



**PANTAENIUS**

Sail & Motor Yacht Insurance

# **Mariner's Travel Insurance**

**Single Trip & Annual Multi-trip  
Travel Insurance Policy 2018/19**

**This policy is for residents of the United Kingdom, the Channel Islands and the Isle of Man only  
and is effective for policies purchased from 1st December 2018 to 30th November 2019.**

This document is to notify You that the following insurance has been effected with Certain Underwriters at Lloyd's.

**Underwritten by:**

Antares Syndicate 1274 at Lloyd's. Registered Office: 21 Lime Street, London EC3M 7HB. Antares is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

**Arranged by:**

Pantaenius UK Limited who are authorised and regulated by the Financial Conduct Authority.

**Scheme Administrators:**

P J Hayman & Company Limited. Registered Office: Stansted House, Rowlands Castle, Hampshire PO9 6DX. Registered in England - No. 2534965.

P J Hayman & Company Limited are authorised and regulated by the Financial Conduct Authority. Tel: **02392 419 009**

## Summary of Cover

The following is only a summary of the main cover limits for each cover option.

These options are **Classic Single Trip** or **Classic Annual Multi-trip** or **Premier Single Trip** or **Premier Annual Multi-trip**. Your chosen cover option will be specified in Your Policy Schedule. You should read the policy for the full terms and conditions.

Section & Cover	Classic ST & AMT Limit per person (up to)	Event Excess	Premier ST & AMT Limit per person (up to)	Event Excess
1. Medical & emergency expenses - Emergency dental treatment (relief of pain only) - Additional accommodation & travelling costs - Burial costs / Body repatriation - Hospital Inconvenience Benefit	£5,000,000 £350 £1,000 £3,000 £1,500 (£25 per day)	£90   Nil	£10,000,000 £350 £1,000 £3,000 £1,500 (£25 per day)	£50   Nil
2. Re-joining the boat	No Cover	-	£3,000	Nil
3. Crew replacement/Vessel repatriation	No Cover	-	£1,500	Nil
4. Personal accident - Loss of limbs or sight - Permanent total disablement (aged up to 69) - Permanent total disablement (aged 70 & over) - Death benefit (aged 16 to 69) - Death benefit (aged 15 & under)	£20,000 £20,000 £5,000 £20,000 £2,500	Nil	£30,000 £30,000 £5,000 £30,000 £2,500	Nil
5. Personal liability	£2,000,000	Nil*	£2,000,000	Nil*
6. Legal Expenses	£25,000	Nil	£25,000	Nil
7. Possessions, Personal Effects, Money & Documents - Personal possessions Single item, pair or set limit Valuables limit - Loss of travel documents including passport - Delayed possessions (over 12 hours) - Loss of personal money Cash limit	£1,500 £500 £500 £200 £100 £750 £250 (£75 aged under 18)	£90   Nil £90	£3,000 £500 £500 £200 £250 £750 £500 (£150 aged under 18)	£50   Nil £50
8. Cancellation, loss of deposit or curtailment	£3,000	Nil	£5,000	Nil
9. Catastrophe	£1,000	Nil	£5,000	Nil
10. Unexpected events - Travel disruption (missed departure/missed connection) - Travel delay  - Abandonment	£500 £100 (£20 first 12 hours, £10 each additional 12 hours) £3,000	Nil	£500 £100 (£20 first 12 hours, £10 each additional 12 hours) £5,000	Nil
11. Hijack or kidnap	£50 per day	Nil	£50 per day	Nil
<b>Winter Sports</b> (Cover under Single Trip when additional premium is paid. Annual Multi-trip includes 21 days cover in a year.)				
12. Ski equipment Single item limit - owned Single item limit - hired	£500 £500 £500	£90	£500 £500 £500	£50
13. Ski hire	£300 (£25 per day)	Nil	£300 (£25 per day)	Nil
14. Ski pack	£300 (£50 per day)	Nil	£300 (£50 per day)	Nil
15. Piste closure	£200 (£20 per day)	Nil	£200 (£20 per day)	Nil
16. Delay due to avalanche	£250	Nil	£250	Nil

\* £200 in respect of holiday accommodation

## Contents

	Page No
Summary of cover	1
Important telephone numbers	2
Eligibility	2
Important information	2
Privacy notice	2
Introduction	2-3
General conditions	3
Duty of care	3
Important conditions relating to your health	3-4
Medical screening	4
Medical screening questions	4
Definitions	4-5
Single Trip notes	5
Annual Multi-trip notes	5
Geographical areas	5
Your insurance cover	6-10
General exclusions	10
Claims procedure	10-11
Complaints procedure	11
What to do in the case of a medical emergency	11-12
Activities	12

### Important Telephone Numbers

<b>Medical Screening Line</b>	<b>02392 419 068</b>
<b>Customer Services</b>	<b>02392 419 009</b>
<b>Emergency Assistance Service:</b>	<b>+44 (0)20 7902 7405</b>
<b>Claims Service</b>	<b>01623 631 331</b>

## Eligibility

This policy is only available to You if:

- You are permanently resident in the United Kingdom, the Channel Islands or the Isle of Man;
- You are registered with a Medical Practitioner in Your Home Area;
- Your Trip starts and ends in the United Kingdom, the Channel Islands or the Isle of Man (Single Trip or Annual Multi-trip cover only);
- You are no more than 75 years old at the time You purchase this policy (or 64 if taking Family cover).
- You are in the United Kingdom, the Channel Islands or the Isle of Man at the time of purchasing this policy.

## Important Information

**It is essential that You read this policy carefully and keep it with You when travelling abroad, as the information contained herein will assist You in the event of an emergency.**

### Cover

We will, subject to the terms of the policy and confirmation of proof of payment of the appropriate insurance premium, pay the benefit described in respect of events occurring during the period of insurance. This policy gives full details of the cover, limits and exclusions applicable to the insurance. It should be read in conjunction with the Policy Schedule that states the persons covered and the basis of cover. Together these documents form a Contract of Insurance.

### Financial Services Compensation Scheme (FSCS)

Your insurer is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme, if We cannot meet Our obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim. You can get more information about compensation scheme arrangements from the FSCS, telephone number 0800 678 1100 or 020 7741 4100 or by visiting their website at [www.fscs.org.uk](http://www.fscs.org.uk)

### Governing Law

The parties to this contract are free to choose the applicable law. Unless specifically agreed to the contrary this insurance shall be subject exclusively to the law and jurisdiction of the courts of England and Wales.

### Money Back Guarantee ("Cooling off" Period)

Please read the policy carefully. If the Insurance does not meet Your requirements please return it within 14 days of the date of issue or receiving the policy, whichever is later. Provided that You have not commenced Your Trip, no claim is intended or has been made, Your premium will be refunded in full. Thereafter You may cancel the policy at any time, however no refund of premium is payable.

## Privacy Notice

### Who We are

We are the Lloyd's underwriter(s) in Our function as a joint Data Controller in conjunction with P J Hayman & Company Limited as identified in the contract of insurance and/or the Schedule.

### Basic information

We collect and use relevant information about You to provide You with Your insurance cover or the insurance cover that benefits You and to meet Our legal obligations.

This information includes details such as Your name, address and contact details and any other information that We collect about You in connection with the insurance cover from which You benefit. This information may include more sensitive details such as information about Your health.

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

The way insurance works means that Your information may be shared with, and used by a number of third parties in the insurance sector for example, insurers, agents or brokers, reinsurers, loss adjusters, sub-contractors, regulators, law enforcement agencies, fraud and crime prevention and detection agencies and compulsory insurance databases. We will only disclose Your personal information in connection with the insurance cover that We provide and to the extent required or permitted by law. We will never sell any personal information You provide Us.

### Other people's details You provide to Us

Where You provide Us or Your agent or broker with details about other people, You must provide this notice to them.

### Want more details?

For more information about how We use Your personal information please see Our full privacy notice(s), which is available online on Our website or in other formats on request.

Website: [www.antaresunderwriting.com](http://www.antaresunderwriting.com)

Website: [www.pjhayman.com/documents/PJH\\_Privacy\\_policy.pdf](http://www.pjhayman.com/documents/PJH_Privacy_policy.pdf)

### Contact Details

You have rights in relation to the information We hold about You, including the right to access Your information. If You wish to exercise Your rights, discuss how We use Your information or request a copy of Our full privacy notice(s), please contact Us at:

#### • For Antares Managing Agency Ltd

Post: Data Protection Officer, 21 Lime Street, London EC3M 7HB

Email: [Compliance2@antaresunderwriting.com](mailto:Compliance2@antaresunderwriting.com)

Phone: **+44 (0) 20 7959 1900**

#### • For P J Hayman & Company Limited

Post: Data Protection Officer, Stansted House  
Rowlands Castle, Hampshire PO9 6DX

Email: [Customerservices@pjhayman.com](mailto:Customerservices@pjhayman.com)

## Introduction

### This is Your Travel Insurance

Please read this document carefully, including the Policy Schedule, to ensure that You have the cover You require. If You have any queries, please contact the Scheme Administrator on **02392 419 009**.

### Extension of Cover

In the event of:

- Your death, injury or illness; or
- delay or interruption of public transport services; or
- failure of the Vessel You are travelling on; or

- You having to divert from Your original passage plan for reasons of safety as a result of fire, lightning, explosion, earthquake, storm, tempest, hurricane or medical epidemic;

provided that Our Emergency Assistance Service has been notified and You are unable to complete the Trip before the expiry of this policy, the cover will be automatically extended without additional premium for the additional days necessary for You to complete the Trip, up to a maximum of 60 days.

### Reciprocal Health Arrangements

**European Health Insurance Card (EHIC)** - if You are travelling to countries within the European Union (EU), the European Economic Area (EEA) or Switzerland You are strongly advised to obtain a European Health Insurance Card (EHIC). For United Kingdom residents You can apply online through [www.dh.gov.uk/travellers](http://www.dh.gov.uk/travellers). The European Health Insurance Card (EHIC) will entitle You to benefit from the reciprocal health care arrangements which exist between countries within the EU/EEA or Switzerland. In the event of liability being accepted for a medical expense which has been reduced by more than Your Event Excess amount, by using either a European Health Insurance Card (EHIC) or a private health insurance policy, We will not apply the deduction of the Event Excess under Section 1 – Medical & Emergency Expenses.

**Medicare - Australia** - if You are travelling to Australia You can enrol in Medicare which will entitle You to subsidised hospital treatments and medicines. You can do this by contacting a local Medicare office in Australia. All claims for refunds under the Medicare scheme must be made before You leave Australia.

For more information on Medicare visit: [www.medicareaustralia.gov.au](http://www.medicareaustralia.gov.au) or email: [medicare@medicareaustralia.gov.au](mailto:medicare@medicareaustralia.gov.au)

### Private Medical Treatment

There is no cover under this policy for in-patient medical & treatment expenses incurred in a private hospital, unless specifically authorised by Our Emergency Assistance Service.

**Special Notice:** this is not a private medical insurance policy and only gives cover in the event of an accident or sudden illness that requires emergency treatment whilst abroad. In the event of any medical treatment becoming necessary which results in a claim under this insurance, the Insured Person will be expected to allow Us, or Our representatives, unrestricted and reasonable access to all their medical records and information.

### Pregnancy

This policy does not intend to cover the normal costs or losses otherwise associated with pregnancy (including multiple pregnancy) or childbirth. This policy will, however, cover You should complications arise with Your pregnancy which fall within the definition of Complications of Pregnancy and Childbirth which occurs during Your period of insurance.

### Period of Insurance

- If Annual Multi-trip cover is selected: the period for which We have accepted the premium as stated in the Policy Schedule.

During this period any Trip not exceeding 35 days Classic cover option or 60 days Premier cover option (or 90 or 120 days on payment of the appropriate additional premium), is covered. There is no cover offered by Your policy whatsoever for a Trip which is longer in duration. This would include not covering You, regardless of Your incident date, for any claim that relates to a booked Trip that is longer in duration.

Under these policies, cover under the Cancellation section, shall be operative from the original issue date stated in Your Policy Schedule or at the time of booking a Trip and terminates on commencement of a Trip or the expiry date as shown on Your Policy Schedule.

- If Single Trip cover is selected: the period of the Trip and terminating upon its completion, but not in any case exceeding the period shown in Your Policy Schedule.

Under these policies cover under the Cancellation section, shall be operative from the date You pay Your premium and terminates on the commencement of Your Trip.

- For all other sections of the policy, whichever cover is selected, the insurance commences when You leave Your Home to commence Your Trip and terminates at the time of Your return to Your Home on completion of Your Trip.

### Expiry of Your Policy

If You have Annual Multi-trip cover, We will contact You prior to the expiry of the period of insurance as shown on Your Policy Schedule. We will give You at least 21 days written notice before the expiry date.

## General Conditions

### Our duty to You:

We aim to provide a high standard of service and to meet any claims covered by this insurance fairly and promptly. Should there be any complaint We will investigate this at once and resolve the matter as quickly as possible.

### Your duty to Us:

1. To answer all questions honestly and to the best of Your knowledge. Failure to do so may affect Your rights under this insurance. If the details disclosed to Us by You change during the period of insurance, We reserve the right to amend or cancel Your insurance, providing You with a pro-rata refund of premium. If You are in any doubt as to whether a fact is relevant, then for Your own protection it should be disclosed to Us;
2. To follow the Claims Procedure (refer to the back of this policy) and to take all possible care to safeguard against Accident, injury, loss or damage as if You had no insurance cover and provide all necessary documentation to support any claim;
3. To give Us full details in writing of any incident which may result in a claim as soon as reasonably possible, but in any event within 31 days;
4. To pass on to Us immediately any writ, summons, legal process, or other communication in connection with the claim, unanswered;
5. To provide all necessary information and assistance We may require at Your own expense (including where necessary medical certification and details of any private health insurance You have);
6. Not to admit liability for any event or offer to make payment without Our prior written consent;
7. Recognising Our right to:
  - a) make Your policy void where any claim is found to be false or fraudulent;
  - b) take over and deal with in Your name the defence or settlement of any claim made under this policy;
  - c) take proceedings in Your name, but at Our expense to recover for Our benefit the amount of any payment made under this policy;
  - d) obtain information from Your medical records (with Your permission) for the purpose of dealing with any Medical, Cancellation or Curtailment claims (no personal medical information will be disclosed to any other person or organisation without Your prior approval);
  - e) pay all claims under the Laws of England and Wales;
  - f) make payments to You or Your legal representatives.

## Duty of Care

You must take care to answer all questions honestly and to the best of Your knowledge and not to make a misrepresentation of the facts that could influence Us in accepting Your insurance. This includes Your destination, duration, age, planned activities and state of health of all travellers on this policy or on whom Your Trip depends. If You are in any doubt, You should contact Your Scheme Administrator on **02392 419 009**.

If You fail to answer all questions honestly, We may at Our option cancel the policy or refuse to deal with Your claim or reduce the amount of any claim payment.

## Important Conditions Relating to Your Health

You must comply with the following conditions to have the full protection of Your insurance.

If You do not comply We may at Our option cancel the insurance or refuse to deal with Your claim or reduce the amount of any claim payment.

**You will NOT be covered** under Cancellation Loss of Deposit or Curtailment, Medical Emergency Expenses (including Hospital Inconvenience Benefit) or Personal Accident:

for any Trip where at the time of taking out this insurance or at the time of booking Your Trip, You:

- a) are waiting for an operation, hospital consultation (other than for regular checkups for a stable condition) or other hospital treatment or investigations, or are awaiting the results of any tests or investigations; or
- b) have received a terminal prognosis; or
- c) travel against the advice of a Medical Practitioner or where You would have been if You had sought their advice before beginning Your Trip; or
- d) know You will need treatment or consultation at any medical facility during Your Trip; or

- e) are travelling specifically for the purpose of obtaining and/or receiving any elective surgery, procedure or hospital treatment; or
- f) are aware of a Medical Condition for which You have not had a diagnosis; or
- g) travel against any health requirements stipulated by the carrier, their handling agents or any other Public Transport provider.

**At the time of taking out this insurance You will need to contact the Medical Screening Line in the following circumstances:**

If You are travelling outside Your Home Area You should call the Medical Screening Line if You:

- i) need to declare a Medical Condition;
- ii) are unsure whether a Medical Condition needs to be declared or not;
- iii) answer YES to any of the Medical Screening Questions.

**Additionally, if You have an Annual Multi-trip insurance:**

You must call the Medical Screening Line if You are travelling outside Your Home Area and, at any time:

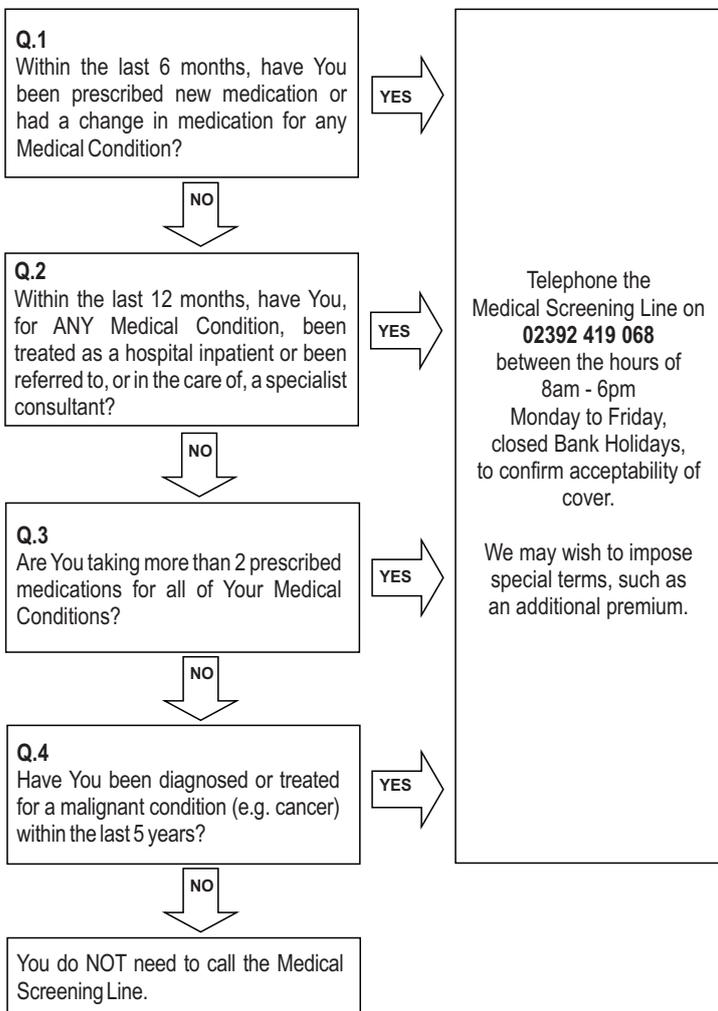
- i) You develop a new Medical Condition after Your insurance was issued;
- ii) Your existing Medical Condition changes after Your insurance was issued.

### Medical Screening

If You need to telephone the Medical Screening Line, You will be asked simple questions about Your Medical Condition, medication, trips to Your Medical Practitioner, and other related matters. If, as a result of Your call, We wish to impose special terms, such as an additional premium, this will be advised to You immediately and confirmed in writing. Should You decide not to pay the additional premium all Medical Conditions that require screening will not be covered. Any additional Medical Conditions not declared to Us will not be covered. You will also be advised of a medical screening reference, which You should keep a record of.

### Medical Screening Questions

**Important** - not applicable if You reside in either the United Kingdom or the Isle of Man and Your Trip is to or within the United Kingdom or the Isle of Man.



### Definitions

The following definitions apply to this policy. They have the same meaning wherever they appear. For ease of reading the definitions will start with a capital letter.

**You / Your / Insured Person**

Any person named on the Policy Schedule as having paid the appropriate premium.

**We / Our / Us**

Antares Syndicate 1274 at Lloyd's.

**Accident / Accidental**

A sudden, unexpected, unusual, specific, violent, external event, which occurs at a single identical time and place and independently of all other causes, resulting directly, immediately and solely in physical bodily injury which results in a loss.

**Cancellation**

Unused and irrecoverable travel, car hire, excursions and accommodation expenses paid or contracted to be paid by You in respect of Your Trip.

**Claims Procedure**

Instructions shown in this policy that You must follow in the event of a claim.

**Close Business Colleague**

Any person in the same employment and having the same employer as You within Your Home Area, whose absence from work for one or more complete days at the same time as You, prevents the proper continuation of that business.

**Close Relative**

Mother, father, sister, brother, wife, husband, civil partner, partner (who has co-habited for at least 6 months), son, daughter (including fostered / adopted), 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.

**Complications of Pregnancy and Childbirth**

Toxaemia, gestational hypertension, pre-eclampsia, ectopic pregnancy, hydatidiform mole, (molar pregnancy), post partum haemorrhage, retained placenta membrane, placental abruption, hyperemesis gravidarum, placenta praevia, stillbirths, miscarriage, medically necessary emergency Caesarean section, medical necessary termination and premature births. This definition is only applicable if the complication occurs more than 8 weeks (or 16 weeks in the case of a known multiple pregnancy) prior to the expected delivery date.

**Curtailed/Curtail**

- a) abandoning or cutting short the Trip by direct early return to Your Home, in which case claims will be calculated from the day You returned to Your Home and based on the number of complete days of Your Trip that You have not used; or
- b) by attending hospital overseas as an in-patient for a period in excess of 48 hours. Claims will be calculated from the date You were admitted to hospital and based on the number of complete days for which You were hospitalised.

All refunds exclude costs attributable to the outward and return travel tickets whether used or unused.

**Departure Point**

The airport, international rail terminal or seaport where You commence Your Trip at the start or final part of Your Trip.

**Event Excess**

Where applicable, the excess is the first amount of each claim, per section, for each separate incident, payable for each Insured Person. Excess amounts are shown in the Summary of Cover (page 1).

**Expense/Expenses**

Costs agreed by Us or Our Emergency Assistance Service that You could become responsible for such as, emergency medical costs or legal Expenses.

**Family**

A husband/wife/civil partner or partner aged up to 64 years at the time of purchase of the policy (who have co-habited for at least 6 months), plus their unmarried, dependent children (including fostered or adopted), all aged under 18 years at the time of purchase of the policy. Independent travel allowed by the adults, children must travel with at least one insured adult.

**General Exclusions**

Circumstances which are not covered by this policy.

**Hazardous Activity**

Any dangerous sport or occupation representing an increased risk of physical injury or stress, unless declared to and accepted by the Scheme Administrators, prior to the date of travel.

**Hijack**

The unlawful seizure or wrongful exercise of control of the aircraft or sea Vessel (or the crew thereof) in which You are travelling or Your Kidnap.

**Home**

Your normal place of residence in the United Kingdom, the Channel Islands or the Isle of Man.

## Home Area

- United Kingdom - for Insured Persons that are resident in the United Kingdom; or
- Channel Islands - for Insured Persons that are resident in the Channel Islands; or
- Isle of Man - for Insured Persons that are resident in the Isle of Man.

## Insured Activity

The activity (activities) as notified to the Scheme Administrators or shown on the Policy Schedule and for which the appropriate premium has been paid.

**Note:** You must act in a reasonable manner and adhere to the rules set out by the governing body of the activity. You are required to follow the safety guidelines for the activity concerned and where applicable You use the appropriate and recommended safety equipment. This would include the use of safety helmets, life jackets, safety goggles and protective clothing where appropriate. Please note that a General Exclusion of cover exists under Your policy with Us for claims arising directly or indirectly from Your "wilful act of self exposure to peril (except where it is to save human life)". This means that We will not pay Your claim if You do not meet this policy condition.

## Kidnap

Your unlawful capture and detention in excess of 24 hours.

## Medical Condition

Any disease, illness or injury.

## Medical Practitioner

A registered practising member of the medical profession who is not related to You or any person with whom You are travelling.

## Money

Cash or bank or currency notes, cheques, postal and Money orders, current postage stamps (excluding stamp collections), ski passes, travellers' cheques, coupons or vouchers which have a monetary value (excluding lottery tickets).

## Personal Possessions

Items owned entirely by You including Your luggage and their contents, articles You are wearing or carrying with You including Your Valuables but excluding Ski Equipment.

## Policy Schedule

This is Your proof of insurance and is part of the policy. It will show details of You, the period of insurance and the cover You have opted for.

## Public Transport

Any publicly licensed aircraft, sea vessel, train or coach on which You are booked to travel.

## Redundancy/Redundant

Means You becoming unemployed under the Protection of Employment Act. You must have been given a notice of Redundancy and be receiving payment under the current Redundancy Payments legislation.

The following are not included in the definition:

- Any employment which has not been continuous and with the same employer for at least 2 years
- any employment which is not on a permanent basis
- any employment which is on a short term, fixed contract
- any instance where You have reason to believe that You would be made Redundant at the time of booking Your Trip or purchasing this insurance policy.

## Scheme Administrators

P J Hayman & Company Limited; Stansted House, Rowlands Castle, Hampshire PO9 6DX. Telephone for cover queries: **02392 419 009**.

## Ski Equipment

Skis, snowboards, ski boots, ski bindings and ski sticks.

## Travel Documents

Driving licence, passport, travel tickets, travel passes, ski passes, all of which are owned by You.

## Terrorism/Terrorist Activity

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

## Trip/Trips

A holiday or journey that begins when You leave Home and ends on Your return Home or, in the case of repatriation on medical grounds, to a hospital or nursing home in Your Home Area.

**Note:** A Trip must involve pre-booked accommodation or travel, unless it is a "one-off" event taking place on a single day.

## Unattended

When You cannot see or are not close enough to Your baggage, Money, Valuables, property or vehicle to stop it being damaged or stolen.

## United Kingdom/UK

England, Scotland, Wales and Northern Ireland.

## Valuables

Jewellery, gold, silver, precious metal(s), precious or semiprecious stone articles, watches, telescopes, items made of leather (including designer footwear, handbags or purses), binoculars, sunglasses, reading/prescription glasses, furs, cameras, camcorders, photographic audio video computer television or telecommunications equipment (including mobile phones, mobile phone accessories, smart phones, personal digital assistant(s), blackberries, iPods, iPads, laptops, tablets, personal organiser's, notebooks, netbooks, kindles, eBooks, eReaders, CD's, DVD's, memory cards, speakers, headphones, Nintendo DS, games console, computer games and associated equipment).

## Vessel

Any waterborne craft that You are travelling on including Your own yacht or chartered yacht.

## Winter Sports

Cover under Single Trip when additional premium is paid.

Annual Multi-trip includes 21 days cover in a year.

- Skiing, ski boarding, snowboarding, big-foot skiing, cross-country skiing, glacier skiing/walking, ice skating, monoskiing, sledging/tobogganing, sledging/sleigh riding (pulled by horse or reindeer as a passenger) and snow blading;
- Off-Piste skiing and snowboarding when You are skiing within the ski area boundaries of a recognised ski resort and following ski patrol guidelines
- Biathlon, husky dog sledding (organised, non-competitive and with an experienced local driver), ice windsurfing, kick sledging, ski biking, ski-doing, ski run walking, skiing-nordic, snow biking, snow bobbing, snow carting\*, snow go karting\*, snow mobilising\*, snow park/terrain park, snow scooting, snow shoe walking, snow tubing, telemarking, winter walking (using crampons and ice picks only, 3,000 metres).

**Note:** cover under Section 5 - Personal Liability is excluded for those sports and activities marked with a \*

There is no cover for:

- Bobsleighting, heli-skiing, lugging, ski acrobatics, ski flying, ski jumping, ski racing, ski stunting or snow cat skiing.

We may be able to cover You for other activities that are not listed. Please contact the Scheme Administrator on **02392 419 009**. An extra premium may need to be paid.

## Single Trip Notes

- At the time of taking out this insurance You must be aged 75 years or under (or up to age 64 if taking Family cover).
- The maximum Trip duration is 12 months continuous cover.
- The maximum Winter Sports Trip duration is 60 days, provided the appropriate additional premium has been paid.
- In the event of early return (including Curtailment), the policy shall become void on the Insured Persons arrival Home.

## Annual Multi-trip Notes

- At the time of taking out this insurance You must be aged 75 years or under (or up to age 64 if taking Family cover).
- The maximum Winter Sports duration is 21 days in a year.
- You may take any number of Trips during the period of insurance but the maximum duration for any one Trip should not exceed 35 days Classic cover option or 60 days Premier cover option (or 90 or 120 days on payment of the appropriate additional premium).

## Geographical Areas

- Area 1** Europe including the United Kingdom, Channel Islands, Isle of Man, continent of Europe west of the Ural Mountains, Morocco, Tunisia, Turkey, the Azores, Canary Islands, Madeira and any country with a Mediterranean coastline (*excluding* Algeria, Israel, Lebanon and areas within the Arctic Circle *other than* land based trips).
- Area 2** Worldwide *including* Algeria, Israel, Lebanon and areas within the Arctic Circle north of Norway, Sweden & Russia but *excluding* USA, Canada & the Caribbean.
- Area 3** Worldwide *including* USA, Canada & the Caribbean.

## YOUR INSURANCE COVER

### Section 1 - Medical & Emergency Expenses

#### What You are covered for

We will pay up to the amount shown in the Summary of Cover (page 1) if You become unexpectedly ill or are injured outside Your Home Area, in respect of:

- a) reasonable and necessary emergency medical treatment expenses, ambulance charges and similar costs, hospital fees and emergency dental treatment costs (up to **£350** for the immediate relief of pain to Your natural teeth only), additional accommodation (room only) and repatriation expenses necessarily incurred and payable until such time as, when in the opinion of the doctor in attendance and Our medical advisers, You are fit to travel;
- b) necessary travel and accommodation (room only) expenses of one relative or friend, or a qualified nurse who in the opinion of the doctor in attendance and Our medical advisers is needed to accompany You, because of Your disability;
- c)
  - i. the transfer of Your body or ashes in the event of death, to Your Home (but excluding funeral and interment expenses); **or**
  - ii. the cost of burial or cremation expenses in the country, (outside Your normal Home Area), where death occurs;
- d) hospital inconvenience benefit in the event of You being admitted to hospital abroad as an in-patient due to Accidental bodily injury or illness sustained abroad during the period of Your Trip.

#### Special conditions relating to claims

1. You must give notice as soon as possible to Our Emergency Assistance Service or Us of any bodily injury or illness which necessitates Your admittance to hospital as an in-patient or before any arrangements are made for Your repatriation.
2. You must contact Our Emergency Assistance Service prior to incurring any medical or treatment costs for in-patient treatment in a private hospital. There is no cover under this policy for expenses incurred without Our prior approval.
3. We may instruct You to return Home if Our medical advisers and the doctors treating You decide that You can safely return Home. If You refuse to be repatriated all cover under the policy will cease.
4. You must provide details to Us of any other travel insurance or private medical insurance policy that also provides cover during this particular Trip.

#### What You are not covered for

1. Anything in the General Exclusions.
2. The Event Excess as shown in the Summary of Cover (page 1).
3. In-patient treatment which has not been notified to and agreed by Us or Our Emergency Assistance Service.
4. Outpatient treatment and additional related expenses unless they have been agreed by Us or Our Emergency Assistance Service.
5. Replenishing supplies of any medication You were using at the start of Your Trip.
6. Any expenses incurred within Your Home Area.
7. Any form of cosmetic surgery and / or treatment which in the opinion of a Medical Practitioner could reasonably be delayed until Your return Home.
8. Expenses incurred more than 12 months after the commencement date of the injury or illness.
9. Charges for private room accommodation.
10. Expenses incurred for in-patient treatment or private treatment not specifically authorised by Us or Our Emergency Assistance Service.
11. Ongoing treatment in existence at the time of travel which has not been agreed by Us in writing.
12. The cost of any elective treatment or surgery including exploratory tests, which are not directly related to the injury or illness which needed Your admittance into hospital.
13. Any expenses or costs after the date that the treating doctor together with Our Emergency Assistance Service have deemed that You are fit to travel.
14. Any expenses incurred as a result of a tropical disease where You have not taken the recommended inoculations.
15. Any expenses incurred as a result of You not adhering to the Medical Screening Questions on page 4 of this policy wording.
16. Any claim for pregnancy which falls outside of the definition of Complications of Pregnancy and Childbirth.

## Section 2 - Re-joining the Boat

#### What You are covered for

We will pay up to the amount shown in the Summary of Cover (page 1) for reasonable additional travelling and accommodation costs arranged by Us for You to re-join Your Vessel or the Vessel in which You were travelling, at a suitable point to continue Your Trip, following:

- a) Your repatriation in accordance with the cover under Section 1 - Medical & Emergency Expenses; or
- b) Your temporary admission into hospital as an in-patient in accordance with the cover under Section 1 - Medical & Emergency Expenses.

#### What You are not covered for

1. Anything in the General Exclusions.
2. Any costs if in the opinion of a Medical Practitioner and Our medical advisers You are unfit to continue the Trip.
3. Any costs or expenses not notified to and agreed by Us or Our Emergency Assistance Service.
4. Any air travel costs in excess of a single economy class ticket.

## Section 3 - Crew Replacement/Vessel Repatriation

#### What You are covered for

We will pay You up to the amount shown in the Summary of Cover (page 1) for reasonable additional travelling and accommodation costs arranged by Us if:

- a) following Your repatriation Your own Vessel is left outside the country of normal mooring for You and any authorised skipper and crew to collect the Vessel or;
- b) essential crew on Your Vessel are unable to sail due to death, Accidental bodily injury or illness.

#### What You are not covered for

1. Anything in the General Exclusions.
2. Any costs or expenses not notified to and agreed by Us or Our Emergency Assistance Service.
3. Any air travel costs in excess of a single economy class ticket.
4. Any payment to crew for their services.

## Section 4 - Personal Accident

#### What You are covered for

We will pay up to the amount shown in the Summary of Cover (page 1) for external Accidental bodily injury, which independently of any other cause results in:

- a) death, or
- b) total and permanent loss of sight in one or both eyes or total loss by physical severance at or above the wrist or ankle or total and permanent loss of use of one or both hands, arms, legs or feet; or
- c) permanent and total disablement from engaging in paid employment or paid occupations of any and every kind whatsoever which has continued for 12 months from the date of injury and is without hope of improvement;

all occurring within 12 months of the event happening.

The maximum amount of all benefits payable for one or more injuries sustained by You during the period of insurance shall not exceed the overall limit shown.

#### What You are not covered for

1. Anything in the General Exclusions.
2. Permanent total disablement benefit when You are no longer in full time employment.
3. The contracting of any Medical Condition.
4. The injection or ingestion of any substance.
5. Any event which directly or indirectly exacerbates a previously existing physical bodily injury.

## Section 5 - Personal Liability

#### What You are covered for

We will pay up to the amount shown in the Summary of Cover (page 1) in respect of Your legal liability to a third party arising during the period of the Trip as a result of:

- a) Accidental injury to any person;
- b) Accidental loss of or damage to property.

In addition We will also pay legal costs and Expenses incurred, with Our written consent, subject to Our liability not exceeding the overall limit shown above, for all damages and costs payable arising out of one event or series of events consequent upon the original cause.

### What You are not covered for

1. Anything in the General Exclusions.
2. The first £200 of each and every claim in respect of loss or damage to temporary holiday accommodation.
3. Bodily injury or disease to any person who, at the time of sustaining such injury, is engaged in Your service or to any member of Your family or anyone You are travelling with.
4. Damage to property belonging to, or in the care, custody or control of You or a member of Your family or a person in Your service.
5. Any liability arising out of or incidental to any profession, occupation, or business.
6. Any liability which has been assumed under contract and would not otherwise have attached.
7. Any liability arising out of ownership, possession, or operation of:
  - a) any motorised or mechanically propelled or horse drawn vehicle;
  - b) any aircraft, motorised or mechanically propelled watercraft or sailing Vessel;
  - c) any animal.
8. Any liability arising out of the ownership, occupation, possession, or use of any land or building (other than occupation only of any temporary residence).
9. Any liability arising out of the use of any firearms or weapons of any kind.
10. Any liability arising in respect of any wilful or criminal act or assault.
11. Any participant to participant liability.

## Section 6 - Legal Expenses

### What You are covered for

We will pay up to the amount shown in the Summary of Cover (page 1) in respect of legal costs and expenses incurred by You in pursuit of compensation and / or damages against a third party arising from or out of Your death or personal injury occurring during the period of the Trip.

#### Note:

- We shall have complete control over the legal proceedings and the appointment and control of a lawyer.
- You must follow the legal representatives advice and provide any information and assistance required. Failure to do so will entitle Us to withdraw cover.
- We must have access to any and / or all the legal representatives file of papers.
- We may include a claim for Our costs and Expenses.
- Failure by You to comply with all or any of these conditions will entitle Us to render the Legal Expenses aspect of this insurance void and thereby withdraw cover.

### What You are not covered for

1. Anything in the General Exclusions.
2. Costs and Expenses to pursue a claim against Us, Our agents, any other person insured under this policy, any person with whom You had arranged to travel, any carrier, any airline or any travel agent or tour operator.
3. Costs and expenses incurred prior to the granting of support by Us. We reserve the right to withdraw at any stage and shall not then be liable for any further expenses.
4. Where the claim has been reported more than 180 days after the commencement of the incident giving rise to a claim.
5. Where the laws, practices and / or financial regulations of the country in which the proposed action will take place indicate that the costs of such action are likely to be reasonably greater than the anticipated value of the compensation award.
6. Where You are insured for legal expenses under any other insurance policy.
7. Where, in Our opinion, there is insufficient prospect of success in obtaining a reasonable benefit.
8. Any claim emerging from the pursuance to a contingent fee agreement between You and Your council.
9. Any claim for travel and accommodation expenses, which You have incurred whilst pursuing legal action.
10. Any claim arising from You pursuing legal proceedings as part of or on behalf of a group or organisation.
11. Any claim for legal costs where You are pursuing legal action relating directly or indirectly to medical negligence or alleged medical negligence.
12. Any claim against Your family or travelling companions.

#### Note:

- We will not be liable for any claim where legal costs and Expenses are based directly or indirectly on the amount of an award.
- This insurance will not extend to covering You in pursuit of any appeal except at Our sole discretion.
- Where there is a possibility of a claim being brought in more than one country We will not be liable for the costs if an action is brought in more than one country.

## Section 7 - Possessions, Personal Effects, Money & Documents

### What You are covered for

We will pay up to the amount shown in the Summary of Cover (page 1) in respect of:

- a) loss, theft or damage to Your Personal Possessions taken with You or purchased on Your Trip but subject to the limits as specified in respect of: Valuables, single items and pairs or sets;
- b) loss or theft of Your Travel Documents (including passport) and, if necessary, additional travel and accommodation (room only) expenses;
- c) the purchase of essential items if Your Personal Possessions are misplaced or stolen on Your outward journey for over 12 hours from the time You arrived at Your final destination (Note: the amount payable will be deducted from the final claim settlement if Your Personal Possessions are permanently lost);
- d) loss or theft of Your personal Money.

**Basis of settlement - Part a) of this section:** If the damaged item is beyond economical repair it will be treated as lost. If an original purchase receipt or valuation is provided We will pay the replacement cost (subject to the specified limits applying), otherwise We will assess the claim based on the intrinsic value at the time of loss, making allowance for age, and depreciation.

**Note:** This does not apply to items of clothing and footwear, where claims settlements will be based on the value at time of loss, less an allowance for age and depreciation.

### What You are not covered for

1. Anything in the General Exclusions.
2. The Event Excess as shown in the Summary of Cover (page 1).
3. Breakage or damage to:
  - i) fragile articles, paintings, works of art, sculptures, musical instruments, household goods;
  - ii) audio, video, computer, television and telecommunications equipment, mobile phones, Satellite Navigation Equipment unless the breakage or damage is caused by fire, theft or in an Accident to the vehicle in which they are being carried.
4. Contact or corneal lenses, dentures.
5. Perishable goods, bottles, cartons and any damage caused by them or their contents.
6. Any loss of Personal Possessions due to atmospheric or climatic conditions, wear, tear depreciation, moth or vermin, cleaning, restoring, repairing, mechanical or electrical breakdown.
7. Any damage to suitcases unless they are rendered unusable in the opinion of a luggage supplier / repairer.
8. Personal Possessions left Unattended away from Your Trip accommodation unless between 6.00am and 11.00pm local time in the locked boot or covered hatchback of a motor vehicle where entry was gained by violent and forcible means.
9. Any loss of personal Money due to depreciation in value, currency changes or shortage caused by any error or omission.
10. Valuables or Money carried in any Unattended suitcases, trunks or similar containers.
11. Unattended Valuables and personal Money unless locked in a safe or safety deposit box or left in Your locked (doors and all windows) Trip accommodation.
12. Loss or theft of travellers' cheques where the issuer provides a replacement service.
13. Loss or damage arising from delay, confiscation or detention by customs or other authorities.
14. Loss or theft in respect of which a written police report has not been obtained within 24 hours of discovery.
15. Property more specifically insured elsewhere.
16. Your failure to exercise reasonable care for the safety of Your property as if uninsured.
17. Loss or damage to household goods and home contents.
18. Claims to anything being shipped under a Bill of Lading.
19. Any claim if the loss, damage or theft occurs during a journey or whilst in the custody of an airline or other carrier, and You have not notified the carrier or their handling agent of the incident and obtained an official report or a property irregularity report (PIR).

## Section 8 - Cancellation, Loss of Deposit or Curtailment

### What You are covered for

We will pay up to the amount shown in the Summary of Cover (page 1) in respect of travel and accommodation costs which You have paid or are contracted to pay and which You cannot recover from any other source if Your Trip is necessarily and unavoidably cancelled or Curtailed as a result of any of the following events occurring:

- a) The death, bodily injury or illness of:
  - i) You;
  - ii) any person with whom You are travelling or have arranged to travel with;
  - iii) any person with whom You have arranged to reside temporarily;
  - iv) any Close Relative residing in the United Kingdom;
  - v) a Close Business Colleague.
- b) Compulsory quarantine or jury service attendance solely as witness at a Court of Law of You, or persons with whom You are travelling or had arranged to travel with.
- c) Redundancy (which qualifies for payment under current United Kingdom Redundancy payment legislation and at the time of booking the Trip there was no reason to believe anyone would be made Redundant) of You, any person with whom You are travelling or had arranged to travel with.
- d) The withdrawal of leave for members of the Armed Forces, Police, Fire, Nursing or Ambulance Services or employees of a government department provided that such Cancellation or Curtailment could not reasonably have been expected at the time of purchasing this insurance or in the case of an Annual Multi-trip policy at the time of booking Your Trip.
- e) The Police requesting You to remain at or return to Your Home due to serious damage to Your Home caused by fire, aircraft, explosion, storm, flood, subsidence, malicious persons or theft.
- f) Closure of air space directly attributable to volcanic eruption.
- g) Accident involving Your own Vessel within 7 days prior to the intended date of departure.

### Special Conditions relating to claims

1. You must obtain a medical certificate from a Medical Practitioner and prior approval of Our Emergency Assistance Service to confirm the necessity to return Home prior to Curtailment of the Trip due to death, bodily injury or illness.
2. If You cancel the Trip due to bodily injury or illness You must provide a medical certificate from a Medical Practitioner stating that this necessary and reasonably prevented You from travelling.

### What You are not covered for

1. Anything in the General Exclusions.
2. Cancellation charges in excess of those shown in the booking conditions of the travel, accommodation or course provider or surcharges levied increasing basic brochure prices.
3. Increased Cancellation charges due to Your failure to notify the travel agent, tour operator or travel/accommodation provider immediately it is found necessary to cancel or Curtail Your Trip.
4. Circumstances that could reasonably have been anticipated at the time the Trip was booked or when You purchased this insurance.
5. Your financial circumstances (other than as a result of Redundancy for which You qualify for payments under current legislation) or Your disinclination to travel, for whatever cause.
6. Government regulation or restriction.
7. Your loss of enjoyment of the Trip, however caused.
8. The omission or default of the provider of transport or accommodation or of an agent through whom the travel arrangements were made.
9. Failure to obtain the necessary passport, visa or permit required for Your journey.
10. Curtailment claims are limited to the lost proportion (each complete night) of Your accommodation costs which You have not used following Curtailment of Your Trip for the reasons as stated above.
11. Failure to obtain the recommended vaccines, inoculations or medications prior to Your Trip.
12. Any expenses incurred as a result of You not adhering to the Medical Screening Questions (page 4) of this policy wording.
13. Any claim for pregnancy which falls outside of the definition of Complications of Pregnancy and Childbirth.

## Section 9 - Catastrophe

### What You are covered for

We will pay You up to the amount shown in the Summary of Cover (page 1) in respect of reasonable additional travel and accommodation expenses necessary to continue Your Trip or, in the event that this is impossible, Your return Home if You are forced to relocate from Your pre-booked accommodation including any waterborne Vessel or craft as a result of:

- a) fire, lightning, explosion, earthquake, storm, tempest, flood, hurricane or medical epidemic; or
- b) the theft or total loss or compulsory quarantine of the owned Vessel or Vessel in which You are sailing where total loss is the actual or constructive total loss of the Vessel or where the repair is likely to exceed six weeks.

### What You are not covered for

1. Anything in the General Exclusions.
2. Claims which are not substantiated by a written report from the local or national authority who ordered Your relocation confirming the exact cause or meteorological reports, passage planning information, copies of Your Vessel's logbook and relevant survey reports or other supporting documents demonstrating the Vessels condition.
3. Any costs or expenses payable by or recoverable from Your tour operator, airline, hotel or other provider of accommodation.
4. Any air travel costs in excess of a return economy class ticket.
5. Any costs or expenses if You decide not to remain in Your booked accommodation, although it is considered safe and acceptable to continue staying there.

## Section 10 - Unexpected Events

### What You are covered for

We will pay up to the amount shown in the Summary of Cover (page 1) in respect of:

- a) reasonable additional accommodation (room only) and travel expenses necessarily incurred to reach the overseas destination or to reach Home due to:
  - i) scheduled Public Transport services failing to get You to Your destination in time due to strike, industrial action, adverse weather conditions or mechanical breakdown, or
  - ii) the private motor vehicle in which You were travelling suffering from a mechanical breakdown or failure, or
  - iii) the private motor vehicle in which You were travelling being directly involved in a road traffic accident, which resulted in mechanical breakdown or failure, or as a result of the outward or inward flight being delayed, to include Your missing a connecting flight, or
  - iv) closure of air space directly attributable to volcanic eruption, or
  - v) the Vessel You are travelling on having to divert from the original passage plan due to adverse weather conditions, mechanical breakdown or fire; or
  - vi) the outward or inward flight being delayed, to include Your missing a connecting flight.
- b) i) delay of at least 12 hours in departure of the aircraft, sea vessel, or train (using the Channel Tunnel), on which You are booked on Your outward or return journey; or  
ii) if the outward journey is delayed for more than 12 hours You may opt to abandon Your Trip and claim irrecoverable Cancellation costs.

Note: You may only claim under a) or b) i) or b) ii).

### What You are not covered for

1. Anything in the General Exclusions.
2. The Event Excess as shown in the Summary of Cover (page 1).
3. Expenses that You would have incurred during the normal course of Your Trip.
4. Circumstances already known at the time of taking out this insurance or booking the Trip.
5. Your failure to check in on time or to allow sufficient time to get to the Departure Point.
6. Claims arising from the vehicle or Vessel not having been properly serviced and maintained, in the event of mechanical breakdown.
7. Claims not supported by a written report from the appropriate authorities.
8. Claims that are not justifiable given the circumstances, for example; the fear of an event happening or not taking place.
9. Claims arising directly or indirectly from the delay of travel arrangements caused by or on the order of any government, public or local authority including but not limited to any civil or federal aviation authority.

## Section 11 - Hijack or Kidnap

### What You are covered for

We will pay You the amount shown in the Summary of Cover (page 1) for each and every completed period of 24 hours in the event of Hijack of the aircraft or Vessel on which You are travelling or Your Kidnap.

### What You are not covered for

1. Anything in the General Exclusions.
2. Claims not substantiated by a written report from the appropriate authorities confirming the length and exact nature of the incident.
3. Any claims arising out of any act(s) by You which would be considered as an offence by a court in the United Kingdom, if committed in the United Kingdom.
4. Any claim where Your detainment, internment or Hijack has not been reported or investigated by the Police or local authority.

## Winter Sports Cover

**For Single Trip policies, this section is only in force if shown on Your Policy Schedule and the appropriate additional premium has been paid.**

**For Annual Multi-trip, please refer to the 'Annual Multi-trip Notes' on page 5.**

### Note:

You must act in a reasonable manner and adhere to the rules set out by the governing body of the activity. You are required to follow the safety guidelines for the activity concerned and where applicable You use the appropriate and recommended safety equipment. This would include the use of safety helmets, life jackets, safety goggles and protective clothing where appropriate.

A General Exclusion of cover exists under Your policy with Us for claims arising directly or indirectly from Your "wilful act of self exposure to peril (except where it is to save human life)". This means that We will not pay Your claim if You do not meet this policy condition.

## Section 12 - Ski Equipment

### What You are covered for

We will pay You in respect of loss or breakage of Ski Equipment up to the amount shown in the Summary of Cover (page 1) for owned Ski Equipment taken with You or purchased on Your Trip and hired Ski Equipment.

In the case of owned Ski Equipment, each claim is subject to a maximum payment for any Single Item shown in the Summary of Cover (page 1).

### What You are not covered for

1. Anything in the General Exclusions.
2. The Event Excess as shown in the Summary of Cover (page 1).
3. Claims arising from theft which is not reported to any appropriate Police authority within 24 hours of discovery and an official written report obtained
4. Claims arising for loss or damage which is not reported to any appropriate authority within 24 hours of discovery and an official written report obtained (and specifically for claims arising against or in common carriers and hotels, any claim not reported in writing to such a carrier or hotel within 24 hours of discovery, and an official written report obtained). In the case of an airline, a Property Irregularity Report will be required
5. Claims arising from delay, detention, seizure or confiscation by Customs or other officials
6. Claims arising for loss, theft or damage to anything shipped as freight or under a Bill of Lading
7. Claims arising for Ski Equipment left Unattended in a place to which the general public has access or left in the custody of a person who does not have an official responsibility for the safekeeping of the property.
8. Claims arising for loss, theft or damage of items from an Unattended motor vehicle, unless taken from a locked boot or lockable roof rack between 8am and 8pm local time and there is evidence of damage or forced entry which is confirmed by a written Police report.
9. Ski Equipment over 5 years old.

### Basis of settlement - Ski Equipment:

If the damaged item is beyond economical repair it will be treated as lost.

If an original purchase receipt or valuation is provided We will pay the replacement cost (subject to the specified limits applying), otherwise We will assess the claim based on the intrinsic value at the time of loss, making allowance for age, and depreciation.

Note: This does not apply to items of clothing and footwear, where claims settlements will be based on the value at time of loss, less an allowance for age and depreciation.

## Section 13 - Ski Hire

### What You are covered for

We will pay You up to the amount shown in the Summary of Cover (page 1) for each 24 hour period for the cost of necessary hire of Ski Equipment following:

- a) loss or breakage of Your Ski Equipment during Your stay at the ski resort; or
- b) the misdirection or delay in transit of Your Ski Equipment for at least 12 hours from Your time of arrival at Your destination.

### What You are not covered for

1. Anything in the General Exclusions.
2. Claims arising for theft which is not reported to any appropriate Police authority within 24 hours of discovery and an official written report obtained.
3. Claims arising for loss or damage which is not reported to any appropriate authority within 24 hours of discovery and an official written report obtained (and specifically for claims arising against or in common carriers and hotels, any claim not reported in writing to such carrier or hotel within 24 hours of discovery, and an official written report obtained). In the case of an airline, a Property Irregularity Report will be required.
4. Claims arising for loss, theft or damage to anything shipped as freight or under a Bill of Lading.
5. Claims arising for property left Unattended in a place to which the general public has access or left in the custody of a person who does not have an official responsibility for the safekeeping of the property.
6. Claims arising for loss, theft or damage of items from an Unattended motor vehicle, unless taken from a locked boot or lockable roof rack between 8am and 8pm local time and there is evidence of forced entry which is confirmed by a written Police report
7. Claims arising from delay, detention, seizure or confiscation by Customs or other officials.

## Section 14 - Ski Pack

### What You are covered for

We will pay You up to the amount as shown in the Summary of Cover (page 1), for the proportionate value of any ski pass, ski hire or tuition fee necessarily unused due to the following:

- a) Your Accident or Illness.
- b) loss or theft of Your ski pass.

### What You are not covered for

1. Anything in the General Exclusions.
2. Claims arising for loss or theft which is not reported to any appropriate Police authority within 24 hours of discovery and an official written report obtained.
3. Claims arising for property left Unattended in a place to which the general public has access or left in the custody of a person who does not have an official responsibility for the safekeeping of the property.
4. Claims arising for loss or theft from an Unattended motor vehicle
5. Claims arising from a Medical Condition which is not substantiated by a report from the treating Medical Practitioner confirming Your inability to ski.

## Section 15 - Piste Closure

### What You are covered for

In the event that, due to lack of snow fall or adverse weather in the pre-booked Winter Sports resort between the months of December to March in the Northern hemisphere and between the months of April and July in the Southern hemisphere and no alternative being available, You are not allowed to ski for a period in excess of 24 hours, We will pay the benefit as shown in the Summary of Cover (page 1).

### What You are not covered for

1. Anything in the General Exclusions.
1. Claims arising which are not substantiated by a written report from the resort management.
2. Claims arising due to lack of snow fall in a Winter Sports resort which does not possess skiing facilities above 1,000 metres.
3. Claims arising from lack of snow or avalanche conditions known to You or which were public knowledge at the time the Trip was booked or when You purchased this insurance.

## Section 16 - Delay Due to Avalanche

### What You are covered for

We will pay You up to the amount as shown in the Summary of Cover (page 1) for additional travel and accommodation expenses in the event that Your outward or return journey is delayed for at least 12 hours beyond the scheduled departure time as a direct result of an avalanche or severe weather conditions.

### What You are not covered for

1. Anything in the General Exclusions.
2. Claims arising which are not substantiated by a report from the resort management.
3. Claims arising from lack of snow or avalanche conditions known to You or public knowledge at the time the Trip was booked or when You purchased this insurance.
4. Expenses (such as food or drink) that You would have incurred during the normal course of Your Trip.
5. Any circumstances where transport costs, compensation or alternative skiing facilities are offered to You.

## General Exclusions

These exclusions apply in addition to the exclusions that appear in each section of the policy.

### You are not covered for:

- 1) any loss or expense where You have not followed the Claims Procedure;
- 2) any loss or expense or any legal liability, injury, illness or death directly or indirectly due to, contributed to or caused by:
  - a) war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, civil commotion, rebellion, revolution, insurrection, military or usurped power;
  - b) Terrorist Activity;
  - c) Your participation in any Hazardous Activity, unless this is an Insured Activity for which the appropriate premium has been paid;
  - d) Your suicide, self-injury or any wilful act of self exposure to peril (except where it is to save human life);
  - e) You being under the influence of drugs (except those prescribed by a Medical Practitioner, but not when prescribed for the treatment of drug addiction);
  - f) Your abuse or prior abuse of solvents;
  - g) You drinking too much alcohol, Your alcohol abuse or Your alcohol dependency. (In respect of You drinking too much alcohol, We do not expect You to avoid alcohol, but We will not cover any claims that occur because You have drunk so much alcohol that Your judgement is affected and You need to make a claim as a result);
  - h) You:
    - a) jumping or diving from a pier(s), a wall(s), a bridge(s) or a rock(s) including tombstoning or shore diving,
    - b) climbing on top of or jumping from a vehicle,
    - c) climbing or jumping from a building or balcony,
    - d) climbing or moving from any external part of any building to another part (excluding where stairs are being used) and falling, regardless of the height,  
unless Your life is in danger or You are attempting to save human life.
  - i) confiscation or detention or nationalisation or requisition or destruction of or damage to property by or under the order of any government or other authority;
  - j) ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel;
  - k) radioactive, toxic, explosive, or other hazardous properties of any explosive nuclear assembly or nuclear component thereof;
  - l) pressure waves caused by aircraft and other aerial devices travelling at sonic or super sonic speeds;
  - m) You travelling to countries where the Travel Advice Unit of the Foreign & Commonwealth Office (FCO) or the World Health Organisation (WHO) or similar body have issued a directive advising against all, or against all but essential travel.

- 3) any other loss, damage or additional expense following on from the event for which You are claiming, unless We provide cover under this insurance. Examples of such loss, damage or additional expense would be the cost of replacing locks after losing keys, costs incurred in preparing a claim or loss of earnings.
- 4) any loss due to currency exchange of any and every kind;
- 5) any loss, injury, damage, death or legal liability arising directly or indirectly from, or consisting of, the failure, or fear of failure, of any equipment or any computer programme, whether or not You own it, to recognise or to correctly interpret or process any date as its true calendar date, or to continue to function correctly beyond that date; this exclusion does not apply to Section 1 - Medical & Emergency Expenses and Section 4 - Personal Accident of this policy;
- 6) any loss where at the time of taking out this insurance or at the time of booking Your Trip:
  - a) the person whose condition gives rise to a claim:
    - i) is waiting for an operation, hospital consultation (other than for regular check-ups for a stable condition) or other hospital treatment or investigations, or are awaiting the results of any tests or investigations; or
    - ii) has been diagnosed as having a terminal condition; or
    - iii) is travelling against medical advice or for the purpose of obtaining treatment; or
    - iv) is suffering from anxiety, stress, depression or any other mental or nervous disorder;

**Note:** exclusion 6 a) applies not only to You, but also to Close Relatives or other persons on whom the Trip depends.

b) You answer "yes" to any of the "Medical Screening Questions" and fail to telephone the Medical Screening Line (see page 4);

**Note:** If Your Trip is within the United Kingdom or the Isle of Man You do not need to contact Us.

- 7) from You travelling against any health requirements stipulated by the carrier, their handling agents or any other public transport provider;
- 8) any claims arising from routine treatment or care which could be reasonably be expected to arise during Your period of insurance;
- 9) any claims arising for in-patient medical treatment in a private hospital, without the prior approval of Us or Our Emergency Assistance Service.

## Claims Procedure

You must comply with the following conditions to have the full protection of Your policy. If You do not comply We may at Our option cancel the policy or refuse to deal with Your claim or reduce the amount of any claim payment.

### 1. Claims Notification

If You require a claim form, please contact:

Fogg Travel Insurance Services Limited  
Crow Hill Drive, Mansfield, Notts. NG19 7AE

Telephone: **01623 631 331**

You should quote Pantaenius Travel Insurance.

The notification must be made within 31 days or as soon as possible thereafter following any bodily injury, illness, incident, event, Redundancy or the discovery of any loss or damage which may give rise to a claim under this policy.

You must also inform Us if You are aware of any writ, summons or impending prosecution. Every communication relating to a claim must be sent to Us without delay. You or anyone acting on Your behalf must not negotiate admit or repudiate any claim without Our written consent.

You or Your legal representatives must supply at Your own Expense all information, evidence, details of household insurance and medical certificates as required by Us. We reserve the right to require You to undergo an independent medical examination at Our Expense. We may also request and will pay for a post-mortem examination.

You must retain any property which is damaged, and, if requested, send it to Us at Your own Expense. Upon final settlement of the claim all such items shall become Our property. In addition, if the property is subsequently recovered or there is any salvage, then it will also become Our property. We may refuse to reimburse You for any Expenses for which You cannot provide receipts or bills.

## 2. Fraud

You must not act in a fraudulent manner. If You or anyone acting for You

- Make a claim under the policy knowing the claim to be false or fraudulently exaggerated in any respect or;
- Make a statement in support of a claim knowing the statement to be false in any respect or;
- Submit a document in support of a claim knowing the document to be forged or false in any respect or;
- Make a claim in respect of any loss or damage caused by Your wilful act or with Your connivance.

Then

- We shall not pay the claim;
- We shall not pay any other claim which has been or will be made under the policy;
- We may at Our option declare the policy void;
- We shall be entitled to recover from You the amount of any claim already paid under the policy;
- We shall not make any return of premium;
- We may inform the police of the circumstances.

**You must follow these instructions as failure to do so could prejudice Your claim.**

### Cancellation

Notify the travel agent / tour operator / course provider immediately You need to cancel, and obtain a Cancellation invoice. If You delay We will only pay for those costs that You would have had to pay on the date it would have been reasonable for You to cancel.

### Curtailed / cutting short Your Trip

You must obtain a medical certificate from a medical practitioner to confirm the necessity to return Home prior to Curtailment of the Trip due to death, Accident, bodily injury or serious illness.

### Damage to Personal Possessions / Ski Equipment during Your Trip

Retain the items in case We wish to see them (note: You may not abandon any property to Us or the Scheme Administrators). You will need to obtain an estimate for repair or a letter confirming that the damage is irreparable.

### Delay of Personal Possessions / Ski Equipment in transit

Retain Your tickets / luggage tags and report the matter immediately to the carrier and obtain a Property Irregularity Report form or its equivalent. If Your Personal Possessions or Ski Equipment is delayed for more than 12 hours on Your outward journey and You need to buy or hire essential items, ensure that You keep all receipts.

### Loss of Personal Possessions / Ski Equipment, Money and Travel Documents during Your Trip

Notify the police as soon as possible (within 24 hours of discovery) and obtain a written report and reference number from them. Also report the loss to Your tour operator's representative or hotel / accommodation manager and if possible obtain a written report. You will be expected to provide proof of purchase / ownership and / or receipts or pre-loss valuations.

### Medical & emergency expenses

Contact Our Emergency Assistance Service immediately if You are admitted as an in-patient (see pages 11-12). Please note there is no cover for medical & treatment expenses incurred in a private hospital without the prior approval from Us or Our Emergency Assistance Service.

### Personal accident

Obtain a certificate from the treating Medical Practitioner or specialist. In the event of death, We will require sight of an original copy of the Death Certificate.

### Personal liability

You must not admit responsibility to anyone or agree to pay for any damage, repair costs or compensation. You must keep a detailed written record and send it to Us with any correspondence received, unanswered.

### Travel delay / travel disruption

You need to obtain a letter from the airline, railway company or shipping line (or their handling agents) which shows the scheduled departure time, actual departure time and the reason for the delay. If You are delayed getting to Your Departure Point, You must provide proof of the delay (e.g. a police or motoring organisation report) and provide receipts for necessary expenses incurred.

### Unexpected events

Keep all relevant receipts and obtain, where possible, written details of the event from the local authorities, property owners or tour operator's representative.

## Complaints Procedure

We are dedicated to providing You with a high quality service and want to ensure that this is maintained at all times. If You feel that We have not offered a first class service or You have any questions or concerns about this policy or the handling of Your claim, please contact Us and We will do our best to resolve the problem. Our contact details are:

- Antares Managing Agency Limited - Compliance Department  
21 Lime Street, London EC3M 7HB  
Telephone: **+44(0)20 7959 1900**  
Email: **compliance2@antaresunderwriting.com**

If at any time You feel that Your complaint has not been resolved, You may refer the matter to the Complaints Department at Lloyd's. Their address is:

- Complaints  
Fidentia House, Walter Burke Way  
Chatham Maritime, Chatham, Kent ME4 4RN  
Email: **complaints@lloyds.com**  
Telephone: **+44 (0)20 7327 5693**  
Fax: **+44 (0)20 7327 5225**  
Website: **www.lloyds.com/complaints**

Details of Lloyd's complaints procedures including timescales are set out in a leaflet "Your Complaint - How We Can Help" available from the above address or on the website **www.lloyds.com**

If You remain dissatisfied after Lloyd's has considered Your complaint You may refer Your complaint to the Financial Ombudsman Service (FOS). The contact details for the Financial Ombudsman Service is:

- Financial Ombudsman Service  
Exchange Tower, London E14 9SR  
Email: **complaint.info@financial-ombudsman.org.uk**  
Telephone: **0300 123 9123**  
Website: **www.financial-ombudsman.org.uk**

The Financial Ombudsman Service is an independent service in the UK for settling disputes between consumers and businesses providing financial services.

The complaints handling arrangements above are without prejudice to Your rights in law.

### Online sales only:

If You purchased Your policy online, You are also able to use the EC Online Dispute Resolution (ODR) platform at <http://ec.europa.eu/consumers/odr/> who will notify the FOS on Your behalf.

## What to do in the Case of a Medical Emergency

**Contact Our Emergency Assistance Service, provided by Intana Global.**

Telephone: **+44 (0)20 7902 7405**

Email: **ops@intana-global.com**

Fax: **+44 (0)20 7928 4748**

In the event of Your bodily injury or serious illness which may lead to in-patient hospital treatment or before any arrangements are made for repatriation to Your Home You must contact Our Emergency Assistance Service, please quote: Pantaenius Travel Insurance.

The service is available to You and operates 24 hours a day, 365 days a year for advice, assistance, making arrangements for hospital admission, repatriation and authorisation of medical expenses.

If this is not possible because the condition requires immediate emergency treatment You must contact Our Emergency Assistance Service as soon as possible.

Private medical treatment is not covered unless authorised specifically by Our Emergency Assistance Service.

### Medical assistance abroad

Our Emergency Assistance Service has the medical expertise, contacts and facilities to help should You be injured in an Accident or fall ill. Our Emergency Assistance Service will also arrange transport to Your Home when this is considered to be medically necessary.

### Payment for medical treatment abroad

If You are admitted to a hospital/clinic while abroad, Our Emergency Assistance Service will arrange for medical expenses covered by the policy to be paid direct to the hospital / clinic. To take advantage of this benefit someone must contact Our Emergency Assistance Service for You as soon as possible.

For out-patient treatment, You should pay the hospital/clinic Yourself and claim back medical expenses from Us on Your return Home. Beware of requests for You to sign for excessive treatment or charges. If in doubt regarding any such requests, please call Our Emergency Assistance Service for guidance.

## ACTIVITIES

Your policy covers a number of Activities accepted at no extra charge, these are listed below in Activity Pack 1. Those activities listed in Winter Sports and Activity Packs 2 – 4 may be covered upon payment of an additional premium.

If You intend to undertake any activity not shown that may be considered hazardous, or if You require confirmation of whether Your activity is insured, please contact the Scheme Administrators on **02392 419 009**.

Note: cover under Section 5 - Personal Liability is excluded for those sports and activities marked with a \*

### Activity Pack 1 – covered as standard

Abseiling (within organisers guidelines), aerobics, airboarding, archaeological digging, archery, assault course, athletics,

Badminton, banana boat rides, baseball, basketball, battle re-enactment, beach games, billiards/snooker/pool, body/ boogie boarding, bowls, breathing observation bubble, bungee jump/swoop (single jump),

Camel riding\*, canoeing (Grades 1-3, life jacket and helmet must be worn), clay pigeon shooting\*, climbing wall, cricket, croquet, cross country running, curling, cycling (leisure only, no racing),

Deep sea fishing, dinghy sailing (territorial waters only)\*, dry slope skiing, dune/wadi buggying/bashing\*,

Elephant riding/trekking\*,

Falconry, fell walking/running (up to 3,000m), fencing, fishing, fives, flotilla sailing (organised by a bona fide tour operator), flying (as a fare paying passenger in a fully licensed passenger carrying aircraft), flying fox (within organisers guidelines), football (not main purpose of Trip),

Glass bottom boats\*, go-karting\* (within organisers' guidelines), golf, gymnastics,

Handball, heptathlon, hiking (up to 3,000m), hitchhiking/jailbreak (organised groups of adults), hobie catting (if qualified and within territorial waters)\*, hockey, horse riding (no competitions, rodeo, polo, hunting or jumping – riding hat must be worn), hot air ballooning (organised pleasure rides only, not piloting, licensed operator only), hovercraft driving/passenger\*, hurling, hydro zorbing,

Indoor climbing, in-line skating/blade skating/roller blading (wearing pads and helmets), indoor skating/skateboarding (wearing pads and helmets),

Javelin throwing, jet boating\* (no racing), jet skiing\* (no racing or competitions), jogging, jousting (reenactment only),

Karting\* (no competitions), kayaking (Grades 1-3, life jacket and helmet must be worn), korfbal,

Marathon running (one day event), motorcycling\* up to 125cc on public roads (no racing - safety helmet to be worn and must possess a licence allowing You to ride an equivalent motorcycle in the United Kingdom), mountain biking, mud buggying,

Netball,

Octopush, orienteering (up to 3,000m),

Paintballing\* (with eye protection), parachuting (single jump, tandem only), parasailing/parasailing (over water), passenger sledge, pedalos, polo, pony trekking (riding hat must be worn), pool/billiards/snooker, power boating\* (no racing or competitions),

Racket ball, rafting (Grades 1-3, life jacket and helmet must be worn), rambling (up to 3,000m), refereeing, RIB boat tours (no racing, non-competitive)\*, ringos, river tubing (organised activity), roller skating and blading (wearing pads and helmets), rounders, rowing (no racing), rugby, running (non competitive),

Safari (organised by a bona fide tour operator), safari trekking (organised by a bona fide tour operator), sailing\* (inside or outside territorial waters & including racing), sail boarding/windsurfing, sand boarding, sand dune surfing/skiing, sand yachting\*, scuba diving (as defined below), sea canoeing/kayaking (within sight of land), shinty, shooting/small bore target shooting\* (within organisers guidelines), skate boarding (wearing pads and helmets), sky jumping (from sky tower in New Zealand only), snooker/pool/billiards, snorkelling, soccer (not main purpose of Trip), softball, spear fishing (without tanks), speed sailing\*, squash, street hockey (wearing pads and helmets), students working as counsellors or university exchanges (non manual work), surfing, swimming, swimming with dolphins, swimming/bathing with elephants, swimming with killer whales/orcas, Sydney harbour bridge tour,

Table tennis, tall ship crewing (no racing)\*, ten pin bowling, tennis, trampolining, tree canopy walking (organised activity), trekking (up to 3,000m), tug of war,

Volleyball,

Wakeboarding, walking (up to 3,000m), war games\* (with eye protection), water polo, water skiing, water ski jumping, whale watching, white water rafting (grades 1–3, life jacket and helmet must be worn), wicker basket tobogganing, wind tunnel flying (wearing pads and helmets), work – non manual (clerical and administrative duties), work – light manual (au pair, bar and restaurant, fruit picking and retail work – no machinery), work – charity (under 9m and no use of machinery),

Yachting\* (inside or outside territorial waters & including racing), yoga,

Zap cats, zip lining/trekking (safety harness fixed to rope must be worn), zorbing.

### Activity Pack 2 – additional premium applies

Biathlon, blokarting\*, bungee jumping/swoop (within organisers guidelines - multiple jumps), dune sliding, gorilla trekking (organised by a bona fide tour operator), ice go karting\* (within organiser guidelines), lacrosse, minjin swinging, mountain biking (excluding down hill and extreme cycling), mountain boarding, roller hockey, street luge (wearing appropriate safety equipment and clothing)\*, triathlon, tubing, weightlifting (amateur), work - crewing\* (delivery or collection of a yacht).

### Activity Pack 3 – additional premium applies

Cycling (racing), elephant polo, grass/land skiing, high diving, judo (no competitions), karate (no competitions), ostrich riding/racing, sailing/yachting\* (round the world racing, single leg), river buggying, river tubing, via feratta.

### Activity Pack 4 – additional premium applies

Gliding (under instruction)\*, kite boarding, kite buggying, microlighting\*, paragliding, paramotoring, parapenting/paraponting, parasailing/parascending (over land), potholing/caving (using appropriate safety equipment and clothing), quad biking (accompanied by a qualified instructor/leader), sailing/yachting\* (round the world racing/training - excluding Clipper).

### Scuba Diving

You are covered for Scuba Diving down to 40 metres if qualified and not diving alone, or down to 18 metres if not qualified however You must be accompanied by a qualified instructor. If qualified, You must comply with the guidelines of the relevant diving or training agency or organisation outlined below:

BSAC Ocean Diver 20 metres

BSAC Sports Diver 35 metres

PADI Open Water 18 metres

PADI Divemaster 40 metres

PADI Deep Diver Speciality 40 metres

You will not be covered under Sections 1, 4 and 8 of this policy if You travel by air within 24 hours after participating in Scuba Diving.

### Winter Sports

- Annual Multi-trip - cover is automatically included without extra charge for a maximum 21 days in a year.
- Single Trip - additional Winter Sports premium must be paid and shown on Your Policy Schedule.

Please refer to page 5 for the definition of Winter Sports activities which are covered.