</p> <p>Inform your tour operator/travel agent/flight company immediately of your necessity to cancel and request a cancellation invoice.</p>
	<ul style="list-style-type: none"> <li>you are required for jury service or as a witness in a court of law.</li> </ul>	<ul style="list-style-type: none"> <li>are not cancelling due to a criminal act committed by you or where you are the defendant in the court case.</li> </ul>	<p>Provide us with your original summons notice.</p>
	<ul style="list-style-type: none"> <li>you or a travel companion have been made redundant.</li> </ul>	<ul style="list-style-type: none"> <li>are not claiming due to financial circumstances or unemployment except when it is due to a compulsory redundancy notice which you received after buying this insurance, and have been in continuous employment for two years (see definition – redundancy on page 8).</li> </ul>	<p>Obtain written confirmation to validate your circumstances.</p>
	<ul style="list-style-type: none"> <li>of the requirements of HM forces.</li> </ul>	<ul style="list-style-type: none"> <li>have been granted leave orders (and these have not been withdrawn by your employer on disciplinary grounds).</li> </ul>	<p>Obtain written confirmation to validate your circumstances.</p>

**BE AWARE!**

No cover is provided under this section due to;

- anything mentioned in the conditions and exclusions (page 9).
- the fear of an epidemic, pandemic, infection or allergic reaction.
- your disinclination to travel or any circumstance not listed above.
- your carrier's refusal to allow you to travel for whatever reason.

- the cancellation of your trip by the tour operator.
- a previously diagnosed condition of any close relatives or your travelling companion unless their medical practitioner states that at the time the insurance was taken out or the trip was booked, whichever is the latter, they would not have foreseen such a serious deterioration in their patients condition.
- your failure to obtain the required ESTA, visa, vaccinations or inoculations in time.
- the advice or recommendation of the Foreign and Commonwealth Office applicable at the time of your departure.

We will pay:	For:	Provided you are not claiming for:	If you need to claim:
<p><b><u>Applicable only to trips outside your home country:</u></b>  <b>up to the amount shown on the summary of cover on page 3</b></p>	<p><b><u>B1a: DEPARTURE DELAYS</u></b></p> <ul style="list-style-type: none"> <li>• if the departure of your international flight, international train or sailing is delayed for more than 12 hours from its scheduled departure time from your international departure point and your possessions have been checked in. If the delay continues, we will pay a further sum of £10 for each complete period of 12 hours up to a maximum of £100.</li> <li>• 2) up to £5,000 for the cancellation of your trip if your possessions have been checked in and after 24 hours delay you wish to abandon the trip.</li> </ul>	<ul style="list-style-type: none"> <li>• the cost of any accommodation, food, drink, telephone calls or faxes.</li> <li>• any claim that is due to the failure of any transport or accommodation provider, their agent or anybody who is acting as your agent.</li> <li>• any compensation unless you have checked in your possessions and obtained written confirmation from your airline, railway company, shipping line or their handling agents that shows the reason for the delay, the scheduled departure time and the actual departure time of your flight, international train or sailing.</li> <li>• any compensation where the airline, railway company or shipping line or their handling agents provide alternative transport that departs within 12 hours of the booked departure time.</li> <li>• any compensation when your tour operator has rescheduled your flight itinerary.</li> <li>• any claim where you have not pre-booked, where you have a stand-by ticket and do not have confirmed space or that is due to the aircraft being overbooked.</li> <li>• any delay due to the diversion of aircraft after it has departed.</li> <li>• 1) missed connections outside your home country.</li> <li>• 2) the first £75 of any claim made by you.</li> <li>• abandonment where the trip is of 2 days duration or less, or is a one-way trip.</li> <li>• 3) any claim that is a result of your failure to allow sufficient time for your journey to the international departure point to check-in by the time shown on your travel itinerary.</li> <li>• any claim arising from the failure of public transport services that is due to a strike or industrial action that started or that had been announced before the date of your departure from home.</li> </ul>	<p><b>What you need to do if you wish to make a claim under this section of the policy:</b>  <b>You need to obtain a letter from the airline, railway company or shipping line or their handling agents that shows (a) scheduled departure time, (b) actual departure time, and (c) reason for the delay. You are only covered if the delay is more than 12 hours.</b></p>
	<p><b><u>B1b: UNUSED CRUISE EXCURSIONS</u></b></p> <ul style="list-style-type: none"> <li>• If you cannot use your pre-paid shore excursion.</li> <li>• Cover if you cannot participate in your pre-paid shore excursion due to your confinement to a hospital, or ships hospital bed during your trip.</li> </ul>	<p><b>Cover is only provided if:</b></p> <ul style="list-style-type: none"> <li>• You are confined to your cabin or a hospital bed in the ships hospital due to illness or injury during your trip up to a £500 subject to a £75 excess.</li> </ul>	

## Cruise Benefits (Policy B Section 1a-f) continued.

Applicable only to trips outside your home country:  
up to the amount shown on the summary of cover on page 3

### **B1c: CABIN CONFINEMENT**

- Cabin confinement benefit per day of £25 for each 24 hours up to £1,000 **YOU** are confined to **YOUR** cabin or a hospital bed in the ships hospital during **YOUR trip**, up to the maximum amount shown.

#### **Cover is only provided if:**

- You are confined to your cabin or a hospital bed in the ships hospital due to illness or injury during your trip up to a £1000 excess with no excess.

### **B1d: MISSED PORT DEPARTURE**

- Missed Departure Cover up to £800 for alternative transport costs if you miss your outbound departure if, after leaving home, your vehicle becomes undriveable due to a mechanical breakdown or your public transport is delayed.

#### **You will not be covered:**

- Unless you are claiming for the circumstances listed and not for your failure to arrive in time to check in due to any other reason including traffic, road closures and/or adverse weather conditions. You are not claiming for your missed return journey back to the UK

### **B1e: SKIPPED PORT BENEFIT**

- Cover in the event of the cancellation of a scheduled port visit due to adverse weather conditions or timetable restrictions and no alternative port can be offered, up to £100 per port to a maximum of £500.

#### **Cover is only provided if:**

- You have obtained written confirmation of the reason for the itinerary change.

### **B1f: CRUISE ITINERARY CHANGE**

- Cover up to £300 in the event of the cancellation of a scheduled port visit due to adverse weather conditions or timetable restrictions and no alternative port can be offered.

#### **Cover is only provided if:**

- You have obtained written confirmation of the reason for the itinerary change.

**BE AWARE!** Your policy is intended to cover immediate treatment in an emergency situation. We reserve the right to repatriate you immediately for treatment in your home country when this is deemed to be preferable regardless of your original travel plans. All medical decisions are at the discretion of our medical director. It is essential for you to contact the Emergency Assistance Facilities service prior to being admitted anywhere. In this instance we may arrange for a local transfer to a hospital better equipped for your immediate needs.

No cover is provided under this section for:

- **anything mentioned in the conditions and exclusions (page 9)** (including any treatment, tests and associated illnesses for non-declared existing medical conditions).
- any costs where you are an inpatient or it is a repatriation claim and our 24 hour assistance service, *Emergency Assistance Facilities*, have not been notified or has not agreed the costs, we reserve the right to decline associated costs.
- services or treatment received by you, including any form of cosmetic surgery OR any treatment received by you after the date that in the opinion of our Emergency Assistance Facilities, in consultation with your treating doctor, you can return home or which can reasonably wait until you return to your home country.
- additional accommodation which exceeds the standard of that originally booked or any costs for food or drink.

We will pay:	For:	Provided you are not claiming for:	If you need to claim:
<p><b>for trips outside your home country: up to the amount shown on the summary of cover on page 3 outside your home country following necessary emergency expenses that are payable within six months of the event that causes the claim that results from your death, injury or illness:</b></p>	<ul style="list-style-type: none"> <li>• customary and reasonable fees or charges for necessary and emergency treatment, to be paid outside your home country for medical, surgical, hospital, nursing home or nursing services.</li> <li>• additional travel, accommodation and repatriation costs to be made for, or by, you and for any one other person <u>who is required for medical reasons</u> to stay with you, to travel to you from your home country or to travel with you, where it is deemed medically necessary.</li> </ul>	<ul style="list-style-type: none"> <li>• any costs where you have not paid your excess.</li> <li>• treatment due to, or a complication of, an existing medical condition unless we have agreed cover in writing and any additional premium has been paid.</li> <li>• any elective or pre-arranged treatment or any routine non-emergency tests or treatment, this includes complications as a result of elective, pre-arranged or cosmetic treatment.</li> <li>• costs of private treatment <u>unless our 24 hour Emergency Assistance Facilities service has agreed</u> and adequate public facilities are not available.</li> <li>• replenishment of any medication you were using at the start of the trip, or follow up treatment for any condition you had at the start of your trip.</li> <li>• the cost of early repatriation when medical treatment of a standard acceptable by our medical director is available locally.</li> <li>• the cost associated with the diversion of an aircraft due to your death, injury or illness.</li> <li>• repairs to or for artificial limbs or hearing aids.</li> <li>• the cost of diagnostic tests or treatment for any existing medical condition other than that which has caused the immediate emergency.</li> <li>• any extra costs for single/private accommodation in a hospital or nursing home.</li> </ul>	<p><b><u>FOR MEDICAL EMERGENCIES</u></b></p> <p><b>+44 (0) 203 829 6745</b></p> <p><b>Call our <i>Emergency Assistance Facilities</i> service 24 hours a day, 7 days a week, 365 days a year, from anywhere in the world</b></p> <p>Download or request a claim form for emergency medical expenses and complete to the best of your ability.</p> <p>For non-emergency cases, visits to doctors, hospital outpatients, or pharmacies you must keep and provide us with all (original) receipts accounts and medical certificates.</p> <p>For cases where the Emergency Assistance Facilities service were informed please provide (in addition to the above) your case number or name of the person you spoke to and a photocopy or scanned image of your EHIC card.</p>
<p><b>up to the amount shown on the summary of cover on page 3</b></p> <p><b>up to £1,500</b></p> <p><b>up to £10,000</b></p> <p><b>public hospital benefit as shown on the summary of cover on page 3</b></p>	<ul style="list-style-type: none"> <li>• the emergency replacement of prescribed medication (including transport of it to you where medically necessary) following the accidental loss or theft of medication which you took with you on your trip.</li> <li>• your death outside your home country for your burial or cremation.</li> <li>• the cost of returning your ashes home or the return of your body to your home.</li> <li>• each full 24 hours that you are in a <u>public hospital</u> as an in-patient during the period of the trip in addition to the fees and charges.</li> </ul>	<ul style="list-style-type: none"> <li>• work involving the use of precious metals in any dental treatment.</li> <li>• the provision of dentures, crowns or veneers.</li> <li>• any treatment or work which could wait until your return home.</li> </ul>	
<p><b>up to the amount shown on the summary of cover on page 3</b></p>	<ul style="list-style-type: none"> <li>• emergency dental treatment only to treat sudden pain.</li> </ul>		

**BE AWARE!** Your policy is intended to cover immediate treatment in an emergency situation. We reserve the right to repatriate you immediately for treatment in your home country when this is deemed to be preferable regardless of your original travel plans. All medical decisions are at the discretion of our medical director. It is essential for you to contact the Emergency Assistance Facilities service prior to being admitted anywhere. In this instance we may arrange for a local transfer to a hospital better equipped for your immediate needs.

No cover is provided under this section for:

- **anything mentioned in the conditions and exclusions (page 9)** (including any treatment, tests and associated illnesses for non-declared existing medical conditions).
- any costs where you are an inpatient or it is a repatriation claim and our 24 hour assistance service, *Emergency Assistance Facilities*, have not been notified or has not agreed the costs, we reserve the right to decline associated costs.
- services or treatment received by you, including any form of cosmetic surgery OR any treatment received by you after the date that in the opinion of our Emergency Assistance Facilities, in consultation with your treating doctor, you can return home or which can reasonably wait until you return to your home country.
- additional accommodation which exceeds the standard of that originally booked or any costs for food or drink.

We will pay:	For:	Provided you are not claiming for:	If you need to claim:
up to the amount shown on the summary of cover on page 3	<ul style="list-style-type: none"> <li>the travel and accommodation costs of another holiday to recuperate from your surgery within 3 months of your return to the UK, Channel Islands or BFPO.</li> </ul>	<ul style="list-style-type: none"> <li>any travel and accommodation costs on behalf of a second person.</li> </ul>	<p>You must be able to provide all relevant medical reports and recommendations to support your claim.</p> <p>You must also keep all your receipts for any costs incurred.</p>
up to the amount shown on the summary of cover on page 3	<ul style="list-style-type: none"> <li>the costs, following injury or illness sustained on your trip, of a medical examination in the UK, Channel Islands or BFPO within 3 months of your return home from your trip.</li> </ul>	<ul style="list-style-type: none"> <li>any medical examination not linked directly to an injury or illness occurring on your trip.</li> </ul>	
up to the amount shown on the summary of cover on page 3	<ul style="list-style-type: none"> <li>the necessary and reasonable costs of employing a home help or registered nanny if you are hospitalised or need to stay in bed at home immediately after being repatriated on the advice of a registered medical practitioner.</li> </ul>	<ul style="list-style-type: none"> <li>costs if you needed home help or a registered nanny before you began your trip.</li> </ul>	
up to the amount shown on the summary of cover on page 3	<ul style="list-style-type: none"> <li>the necessary and reasonable costs of cosmetic surgery as recommended by a medical practitioner to correct damage to your soft facial tissue caused by an accident sustained on your trip.</li> </ul>	<ul style="list-style-type: none"> <li>cosmetic surgery which has not been recommended by a medical practitioner, or has not been agreed by the Emergency Assistance Facilities team.</li> <li>any cosmetic surgery not directly linked to an injury or illness occurring on your trip.</li> </ul>	

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

- anything mentioned in the conditions and exclusions (page 9).
- any claim that does not directly relate to an accident or illness suffered during your trip.
- any claim that has not involved a minimum of 5 days in-patient public hospital stay following surgery.
- if you do not have a valid claim under section B3.

We will pay:	For:	Provided you are not claiming for:	If you need to claim:
<p>up to the amount shown on the summary of cover on page 3 for your unused proportion of:</p> <ul style="list-style-type: none"> <li>• transport charges;</li> <li>• loss of accommodation;</li> <li>• foreign car hire; and</li> <li>• pre-paid excursions booked by you before you go on your trip</li> </ul> <p>that you have paid or agreed to pay and that you cannot recover from any other source following your <u>necessary</u> cutting short of your trip.</p> <p><b>PLEASE NOTE</b> Your unused proportion of trip costs will be calculated in full days lost from the date of your return journey home.</p>	<ul style="list-style-type: none"> <li>• your early return home because of the death, injury or illness of:                             <ul style="list-style-type: none"> <li>- you or a friend with whom you are travelling;</li> <li>- a close relative who lives in your home country;</li> <li>- a close business associate who lives in your home country; or</li> <li>- a friend who lives abroad and with whom you are staying.</li> </ul> </li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• you, a friend or close relative who is travelling with you being required in your home country for jury service or as a witness in a court of law.</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>• you, a friend, business associate or close relative who is travelling with you being called back by the Police after your home, or the home in your home country of your friend, business associate or close relative, or usual place of business in your home country, having suffered from burglary, serious fire, storm or flood.</li> </ul>	<p>Provided you are not claiming for:</p> <ul style="list-style-type: none"> <li>• any payment where you have not suffered any financial loss.</li> <li>• coming home due to your existing medical condition, unless declared and accepted by us in writing.</li> <li>• coming home due to an existing medical condition of a non-travelling close relative or travelling companion unless the relative or travelling companion's medical practitioner states that at the time insurance was taken out or the trip was booked, whichever is the latter, he/she would not have foreseen such a serious deterioration in his or her patient's condition.</li> <li>• coming home due to an existing medical condition of the person you are staying with or a business associate.</li> <li>• any costs where you have not paid your excess.</li> <li>• the cost of Air Passenger Duty (or equivalent), airport charges and booking charges, or any payments or part payment made by using frequent flyer vouchers, Air Miles/Avios vouchers or other vouchers that have no financial face value.</li> <li>• any claim due to the death, injury or illness of any pets or animals.</li> <li>• the withdrawal of previously approved leave by your employer unless it is due to the death or serious illness of a close business associate.</li> <li>• any unused portion of your original ticket where you have been repatriated.</li> <li>• coming home early due to the fear of an epidemic, pandemic, infection or allergic reaction.</li> <li>• curtailment cover where the trip is of 2 days duration or less or a one-way trip.</li> <li>• the operation of law or as a result of an unlawful action by you or criminal proceedings against you or anyone included in your booking.</li> <li>• the curtailment of your trip by the tour operator.</li> <li>• curtailment due to financial circumstances.</li> </ul>	<p>If you need to claim:</p> <p>Download or request a curtailment claim form and ensure that the medical certificate in the cancellation claim form is completed by the <u>General Practitioner of the persons whose injury, illness or death has caused the curtailment</u>. As well as providing the claims handlers with required documentation as listed on the front of your claim form.</p> <p>Inform your tour operator/travel agent/flight company immediately of your necessity to cancel and request a cancellation invoice.</p> <p><b><u>If you need to cut short your trip:</u></b></p> <p>Due to a <u>medical necessity</u> you must ring to confirm this with our <i>24 hour Emergency Assistance Facilities service</i>.</p> <p style="text-align: center;"><b>+44 (0) 203 829 6745</b></p> <p><u>curtailment claims will not otherwise be covered.</u></p> <p>You should keep any receipts or accounts given to you and send them in to the claims office.</p>

**BE AWARE!** If you need to come home early due to your illness you **MUST** contact our emergency assistance service who will be able to assist you. If you need to come home for any other reason you should make your own arrangements. Please also note curtailment claims are calculated from the day you return home and no payment is made for loss of enjoyment however caused.

No cover is provided under this section for:

- anything mentioned in the conditions and exclusions (page 9).
- coming home early due to your existing medical condition where the risk attached to that medical condition has not been accepted by us in writing.
- coming home early due to a previously diagnosed condition of any close relatives or your travelling companion unless their medical practitioner states that at the time the insurance was taken out or the trip was booked, whichever is the latter, they would not have foreseen such a serious deterioration in their patient's condition.
- any claim not supported by a detailed letter/certificate from the treating doctor explaining why your early return was medically necessary.
- any resumption of your trip once it has been curtailed. There is no further cover once you have returned to your home country.



We will pay:	For:	Provided:	If you need to claim:
<p>up to the amount shown on the summary of cover on page 3 for <u>your mobility equipment</u></p>	<p><b>either</b></p> <ul style="list-style-type: none"> <li>the cost of repairing items that are damaged whilst on your trip, up to the limit shown, less an allowance for age, wear and tear.</li> </ul> <p><b>or</b></p> <ul style="list-style-type: none"> <li>up to the limit shown, less an allowance for age, wear and tear, to cover mobility and disability equipment that is stolen, permanently lost or destroyed whilst on your trip.</li> </ul>	<ul style="list-style-type: none"> <li>the equipment is brought with you from your home country at your own cost and you have complied with the carrier's conditions of carriage.</li> <li>you have notified the Police, your carrier or tour operator's representative and obtained an independent written report.</li> <li>you own the items you are claiming for and are able to provide proof of ownership/purchase.</li> <li>you are not claiming for items which have been damaged by a domestic dispute, atmospheric or climatic conditions, age, wear, tear, moth or vermin.</li> <li>you have not left equipment <i>unattended (including being contained in luggage during transit)</i> except where they are locked securely or left out of sight in your locked holiday or trip accommodation.</li> <li>you have not left your equipment unattended away from your holiday or trip accommodation unless left between 6.00 am and 11.00 pm local time (during daytime) in the locked boot or covered luggage area of a motor vehicle unless entry was gained by violent and forcible means.</li> <li>you have obtained written confirmation of any loss or damage.</li> </ul>	<p><b><u>For all damage claims:</u></b> you should retain the items in case we wish to see them. You will need to obtain an estimate for repairs or a letter confirming that the damage is irreparable.</p> <p><b><u>For all loss or damage claims during transit:</u></b> (a) retain your tickets and luggage tags, (b) report the loss or damage to the appropriate carrier and obtain a Property Irregularity Report (PIR) form or its equivalent within 24 hours.</p> <p><b><u>For all losses</u></b> you should report to the Police as soon as possible, and within 24 hours of discovery, and obtain a written report and reference number from them. You should also report the loss to your tour operator's representative or hotel/apartment manager wherever appropriate.</p> <p><b>Any item with a purchase price in excess of £50 must be supported by original proof of ownership/purchase. Any items not supported by such proof of ownership/purchase will be paid at the maximum of £50 subject to an overall limit for all such items of £150.</b></p>

**BE AWARE!** Your travel insurance policy is not intended to cover items of high value, as these should be fully insured under your house contents insurance on an All Risks extension for 365 days of the year. The mobility section only covers items that belong to you, is not 'new for old' and an amount for age, wear and tear will be deducted. You can find full details of our wear and tear scale published on our website at [www.tifgroup.co.uk/services/claims/wear-tear-depreciation/](http://www.tifgroup.co.uk/services/claims/wear-tear-depreciation/)

No cover is provided under this section for:

- anything mentioned in the conditions and exclusions (page 9) or any items that do not fall within the categories of cover listed.**
- the cost for any Nurse or Carer unless insured by us.

We will pay:	For:	Provided you:	If you need to claim:																						
<p>up to the amount shown on the summary of cover on page 3 for <u>your</u> possessions, with a maximum amount for:</p> <table border="0"> <tr> <td></td> <td style="text-align: right;"><b>Cruise</b></td> </tr> <tr> <td>Clothes</td> <td style="text-align: right;">£1,000</td> </tr> <tr> <td>Luggage</td> <td style="text-align: right;">£300</td> </tr> <tr> <td>Shoes</td> <td style="text-align: right;">£300</td> </tr> <tr> <td>Cosmetics</td> <td style="text-align: right;">£100</td> </tr> <tr> <td>Fine jewellery &amp; watches</td> <td style="text-align: right;">£300</td> </tr> <tr> <td>Electrical items &amp; photographic equipment</td> <td style="text-align: right;">£300</td> </tr> <tr> <td>Buggies, Strollers &amp; Car seats</td> <td style="text-align: right;">£100</td> </tr> <tr> <td>Laptops</td> <td style="text-align: right;">£500</td> </tr> <tr> <td>Eyewear</td> <td style="text-align: right;">£300</td> </tr> <tr> <td>Unreceipted items up to a maximum of:</td> <td style="text-align: right;">£150</td> </tr> </table> <p><i>either</i></p> <ul style="list-style-type: none"> <li>the cost of repairing items that are damaged whilst on your trip, up to the original purchase price of the item, less an allowance for age, wear and tear.</li> </ul> <p><i>or</i></p> <ul style="list-style-type: none"> <li>the original purchase price of the item, less an allowance for age, wear and tear, to cover items that are stolen, permanently lost or destroyed whilst on your trip.</li> </ul>		<b>Cruise</b>	Clothes	£1,000	Luggage	£300	Shoes	£300	Cosmetics	£100	Fine jewellery & watches	£300	Electrical items & photographic equipment	£300	Buggies, Strollers & Car seats	£100	Laptops	£500	Eyewear	£300	Unreceipted items up to a maximum of:	£150		<ul style="list-style-type: none"> <li>have paid your excess or accept it will be deducted from any settlement.</li> <li>have complied with the carrier's conditions of carriage.</li> <li>have notified the Police, your carrier or tour operator's representative and obtained an independent written report.</li> <li>own the items you are claiming for and are able to provide proof of ownership/purchase for any items over £50 in value.</li> <li>are not claiming for items which have been damaged by a domestic dispute, atmospheric or climatic conditions, age, wear, tear, moth or vermin, perishable items and/or their contents i.e. food, liquids, gels etc.</li> <li>are not claiming for possessions which have been lost or stolen from a beach or lido (if so we will only pay a maximum of £50).</li> <li>have not left electrical items, eyewear, jewellery &amp; watches or photographic equipment <i>unattended (including being contained in luggage during transit)</i> except where they are locked in a safe or safety deposit box where these are available (or left out of sight in your locked holiday or trip accommodation). This includes items left behind following you disembarking your coach, train, bus, flight, ferry or any other mode of transport.</li> </ul>	<p><b>For all damage claims:</b> you should retain the items in case we wish to see them, you will need to obtain an estimate for repairs or a letter confirming that the damage is irreparable.</p> <p><b>For all loss or damage claims during transit:</b> (a) retain your tickets and luggage tags, (b) report the loss or damage to the appropriate carrier and obtain a Property Irregularity Report (PIR) form or its equivalent within 24 hours.</p> <p><b>For all losses</b> you should report to the Police as soon as possible, and within 24 hours of discovery, and obtain a written report and reference number from them. You should also report the loss to your tour operator's representative or hotel/apartment manager wherever appropriate.</p> <p><b>For delay claims</b> You must keep all receipts for these items and send them in to us with your claim and any amount paid will be deducted from the final claim settlement if the items are permanently lost.</p>
	<b>Cruise</b>																								
Clothes	£1,000																								
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Laptops	£500																								
Eyewear	£300																								
Unreceipted items up to a maximum of:	£150																								
<p>up to the amount shown on the summary of cover on page 3</p>	<ul style="list-style-type: none"> <li>the purchase of essential items if your luggage containing your possessions are delayed due to being misplaced, lost or stolen on your outward journey from your home country for over 12 hours from the time you arrived at your trip destination.</li> </ul>	<ul style="list-style-type: none"> <li>have not left your possessions unattended away from your holiday or trip accommodation unless left between 6.00 am and 11.00 pm local time (during daytime) in the locked boot or covered luggage area of a motor vehicle unless entry was gained by violent and forcible means.</li> <li>have obtained written confirmation of any loss, damage or delay from your tour operator / airline provider.</li> </ul>	<p><b>Any item with a purchase price in excess of £50 must be supported by original proof of ownership/purchase. Any items not supported by such proof of ownership/purchase will be paid at the maximum of £50 subject to an overall limit for all such items of £150.</b></p>																						

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

- anything mentioned in the conditions and exclusions (page 9) or any items that do not fall within the categories of cover listed.**
- mobile telephones, SIM cards, mobile telephone prepayment cards, lost/stolen mobile telephone call charges or mobile telephone accessories, car keys, duty free items such as tobacco products, alcohol and perfumes.
- the use of, or damage to, drones.

We will pay:	For:	Provided:	If you need to claim:
<p>each insured person:</p> <p>up to the amount shown on the summary of cover on page 3</p>	<ul style="list-style-type: none"> <li>the loss or theft of your cash during your trip.</li> </ul>	<ul style="list-style-type: none"> <li>your excess has been paid or deducted from any settlement.</li> <li>your cash or passport is:                             <ul style="list-style-type: none"> <li>on your person;</li> <li>held in a safe or safety deposit box where one is available; or</li> <li>left <u>out-of-sight</u> in your <i>locked</i> trip accommodation.</li> </ul> </li> <li>you are not claiming for any costs incurred before departure or after you return home or any costs which are due to any errors or omissions on your travel documents or money exchange.</li> <li>you are not claiming for any missed travel or accommodation arrangements as a result of your passport being lost or stolen.</li> </ul>	<p>For all losses you should report to the Police as soon as possible, and within 24 hours of discovery, and obtain a written report and reference number from them. You should also report the loss to your tour operator's representative or hotel/apartment manager wherever appropriate.</p> <p>For loss of cash we will also require:</p> <p>(a) exchange confirmations from your home country for foreign currency.                      (b) where sterling is involved, documentary evidence of possession.</p> <p>For a lost or stolen passport you will also need to get a letter from the consulate, airline or travel provider where you obtained a replacement and keep all the receipts for your travel and accommodation expenses.</p>
<p>up to the amount shown on the summary of cover on page 3</p>	<ul style="list-style-type: none"> <li>cover to contribute towards the cost of an emergency travel document.</li> </ul>		
<p>up to the amount shown on the summary of cover on page 3</p>	<ul style="list-style-type: none"> <li>cover for necessary costs collecting your emergency travel document on your trip.</li> </ul>		

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

- anything mentioned in the conditions and exclusions (page 9).
- any financial loss suffered as a result of your debit/credit card or passport being lost or stolen.
- the cost of a new passport upon your return to the United Kingdom, Channel Islands or BFPO.
- cash or passport that is not on your person, in a safe/safety deposit box or left out-of-sight in your *locked* trip accommodation.
- loss or theft of cash due to depreciation in value, currency changes or shortage caused by any error or omission.

## If you are hijacked (Policy B Section 8)

We will pay:	For:	Provided:	If you need to claim:
<p>up to the amount shown on the summary of cover on page 3</p>	<ul style="list-style-type: none"> <li>each full 24 hour period you are confined as a result of a hijack.</li> </ul>	<ul style="list-style-type: none"> <li>you have obtained confirmation from the airline, carrier or their handling agents confirming period of confinement.</li> </ul>	<p>Claims will need to be supported by a written report from the appropriate authorities.</p>

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

- anything mentioned in the conditions and exclusions (page 9).
- any claim where you are unable to provide us with proof of the incident, i.e. Police / authorities / medical report.
- any claim where you are attacked or confined as a result of your illegal activity or reckless behaviour.

We will pay:	For:	Provided:	If you need to claim:
<p>up to the amount shown on the summary of cover on page 3 plus costs agreed between us in writing:</p>	<ul style="list-style-type: none"> <li>any amount incurred due to an event occurring during the period of this insurance that you are legally liable to pay that relates to an incident caused directly or indirectly by you and that results in:                             <ul style="list-style-type: none"> <li>injury, illness or disease of any person.</li> <li>loss of, or damage to, property that does not belong to you or any member of your family and is neither in your charge or control nor under the charge or control of any member of your family.</li> <li>loss of, or damage to, trip accommodation which does not belong to you or any member of your family.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>your excess has been paid or deducted from any settlement.</li> <li><b>liability for loss of, or damage to, property or injury, illness or disease is not caused or suffered by:</b> <ul style="list-style-type: none"> <li>your own employment, profession or business or anyone who is under a contract of service with you, acting as a carer, whether paid or not, or any member of your family or travelling companion or is caused by the work you or any member of your family or travelling companion employ them to do.</li> <li>your ownership, care, custody or control of any animal.</li> </ul> </li> <li><b>compensation or any other costs are not caused by accidents involving your ownership, possession or control of any:</b> <ul style="list-style-type: none"> <li>land or building or their use either by or on your behalf other than your temporary trip accommodation, mechanically propelled vehicles and any trailers attached to them, aircraft, motorised skis, motorised waterborne craft or sailing vessel, firearms or incendiary devices.</li> </ul> </li> </ul>	<p><b>Never admit responsibility to anyone</b> and do not agree to pay for any damage, repair costs or compensation.</p> <p>Keep notes of any circumstances that may become a claim so these can be supplied to us along with names and contact details of any witnesses as well as any supporting evidence we may require.</p>

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

- anything mentioned in the conditions and exclusions (page 9).
- injury, illness or disease suffered by you or any member of your family, or any event caused by any deliberate or reckless act or omission by you or a member of your family.
- claims where an indemnity is provided under any other insurance or where it falls on you by agreement and would not have done if such agreement did not exist i.e. rental disclaimer.

Accidental death and disability benefit (Policy B Section 10)

We will pay:	For:	Provided:	If you need to claim:
<p>a single payment as shown on your summary of cover on page 3</p>	<p><b>your accidental bodily injury whilst on your trip, that independently of any other cause, results in your:</b></p> <p>death (limited to £1,500 when you are under 18 or over 70 at the time of incident).</p> <p>total and permanent loss of sight in one or both eyes, or total loss by physical severance or total and permanent loss of use of one or both hands or feet.</p> <p>permanent and total disablement from engaging in paid employments or paid occupations of <u>any and every</u> kind all occurring within 12 months of the event happening*.</p>	<ul style="list-style-type: none"> <li>you have not deliberately exposed yourself to danger and that the incident is due to an accident and not illness or infection.</li> <li>you are not under 18 or over 70 and claiming permanent disablement.</li> <li>you are not claiming for more than one of the benefits that is a result of the same injury.</li> </ul>	<p>Download or request a claim form for Personal Accident immediately and complete to the best of your ability.</p> <p>In the event of death we will require sight of an original copy of the death certificate, for other claims please write describing the circumstances of the accident and its consequences, and you will be advised what further documentation is required.</p>

**BE AWARE!** This is a one off lump sum benefit for the death or very serious incapacity, as specified, of an insured person when this is solely caused by an accident occurring during the period of insurance. It is quite separate from costs covered under the medical section.

(\* Where you are not in paid employments or occupations, this shall be defined as 'all your usual activities, pastimes and pursuits of any and every kind').

No cover is provided under this section for:

- anything mentioned in the conditions and exclusions (page 9).
- any payment for permanent disablement when your age is under eighteen (18) or over seventy (70).

We will pay:	For:	Provided:	If you need to claim:
<p>up to the amount shown on the summary of cover on page 3</p> <p>and for 30 minutes legal advice on the telephone</p>	<ul style="list-style-type: none"> <li>legal costs and expenses incurred in pursuing claims for compensation and damages due to your death or personal injury whilst on the trip.</li> <li>enquiries relating to your insured trip.</li> </ul>	<ul style="list-style-type: none"> <li>your excess has been paid or deducted from any settlement.</li> <li>you accept that if you are awarded compensation and receive payment then all sums paid out by us shall be paid out of that compensation.</li> <li>legal proceedings in the USA or Canada follow the contingency fee system operating in North America.</li> <li>you are not pursuing a claim against a carrier, travel agent, tour operator, tour organiser, the insurers or their agents or the claims office.</li> <li>the estimated recovery is more than £500.</li> <li>we believe that you are likely to obtain a reasonable settlement.</li> <li>the costs cannot be considered under an arbitration scheme or a complaints procedure.</li> <li>you are not claiming against another insured-person who is a member of your family, business associate, a friend or travelling companion, whether insured by us or another provider.</li> <li>the claim is not due to damage to any mechanically propelled vehicle.</li> </ul>	<p>If you have an accident abroad and require legal advice you should contact:</p> <p><b>Slater &amp; Gordon LLP, 58 Moseley Street, Manchester, M2 3HZ</b></p> <p>They will arrange for up to thirty minutes of <u>free</u> advice to be given to you by a lawyer.</p> <p>To obtain this service you should:</p> <p><b>telephone 0161 228 3851 or fax 0161 909 4444</b></p> <p><b>Monday to Friday 9am-5pm</b></p>

**BE AWARE!** Legal expenses claims are only considered on the condition that you use Slater & Gordon LLP as your legal representative and they will always have complete control over the legal proceedings and the selection, appointment and control of lawyers. Where a claim occurs you will supply any reports or information and proof to us and the claims office as may be required. Any legal expenses incurred without our prior authorisation or that of the claims office will not be paid. We will settle all claims under the law of the country that you live in within the United Kingdom or the Channel Islands unless we agree otherwise with you. No cover is provided under this section for:

- anything mentioned in the conditions and exclusions (page 9).
- legal proceedings in more than one country for the same event.

## If a natural disaster occurs (Policy B Section 12)

We will pay:	For:	Provided:	If you need to claim:
<p>up to the amount shown on the summary of cover on page 3</p>	<ul style="list-style-type: none"> <li>reasonable additional costs of travel and accommodation within a 20 mile radius, to the same standard as those on your booking, to enable you to continue your trip close to that originally booked if the pre-booked accommodation has been damaged by fire, flood, earthquake, storm, lightning, explosion, hurricane or the area is quarantined due to a major outbreak of an infectious disease.</li> </ul>	<ul style="list-style-type: none"> <li>you are able to provide evidence of the necessity to make alternative travel arrangements.</li> </ul> <p><b>your trip is not:</b></p> <ul style="list-style-type: none"> <li>within the United Kingdom or Channel Islands.</li> <li>formed as part of a tour operator's package holiday.</li> </ul>	<p>You will need to provide written evidence from your tour operator to confirm the need to find alternative accommodation, stating the reason why this was necessary. You will need to submit this to our claims office along with your original booking confirmation and receipts for all expenses made.</p>

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

- anything mentioned in the conditions and exclusions (page 9).
- any amounts recoverable from any other source.
- alternative transport home, missed flights/connections, food, drink, telephone calls or any other loss specified in this policy.
- any claim where the fire, flood, earthquake, storm, lightning, explosion, hurricane or infectious disease had already happened before you left home.

We will pay:	For:	Provided:	If you need to claim:
<p>up to the amount shown on the summary of cover on page 3</p>	<ul style="list-style-type: none"> <li>every complete period of 5 consecutive days that you are delayed following you necessarily requiring surgery, involving a minimum of 5 day in-patient stay which results in you incurring additional kennel or cattery fees.</li> <li>every complete period of 5 consecutive days that you are unable to return home due to your surgery.</li> </ul>	<ul style="list-style-type: none"> <li>your pets stay exceeds the pre-booked period of accommodation.</li> <li>your claim does not form part of the original pre-booked duration for your pet.</li> <li>you reached your international departure point on your return journey home in time to board the pre-booked transport.</li> <li>you are able to provide written confirmation from the transport provider showing the original booked arrival time, the actual arrival time and the reason for the delay.</li> <li>you have a valid claim under section B3.</li> </ul>	<p>You will need to provide written evidence from official sources to confirm the need to find alternative accommodation, stating the reason why this was necessary. You will need to submit this to the claims office along with your original booking confirmation and receipts for all expenses made.</p>

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

- anything mentioned in the conditions and exclusions (page 9).
- any claim where the delay is less than 5 consecutive in total.

We will pay:	For:	Provided:	If you need to claim:
<p>up to the amount shown on the summary of cover on page 4</p> <p>Single article limit - £250</p> <p>Unreceipted items: £50 per item up to a maximum of £150</p> <p>up to the amount shown on the summary of cover on page 4</p>	<p><i>either</i></p> <ul style="list-style-type: none"> <li>the cost of repair of items that are partially damaged whilst on your trip, up to the market value of the item, allowing for age, wear and tear.</li> </ul> <p><i>or</i></p> <ul style="list-style-type: none"> <li>the market value of the item, allowing for age, wear and tear, to cover items that are stolen, permanently lost or destroyed whilst on your trip.</li> <li>the cost of hire of golf equipment if your golf equipment is lost, stolen, or delayed on your outward journey for over 24 hours from the time you arrived at your trip destination.</li> </ul>	<ul style="list-style-type: none"> <li>you have paid your excess or accept it will be deducted from any settlement.</li> <li>you have complied with the carrier's conditions of carriage.</li> <li>you have notified the Police, your carrier or tour operator's representative and obtained an independent written report with written confirmation of any loss or damage.</li> <li>you are not claiming for damage caused by a domestic dispute, atmospheric or climatic conditions, age, wear, tear, moth or vermin, perishable items and/or their contents.</li> <li>your golf equipment is not specifically insured elsewhere.</li> <li>you are able to provide either the damaged items on request or to prove the existence and ownership/purchase of any item lost or stolen.</li> <li>you have kept all receipts for this hire and sent them in to us with your claim.</li> </ul>	<p>Please telephone our claims department and they will send you the appropriate claim form and advise you what documentation to send in.</p> <p>For all sections you will need to obtain independent written confirmation of the circumstances and keep all receipts for items purchased/hired.</p> <p><b>Any item with a purchase price in excess of £50 must be supported by original proof of ownership/purchase. Any items not supported by such proof of ownership/purchase will be paid at the maximum of £50 subject to an overall limit for all such items of £150.</b></p>
<p>up to the amount shown on the summary of cover on page 4</p>	<ul style="list-style-type: none"> <li>the loss of green fees should the pre-booked course become unplayable due to adverse weather conditions.</li> </ul>	<ul style="list-style-type: none"> <li>the course is closed by a club official and you have confirmation in writing.</li> </ul>	
<p>up to the amount shown on the summary of cover on page 4</p>	<ul style="list-style-type: none"> <li>costs incurred following you achieving a hole in one</li> </ul>	<ul style="list-style-type: none"> <li>you have confirmation in writing from the club secretary and your playing partner.</li> <li>you have kept all receipts for these items and send them in to us with your claim.</li> </ul>	

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

No cover is provided under this golf extension for:

- anything mentioned in the conditions and exclusions (page 9).*
- any intentional damage to golf equipment due to carelessness/reckless actions.
- your golf equipment being left unattended away from your personal holiday or trip accommodation between 6:00am and 11:00pm local time (during daytime) in the locked boot or covered luggage area of a motor vehicle unless access was gained by violent and forcible means.

Upon payment of an additional premium your policy will cover winter sports – (on piste skiing and snowboarding, for leisure purposes only and not participating in any timed, competitive or off piste/specialist ski/snow board activities) for 31 days on your Single Trip policy. We recommend when participating in winter sports that the appropriate clothing, including crash helmets, should be worn, and activities undertaken match the level of experience the insured person has in that sport (e.g. if you are an amateur skier do not undertake a black run).

We will pay:	For:	Provided:	If you need to claim:
<p>up to the amount shown on the summary of cover on page 4 for hired or owned ski equipment.</p> <p>Single article limit - £200</p> <p>Unreceipted items - £50 per item up to a maximum of £150</p>	<ul style="list-style-type: none"> <li>the cost of repairing items that are damaged whilst on your trip, up to the original purchase price of the item, less an allowance for age, wear and tear.</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>the original purchase price of the item, less an allowance for age, wear and tear, to cover items that are stolen, permanently lost or destroyed on your trip.</li> </ul>	<ul style="list-style-type: none"> <li>you have paid your excess or accept it will be deducted from any settlement.</li> <li>you have complied with the carrier's conditions of carriage.</li> <li>on delay, loss or theft claims you have notified the Police, your carrier or tour operator's representative and obtained an independent written report.</li> <li>the ski equipment was not left unattended unless left between 6.00 am and 11.00 pm local time in the locked boot or covered luggage area of a motor vehicle and entry was gained by violent and forcible means.</li> <li>you are able to provide the damaged items on request or to prove the existence or prove ownership/purchase or responsibility of any items.</li> <li>you have a valid claim for medical expenses.</li> <li>you have supporting medical evidence confirming your inability to ski.</li> </ul>	<p><b>For all loss or damage claims during transit:</b> you need to retain your tickets and luggage tags, report the loss or damage to the transport provider, and obtain a Property Irregularity Report (PIR) form or its equivalent within 24 hours.</p> <p><b>For all damage claims</b> keep the items in case we wish to see them. You will need to obtain an estimate for repairs or a letter confirming that the damage is irreparable.</p> <p><b>For all other losses</b> you should report to the Police within 24 hours of discovery, and obtain a written report and reference number from them.</p> <p><b>Any item with a purchase price in excess of £50 must be supported by original proof of ownership/purchase. Any items not supported by such proof of ownership/purchase will be paid at the maximum of £50 subject to an overall limit for all such items of £150.</b></p>
<p>up to the amount shown on the summary of cover on page 4</p> <p>up to the amount shown on the summary of cover on page 4</p> <p>up to the amount shown on the summary of cover on page 4</p>	<ul style="list-style-type: none"> <li>the cost of hiring replacement ski equipment if your ski equipment is lost, stolen or damaged on your outward journey for over 24 hours from the time you arrived at your trip destination.</li> <li>the cost of hiring replacement ski equipment if your ski equipment is delayed over 24 hours.</li> <li>the loss of use of your ski pack following your injury or illness during your trip.</li> </ul>	<ul style="list-style-type: none"> <li>you are skiing north of the earths equator between 1<sup>st</sup> January and 30<sup>th</sup> April, or south of the earths equator between 1<sup>st</sup> June and 31<sup>st</sup> October and at a destination of higher than 1600 metres above sea level.</li> <li>you have obtained a letter from your tour operator/transport provider stating the reason for closure, the date, time of the closure and the date and time it re-opened.</li> </ul>	
<p>up to the amount shown on the summary of cover on page 4</p>	<ul style="list-style-type: none"> <li>each full 24hrs you are unable to ski due to the <u>lack of snow</u> which results in the total closure of skiing facilities in the resort.</li> </ul>	<ul style="list-style-type: none"> <li>you are not claiming for more than £35 per full 24 hour period.</li> </ul>	
<p>up to the amount shown on the summary of cover on page 4</p>	<ul style="list-style-type: none"> <li>the cost of additional transport and/or accommodation if, because of the prevention of access due to an avalanche, you are unable to reach or leave your pre-booked resort.</li> </ul>		

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

No cover is provided under this winter sports extension for:

- anything mentioned in the conditions and exclusions (page 9).
- any claim if your tour operator has compensated, offered or provided travel, alternative transport and/or accommodation to an alternative resort.



**ADDITIONAL SPORTS AND HAZARDOUS ACTIVITIES:**

Unlike other policies we cover many sports and activities as standard; **no additional premium is required for activities listed in Category A.** We have categorised the activities that are not covered as standard into a further three bands. If you do not see your chosen activity, do not worry, we may cover it, but you must contact us so we can discuss the activity and what, if any, additional premium is necessary. *(All of the activities are covered on a non-professional and non-competitive basis, unless otherwise stated).* Any claims which arise whilst undertaking any of these activities for any purpose other than leisure (examples of non-leisure purposes include professional / semi-professional / paid / sponsored racing, timed events – unless otherwise specified, professional, display events, photo shoots, etc...) will not be covered under this policy. Safety guidelines provided from a professional event company or organiser must be followed. Failure to do so will invalidate a claim. If you are unsure please do not hesitate to contact OK To Travel Limited on 01223 446 943 and we can discuss your individual requirements. We consider 'professional or competitive' to be activities/sports where you are either paid for participating in, receive any element of sponsorship, fees or prize money in excess of £200. *Please note those activities marked in italics and underlined do not have Personal Liability cover or Accidental Death and Disability cover.*

**Category A – Covered as standard**

Aerobics, *Archery*, Badminton, Banana Boating, Basketball, Beach Games, Bowls, Cricket, *Cycling (not BMX and mountain bikes or cycling tours)*, Fishing, Football, Golf, Hiking / Trekking up to 2,000m, *Hot Air Ballooning (UK organised)*, Ice-Skating (rink only), *Parascending (towed by boat)*, Racket ball, *Rafting / Canoeing / Kayaking (including white water grades 1-3)*, Rambling, Roller Skating, Rounders, *Scuba Diving (up to 18 metres)*, Snooker / Pool / Billiards, Snorkelling, Squash, *Surfing*, Swimming (not open waters), Table Tennis, Tennis, Volleyball, Water Polo, *Water-skiing (not open waters)*, *Windsurfing (not open waters)*, *Yachting / Boating / Sailing / Rowing (not open waters)*.

**Category B – Additional Premium required (in addition to the activities listed under Category A)**

Boxing Training, *Bungee Jump*, Camel / Elephant Riding, Cycle Touring, Deep Sea Fishing, Dog Sledging, *Flying a private plane or small aircraft*, *Flying as a passenger in a private or small aircraft*, *Go Karting (specific use)*, Gymnastics, Hiking / Trekking up to 3,500m, Hockey, Horse Riding whilst wearing a helmet (no Polo, Hunting or Jumping), *Hot Air Ballooning (non-UK organised)*, Hydro Zorbing, *Jet Skiing*, Martial Arts (training only), *Motorcycling (over 50cc – no racing) as a rider or passenger when wearing a helmet, provided the rider holds an appropriate UK licence to ride the motorcycle – see conditions and exclusions page 9 for more information on UK qualifications*, Mountain Biking, *Quad Biking (no racing)*, *Rafting / Canoeing / Kayaking (including white water grade 4)*, Rugby (Training / Amateur match only), Safari (organised trips only and not involving the use of firearms), *Scuba Diving (up to 30 metres)*, Sea Canoeing, Work Abroad (including manual work – see definitions page for more information on manual work).

**Category C - Additional Premium required (in addition to the activities listed under Category A & B) – Included upon payment of winter sports premium**

Abseiling, American Football, *Gliding*, Outdoor Endurance Events, Parachuting, Paragliding, *Parascending (over land)*, Sail Boarding, Sand Boarding, Sand Yachting, Skateboarding, *Snow Mobiling*.

**Category D - Additional Premium required (in addition to the activities listed under Category A, B & C)**

BMX Cycling, Bob Sleighing, Canyoning, Hang Gliding, Heli Skiing, High Diving, Hiking / Trekking (up to 6,000 metres), Horse Jumping (no Polo, Hunting), Ice Hockey, Land Yachting, Lugging, Micro Lighting, *Parasailing*, *Rafting / Canoeing / Kayaking (including white water grade 5)*, Rock Climbing, Rock Scrambling, *Scuba Diving (up to 40 metres – if BSAC, PADI, DIWA, SSI or SSA member only)*, Show Jumping (no Polo, Hunting), Ski Diving, Tobogganing, Wrestling.

## If you need to claim



We have appointed Travel Claims Facilities to look after your claim. If you require a claim form please download it on the internet at: [www.policyholderclaims.co.uk](http://www.policyholderclaims.co.uk)

Alternatively please advise the section of the insurance on which you want to claim and master policy number and policy reference to:

**Travel Claims Facilities, 1 Tower View, Kings Hill, West Malling, Kent, ME19 4UY Telephone: 0203 829 6761**

### You need to:

- produce your insurance validation documentation confirming you are insured before a claim is admitted.
- give us full details in writing of any incident that may result in a claim under any section of the policy at the earliest possible time.
- provide all necessary information and assistance we may require at your own expense (including, where necessary, medical certification and details of your National Health number, or equivalent, and Private Health Insurance).
- pass on to us immediately every writ, summons, legal process or other communication in connection with the claim.
- provide full details of any House Contents and All Risks insurance policies you may have.
- ensure that all claims are notified within 3 months of the incident occurring.
- not abandon any property to us or the claims office.
- not admit liability for any event or offering to make any payment without our prior written consent.

### We can:

- make your policy void where a false declaration is made or any claim is found to be fraudulent.
- take over and deal with, in your name, the defence/settlement of any claim made under the policy.
- subrogate against the responsible party and take proceedings in your name, but at our expense, to recover for our benefit the amount of any payment made under the policy.
- obtain information from your medical records (with your permission) for the purpose of dealing with any medical claims. No personal information will be disclosed to any outside person or organisation without your prior approval.
- only make claims payments by electronic BACS transfer, unless otherwise agreed by us.
- cancel all benefits provided by this policy without refund of premium when a payment has been made for cancellation or curtailment of the trip.
- not make any payment for any event that is covered by another insurance policy.
- only pay a proportionate amount of the claim where there is other insurance in force covering the same risk and to require details of such other insurance.
- settle all claims under the law of the country that you live in within the United Kingdom or the Channel Islands unless we agree otherwise with you.
- submit any disputes arising out of this contract to the exclusive jurisdiction of the courts of the country that you live in within the United Kingdom or the Channel Islands.

## DATA PROTECTION ACT – PERSONAL INFORMATION

### How Travel Insurance Facilities collects data:

You should understand that any information you have given Travel Insurance Facilities will be processed in compliance with the provisions of the Data Protection Act 1998, for the purpose of providing insurance and handling claims or complaints, if any, which may necessitate providing such information to other parties.

You have a right of access to, and correction of, information that Travel Insurance Facilities hold about you. If you would like to exercise either of these rights you should contact: **The Data Protection Compliance Officer, Travel Insurance Facilities, 1 Tower View, Kings Hill, West Malling, Kent, ME19 4UY**

It is our aim to give a high standard of service and to meet any claims covered by these policies honestly, fairly and promptly. There are, however, times when misunderstandings occur by both sides. If you do not feel that the matter has been dealt with to your satisfaction or you have some new evidence which we have not seen, you may bring this to the claims managers attention in writing: **The Claims Manager, Travel Claims Facilities, 1 Tower View, Kings Hill, West Malling, Kent, ME19 4UY**

**If your complaint is regarding the selling of your policies please contact:** June Green on 01223 785 561 or write to; OK To Travel Limited, Richmond House, 16-20 Regent Street, Cambridge, CB2 1DB.

**If your complaint relates to sections A1 or B1 to B15 and you would like to complain about the outcome of your claim, or assistance provided, please forward details of your complaint in the first instance as follows:**

- Quality and Improvements Manager, URV, 1 Tower View, Kings Hill, West Malling, Kent, ME19 4UY or call on 0203 829 6604 who will review the claims office decision.

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

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

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# YOUR IMPORTANT INFORMATION

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

contact Emergency Assistance Facilities 24 hour emergency advice line on:

+44 (0) 203 829 6745

FOR NON-EMERGENCIES ABROAD:

+44 (0) 203 829 6761

IF YOU NEED A CLAIM FORM:

you can download the relevant form:

[www.policyholderclaims.co.uk](http://www.policyholderclaims.co.uk)

or contact Travel Claims Facilities on:

+ 44 (0) 203 829 6761

TO CONTACT OK TO TRAVEL:

T: 01223 446 943

[WWW.OKTOTRAVELINSURANCE/CRUISE](http://WWW.OKTOTRAVELINSURANCE/CRUISE)



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