



Go without the doubt

# Budget Travel Insurance Policy



## Before you travel

### Check your policy

Check that your medical conditions have been declared correctly.

You must tell us and consult your medical practitioner if you or anyone covered by this policy develops a new condition, experiences a change to an existing condition, or has a change in medication.

Check you are fit to travel (See definition on page 20).

Check you are covered in the correct region and any activities you plan to take part in.

### Health and Safety

Check vaccination and health requirements for your destination.

Ensure you have enough medication for the duration of your trip.

Make a note of local emergency numbers.



To amend your policy, add a new medical condition or discuss your cover

**Call: 0330 400 1381**



To get information and warnings about travelling abroad, entry requirements, safety and security and health risks visit:

- ▶ [Gov.uk/foreign-travel-advice](https://www.gov.uk/foreign-travel-advice)
- ▶ [Who.int](https://www.who.int)



For 24/7 emergency medical assistance while abroad

**Call: +44 (0)141 343 1350**

## During your trip

### Emergency assistance and claims

If you have a medical emergency you **MUST** contact the 24-hour emergency assistance team as soon as possible. Save the number on your phone before you travel.

Claims under all other sections can be submitted online.

For a list of documents required to make a claim, see page 9.



To submit a non-emergency claim, visit:

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

# Welcome...

Thank you for choosing InsureandGo Travel Insurance.

We've developed this travel insurance policy to help you Go without the doubt, and focus on enjoying your holidays.

We have used colour coding and icons to highlight key information for you throughout this policy document.

Sections marked **you are covered** are highlighted in green.

You are covered



Sections marked **you are not covered** are highlighted in red.

You are not covered for



Sections marked **conditions** are highlighted in orange.

Conditions



Throughout the policy, important information is indicated by the following icon:



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# Introduction

This policy outlines the events that are covered and those that are excluded. General conditions and exclusions apply to all sections of the policy. Any event not specifically stated as covered is excluded.

You must read the insurance policy carefully. This policy is available only to residents of the United Kingdom, located in the UK at the time of purchase, and is valid only for trips that begin and end in the UK.

Some sections of this policy include a deductible amount (an excess) per incident, which applies to each insured person, as do the sums insured under each section.

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This contract of insurance is governed by the laws of the UK which apply to the part of the UK where you reside. Any legal proceedings by you, your heirs or assigns shall be brought in the courts of the part of the UK where you reside. If there is any disagreement about which law applies, English law will apply in which case you agree to submit to the exclusive jurisdiction of the courts in England and Wales. Unless agreed otherwise, we will communicate with you in English.

The policy applies to all persons named on the policy schedule who are eligible to be insured and for whom the premium has been paid. You must have resided in the UK for no less than 6 months, have a permanent UK address and be registered with a UK General Practitioner.

This policy is underwritten by Zurich Insurance Company Ltd. A public limited company incorporated in Switzerland. Registered in the Canton of Zurich, No. CHE-105.833.114, registered offices at Mythenquai 2, 8002 Zurich. UK Branch registered in England and Wales no BR000105. UK Branch Head Office: The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire PO15 7JZ. Zurich Insurance Company Ltd is authorised and regulated in Switzerland by the Swiss Financial Market Supervisory Authority FINMA. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential

Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request. Our firm reference number is 959113.

InsureandGo Travel Insurance is arranged by IES Limited, which is registered in Gibraltar company number 117274. Registered Office: 1st Floor, Portland House, Glacis Road, Gibraltar, GX11 1AA. IES Limited is licensed and regulated by the Gibraltar Financial Services Commission number FSC25393 and trades into the UK on a freedom of services basis, FCA FRN 824283.

InsureandGo Travel Insurance is administered by Insure & Go Insurance Services Limited, registered in England No. 04056769. Registered office 2nd Floor, Maitland House, Warrior Square, Southend-on-Sea, Essex, SSI 2JY. Insure & Go Insurance Services Limited is authorised and regulated by the Financial Conduct Authority firm registration number 309572. InsureandGo is a registered trade mark.

IES Limited act as agents of the insurer in collecting premiums; such monies are deemed to be held by the insurers with which your insurance is arranged.




# Important Information

# Coronavirus and FCDO/WHO travel advice

## Coronavirus Cover

This policy only provides cover for Coronavirus related claims if:

- You have had the first 2 doses of the Coronavirus vaccinations as recommended by the UK NHS, and are up to date with each Coronavirus booster vaccination for which you are eligible, or you were medically unable to have the vaccinations as evidenced by your medical records; and
- You are travelling to a country or area where the FCDO/WHO are not advising against all or all but essential travel due to the Coronavirus pandemic.

 If you meet both of these requirements, your InsureandGo travel insurance policy will provide cover under the following sections:

### – Section 1: Cancellation

- If you need to cancel your trip because you, a family member, or a travel companion is:
  - Diagnosed with Coronavirus within 14 days of your planned departure date, following a UK Government approved test, certified by a medical practitioner or an independent authority (e.g., private testing service).
  - In quarantine on the date your trip is due to start, on the orders of a medical practitioner, due to Coronavirus, suspected Coronavirus, or exposure to someone with Coronavirus.



### – Section 2: Curtailment

- If you need to cut your trip short and return home earlier than planned because an immediate relative is hospitalised or dies as a result of contracting Coronavirus.


### – Section 5: Emergency medical and other expenses

- If you contract Coronavirus during your trip and require medical treatment.
- If you need to extend your trip because you contract Coronavirus or are quarantined on the orders of a medical practitioner due to Coronavirus, suspected Coronavirus, or exposure to someone with Coronavirus. Cover for additional travel and accommodation expenses is limited to £2,000.

## Important notes

- The policy's Conditions, General Exclusions, and section-specific Conditions still apply.
-  **Cover for cancellation is only provided if the cancellation of your trip is both necessary and unavoidable. InsureandGo does not cover cancellations simply because you choose not to travel.**
-  **In the event of a claim, you must provide one of the following:**
  - A copy of the positive Coronavirus test result from a registered medical practitioner or independent authority (e.g., private provider).
  - A positive lateral flow test (or a picture of the positive test) with adequate supporting evidence or independent certification.
  - Written proof from a treating medical practitioner if the claim is related to being quarantined on their orders.

## Travelling to a country or area against Foreign Commonwealth and Development Office or World Health Organisation Advice.

 If you are travelling to a country or area where the FCDO or WHO advise against all or all but essential travel, after you have booked your trip and this policy due to:

- **Coronavirus:**
  - Your policy will cover claims not related to Coronavirus, such as emergency medical costs, baggage, passports, money, and personal accident claims, according to the policy terms, conditions, and exclusions.
  - Your policy will not cover any claims caused by or related to Coronavirus.

### Other reasons:

- You should understand why the FCDO or WHO advises against all or all but essential travel. For more information, visit:
  - Foreign travel advice - [www.gov.uk](http://www.gov.uk)
  - Travel advice - [www.who.int](http://www.who.int)
- We may not be able to provide the usual assistance or services in an emergency, depending on the reason for the travel advisory.
- The policy cover will be limited, and there will be no cover for claims related to the reason for the FCDO or WHO travel advisory.

### Change in FCDO or WHO advice

- If the FCDO or WHO changes their advice for the country or area you are travelling to:
  - After you have bought your policy or booked your trip (whichever is later)
  - To advise against all travel or all but essential travel
  - For reasons other than a medical epidemic or pandemic (including Coronavirus) or anything in the general exclusions, including but not limited to War, Terrorism and Civil unrest.

**Your** InsureandGo travel insurance policy will provide cover under:

- Section 1 - Cancellation: If you have purchased a policy with cancellation cover, and the advice changes before your trip starts.
- Section 2 - Curtailment: If the advice changes after your trip has started.

## Important things to remember

### Before you go

#### 1) Making your declarations – Taking reasonable care

You must take reasonable care to answer all medical questions fully and accurately when you buy this policy and whenever you tell us about a change in your health.

If you make a claim and, after reviewing medical records, we find that the information you gave us was incorrect or incomplete, we may reduce the amount we pay for that claim.

If we have already paid some or all of the medical expenses and it later becomes clear that you were only entitled to part of that payment, you must repay the amount you were not entitled to.

Any reduction or recovery of costs will be worked out in line with the Consumer Insurance (Disclosure and Representations) Act 2012. We will explain our decision and how we have calculated the amount

### 2) Cancelling Your Trip

If you need to cancel your trip, visit [submit-claim.com/IN](http://submit-claim.com/IN). For full details, see 'How to make a claim' below.

### 3) Travelling with a Carer

If you or anyone covered by this policy needs a carer for daily activities, you must travel with a carer who can help for the entire trip and does not need a carer themselves. If you don't, there will be no cover available under any section of the policy.

### While you are away

#### If You Need Emergency Assistance

- If you have a medical emergency, call our 24-hour emergency assistance helpline on +44 (0) 203 467 4122. Zurich Assist will arrange the necessary medical services based on your health needs.
- If you are admitted to hospital, or your outpatient treatment is likely to cost more than £350, you must call Zurich Assist as soon as possible. If you don't, it could reduce the amount you can claim under this policy.

Please note that this is not private health insurance, and be aware of potential high treatment costs. If you need simple outpatient treatment that you can pay for locally, you can make a claim when you return home (make sure you have valid receipts or invoices). If you are unsure, you can call Zurich Assist for help and advice.

## Zurich Assist 24-hour worldwide assistance.

We offer **you our 24-hour** worldwide assistance service relating to the sections of cover that apply for the level of cover **you** have selected.

We arrange access to the following services:

We provide 24-hour worldwide assistance based on the level of cover you have selected. Our services include:

**Cash Transfer Advice:** If you need money for travel or accommodation due to theft, loss, illness, or injury, we will guide you on how to get the money you need.

## Consular and embassy referral:

Where possible, we will give you the details of the representative of the relevant consulate or embassy. For example, if you have lost your passport, driving licence or travel documents

## Emergency Travel and Accommodation Arrangements:

Where possible, we will help you arrange emergency transportation and accommodation if needed.

**Sending Urgent Messages:** If you experience travel delays or suffer from illness or injury, we can help you send urgent personal messages or get messages to you.

**For reasons other than a medical epidemic or pandemic (including Coronavirus) or anything in the general exclusions, including but not limited to War, Terrorism or Civil unrest.**

## On your return

### I. To Submit a Claim:

- Visit [www.submit-claim.com/InsureandGo](http://www.submit-claim.com/InsureandGo). Submitting your claim online is the quickest and easiest way to have it processed.
- If you need to discuss an existing claim or do not have internet access, call the claims helpline at 01420 259 055 and mention InsureandGo Travel Insurance. The phone lines are open Monday to Friday, 9 am to 5:30 pm (excluding bank holidays).
- Notify us within 30 days of your trip ending about any incident that might lead to a claim.

### 2. Required Documents:

- You'll need to provide:
  - Your original policy and policy schedule.
  - Booking confirmation.
  - All original travel booking receipts.
  - All original medical receipts.
  - A medical report showing the condition(s) for which you received treatment.
  - Police reports (must be obtained within 24 hours of discovery in case of loss, burglary, or theft of money, gadgets, valuables, or baggage).
  - Any other evidence requested on the claim form
- Conditions apply, see page I4 for details.

**Please note: We may apply an additional 10% deduction to any item claimed with a value over £100, following our standard deductions for age, wear and tear, and loss of value, if you cannot prove ownership or provide proof of purchase (e.g., original receipts) if requested.**

## Financial Services Compensation Scheme

We are protected by the Financial Services Compensation Scheme (FSCS). If we are unable to meet our obligations to you, you may be able to claim compensation from the FSCS. Your eligibility will depend on the type of policy you have and the circumstances of your claim. For more information, contact the FSCS at:

Tel: 0800 678 1100 or 0207 741 4100

E-mail: [enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk)

Website: [www.fscs.org.uk](http://www.fscs.org.uk)



# Your Policy

# Summary of cover

The maximum amount insured (for each person insured)

Section	Page	BUDGET	
		Cover	Excess (See Notes 1 & 2 on page 12)
<b>1 Cancellation</b>	<b>28-29</b>	<b>£1,000</b>	£100
<b>2 Curtailment</b>	<b>30-31</b>	<b>£1,000</b>	£100
<b>3 Travel delay</b>	<b>32</b>	<b>£20</b> for every 12 hours up to <b>£200</b>	Nil
Abandonment		<b>£1,000</b>	£100
<b>4 Personal accident</b>	<b>33</b>		
Loss of limbs or sight (aged under 66)		<b>£10,000</b>	Nil
Death benefit (Aged 18 to 65)		<b>£5,000</b>	Nil
Death benefit (Aged under 18)		<b>£2,500</b>	Nil
Permanent total disablement (aged under 66)		<b>£10,000</b>	Nil
All benefits (Aged 66 and over)		<b>£2,500</b>	Nil
<b>5 Medical emergency expenses repatriation and associated expenses</b>	<b>34-35</b>	<b>£5,000,000</b>	£100
Hospital benefit		<b>£10</b> for every 24 hours, up to £100	Nil
<b>6a Personal property</b>	<b>36-38</b>	<b>£1,000</b>	£100
Single article, pair or set limit		<b>£100</b>	
Gadget and valuables limit		<b>£100</b>	
Alcohol and tobacco limit		<b>£25</b>	
Delayed baggage		<b>£25</b> for every 12 hrs up to <b>£50</b> for purchases made	Nil
Personal money:		<b>£200</b>	
Cash limit		<b>£100</b>	£100
Beach cash limit		<b>£50</b>	
Cash limit (under 18)		<b>£50</b>	
Passport and travel docs		<b>£50</b>	Nil
<b>6b Gadget and valuables extension</b> (See note 4 on page 12)			
Gadgets and valuables extension cover		Up to <b>£2,000</b> (This limit applies per policy not per insured person)	£100
Single article, pair or set limit		<b>£1,000</b>	
<b>7 Personal liability</b>	<b>38-39</b>	<b>£1,000,000</b>	£100 (See Note 3 on page 12)
<b>8 Legal expenses</b>	<b>39-40</b>	<b>£10,000</b>	Nil
<b>9 Accommodation cover</b>	<b>41</b>	<b>£250</b>	£100

# Summary of cover

The maximum amount insured (for each person insured) Continued from page II

Section	Page	SUM INSURED	
		Cover	Excess (See Notes 1 & 2 on page I2)
<b>IO Natural Disaster Cover</b> (See note 4 on page I2)	<b>42-43</b>		
IOA Extended delayed departure cover		Up to <b>£3,000</b>	£100
IOB Missed departure cover		Up to <b>£1,000</b>	£100
IOC Extended accommodation cover		Up to <b>£3,000</b>	£100
<b>II Winter Sports cover</b> (See note 4 on page I2)	<b>45-47</b>		
IIA Ski equipment:		<b>£200</b>	£100
Single article limit		<b>£100</b>	
Ski hire		<b>£10</b> per day up to £100	Nil
IIB Ski pack		<b>£50</b> per day up to £200	Nil
IIC Piste closure		<b>£10</b> per day up to £100	Nil
<b>12: Extreme Sports &amp; Activities</b> (See note 4 below)	<b>47-49</b>		
Please see pages 48-49 for the full list of Extreme Sports & Activities for which cover can be arranged in return for an appropriate extra premium			

**Note 1:** You may have chosen to either take a double excess or Zero Excess when you bought your policy. This will be shown on your policy schedule (see the Excesses section on page I6).

**Note 2:** If you show your European Health Insurance Card (EHIC) or Global Health Insurance Card (GHIC) to the doctor or hospital when getting medical treatment in the European Union or any country where the card is valid, and your medical costs are reduced, the excess under section 6 - Medical and other expenses will not apply (See Reciprocal health agreements on page I7).

**Note 3:** The excess for Section 7 – Personal liability applies per policy.

**Note 4:** This section of cover only applies if **you** have paid the extra premium and it is shown on **your** policy schedule.

**24 Hour medical emergency service included.**




Go without the doubt




# General policy information

## Period of insurance

Your trip must start and end in your home country. Cover cannot begin after you have left your home country. The policy wording and any endorsement we issue form a contract between you and us, based on the information you provided during your application. This contract includes the schedule and this policy document.

 You are not covered for any part of a trip that is scheduled to last longer than the number of days shown on your policy schedule (for single trip policies), or longer than the maximum trip length allowed for your level of cover (for annual multi-trip policies).

Please note: If unexpected events beyond your control, which are covered under the terms of this policy, happen which fall under the conditions of this cover, and you cannot finish your holiday within the insurance period on your schedule, we will extend your cover for up to 30 days at no extra charge.

 **This policy is only valid for trips within your home country where there is pre-booked accommodation.**

## Cruises

This policy does not cover Cruise trips.

## Winter sports

This policy only covers Winter sports if you have paid the appropriate additional Winter sports premium.

## Business trips

This policy does not cover Business trips.

## For single trip insurance

This policy is not valid for trips exceeding 12 months. Winter sports are covered for the duration of the trip if the required additional premium has been paid.

## For annual multi-trip insurance

The maximum trip duration of any one trip is 31 days. If you have chosen an annual multi-trip Insurance, the outward and return journey must take place during the start and end date shown on the schedule of cover. Winter sports are limited to 17 days per policy year, where the extra premium has been paid.


## Age restrictions

Winter sports cover is only available to persons aged 65 years and under (at date of issue).


## Section I - Cancellation cover

Cancellation cover starts as soon as the premium is paid or from the commencement date when the policy wording is issued. We cannot refund your premium after this date, except within the first 14 days of receiving the policy wording or before you travel (whichever is sooner). For annual multi-trip insurance, cancellation cover starts when you book the trip or on the start date shown on the schedule of cover, whichever is later.

## Cover under remaining sections

 Cover under all other sections applies for the duration of the booked trip, including travel from your home to the departure point and back afterward, not exceeding 36 hours each way. If you return home earlier than planned, cover ends when you get back to your home country.

## Checking your documents are in order

 **You must check your policy documents. The pre-existing medical conditions you are covered for are listed in your policy schedule. If any information is incorrect, please contact the InsureandGo call centre on 01708 339029.**

## Cancelling this policy

### Your right to cancel - Cooling-off period

You have a 14-day cooling-off period from when you receive your documentation. If the terms and conditions do not meet your requirements and you have not travelled or made a claim, you can ask InsureandGo for a full refund, within this period. To cancel your policy, contact us on 01708 339016.

If you want to cancel your policy outside of the 14-day cooling-off period or if a change to your policy means we cannot continue your cover, the following terms apply:

Single trip policies - If you have not travelled and are not claiming on the policy, you will receive a refund of 50% of the total premium paid. However, if the amount due is less than £25, no refund will be made.

Annual multi-trip policies - If you have not made a claim (regardless of whether it was successful or not) and you confirm that there is no claim pending, you will receive a refund of 5% of the total premium paid for each full calendar month remaining on the policy from the cancellation date. However, if the amount due is less than £25, no refund will be made.

If you have travelled on a single trip policy or intend to claim, or have made a claim on either a single trip or annual multi-trip policy (regardless of whether it was successful or not), we will not refund any part of your premium.

We reserve the right to cancel this policy with 14 days' notice by recorded delivery to your last known address. We do not need to give prior notice or provide a refund in cases of fraud, suspected fraud, or deliberate or reckless misrepresentation.

### General medical conditions

We will not cover you for any medical condition or disability (pre-existing or otherwise) if:

- 1) **your** state of health is significantly worse than **you** told us;
- 2) **you** know **you** have a terminal condition, but have not told us;
- 3) **you** know **you** will need medical treatment during **your** journey;
- 4) one of the purposes of **your** journey is to obtain medical treatment;
- 5) **you** are travelling against the advice of a medical practitioner;
- 6) **you** are not fit to travel on **your** journey.
- 7) **you** have been placed on a waiting list that could cause **you** to cancel or curtail **your** trip.

We have the right from the date of issue up to the date of travel to request a letter from **your** medical practitioner detailing **your** pre-existing medical condition(s), and confirming that **your** condition(s) have not changed or got worse, along with agreeing that **you** are fit to travel.



### Pre-existing medical conditions

This insurance has conditions that are about your health and the health of other people who may not be travelling with you, but who you are depending on for the trip

This policy will not provide cover for any medical condition or any illness related to a medical condition which you knew about at the time of taking out this insurance and/or, prior to the booking of any individual trip.

Please read the general exclusions on pages 24-26.



### Medical health disclosure requirements

You must read the following important information:

You must disclose to us if **you** or anyone else insured on this policy has:

- Taken any prescribed medication or required medical treatment within the last two years;
- Been a registered in or out-patient at a hospital, clinic or GP surgery in the last two years;
- Been advised of a terminal illness.



We are unable to cover undiagnosed conditions.

## Terminal prognosis

If **you** have been given a terminal prognosis, and your GP or medical practitioner confirms that the prognosis is not less than 6 months from your return date of travel and that you are fit to travel, we may still be able to provide cover. If you or anyone else insured on this policy has been given a terminal prognosis, please contact the InsureandGo call centre on **01708 339029**.

## Change in state of health

**Change in state of health. You must inform us and consult with your medical practitioner if you or anyone else insured on this policy:**

- Develops a new condition.
- Experiences a change to an existing medical condition.
- Has their medication changed or amended



**Contact the InsureandGo call centre on 01708 339029 as soon as possible and before you book or start your journey, or pay the balance or any further instalments for your journey. We have the right to change the premium, and/ or amend, restrict, or cancel your cover under this policy.**



**You must do this by contacting the InsureandGo call-centre on 0330 400 1381 at the earliest opportunity and before you book or commence your journey, or pay the balance or any further instalments for your journey. We have the right to amend the premium due and/ or amend, restrict or cancel your cover under this policy.**

Annual multi-trip policies - If you tell us about a change in your health that means there is less risk, we will refund part of your premium. The amount we refund will depend on how much the risk has reduced and how much time is left on your policy. However, if the amount due back is less than £15, no refund will be made.

## Non-travelling relatives

**You** may have an immediate relative with a medical condition who is not travelling with you. If their health worsens significantly, you might need to cancel or cut short your journey.

Such claims are covered, subject to all other terms and conditions, if the relative's doctor can confirm that, at the time you booked your trip or purchased your policy, there was no substantial likelihood of the patient's condition worsening to the extent that you would need to cancel or cut short your journey. If the doctor will not confirm this, your claim is not covered. In the event of a claim, the doctor must complete the medical certificate on the claim form.

## Excess

An excess is the first part of any claim that you have to pay. The excess applies to each insured person per claim, except for Section 8 'Personal Liability,' where it applies per policy. If you make a claim under more than one section for the same event, at the same time, a maximum of two excesses per person will apply, and these will be the highest excesses payable.

If you pay an extra premium, you can choose Zero Excess, which removes all excesses except for medical claims related to amateur sporting and adventure activities (see pages 40-42) or winter sports activities (see page 36).

Zero Excess must be selected at the time of purchase. If you choose Zero Excess after your policy has started, it will not apply to any incidents that have already happened or that you know are likely to result in a claim.

For a reduced premium, your policy can include an increased excess. Please check your policy schedule to confirm your chosen level of excess.

## Auto Renewal

InsureandGo will automatically renew your policy at the expiry date using the payment details you provided, unless you tell us not to. If we cannot automatically renew your policy, we will contact you at least 21 days before it is due to expire to let you know. You must be a UK resident (as defined on page 16) at the time of renewal.

## Continuous Payment Authority

By purchasing **your** policy **you** authorise **us** to use **your** card details to set up a continuous payment authority. These details will be held securely by a third party payment provider. **We** will use these details for payment of renewal premiums. You can cancel this continuous payment authority at any time.

## Admin Fee


If you make a change to your policy after the 14-day cooling-off period, we will charge a £15 administration fee.

## Travelling when pregnant

We provide cover under this policy if something unexpected happens. We do not consider pregnancy or childbirth to be an illness or injury.

If you become pregnant after buying this policy or booking your trip (whichever is later) and will be over 32 weeks pregnant for a single pregnancy (or 24 weeks pregnant for a multiple pregnancy) by your return date, you can claim for cancellation.

Cover is automatically provided under section 1 (Cancellation), section 2 (Curtailment) and section 5 (Medical emergency expenses) for complications of pregnancy and childbirth which existed at the time of taking out this policy or developed at a later stage, provided your doctor and midwife are aware of your travel plans and that you are not travelling against medical advice. Childbirth in or after the 32nd week for a single pregnancy (or 24th week for a multiple pregnancy) is not a complication and is not covered under any section of this policy.

 There is no cover under any section of this policy if you are travelling on or after the 32nd week of a single pregnancy, or 24th week for a multiple pregnancy.

**Complications of pregnancy and childbirth are defined as:**

**Toxaemia** – toxins in the blood

**Gestational diabetes** – diabetes arising as a result of pregnancy

**Gestational hypertension** – high blood pressure arising as a result of pregnancy

**Pre-eclampsia** – where you develop high blood pressure, carry abnormal fluid and have protein in your urine during the second half of pregnancy

**Ectopic pregnancy** – a pregnancy that develops outside of the uterus

**Molar pregnancy** or **Hydatidiform mole** – a pregnancy in which a tumour develops from the placental tissue

**Post-partum haemorrhage** – excessive bleeding following childbirth

**Retained placenta membrane** – part or all of the placenta is left behind in the uterus after delivery

**Placental abruption** – part or all of the placenta separates from the wall of the uterus

**Hyperemesis gravidarum** – excessive vomiting as a result of pregnancy

**Placenta praevia** – when the placenta is in the lower part of the uterus and covers part or all of the cervix


**Stillbirth**

**Miscarriage**

**Emergency caesarean section**

**A termination needed for medical reasons**

**Premature birth** more than 8 weeks (or 16 weeks if you know you are having more than one baby) before the expected delivery date.

 **Please make sure that your doctor and midwife are aware of your travel plans and that you are not travelling against medical advice. Airlines, ferries, and cruise liners have their own restrictions for health and safety reasons.**

**You should check with them or any other mode of transport you plan to take before booking. You are not covered for claims arising from pregnancy if, at the time of checking in or boarding, you fail to comply with the carrier's policy for pregnant women.**

## Our rights

We can, at any time, do the following:

- Take over the defence or settlement of any claim.
- Try to recover expenses or compensation from any other person or people involved (third parties) at any time in your name or in the name of anyone else claiming under this policy.
- If you claim for illness or injury, contact any healthcare specialist who has treated you for up to three years before the claim, and have full access to your medical records.


Additionally any items which become the subject of a claim for damage must be retained for the insurer's inspection and shall be forwarded to their Agent's upon request at your or your legal personal representative's expense. All such items shall become the property of the insurer following final settlement of the claim.


# Conditions

## Conditions

1) Cover is only available for the whole duration of the booked trip. Cover cannot be effected once a journey has commenced.

 2) **Cover is only available for children (under the age of 18) provided they are travelling with an adult and are named on the same policy.**

 3) **If your money, gadgets and valuables or any items of baggage are lost or stolen, you must notify the local police within 24 hours of discovery and obtain a copy of the police report. Failure to do so will result in your claim being denied.**

 4) **No payment will be made under sections I, 2, 5, and II without appropriate medical certification.**

5) In the event of a claim, you (or your legal representative) must provide us with all the information and documents we need at your (or their) own expense. If you make a medical claim, you may be asked to provide your medical practitioner's name so we can access your medical records.

This helps us and the treating medical practitioner to provide appropriate assistance and assess if cover applies. If you do not agree to this when requested, we will not process your claim.

6) In the event of a claim, if we require a medical examination, you must agree to it. In the event of death, we are entitled to a post-mortem examination at our expense.

7) **You** must take all reasonable steps to recover any lost or stolen article.


8) If you make a fraudulent claim, the insurer will not pay the claim and will cancel the policy from the date the claim was made. This means you will no longer be covered under the policy and cannot make any further claims. If we discover that a paid claim was fraudulent, we reserve the right to ask you to repay any claim amounts paid to you or a third party. In the event of fraud, we may cancel the contract and will not refund any premiums paid.

9) **You** must not make any payment, admit liability, offer or promise to make any payment without written consent from **us**.

10) **We** are entitled to take over any rights in the defence or settlement of any claim and to take proceedings in your name for **our** benefit against any other party.

11) **We** may at any time pay to **you our** full liability under the policy after which no further payments will be made in any respect.

12) The terms of this insurance is based upon the information provided by **you to us**. The policy contains conditions relating to health of the people travelling. **You** must take reasonable care to answer all questions about their health honestly, accurately, and to the best of your knowledge. If you do not understand a question or do not know the answer, it is essential that you tell us. Once cover has been arranged, you must immediately notify us of any changes to the information provided. Failure to provide full and accurate information before you take out the insurance or when circumstances change could invalidate the cover and may result in your claim being rejected. **If you are declaring on behalf of another person, you must ensure you are fully aware of their medical history.**

 13) If at the time of making a claim there is any other policy covering the same risk **we** are entitled to contact that insurer for a contribution. **You** must provide any assistance that **we** require.

14) **You** must pay back any amounts **we** have either paid to **you** or on **your** behalf which are not covered by this insurance, or for costs which are later recovered elsewhere. For example, claims for lost baggage which is later found, or for cancelled trips which are later refunded. These payments must be returned to us within one month of **you** becoming aware.

15) A person or company who is not a party to this policy has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this policy but this does not affect any right or remedy of a third party which exists or is available apart from that Act.

16) **You** must take all reasonable care to protect yourself and your property and act as if you are not insured.

17) **We** will not provide cover, make any payments, or provide any service or benefit to any insured person or other party if doing so would violate any applicable trade or economic sanctions law or regulation.

18) **You** must follow the advice and instructions of our medical advisers. Failure to do so may result in your cover being completely or partially withdrawn.

# Geographical limits

## Single trip:

**Region 1** – Covers trips to, from, and within the United Kingdom.

**Region 2** – Covers trips to and from Europe, including the Republic of Ireland and all countries, bordering the Mediterranean Sea, as well as Madeira and The Azores. This region excludes countries mentioned in region 3.

**Region 3** – Covers trips to regions 1, 2 and Spain (including the Balearic Islands), The Canaries, Turkey, Cyprus and Malta.

**Region 4** – Covers trips to anywhere in the world except USA, Canada, Caribbean, Hong Kong, Singapore, Mexico and China.

**Region 5** – Covers trips to anywhere in the world including USA, Mexico, Canada and the Caribbean.

**Region 6** – Covers trips to anywhere in the world except USA, Mexico, Canada and the Caribbean.

**Region 7** – Covers trips to Australia and New Zealand only.

## Annual multi-trip:

**Region 1** – Covers trips to, from, and within the United Kingdom.

**Region 8** – Covers trips to and from Europe, including the Republic of Ireland and all countries bordering the Mediterranean Sea, as well as Madeira and The Azores.

**Region 9** – Covers trips to anywhere in the world except USA, Mexico, Canada and the Caribbean.

**Region 10** – Covers trips to anywhere in the world including USA, Mexico, Canada and the Caribbean.

On both single trip and annual multi-trip policies, if your outward or return flight requires a stopover in an area not covered by the region on your schedule of cover, your policy automatically covers you for up to 24 hours in the stopover area for both your outward and return journeys.

# Definitions

## Definitions

Wherever the following words and phrases appear in this policy they will always have these meanings:

**Accident/Accidental/Accidentally** – An event that is sudden and unexpected, which is caused by external and visible means at a time that can be identified.

**Baggage** – **Your** personal clothing and effects, suitcases, luggage and or similar.

**Business trip** – A trip primarily for business purposes.

**Children/Child** – **Your** children, **your** partner's children and the grandchildren of **you** or **your** partner, including step children, step grandchildren and fostered or adopted children or grandchildren, provided that **they** are:

- Under 18 years old on the date cover commences
- Dependent on **you** or **your** partner (or in the case of grandchildren dependent on you or your partner or their parent(s)).

**Civil Unrest** – Activities inclusive of organised protests, riots, arson, looting, occupation of institutional buildings, border infringements and armed insurrection (excluding where civil war has been declared).

**Close relative** – See Immediate relative.

**Close business associate** – Any person whose absence from business for one or more complete days at the same time as **your** absence prevents the effective continuation of that business.

**Complications of pregnancy and childbirth** – See Travelling when pregnant on page 17.

**Coronavirus** – COVID-19, SARS-COV-2 or any mutation or variation of these.

**Cruises** – A trip on a passenger carrying liner, ship or river cruiser on a voyage, including accommodation for a minimum of two nights.

**Curtail/curtailment** – Return early to home in the United Kingdom.

**Cyber Terrorism** – The actual use or threat of use of disruptive activities against computers and networks, with the intention to cause harm, spread fear or cause severe disruption of infrastructure).

**Excesses** – See Excesses on page 16.

**Fitness to travel** – Is defined as taking into account destination, duration and mode of travel, the insured are not likely to need medical intervention during **their** trip.

**Gadget and valuables** – Photographic, audio, video and electrical equipment (including CDs, DVDs, video and audio tapes and electronic games),MP3 players, games consoles, personal organisers, eReaders (including eBooks and Kindles), computer equipment, laptops, tablet PC's (including iPads), netbook computers, binoculars, antiques, e-cigarettes and associated vapour liquids, jewellery, watches, furs, leather goods, animal skins, silks, precious stones and items made of or containing gold, silver or precious metals, hearing aids, sports and leisure equipment, musical instruments, mobile phones and mobile phone accessories.

**Golf equipment** – Golf clubs, golf balls, golf bag, golf trolley and golf shoes.

**Home** – **Your** residential address in the United Kingdom.

**Home country – is:**

England, Scotland, Wales or Northern Ireland, if **your** home is in any of these locations; or

The Isle of Man or Channel Islands if your **home** is located on any of these islands.

**Immediate relative** – Mother, father, sister, brother, wife, husband, partner (same or different sex), 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.

**Illness/III** – Sudden and unforeseen change in health, sickness or disease (including complications of pregnancy or childbirth) contracted as certified by a medical practitioner.

**Insured person/You/Your/Yours** – Each person travelling on a trip who is named on the policy schedule.

**Manual work** – Manual labour is work that is physical, including, but not limited to; construction, installation, assembly and building work. This does not include bar and restaurant staff, musicians and singers and fruit pickers (who do not use machinery). We will provide cover for manual labour that is voluntary, for a charity registered under the Charity Commission in England and Wales, the Scottish Charity regulator or the Department for Social Development in Northern Ireland and where you will not earn any money. In these situations, you will not be covered for work that involves installing, putting together, maintaining, repairing or using heavy electrical, mechanical or hydraulic machinery. You will not be covered when you are working more than three meters above the ground, and cover for personal accident and personal liability is not included. If you injure yourself during voluntary work, the policy excess under section 5 – Medical emergency expenses will be £100 and Zero Excess will not delete this excess.

**Medical practitioner** – A registered practising member of the medical profession who is not related to **you** or to any person **you** are travelling with, or intending to stay with.

**Money** – Cash, travellers and other cheques.

**Mobility aids** – Wheelchair, motorised wheelchair, mobility scooter, prosthetic limb, walking frame, walking stick or crutches.

**Natural disasters** – An extraordinary natural phenomenon such as tsunamis, earthquakes, landslides, volcanic eruptions (including volcanic ash clouds), atypical cyclonic storms, falling objects from space (including meteorites), and in general any extraordinary atmospheric, meteorological, seismic or geological phenomenon.

**Partner** – **Your** husband, wife or civil partner, or someone of either sex that **you** live with as though they were **your** husband, wife or civil partner.

**Personal accident** – Accidental bodily injury caused solely and directly by outward violent and visible means.

**Permanent total disablement** – Disablement as a result of which **you** are unable to carry on or perform any business or occupation, and which, having lasted for a period of 12 months is, at the end of that period beyond hope of improvement.

**Pre-existing medical condition** – Any disease, illness or injury for which **you** or anyone else insured on this policy have, in the last 2 years:

- Taken any prescribed medication or required medical treatment.
- Consulted a medical practitioner and/or been registered as an in or out patient.

**Public transport** – Any publically licensed vehicle, including but not limited to, aircraft, sea vessels, trains, buses or coaches, operating to a published timetable.

**Redundancy** – Any person declared redundant, who is under State Pension age and under the normal retiring age for someone holding that person's position, and who has been employed for two continuous years with the same employer at the time of being made redundant.

**Ski equipment** – Skis, poles, ski boots and bindings, ski helmets, snowboards, snowboard boots and bindings.

**Ski pack** – Pre-booked lift passes, hired skis and boots and ski school fees.

**Trip(s)** – A holiday or journey for leisure purposes that takes place during the period of cover and begins and ends in **your** home country.

**Unattended** – Where **you** are not in full view of or in a position to prevent unauthorised taking of **your** property unless it is in a locked room, safe, in a locked boot of a locked vehicle or in the luggage space at the back of a locked estate car or locked hatchback under a top cover and out of view.

**United Kingdom** – England, Scotland, Wales, Northern Ireland, the Isle of Man and Channel Islands.

**United Kingdom resident** – **You** must have resided in the UK (as defined above) for no less than 6 of the last 12 months, have a permanent UK address and be registered with a UK General Practitioner.

**We/us/our** – Zurich Insurance Company Ltd.

**You/your** – Each insured person.

**Zurich Assist** – The service provider nominated by Zurich Insurance Company Ltd.

# Reciprocal health agreements



## European Union

When travelling to a country in the European Union (EU) **you** should receive inpatient treatment in a public hospital.

**You** must obtain a Global Health Insurance Card (GHIC) before travel by completing an application form at [www.ghic.org.uk](http://www.ghic.org.uk). This allows UK residents and European citizens to benefit from health agreements between EU countries. A UK-issued EHIC card is still valid and accepted until it expires and can be used in place of a GHIC card.

If **you** are admitted to a public hospital, present your GHIC/EHIC to the hospital. If **you** cannot do so, **you** must cooperate with the medical assistance department to obtain one.

## Australia & New Zealand

When **you** are travelling to Australia or New Zealand and **you** have to go to hospital, **you** must register for treatment under the national Medicare or equivalent scheme of those countries.

# Useful Information

Please note this information does not form part of the terms and conditions of **your** Travel cover, it is provided for guidance purposes only. Information is correct at date of production.

## [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice)

Before **you** go overseas, check out the Foreign, Commonwealth & Development Office website at [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice). It is packed with essential travel advice, tips, and up-to-date information about different countries.

## The World Health Organisation

The World Health Organization (WHO) provides up-to-date information and advice for travellers on health risks by country. If **you** have any concerns about health risks for **your** destination, please check with the WHO. To view information on the country or region **you** plan to travel to, visit the international travel and health pages on the WHO website at [www.who.int](http://www.who.int). The international travel and health pages on the WHO website [www.who.int](http://www.who.int)

## Air passengers

For advice and details on **your** rights as an airline passenger and compensation in different situations please visit the UK Civil Aviation Authority website at [www.caa.co.uk](http://www.caa.co.uk). **You** should also refer to the terms and conditions of the airline **you** are travelling with for information.

**We** are not responsible for the content of other websites.

# Data Protection Statement

Zurich takes the privacy and security of your personal information seriously. **We** collect, use and share your personal information so that we can provide policies and services that meet your insurance needs, in accordance with applicable data protection laws.

The type of personal information **we** will collect includes: basic personal information (i.e. name, address and date of birth), occupation and financial details, health and family information, claims and convictions information and where **you** have requested other individuals be included in the arrangement, personal information about those individuals.

**We** and our selected third parties will only collect and use personal information

- (i) where the processing is necessary in connection with providing a quotation and/or contract of insurance;
- (ii) to meet our legal or regulatory obligations;
- (iii) where you have provided the appropriate consent;
- (iv) for our 'legitimate interests'.

It is in **our** legitimate interests to collect personal information as it provides us with the information that **we** need to provide **our** services more effectively including providing information about our products and services. **We** will always ensure that **we** keep the amount of information collected and the extent of any processing to the absolute minimum to meet this legitimate interest.

A full copy of our data protection statement can be viewed via [www.zurich.co.uk/dataprotection](http://www.zurich.co.uk/dataprotection).

## How you can contact us

If **you** have any questions or queries about how **we** use **your** data, or require a paper copy of the statement, **you** can contact us via:  
gbz.general.data.protection@uk.zurich.com or alternatively contact our Data Protection Officer at

**Zurich Insurance,  
Unity Place,  
1 Carfax Close,  
Swindon,  
SNI IAP.**

# General Exclusions from your Policy

## You are not covered



For any claim resulting from or relating to:

**1)** Any person, including those not travelling, whose condition might give rise to a claim:

**a)** If the claim relates to a medical condition or any illness related to a medical condition which you were aware of before you took out the insurance and/or, prior to the booking of any individual trip, or

**b)** If any person, including those not travelling:

- Is receiving or waiting for hospital tests or treatment for any condition or set of symptoms that have not been diagnosed;

- Is travelling against the advice of a medical practitioner or travelling to get medical treatment abroad;

- Has been given a terminal prognosis which is less than 6 months from the return date of the trip;

**2)** A known event including any events announced in the UK on television, news bulletins or in the media, or any circumstances that you were aware of at the time you purchased this insurance and/or prior to the booking of any individual trip;

**3)** Alcohol abuse or alcohol dependency, as evidenced by:

**a)** Your medical records or the opinion of your medical practitioner; or

**b)** The opinion of an independent medical practitioner.

This exclusion does not apply if your claim relates directly to a medical condition you have declared to us (and where you have paid the appropriate additional premium and we have accepted those conditions in writing), provided you have not been consuming alcohol against the advice of your general practitioner.

**4)** Any medical condition you have not disclosed to us, as outlined in the Medical Health Disclosure Requirements on page 12.

**5)** **You** either:

**a)** Deliberately not taking the recommended treatment or prescribed medication as directed by a medical practitioner.

**b)** Not following the advice of a medical practitioner or Zurich Assist.

**c)** Travelling against the advice of your medical practitioner or Zurich Assist.

**6)** **You** drinking too much alcohol, as evidenced by:

**a)** A medical practitioner stating that your alcohol consumption caused or contributed to your injury or illness.

**b)** The results of a blood test showing that your blood alcohol level exceeds 0.19% (approximately four pints of beer or four 175ml glasses of wine).

**c)** A third-party witness report stating that you notably impaired your faculties and/or judgment.

**d)** Your own admission or the description of events you provided on the claim form.

**7)** Alcohol abuse or alcohol dependency, as evidenced by:

**a)** Your medical records or the opinion of your medical practitioner; or

**b)** The opinion of an independent medical practitioner.

This exclusion does not apply if your claim relates directly to a medical condition you have declared to us (and where you have paid the appropriate additional premium and we have accepted those conditions in writing), provided you have not been consuming alcohol against the advice of your general practitioner.

**8)** Substance abuse, drug abuse (whether over the counter, prescription or otherwise) and/or ingestion of any illegal drugs or substances;

**9)** **You** being compulsorily detained as a psychiatric patient in a hospital or other medical facility because you did not take the prescribed medication for your pre-existing medical condition. (This exclusion applies in all cases, whether or not the premium has been paid to cover a pre-existing medical condition).

- 10)** **You** suicide or attempted suicide or deliberate action which puts **you** at risk of death, injury, illness or disability, this would include (but is not limited to) balcony jumping or climbing, jumping or diving from piers, walls, buildings, or cliffs unless **you** were trying to save human life or your life is in danger;
- 11)** **You** unlawful action or any criminal proceedings made **against** you under the authority of the customs and/or government of any country;
- 12)** Business trips;
- 13) a)** You driving any car or motorcycle unless you hold the equivalent and appropriate valid license in the UK for that category of vehicle.
- b)** You driving or riding a motorcycle unless you are wearing a crash helmet.
- c)** You travelling in a vehicle unless you are wearing a seatbelt (where available).
- d)** Racing and speed or endurance tests, except where specifically stated as covered under the Winter Sports Cover section, the Extreme Sports & Activities section, or the Amateur Sporting and Adventure Activities section;
- 14) a)** Air travel (other than as a fare-paying passenger on a regular scheduled airline or licensed charter aircraft or where listed under the Extreme Sports & Activities on pages 48-49 and the extra premium has been paid to cover those activities); **b)** Air travel within 24 hours of scuba diving;
- 15)** Any tour operator, travel agent, accommodation provider, public transport carrier or other provider of any service forming part of the booked trip being unable or unwilling to carry out their duty due to bankruptcy, liquidation, error, omission or default;
- 16) a)** **You** driving any car or motor cycle unless **you** hold the equivalent and appropriate valid licence in the UK for the equivalent category of vehicle; **b)** **You** driving or riding on a motor cycle unless **you** are wearing a crash helmet; **c)** **you** travelling in a vehicle unless you are wearing a seatbelt (where available);
- 17)** Any other loss connected to the event **you** are claiming for unless **we** specifically provide cover for it under this policy;
- 18)** Any payment you would have normally made during your travels if nothing had gone wrong.
- 19)** **You** participating in winter sports unless listed on page 46 and the extra premium has been paid;
- 20)** Any claim that results from you doing manual labour in connection with your trade, business or profession;
- 21)** A natural disaster, unless the cover is shown on **your** policy schedule and the appropriate premium has been paid;
- 22)** **You** participating in a cruise;
- 23)** You being denied boarding on a flight, train, sea vessel, coach, or bus due to abusive behavior or being deemed unfit to travel by the carrier.
- 24)** Any part of a trip that is a one-way journey, or scheduled to last longer than the number of days shown on your policy schedule (for single trip policies), or longer than the maximum trip length allowed for your level of cover (for annual multi-trip policies)
- 25)** Any costs paid for using reward scheme points or similar, timeshare, holiday property bond or similar points scheme (including any exchange fees, property maintenance expenses or fees);
- 26)** **You** not getting the required vaccinations or not undertaking the recommended preventative treatment (e.g., taking a course of malaria tablets), unless medically unable to;
- 27)** A medical epidemic or pandemic, with the exception of the Coronavirus cover detailed on page 7;
- 28)** Coronavirus, unless:
- You are up to date with coronavirus vaccinations as recommended by the UK NHS (if unsure, please check with your medical practitioner), or you were medically unable to receive the vaccinations as evidenced by your medical records.
  - You are travelling to a country or area where the FCDO/WHO are not advising against all or all but essential travel due to the coronavirus pandemic, and the claim arises under:
    - Section I: If you need to cancel your trip because you or a member of your family or travelling party;
    - Are medically diagnosed with coronavirus within 14 days of your planned departure date following completion and analysis of a UK government-approved test, as certified by a medical practitioner or an independent authority (e.g., private testing service); or

- Are in quarantine on the date you are due to start your trip, on the orders of a treating medical practitioner due to coronavirus, suspected coronavirus, or exposure to someone diagnosed with coronavirus.

- Section 2: If you need to cut your trip short and return home earlier than planned due to the hospitalisation or death of an immediate relative who contracted coronavirus.

- Section 6: If you contract coronavirus during your trip and need medical treatment.

- Section 6: If you have to extend your trip due to contracting coronavirus or being quarantined on the orders of a treating medical practitioner due to coronavirus, suspected coronavirus, or exposure to someone diagnosed with coronavirus, cover for additional travel and accommodation expenses is limited to £2,000.

The general conditions and exclusions, as well as exclusions for Sections 1, 2, and 6, still apply. No other cover applies for claims caused by or related to coronavirus.

**29)** War or hostilities, civil unrest or any similar event;

**30)** Terrorism, meaning any act, including but not limited to the use or planned use of force or violence, and/or the threat by any person or group, whether acting alone or on behalf of any organisation or government, committed for political, religious, ideological, or similar purposes, including the intention to influence any government and/or the public, or to create fear among any section of the public. This exclusion does not apply to:

Section 5: 'Personal Accident'.

Section 6: 'Medical Emergency Expenses, Repatriation, and Associated Expenses'.

Section 6: 'Medical Inconvenience Benefit'.

However, this exclusion does apply to all sections of cover if nuclear, chemical, or biological weapons, devices, or agents are used.

**31)** Cyber terrorism;

**32)** Travel, accommodation, excursion, or other costs for any person not insured on this policy, even if you have paid those costs on their behalf.

**33)** Currency exchanges or fluctuations;

**34)** Any search and rescue costs;

**35)** Ionising radiation or radioactive contamination caused by nuclear fuel or waste, or the radioactive, toxic explosive or other dangerous properties of any explosive nuclear equipment;

**36)** Pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds;

**37)** Costs of phone calls or faxes, meals, taxi fares (except for taxi costs paid for the initial journey to and from a hospital abroad due to an insured person's illness or injury), interpreters' fees, inconvenience, distress, loss of earnings, loss of enjoyment of the holiday, time share maintenance fees, holiday property bonds or points and any extra travel or accommodation costs (unless we authorised these or they are part of a valid claim under section 1, section 2 or section 5).

**38)** You taking part in a league or competition;

**39)** Travel on or after the 32nd week for a single pregnancy or 24th week for a multiple pregnancy.



# Your Cover

## Your Cover

# Section I – Cancellation



### You are covered



For your share only, up to the amount shown in the summary of cover on pages 8 and 9, if your travel and accommodation arrangements, excursions, tours, and activities are cancelled before your departure from the UK. This includes ski hire, ski school, and lift passes for winter sports trips, provided the appropriate premium has been paid. These must not have been used, and you must have paid for or agreed to pay for them. The cancellation must be necessary and unavoidable (and not because you are unwilling to start your trip as planned) due to:

1) The death or disability caused by bodily injury, illness, or quarantine (on the orders of the treating medical practitioner) of:

- You.
- Any person you plan to travel or stay with.
- An immediate relative of yours or of any person you plan to travel with.
- A close business associate of yours;

2) **You** being called for jury service or as a witness (but not as an expert witness or where **your** employment would normally require **you** to attend court) in a Court of Law;

3) **Your** redundancy provided that **we** are informed in writing immediately when notification of redundancy is received and that **you** were not aware of any impending redundancy at the time this policy was issued;

4) **Your** home being made uninhabitable or your place of business being made unusable up to 14 days before the start of your trip due to:

- Fire.
- Lightning.
- Explosion.
- Earthquake.
- Subsidence.
- Storm.
- Flood.
- Falling trees.
- Riot or civil commotion.
- Malicious damage.
- Burst pipes.
- Impact by aircraft.

5) **You** being ordered to return to duty if you are a member of the armed forces, emergency services or an administrative government employee.

6) You becoming pregnant after we have sold you this policy if it means that:

- At the return date of your trip, you will be more than 32 weeks pregnant for a single pregnancy or more than 24 weeks for a multiple pregnancy.
- At the date of departure on your outward journey, you will fail to comply with the transport provider's policy for pregnant women.

7) Complications of pregnancy and childbirth;

8) The FCDO/WHO advice changing to advise against all or all but essential travel to your destination, other than for medical epidemic or pandemic or anything mentioned in the general exclusions.



## You are not covered



For any claim resulting from or relating to:

- 1) Anything mentioned in the General exclusions on pages 24-26. General conditions on page 18 will also apply;
- 2) The excess as shown in the summary of cover on pages 11-12 unless you have paid the extra premium to include Zero Excess. The excess will apply for each trip that you have booked, for each and every incident and for each insured person;
- 3) A medical condition or any illness related to a medical condition you knew about at the time of taking out this insurance and/or, prior to the booking of any individual trip;
- 4) Claims where you have not obtained a medical certificate from a medical practitioner confirming that cancelling the trip is medically necessary;
- 5) Pregnancy if, at the time of checking in or boarding your flight, you fail to comply with the airline's policy for pregnant women
- 6) Any increased charges which may arise due to failure to notify **your** travel agent or tour operator immediately it is found necessary to cancel;
- 7) Cancelling **your** holiday due to strikes, blockades or actions taken by any government or administration of any country or the threat of an event like this;
- 8) Any claim as a result of your passport or travel documents being lost or stolen;

9) Any air passenger duty (APD) charges made by a scheduled airline as a part of your booking, ATOL protection fees and any administration fees included in the cost of the flight booking or refund process;

10) Cancelling your trip due to giving birth at or after the 32nd week for a single pregnancy or the 24th week for a multiple pregnancy

11) Any claim due to a medical epidemic or pandemic, except for the cover provided for Coronavirus-related claims as specified on page 5

12) Claims caused by the failure to obtain the required passport, visa or necessary travel documentation;



## Conditions



- 1) **You** must inform the carrier, holiday company, travel agent, or accommodation provider immediately if you know the trip will be cancelled to minimise your losses. If you do not notify them as soon as you find out you have to cancel the trip, we will only pay the cancellation charges that were due when you first knew you had to cancel.
- 2) Claims for cancellation must be supported by written confirmation or a cancellation invoice from the public transport carrier and/or accommodation provider and/or an unused travel ticket. Failure to provide this documentation may result in your claim being rejected

## Your Cover

# Section 2 – Cutting your trip short

This section includes the services of Zurich Assist (details shown on page 8) who must be contacted immediately in the event of a serious injury, illness or hospitalisation, where repatriation may be needed.

### You are covered

Up to the amount shown in the summary of cover on pages II-I2 for:

**l)** Your share only, of your travel and/or accommodation arrangements that have not been used and were paid for before your departure from the UK. This includes ski hire, ski school, and lift passes for winter sports trips (which do not have to be paid for before your departure) if you, or someone you are travelling with who is covered by this policy, have to cut your trip short and return home earlier than planned due to:

- a)** The death, severe injury or serious illness of:
  - i)** **You** or any person **you** are travelling with;
  - ii)** An immediate relative of **yours** resident in **your** home country;
  - iii)** A close business associate of **yours** resident in **your** home country.
- b)** Complications of pregnancy and childbirth;
- c)** **Your** home being made uninhabitable or your place of business being made unusable due to:
  - Fire.
  - Lightning.
  - Explosion.
  - Earthquake.
  - Subsidence.
  - Storm.
  - Flood.
  - Falling trees.
  - Riot or civil commotion.
  - Malicious damage.
  - Burst pipes.
  - Impact by aircraft.

**d)** **You** being unable to continue **your** trip, as detailed in **your** travel itinerary, due to loss or theft of **your** passport;

These proportionate value of costs will be calculated from the date of return to **your** home country.


**2)** Reasonable additional travel expenses you incur to return to your home country (economy class) earlier than planned for a reason stated in Benefit I of this section.

**3)** **You** being ordered to return to duty if you are a member of the armed forces, emergency services or an administrative government employee.

**4)** The FCDO/WHO advice changing to advise against all or all but essential travel to **your** destination, other than for medical epidemic or pandemic or anything mentioned in the general exclusions.

### You are not covered

For any claim resulting from or relating to:

- 1)** Anything mentioned in the General exclusions on pages 24-26. General conditions on page I8 will also apply;
- 2)** The excess as shown in the summary of cover on pages II-I2 unless you have paid the extra premium to include Zero Excess. The excess will apply for each trip that you have booked, for each and every incident and for each insured person;
- 3)** A medical condition or any illness related to a medical condition you knew about at the time of taking out this insurance and/or, prior to the booking of any individual trip.
-  **4)** **Claims that are not confirmed as medically necessary by Zurich Assist and where a medical certificate has not been obtained from the attending medical practitioner abroad confirming it necessary to curtail the trip;**


5) Additional travelling expenses incurred which are not authorised either by us or Zurich Assist, as detailed on page 8;

6) A theft of a passport that has not been reported to the necessary authorities, and a written report obtained;

7) Childbirth occurring in or after the 32nd week for a single pregnancy or 24th week for a multiple pregnancy;

8) Cutting short **your** trip due to strikes, blockades or actions taken by any government or administration of any country or the threat of an event like this;

9) A medical epidemic or pandemic with the exception of the cover which is in place for Coronavirus related claims as specified on page 7.

 **Zurich assist only helps with early return home for medical reasons, not for the other reasons listed under this section of the policy. Curtailment is only applicable if you return to your home country earlier than planned.**

## Conditions

1) **You** must get our permission if you have to cut your holiday short and return early to your home area for an insured reason. If you are unable to contact us for permission, you must get a doctor's certificate in resort confirming the medical necessity for you to return home earlier than planned.

## Your Cover

# Section 3 – Travel Delay and Abandonment

### You are covered ✓

1) For a benefit of up to £50 for the first full 12 hours **you** are delayed and up to £30 for each full 12 hours **you** are delayed after that, up to a maximum of £650 (regardless of the number of incidents of delay) as detailed in the summary of cover on pages 11-12, as long as you eventually go on the trip, or

2) Up to the amount shown in the summary of cover for **your** travel and accommodation which has not been used and which **you** have been paid or been contracted to pay for if **you** abandon the trip (on the outward journey only) after the first full 24 hours of delay.

If **your** outward or return flights, sea crossing, coach or train departure to or from **your** home country are delayed for more than 24 hours beyond the intended departure time (as specified on **your** travel ticket) as a result of:

- a) Strike or industrial action (provided that when this policy was taken out, there was no reasonable expectation that the trip would be affected by such cause);
- b) Adverse weather conditions if these are the underlying and continuing cause;
- c) Mechanical breakdown or technical fault of the aircraft, coach, train or sea vessel.

### You are not covered ✗

1) For anything mentioned in the General exclusions on pages 24-26. General conditions on page 18 will also apply;

2) For the excess as shown in the summary of cover on pages 11-12 unless you have paid the extra premium to include Zero Excess. The excess will apply for each trip that you have booked, for each and every incident and for each insured person;

3) If **you** do not check-in for the flights, sea crossing, coach or train departure before the intended departure time;

4) If **you** do not obtain written confirmation from the airline, shipping, coach or train company stating the period and the reason for the delay;

5) For any claims arising from withdrawal from service temporarily or otherwise of the aircraft, coach, train or sea vessel on the orders or recommendation of the Civil Aviation Authority or a Port Authority or similar body in any country;

6) For any claims arising from natural disasters, unless shown on your policy schedule and the extra premium has been paid.



**This section only applies for delays at your final international departure point to or from your home country.**

## Your Cover

# Section 4 – Personal Accident

### You are covered

If you are involved in an accident during your trip, which, at the end of 12 months after the date of the accident, is the sole cause of your death, permanent total disablement, loss of sight, or loss of limb, we will pay you or your legal personal representative up to the amount shown in the summary of cover on pages 8 and 9 for one of the following:

- 1) **Your** permanent total disability caused by an accident during **your** trip that:
  - a) Stops **you** from working in any job you are qualified for;
  - b) Lasts for 12 months; and
  - c) Is not expected to improve at the end of those 12 months, as determined by our medical advisor; or
- 2) The permanent loss of use of one or more of **your** limbs, at or above the wrist or ankle; or
- 3) Irrecoverable loss of sight (see definition below) in one or both eyes for a period of at least 12 months; or
- 4) If **you** die, **we** will pay the amount shown in the summary of cover on pages 11-12.

**Please note: - You can only claim under one of the above subsections for the same event**



**If you are aged under 18 or over 65 at the time of the accident the death benefit will be limited to funeral and other expenses up to £2,500. If you are aged over 65 the permanent total disablement benefit will not apply.**



**The following definitions apply specifically to this section:**

**Loss of limb** – means loss by permanent severance of an entire hand or foot or the total and permanent loss of use of an entire hand or foot.

**Loss of sight** – means total and irrecoverable loss of sight which shall be considered as having occurred:


- a) In both eyes if **your** name is added to the Register of Blind Persons on the authority of a fully qualified ophthalmic specialist and
- b) In one eye if the degree of sight remaining after correction is 3/60 or less on the Snellen scale.

### You are not covered

- 1) For any claims for death, loss or disablement caused directly or indirectly by:
  - a) Anything mentioned in the General exclusions on pages 24-26. General conditions on page 18 will also apply;
  - b) Your sickness, disease, physical or mental condition that is gradually worsening;
  - c) An injury that existed before the start of the trip;
- 2) For any claims under this section not notified to us within 12 months of the date of the accident;
- 3) For claims caused by you taking part in any sporting or adventure activity or winter sports activity where personal accident cover is specifically shown as excluded.

## Your Cover

# Section 5 – Medical Emergency


 **This is not a private health insurance policy. We will pay for private treatment only if there is no appropriate reciprocal health agreement and no public service available. We reserve the right to arrange a transfer from a private medical facility to a public medical facility when appropriate.**

Please remember this section does not apply if you become ill or are injured during trips in your home country.

This section applies:

- a) Trips outside the United Kingdom.
- b) Residents of the Channel Islands or Isle of Man visiting other parts of the United Kingdom.
- c) Residents of other parts of the United Kingdom visiting the Channel Islands or Isle of Man.
- d) Participation in a cruise solely within the United Kingdom.

Cover does not apply to other trips within the United Kingdom.

 **If you are admitted to hospital, or your outpatient treatment is likely to cost more than £350, you must call Zurich Assist as soon as possible. If you don't, it could reduce the amount you can claim under this policy. Please refer to page 8.**


If you are taken into the hospital or think you may need to come home early (be repatriated) or extend your journey due to illness or accident, you must notify the emergency assistance company immediately.

### You are covered

If during your trip, you become ill or are injured, up to the amount shown in the summary of cover on pages II-12 for costs incurred outside your home country:

1) For usual reasonable and necessary medical and surgical treatment as prescribed by a medical practitioner. Claims for emergency dental treatment (for the relief of pain only) shall be limited to £250;

2) For reasonable and necessary additional accommodation (room only) and travel expenses (economy class) for you and one relative or friend who must stay with you or travel to be with you and accompany you home if you need to be accompanied home on medical advice, or if you are a child and require an escort home. You must have our permission to do this.

 **Please note that cover is limited to a maximum of £2,000 if you have to extend your trip because you have contracted coronavirus disease or if you are quarantined (on the orders of the treating medical practitioner) abroad as a result of the above conditions.**

3) In the event of death:

- a) For the conveyance of the body or ashes to your home country (the cost of burial or cremation is not included); or
- b) Local funeral expenses abroad, limited to £5,000.

4) Up to the amount shown in the summary of cover for each 24 hour period that you are in hospital as an in-patient during the journey;

**All receipts must be kept and provided in the event of a claim. Your claim may be rejected if receipts are not provided.**

**If you become ill or are injured, we have the right to bring you back home if the Zurich Assist emergency service doctor, in consultation with the treating doctor, concludes that you can safely travel home. If you refuse to return home, we have the right to stop cover.**

**We reserve the right to move you from one hospital to another.**

## You are not covered



- 1) For anything mentioned in the General exclusions on pages 24-26. General conditions on page 18 will also apply;
- 2) For the excess as shown in the summary of cover on pages 11-12 unless you have paid the extra premium to include Zero Excess. The excess will apply for each trip that you have booked, for each and every incident and for each insured person;
- 3) For any medical treatment that you receive because of a medical condition or any illness related to a medical condition which you knew about at the time of taking out this insurance and/or, prior to the booking of any individual trip;
- 4) For any costs you can recover under a national insurance scheme, a reciprocal health agreement, from another insurer, or from any other party who is legally responsible;
- 5) For any expenses incurred for illness, injury, or treatment required as a result of:
  - a) Surgery or medical treatment which, in the opinion of the attending doctor and the Zurich Assist doctor, can be reasonably delayed until your return to your home country.
  - b) Medication and/or treatment which, at the time of departure, is known to be required or to be continued outside your home country.
- 6) For preventative treatment which can be delayed until **your** return to **your** home country;
- 7) For claims that are not confirmed as medically necessary by the attending doctor or Zurich Assist;
- 8) For the cost of any elective (non-emergency) treatment or surgery, including cosmetic surgery or exploratory tests, which are not directly related to the illness or injury which necessitated **your** admittance into hospital;
- 9) For any expenses incurred following:
  - a) Your decision not to be moved from a private hospital to a public hospital; or
  - b) Your decision not to be repatriated after our medical advisor deems it safe for you to return home.
- 10) For any additional hospital costs arising from single or private room accommodation unless medically necessary and authorised by Zurich Assist;
- 11) For treatment or services provided by a health spa, convalescent or nursing home or any rehabilitation centre;
- 12) The cost of any taxi fares (except for taxi costs paid for the initial journey to and from a hospital abroad due to an insured person's illness or injury);
- 13) The cost of any food and drink (unless these are a part of your hospital costs if you are kept as an inpatient);
- 14) For Telephone expenses, other than the first call to us to tell us about the medical problem;
- 15) For the cost of medical or surgical treatment of any kind received by an Insured person later than 52 weeks from the date of the accident or commencement of the illness;
- 16) Any claim due to childbirth occurring in or after the 32nd week for a single pregnancy or 24th week for a multiple pregnancy;
- 17) For treatment or expenses in **your** home country.
- 18) For costs of more than £500 which we have not agreed beforehand;
- 19) For any transportation or repatriation costs other than those deemed necessary by our medical advisors. Our medical advisors' decision on the means of repatriation is final;
- 20) For any expenses which you or your dependents are not legally required to pay or which would not have been applicable if no coverage had existed;
- 21) For any charges caused directly or indirectly by an error of the medical provider.

## Conditions

**In the context of medical treatment and for the benefit of overseas healthcare providers the following definition of 'usual, reasonable and necessary' applies:**

**Usual, reasonable and necessary means the most common cost for similar services, medicines or supplies within the area in which the cost is incurred, so long as those costs are reasonable. We will determine what usual, reasonable and customary costs are, and in doing so may consider one or more of the following factors:**

- a) The level of skill, extent of training, and experience required to perform the procedure or service;
- b) The length of time required to perform the procedure or services as compared to the length of time required to perform other similar services;
- c) The severity or nature of the illness or bodily injury being treated;
- d) The amount usually reimbursed for the same or comparable services, medicines or supplies in the locality;
- e) The amount usually reimbursed for the same or comparable services, medicines or supplies in other parts of the country;
- f) The cost to the medical provider of providing the service, medicine or supply;
- g) Any other factors we reasonably determine are appropriate.

## Your Cover

# Section 6a – Personal Property

You are covered



### 1) Baggage

Up to the amount shown in the summary of cover on pages II-12 for the value or repair of any of **your** own baggage (not hired, loaned or entrusted to **you** except mobility aids, hired, loaned or entrusted to **you** by the NHS or similar body), which is lost, stolen, damaged or destroyed (after accounting for wear and tear and depreciation). The maximum **we** will pay for the following items;

- £100 for all gadgets and valuables in total
- £100 for single article limit – any one article, pair and/or set of articles
- £25 for alcohol and tobacco



**In the event of a claim for a pair or set of articles, we will only be responsible for the value of the part of the pair or set that is lost, stolen, damaged, or destroyed.**



**Please note: we reserve the right to apply an additional 10% deduction to any item claimed with a value over £100, following our standard deductions for age, wear and tear and loss of value, if you cannot prove ownership or provide proof of purchase (e.g., original receipts) when requested.**

### 2) Delayed baggage

Up to £50 (as detailed in the summary of cover on pages II-12) towards the cost of buying replacement necessities if **your** own baggage is delayed in reaching **you** on **your** outward journey for at least 12 hours and **you** have a written report from the carrier (i.e. airline, shipping company etc) or tour representative. Receipts will be necessary in the event of a claim.



**Any amount we pay you under 2 (Delayed baggage) will be refunded to us if your baggage proves to be permanently lost.**

### 3) Personal money

Up to £200 (cash limited to £100), as detailed in the summary of cover on pages II-12) if **your** own money is lost or stolen while being carried on **your** person or left in a locked safety deposit box.

**If you are aged under 18, claims under Personal money for cash are limited to £50.**

### 4) Property claims

These are settled on an indemnity basis – not on a “new for old” or replacement cost basis, unless otherwise stated in the policy.

### 5) Passport and travel documents

Up to the amount shown in the summary of cover on pages II-12 if **your** passport is lost or stolen during a trip (as long as this is outside the country **you** departed from), **we** will pay:

- a) Reasonable travel and accommodation expenses necessarily incurred outside **your** home country to obtain a replacement of **your** lost or stolen passport or visa which has been lost or stolen outside **your** home country.
- b) Reasonable additional public transport costs if **you** are unable to make **your** pre booked return flight home following the loss or theft of **your** passport within 24 hours of **your** pre booked return flight home; and c) Any fees payable specifically for **you** to obtain the replacement passport itself while **you** are outside **your** home country.

### 6) The pro rata value of the original passport at the time of loss; and

### 7) The replacement costs of any of the following items:

- Travel tickets
- Green Cards
- Visas
- Prepaid accommodation vouchers
- Prepaid car-hire vouchers
- Prepaid excursion vouchers that **you** lose or that are stolen or damaged during **your** trip.

The total amount payable under this section for a claim relating to any or all of the items listed above is limited to the amount shown under the maximum sum insured in the summary of cover on pages II-12.

## Your Cover

# Section 6b - Gadgets and valuables extension cover

Cover under section 6b extends the total policy limit for gadgets and valuables to the amount shown under section 6b in the summary of cover and only applies if you have chosen the optional gadgets and valuables cover upgrade prior to leaving your home area, have paid the extra premium and it is shown on your policy schedule. Please note: The coverage under this upgrade is up to the values shown in the summary of cover on page 11 and is a limit applied per policy and not per insured person. For example, the total amount that can be claimed on this policy if the extension is purchased, regardless of the number of people insured, for gadgets and valuables in total will be £2,000, with the limit for any one item being £1,000.

Please see definition of gadgets and valuables on page 20.

### You are covered ✓

1) For a valuable item that you have lost, or that has been damaged or stolen during your trip. The maximum payment for any one item will be £1,000, with a total payment for all items of £2,000, after deductions for age, wear and tear, and loss of value. See Section Condition 2 for more information.

### You are not covered ✗

The following exclusions apply to both sections 6a and 6b:

1) For anything mentioned in the General exclusions on pages 24-26. General conditions on page 18 will also apply;

2) For the excess as shown in the summary of cover on pages 11-12 unless you have paid the extra premium to include Zero Excess. The excess will apply for each trip that you have booked, each and every incident and for each insured person (not applicable to 2, Delayed baggage);

3) If you do not exercise reasonable care for the safety and supervision of your property;

4) For loss, destruction, damage or theft of baggage, gadgets and valuables, mobility aids or money left unattended in a public place, or a place to which members of the general public have access;

5) If, in the event of loss, burglary, or theft of baggage, gadgets, valuables, or money, you do not report it to the police within 24 hours and obtain a written police report.

6) If your baggage is lost, damaged, or delayed in transit, and you do not:

a) Notify the carrier (e.g., airline, shipping company) immediately and obtain a written carrier's report (or Property Irregularity Report in the case of an airline); or

b) Follow up in writing within 7 days to obtain a written carrier's report (or Property Irregularity Report in the case of an airline) if you are unable to obtain one immediately.

7) For loss, destruction, damage, or theft:

a) From confiscation or detention by customs or other officials or authorities.

b) Of contact lenses, dentures, samples or merchandise, bonds, coupons, securities, stamps or documents of any kind, vehicles or vehicle accessories (other than wheelchairs and pushchairs only), tents, antiques, pictures, typewriters, sports gear while in use (other than ski equipment for winter sports trips where the appropriate premium has been paid), bicycles/pedal cycles of any kind, dinghies, boats and/or ancillary equipment, glass or china, alcohol, cigarettes or any other tobacco products, food or drink, satellite navigation systems (GPS) and/or accessories, Personal Digital Assistants (PDAs and/or accessories).

c) Due to wear and tear, denting or scratching, moth or vermin.

d) Of gadgets, valuables, and/or money left as checked-in baggage.

8) For mechanical breakdown, derangement or for breakage of fragile or brittle articles being transported by a carrier, unless the breakage is due to fire or other accident to the vessel, aircraft or vehicle they are being carried in;

9) For gadgets and valuables stolen from an unattended vehicle or in your accommodation's courtesy storage facility;

10) For gadgets and valuables which are not with you unless stored in a locked safety deposit box or locked safe, or are locked in your accommodation;

11) For baggage stolen from:

a) An unattended vehicle, unless it was in the locked glove compartment or rear boot or luggage area of the vehicle and covered so it was not visible from outside the vehicle.

b) An unattended vehicle (other than motor caravans) left between the hours of 9pm and 9am

- 12) For the cost of replacement locks;
- 13) For baggage which **you** have left unattended in **your** accommodation unless the accommodation is locked;
- 14) For claims for theft unless there is evidence of force or forcible entry;
- 15) For items used in connection with **your** job or profession;
- 16) For the cost of replacing downloaded content or the cost of retaking images or reinstating data stored on any item insured under this section;
- 17) For any items shipped as freight;
- 18) For the loss of your passport or travel documents unless they are either:
  - a) Stored in a locked safety deposit box or locked safe, or locked in your accommodation;
  - b) In the care of your accommodation provider; or
  - c) Carried on your person.
- 19) Any baggage or personal belongings that are stolen from your vehicle roof rack;
- 20) Any claim for jewellery (other than wedding rings) you lose while swimming or taking part in sports and other leisure activities.

- 21) Prepaid minutes you have not used on your mobile phone, mobile rental charges or pre-payments (for example, a contract phone with free minutes and text messages), false teeth, bridgework, contact or corneal lenses, artificial limbs or perishable items (items that decay or rot and will not last for long, for example, food or drink);
- 22) Wear and tear, loss of value, mechanical or electrical breakdown or damage caused by cleaning, repairing or restoring and damage caused by leaking powder or fluid in your baggage.

## Conditions

### Special conditions that apply to both sections 7A and 7B:

**If your passport is lost, stolen, or damaged, you must report it to the consular representative within 24 hours of discovery and obtain written notification from the consular or police confirming the date it was lost or stolen and the date you received a replacement passport. Baggage lost by a carrier will only be considered lost after 21 days have passed since the loss was reported**

## Your Cover

# Section 7 – Personal Liability

### You are covered ✓

Up to the amount shown in the summary of cover on pages II-12 for your legal expenses and legal liability for damages which were caused by an accident that happened during the trip, and leads to a claim made against **you** for:

- 1) Accidental bodily injury to a person who is not a member of **your** family, household or employed by **you**;
- 2) Loss of or damage to any property that does not belong to you or is not in your charge or control, or that of any member of your family, household, or employee.
- 3) Damage to your temporary holiday accommodation that does not belong to **you**, or any member of your family, household or employee.

### You are not covered ✗

For any claim resulting from or relating to:

- 1) Anything mentioned in the General exclusions on pages 24-26. General conditions on page I8 will also apply;
- 2) The excess as shown in the summary of cover on pages II-12 unless you have paid the extra premium to include Zero Excess;
- 3) Fines imposed by a Court of Law or other relevant bodies;
- 4) a) Participating in any winter sports activity unless you have paid the appropriate additional premium, and it is shown on your policy schedule.
- b) Participating in any sporting, adventure, or winter sports activity where personal liability cover is specifically excluded in the list of sporting and adventure activities.

- c) Any agreement unless the liability would have existed without that agreement.
- d) Owning, handling, or looking after any animal.
- e) Owning or using:
  - A firearm.
  - A horse-drawn or motorized vehicle.
  - A waterborne, motorized, mechanical, or towed vehicle (except manually propelled watercraft).
  - An aircraft of any description, including unpowered flight.
- f) The occupation (except temporarily for the purpose of the trip) or ownership of any land or buildings.

- g) The carrying out of any trade or profession, including medical negligence claims;
- h) Any deliberate act.
- i) Infecting any other person with any infectious illness, virus, or disease.
- 5) Liability covered under any other insurance policy.



**If you are using a mechanical/motorised vehicle, make sure that you are adequately insured for third party cover, as you are not covered under this insurance.**

## Your Cover

# Section 8 – Legal Expenses

### You are covered

Up to the limits specified in the summary of cover (for the level of cover **you** have selected) for legal costs to pursue a civil action for compensation if someone else causes **your** bodily injury, illness or death.

Where there are two or more insured persons insured by this policy, then the maximum amount **we** will pay for all such claims shall not exceed double the amount shown in the summary of cover.

### Definition for this section

The following additional key word or phrase has the same meaning wherever it appears in this section. This definition applies to this section only.

**Suitably qualified person** - The person appointed by Zurich Insurance Company Ltd or by you, in accordance with Section Condition 2, to assess and handle your legal expenses claim. If appointed by us, the suitably qualified person will handle only legal expenses claims related to policies issued by us or Zurich Group companies.

### Conditions

1) Unless you have made a nomination in accordance with Section Condition 2 below, we or our suitably qualified person will decide when your legal case cannot be usefully pursued further.

2) If you do not want our suitably qualified person to assess whether your claim can be pursued, you can nominate your own suitably qualified person by sending us their name and address. You must confirm either:

- That the person you nominate will not charge more than the suitably qualified person we would have appointed, or
- That you are willing to pay the difference between the cost of using your suitably qualified person and the cost of using our choice of suitably qualified person.

3) When a claim is accepted, if appropriate, **we** will appoint a suitably qualified person to act on your behalf unless **you** have nominated **your** own suitably qualified person in accordance with section condition 4 below.

4) You can nominate a suitably qualified person in the following situations:

- a) If there is a conflict of interest.
- b) If it is necessary to start court proceedings and they are being issued within the United Kingdom.
- c) If you are unhappy with our suitably qualified person.

You must provide the name and address of the person you nominate and confirm either:

- That the person you nominate will not charge more than the suitably qualified person we would have appointed, or
- That you are willing to pay the difference between the cost of using your suitably qualified person and the cost of using our choice of suitably qualified person.

5) If we do not agree to **your** choice of suitably qualified person under section condition 2 or 4 above, **you** may choose another suitably qualified person.

6) If there is still a disagreement with regard to the suitably qualified person **we** will ask the president of a relevant national law society to choose a suitably qualified person to represent **you**. **We** and **you** must accept such choice.

7) Where **you** have not notified us of a nominated suitably qualified person in accordance with section condition 2 and/or section condition 4 we will be free to choose a suitably qualified person.

8) When we appoint a suitably qualified person to represent you, the appointment will be in accordance with our standard terms of appointment.

9) **We** will have direct access to the suitably qualified person, who will provide us with any information or opinion on your claim upon request.

10) **You** must co-operate fully with **us** and the suitably qualified person and must keep **us** up to date with the progress of the claim.

11) At our request **you** must give the suitably qualified person any instructions that **we** require.

12) **You** must notify us immediately if anyone offers to settle a claim or makes a payment into court.

13) If **you** do not accept the recommendation of the suitably qualified person to accept a reasonable offer or payment into court to settle a claim, **we** may refuse to pay further costs and expenses.

14) No agreement to settle on the basis of both parties paying their own costs is to be made without our prior approval.

15) If **you**:

a) Settle a claim or withdraw a claim without our prior agreement;

b) Do not give suitable instructions to the suitably qualified person;

c) Dismiss a suitably qualified person without our prior consent (our consent will not be withheld without good reason),

The cover we provide will end immediately, and we will be entitled to reclaim any costs and expenses we have incurred from you.

16) **You** must take every available step to recover costs and expenses that **we** have to pay and must pay us any costs and expenses that are recovered.

17) **We** may, at our own expense, take proceedings in your name to recover compensation from any third party for any indemnity paid under this policy, including our legal costs and other related expenses. You must provide any assistance we reasonably require, and any amount recovered shall belong to us.

## Claims evidence

**We** will require the following evidence at your own expense, where relevant:

- Relevant documentation and evidence to support **your** claim, including photographic evidence.
- Any other relevant information relating to **your** claim under this section that **we** may ask **you** for.

### You are not covered



For any claim resulting from or relating to:

- 1) Anything mentioned in the General exclusions on pages 24-26. General conditions on page 18 will also apply;
- 2) The excess as shown in the summary of cover on pages 11-12 unless you have paid the extra premium to include Zero Excess;
- 3) Any claim where in **our** opinion or the opinion of the suitably qualified person appointed by us there is insufficient prospect of success in obtaining reasonable compensation;
- 4) Legal costs and expenses incurred in pursuit of any claims against a travel agent, tour operator, carrier, us, Zurich Assist or their agents, someone **you** were travelling with, a person related to **you**, or another insured person;
- 5) Legal costs and expenses incurred before we have given written acceptance of the case.
- 6) Any claim where the legal costs and expenses are likely to exceed the anticipated compensation amount.
- 7) Any claim where legal costs and expenses are based directly or indirectly on the amount of compensation awarded (for example a Contingency Fee Agreement);
- 8) Legal costs and expenses incurred in any claim that can be pursued under a Conditional Fee Agreement.
- 9) Legal costs and expenses incurred if an action is brought in more than one country;
- 10) Any claim where in our opinion the estimated amount of compensation payment is less than £1,000 for each insured person;
- 11) Travel, accommodation and incidental costs incurred to pursue a civil action for compensation;
- 12) Costs of any appeal;
- 13) Claims by **you** other than in **your** private capacity.

## Your Cover

# Section 9 – Accommodation

### You are covered ✓

If you can't stay in your booked accommodation or get to it due to a fire, flood, storm (not classified as a natural disaster – see definition on page 21), lightning, explosion, avalanche, or a serious outbreak of an infectious disease (except for an epidemic or pandemic), we will cover the cost of your travel and alternative accommodation. This applies up to the amount specified in the summary of cover.

### You are not covered ✗

For any claim resulting from or relating to:

- 1) Costs that you can recover from your tour operator, airline, hotel, or any other service provider;
- 2) The excess as shown in the summary of cover on pages 11-12 unless you have paid the extra premium to include Zero Excess;
- 3) Costs that you would typically need to pay during the period stated on your policy schedule;

4) You travelling against the advice of the appropriate national or local authority;

5) A natural disaster.

### Conditions —

#### Under this policy you must:

- 1) Provide us with a written statement from the relevant public authority confirming the reason, type, and duration of the disaster;
- 2) Confirm that you were not aware of any event that could lead to a claim before you left your international departure point
- 3) Provide us with proof of all the additional costs you had to pay.

## Your Cover

# Section 10 – Natural Disaster Cover



**This section of cover does not apply to trips that are solely within your home country and only applies if you have paid the appropriate additional Natural Disaster cover premium, and it is shown on your policy schedule.**

**This extension and therefore cover under Sections IOA, IOB and IOC specifically and only applies in the event of travel disruption caused either directly or indirectly by a natural disaster (see Definitions on page 21).**

**You can only claim under sections IOA or IOB for the same event, not both.**

**If the same costs, charges or expenses are also covered under any other section of policy you can only claim for these under one section for the same event.**

## Section IOA Extended delayed departure cover

**You are covered** ✓

**1) If the scheduled public transport you are booked on is cancelled or delayed, causing your departure to be delayed for more than 12 hours at the departure point of any connecting public transport in the United Kingdom, to your overseas destination, or on the return journey to your home, we will pay you £20 for the first full 12 hours of delay and £10 for each additional 12 hours, up to a maximum of £100. This is intended to help cover the cost of telephone calls, meals, and refreshments purchased during the delay, provided you eventually continue the trip; or**

**2) If you choose to abandon your trip because the alternative transport to your overseas destination offered by the public transport operator was not suitable, we will pay you up to £1,000 for any irrecoverable unused accommodation and travel costs (and other prepaid charges) that you have paid or are contracted to pay because you were not able to travel and use your booked accommodation as a result of:**

**a) The scheduled public transport you were booked to travel on from the United Kingdom being cancelled or delayed for more than 12 hours; or**

**b) You being involuntarily denied boarding (because there are too many passengers for the seats available) and no other suitable alternative flight could be provided within 24 hours.**

## Section IOB Missed departure cover

**You are covered** ✓

Up to the amount shown in the summary of cover on pages 11-12 for suitable additional accommodation (room only) and travel expenses necessarily incurred in reaching your overseas destination and/or in returning to the United Kingdom as a result of:

**1) The public transport on which you were booked to travel being cancelled, delayed for more than 12 hours, diverted or re-directed after take-off;**

**2) The failure of other scheduled public transport; or**

**3) You being involuntarily denied boarding (because there are too many passengers for the seats available) and no other suitable alternative flight could be provided within 12 hours and the alternative transport offered by the scheduled public transport operator was not suitable.**



**The amount payable will be calculated after deducting the refund on your ticket(s) and any compensation from the public transport operator.**

## Section IOC Extended accommodation cover

### You are covered

Up to the amount shown in the summary of cover on pages II-12 for either:


- 1) Any irrecoverable unused accommodation costs (and other pre-paid charges which you have paid or are contracted to pay) because you were not able to travel and use your booked accommodation; or
- 2) Reasonable additional accommodation and transport costs incurred:
  - a) Up to the standard of your original booking, if **you** need to move to other accommodation on arrival or at any time during the trip because **you** cannot use your booked accommodation; or
  - b) With the prior authorisation of the 24hr emergency service to repatriate **you** to **your** home if it becomes necessary to cut short **your** trip.

## Sections IOA, IOB and IOC Extended delayed departure, missed departure and accommodation covers

### You are not covered

For any claim resulting from or relating to:

- 1) Anything mentioned in the General exclusions on pages 24-26. General conditions on page I8 will also apply;
- 2) The excess shown in the summary of cover on pages II-12;
- 3) The cost of Airport Passenger Duty and any other refundable taxes;
- 4) Directly or indirectly from an aircraft or sea vessel being withdrawn from service (temporary or otherwise) on the recommendation of the Civil Aviation Authority, Port Authority or any such regulatory body in a country to/from which **you** are travelling;

 5) Your inability to provide a valid passport, visa or other documentation required by the public transport operator or their handling agents;

6) Any costs for normal day-to-day living, such as food and drink, that you would have expected to pay during your trip.

### Conditions

#### Special conditions which apply to sections IOA, IOB and IOC.

- 1) We will require you to obtain/provide at your own expense, where relevant:
  - a) Written confirmation from the scheduled public transport operator (or their handling agents) of the number of hours of delay or involuntarily denied boarding and the reason for these together with details of any alternative transport offered.
  - b) Written confirmation from the provider of the accommodation (or their administrators), the local Police or relevant authority that **you** could not use **your** accommodation and the reason for this.
  - c) Written confirmation from the scheduled public transport operator/accommodation provider that reimbursement will not be provided.
- 2) **You must comply with the terms of the contract of the scheduled public transport operator and seek financial compensation, assistance, or a refund of your ticket from them, in accordance with the terms and/or (where applicable) your rights under EU Air Passenger Rights legislation in the event of denied boarding, cancellation, or long delay of flights.**



Go without the doubt



## Your Cover

# Section II – Winter Sports Cover

The following sections of cover only apply if you have paid the extra Winter sports cover premium.

### Section IIA Ski equipment

#### You are covered ✓

#### 1) For ski equipment:

Up to the amount shown in the summary of cover on pages II-12 for the value or repair of **your** own ski equipment (after making proper allowance for wear and tear and depreciation) or hired ski equipment, if they are lost, stolen or damaged during **your** trip.

**Claims for owned ski equipment will only be calculated as follows:**

Up to **12 months** old **85%** of purchase price

Up to **24 months** old **65%** of purchase price

Up to **36 months** old **45%** of purchase price

Up to **48 months** old **30%** of purchase price

Up to **60 months** old **20%** of purchase price

Over **60 months** old **0%**

#### 2) Ski hire

For £10 per day up to a maximum of £100 in all for the reasonable cost of hiring replacement ski equipment as a result of the accidental loss, theft or damage of **your** own ski equipment during the period of insurance;

#### 3) Delayed ski equipment

Up to the amount shown in the summary of cover towards the cost of hiring replacement ski equipment necessities, if **your** own ski equipment is delayed in reaching **you** on **your** outward journey for at least 12 hours and **you** have a written report from the carrier (i.e. airline, shipping company etc.) or tour representative. Receipts will be necessary in the event of a claim.

#### You are not covered ✗

- 1) For anything mentioned in the General exclusions on pages 24-26. General conditions on page I8 will also apply;
- 2) For the excess as shown in the summary of cover on pages II-12 unless you have paid the extra premium to include Zero Excess. The excess will apply for each trip that you have booked, for each and every incident and for each insured person;
- 3) For the medical excess of £250 which applies to those activities marked with an \* in the list on page 46. For these activities cover under the Personal accident and Personal liability sections also does not apply.
- 4) If **you** do not obtain a written police report within 24 hours of the discovery in the event of loss, burglary or theft of **your** own or **your** hired ski equipment if in the event of loss, burglary, or theft of **your** own or hired ski equipment, **you** do not report this to the police within 24 hours, and do not obtain a written police report;
- 5) If **your** own or **your** hired ski equipment is lost, damaged or delayed in transit, if **you** do not:
  - a) Notify the carrier (i.e. airline, shipping company etc.) immediately and obtain a written carriers report (or Property Irregularity Report in the case of an airline) or,
  - b) Follow up in writing within 7 days to obtain a written Carrier's Report (or Property Irregularity Report in the case of an airline), if **you** are unable to obtain one immediately;
- 6) For loss, destruction, damage or theft from confiscation or detention by customs or other officials or authorities;
- 7) For **your** own or your hired ski equipment stolen from an unattended vehicle unless it was in the rear boot or luggage area of the vehicle and is covered so as not to be visible from outside the vehicle, or items stored on a roof rack (unless the vehicle is parked within sight of **you**), and there is evidence of forcible and violent entry;
- 8) If **you** lose or have your lift pass stolen and **you** do not provide proof that you owned the original lift pass and provide proof of the replacement lift pass **you** bought in the resort;

9) Winter sports equipment you left unattended in a public place, unless the claim is about skis, poles or snowboards, have taken all reasonable care to protect them by leaving them in a ski rack between 10am and 8pm;

10) Any winter sports equipment that is lost or damaged by people it was not designed for.

**Please note: You may be required to bring any damaged winter sports equipment you own back to your home area so we can inspect it**

## Section IIB Ski pack

You are covered ✓

Up to a maximum of £200 in all for the unused portion of **your** ski pack costs paid for or contracted to be paid for before **your** trip commenced, where **you** do not curtail the trip, but are certified by a medical practitioner in the resort as being unable to ski and unable to use the ski pack facilities because of serious injury or illness occurring during the trip and where there is confirmation that no refund is available for the unused items.

You are not covered ✗

For any claim resulting from or relating to:

1) Anything mentioned in the General exclusions on pages 24-26. General conditions on page 18 will also apply;

2) Claims that are not confirmed as medically necessary by Zurich Assist and where you have not obtained a medical certificate from the attending medical practitioner abroad confirming that you are unable to ski and unable to use the ski pack facilities.

3) Anything mentioned under **YOU ARE NOT COVERED** of section 5 – Medical emergency expenses.

## Section IIC Piste closure

Cover is only available under this section between 1st December to 15th April in the Northern hemisphere or between 1st May and 30th September in the southern hemisphere.

If there is a lack of snow in **your** resort and it closes, which prevents you from skiing:

You are covered ✓

1) For a benefit of £10 per day towards the costs **you** have to pay to travel to another resort or;

2) For the amount shown in the summary of cover for each full day **you** are unable to ski, up to a maximum of £100 if **your** resort stays closed and there is no other resort available, for as long as these conditions exist at the resort, but not exceeding the pre-booked period of insurance of **your** trip.

You are not covered ✗

1) For anything mentioned in the General exclusions on pages 24-26. General conditions on page 18 will also apply;

2) For claims where **you** have not obtained confirmation of resort closure from the local representative;

3) For claims where not all skiing facilities are totally closed;

4) For claims where the lack of snow conditions were known or publicly available when you purchased this policy or booked your trip;

5) For claims where the holiday resort where you are staying is not at least 1000 metres above sea level.

## Section IID Winter sports activities

You are covered ✓

1) For the following activities that we classify as winter sports activities: \*

- Bobsleighting\*
- Cat skiing
- Cross country skiing
- freestyle skiing\*
- Glacier walking or trekking (under 2000m)
- Ice climbing under 100m (fully supervised)\*
- Ice fishing
- Ice hockey\*
- Luge on snow/ice\*
- Mono-skiing
- Off piste skiing/snowboarding (except in areas considered to be unsafe by resort management)
- Recreational ski or snowboard racing
- Skeletons\*
- Ski acrobatics\*
- Ski bob racing\*
- Ski racing or training (non-professional)\*
- Ski stunting\*
- Ski touring (with a guide)
- Ski/snowboard fun parks\*
- Skiing
- Snow mobiling\*
- Snowboarding
- Tobogganing

## You are not covered



- 1) For anything mentioned in the General exclusions on pages 24-26. General conditions on page 18 will also apply;
- 2) For the excess as shown in the summary of cover on pages 11-12 unless you have paid the extra premium to include Zero Excess.
- 3) For the increased medical excess of £250 which applies to those activities marked with an \* in the list on page 46. For these activities cover under the Personal accident and Personal liability sections also does not apply;

- 4) No cover is provided for you taking part in any of the following winter sport activities: Ski flying, ski jumping or ski mountaineering.

## Conditions



- 1) You must always take and follow the appropriate safety precautions when participating in any winter sports activity, including but not limited to wearing a safety helmet.

## Your Cover

# Section 12 – Extreme Sports & Activities

The table on the next page lists activities for which you must inform us in advance if you plan to take part during your trip and pay an extra premium.

To arrange cover, either add this endorsement during the purchase process or call us on +44 (0)330 400 1381. This cover is included if you have paid the additional premium and it is noted on your policy schedule.

(See pages 57-59 for details of sports and leisure activities that are covered as standard under this policy).

### Activity Holidays

An activity holiday is a trip where the main purpose is to take part in a specific activity. Activities marked “No” in the “Activity holiday” column are only covered if they are not the main reason for your trip.

## You are covered



- 1) During the term of your single trip or annual multi-trip policy we will cover you for up to a maximum of 15 days to undertake any of the activities listed in the table on the next page.

## You are not covered



- 1) For the medical excess of £100 detailed in the table below;
- 2) Under either the personal accident or personal liability sections of this policy while you are undertaking any of the individual activities listed below.

## Conditions



- 1) The following tables show the activities that your policy covers during your trip, provided that:
  - a) You wear the appropriate safety equipment, clothing, and headgear; and
  - b) You take the necessary safety precautions for the activity.

Specific exclusions and conditions apply as noted. Specific exclusions and conditions apply where shown.

- 2) The activities in this section are only covered if they are professionally organised, or if you are accompanied by an experienced or qualified instructor or guide. Alternatively, you must be suitably qualified or able to show that you have the relevant experience.

**Note 1** – Cover will only apply if you have a British Sub Aqua Club (B.S.A.C.) or an equivalent certificate for the dive you are doing, or if you are under the direct supervision of a qualified instructor. You must also be diving with proper equipment, following B.S.A.C. codes of good practice, not diving for hire or reward, not diving within 24 hours before or after flying, and not suffering from any medical condition that could affect your ability to dive safely.

**Note 2** – Winter sports cover also required for this activity.

Activity	Medical Excess	Activity Holiday
<b>American football</b>	£100	No
<b>Assault course</b>	£100	No
<b>Battle re-enactment</b>	£100	Yes
<b>Breathing observation bubble diving</b> (maximum depth 30 metres)	£100	No
<b>Canyoning</b>	£100	No
<b>Canyon swinging</b>	£100	No
<b>Cascading</b>	£100	No
<b>Coasteering</b>	£100	No
<b>Fencing</b>	£100	Yes
<b>Flying</b> (Europe only, piloting private or small aircraft or helicopter)	£100	No
<b>Glacier walking or trekking</b> (over 2000m but under 6000m) (See note 2 on page 52)	£250	No
<b>Gliding</b>	£100	No
<b>Gorge swinging</b>	£100	No
<b>Gorge walking</b>	£100	No
<b>Gymnastics</b> (non-competitive)	£100	No
<b>Hang-gliding</b> (Europe only)	£100	No
<b>Heli-skiing</b> (See note 2 on page 52)	£250	No
<b>High diving</b>	£100	No
<b>Hiking</b> (on recognised routes, between 3,000m-5,000m)	£100	Yes
<b>Horse jumping</b> (not polo or hunting)	£100	No
<b>Hydro speeding</b>	£100	No
<b>Kite surfing</b> (over land)	£100	No
<b>Luge</b> (dry or concrete)	£100	No
<b>Manual work</b> (not in connection with your business, trade or profession and at ground level only, no machinery)	£100	No
<b>Martial arts</b> (training only)	£100	No
<b>Micro lighting</b> (Europe only)	£100	No
<b>Motorcycling</b> over 125cc (not racing, not off-road riding, must hold equivalent UK licence)	£100	Yes
<b>Mountain biking</b> (including downhill racing and off-road riding)	£100	No
<b>Mountain boarding</b>	£100	No

<b>Activity</b>	<b>Medical Excess</b>	<b>Activity Holiday</b>
<b>Ostrich riding or racing</b>	£100	No
<b>Parachuting</b> (Europe only, not BASE jumping)	£100	No
<b>Paragliding</b>	£100	No
<b>Parapenting</b>	£100	No
<b>Parasailing</b> (over land or snow)	£100	No
<b>Parascending</b> (over land or snow)	£100	No
<b>Quad biking</b>	£100	No
<b>Rock climbing</b> (not mountaineering)	£100	No
<b>Roller derby</b>	£100	No
<b>Rugby</b>	£100	No
<b>Sand yachting</b>	£100	No
<b>Scuba diving</b> (qualified, maximum depth 40 metres - see Note I on page 47)	£100	No
<b>Scuba diving</b> (qualified, maximum depth 50 metres – see Note I on page 47)	£100	No
<b>Sea canoeing</b>	£100	No
<b>Sea kayaking</b>	£100	No
<b>Shark diving</b> (inside cage)	£100	No
<b>Sky diving</b> (Europe only)	£100	No
<b>Tall-ship crewing</b>	£100	No
<b>Trekking</b> (between 3000 metres and 5000 metres)	£250	Yes
<b>Via ferrata</b>	£100	No
<b>White or black water rafting</b> (grades 4 to 6)	£100	No
<b>Yachting</b> (racing or crew)	£100	Yes
<b>Zorbing</b>	£100	No



# Complaints Procedure

## Amateur sporting and adventure activities

# Complaints Procedure

While every effort is made to maintain the highest service standards, should there be an occasion when the service **you** receive falls below the standard you expect, please use the below contact details to inform InsureandGo of **your** concerns:

## For complaints about the sale of your policy

Please contact InsureandGo at the below address:

**You** can register your complaint by telephone, letter or email:

Telephone: **0330 400 1387**

Postal address:

**The Customer Relations Manager,  
Insure & Go Insurance Services Ltd,  
Maitland House, Warrior Square,  
Southend-on-Sea, Essex, SSI 2JY**

Email:

**complaintsteam@insureandgo.com**

When **you** contact InsureandGo please quote **your** policy schedule number and provide a telephone number to assist us in dealing with **your** enquiry speedily. If possible InsureandGo will call **you** within three working days to try to resolve the issue. Otherwise InsureandGo will record the nature of **your** complaint and assign a complaints

handler who will complete a full investigation and contact **you** in writing.

InsureandGo follow the Financial Conduct Authority guidelines to complaints handling, a copy of InsureandGo complaints procedure is available upon request.

## For complaints following a claim notification

If **your** complaint is about a claim, then we will refer **you** to our partner that handles our claims. Alternatively, contact details will be provided on correspondence that **we** or **our** representatives have sent **you** (for example, on a claim acknowledgement letter or email).

## If you are still not satisfied

If **you** are still not satisfied **you** have the right to refer any dispute to the Financial Ombudsman Service who will investigate **your** complaint.

**The Financial Ombudsman Service  
Exchange Tower  
London E14 9SR  
Phone: 0800 023 4567**

E-mail:

**complaint.info@financial-ombudsman.org.uk**

Website:

**www.financial-ombudsman.org.uk**

# Amateur Sporting and Adventure Activities

The following tables detail the activities your policy covers you for during your trip, provided:

- a) **You** wear appropriate safety equipment/clothing/headgear and
- b) **You** take necessary safety precautions as appropriate to the activity.

## Activity Holidays

An activity holiday is a trip where the main purpose is to take part in a specific activity. Activities marked "No" in the "Activity holiday" column are only covered if they are not the main reason for your trip.

Specific exclusions and conditions apply where shown.

## Conditions

- 1) **You** are accompanied by an experienced and/or suitable qualified instructor or guide.
- 2) **You** are adequately supervised, taking part in an organised event, session or excursion.
- 3) **You** are using natural or purpose/built facilities approved for use for the activity by a local or national regulatory authority.

If the activity **you** wish to partake in is not listed please contact the InsureandGo call centre on 0330 400 1381.

Activity	Special conditions	Cover for Personal accident & Personal liability	Activity holiday
Abseiling	2, 3	No	No
Amateur athletics		Yes	Yes
Archaeological digging		Yes	Yes
Archery	2	No	No
Badminton		Yes	Yes
Ballooning (Hot Air) as a fare paying passenger	2	No	No
Banana boat rides (Beach activity)		No	No
Baseball		Yes	No
Basket ball		Yes	No
BOSS (Breathing Observation Submersible Scooter)	1, 2	No	No
Bouldering (up to 4m with a crash mat)	2	Yes	No
Bowls		Yes	Yes
Boxing training (non-contact)		No	No
Bridge walking		Yes	No
Bungee jumping (max 3 jumps)	1, 2, 3	No	No
Canopy walking	2, 3	No	No
Camel riding or trekking		No	No
Canoeing (Up to grade 3 river and including lake, loch and canal water)		Yes	No
Catamaran sailing (European waters only)	1	No	No
Cave tubing	2, 3	Yes	No
Clay pigeon shooting	1, 3	No	No
Climbing wall	2,	Yes	No
Conservation or charity work (under 3m, hand tools only)		No	Yes
Cricket		Yes	No
Curling		Yes	No
Cycle touring		No	Yes
Cycling (incidental, excluding BMX/Mountain biking)		Yes	No
Deep sea fishing	2	No	No
Dinghy sailing inside territorial waters		No	No
Dragon boating		No	No
Dune bashing	2, 3	No	No
Elephant riding or trekking	2	No	No
Falconry	2	No	No
Fell running		Yes	Yes
Fell walking		Yes	Yes
Fishing		Yes	Yes
Football (soccer not American football)		No	No
Gaelic football		No	No
Go karting (up to I20cc)	2	No	No

Activity	Special conditions	Cover for Personal accident & Personal liability	Activity holiday
<b>Golf</b>		Yes	Yes
<b>Heptathlon</b>		Yes	No
<b>Hiking</b> (on recognised routes, under 3,000m)		Yes	Yes
<b>Hobie catting</b> (European waters only)	1	No	No
<b>Hockey</b>		No	No
<b>Horse Riding</b> (not jumping)		No	No
<b>Horse trekking</b> (under 3,000m)		No	No
<b>Husky sledge driving</b>	2	No	No
<b>Ice skating</b>	3	Yes	No
<b>Indoor climbing</b>	1, 3	Yes	No
<b>Inner tubing</b> (on land or water)	2	Yes	No
<b>Jeep/Car trekking</b> as a fare paying passenger	2	No	No
<b>Jet boating</b>	2	No	No
<b>Jet skiing</b>		No	No
<b>Jogging</b>		Yes	No
<b>Jungle surfing</b>	3	Yes	No
<b>Kite buggying</b>		No	No
<b>Kite surfing</b> (over water)		No	No
<b>Kayaking</b> (Up to grade 3 river and including lake, loch and canal water)		No	No
<b>Lacrosse</b>		No	No
<b>Marathon running</b>		Yes	Yes
<b>Motorcycling</b> up to and including 125cc (not racing, not off-road riding, must hold equivalent UK licence)		No	Yes
<b>Netball</b>		Yes	No
<b>Orienteering</b>		Yes	Yes
<b>Paddleboarding</b> (not white water)		Yes	No
<b>Parasailing</b> (over water)	2	No	No
<b>Parascending</b> (over water)	2	No	No
<b>Passenger</b> (in licenced private aircraft)		No	No
<b>Passenger sledge</b> (Horse and Carriage)		No	No
<b>Pedaloos</b>		Yes	No
<b>Polo</b>		No	No
<b>Pony trekking</b>	2	No	No
<b>Racket ball</b>		Yes	No
<b>Rambling</b> (under 3,000m)		Yes	Yes
<b>Refereeing</b> (amateur basis)		Yes	No
<b>Rifle range</b>	2, 3	No	No
<b>River tubing</b>		Yes	No
<b>Roller hockey</b>		No	No
<b>Roller skating/Blading</b>		Yes	No

Activity	Special conditions	Cover for Personal accident & Personal liability	Activity holiday
Rounders		Yes	No
Rowing		No	No
Rubber ring rides (Beach Activity)		Yes	No
Running		Yes	Yes
Safari/Gorilla trekking (not hunting)	2	Yes	Yes
Sail boarding		Yes	No
Sailing (including Flotilla. European waters only)		No	Yes
Sand boarding		Yes	No
Scuba diving - Unqualified - up to 30 metres deep	1	Yes	No
Scuba diving - Qualified British Sub Aqua Club, BSAC or equivalent - up to 30 metres deep		Yes	No
Segway riding/touring		No	No
Skateboarding		Yes	No
Sky diving indoor	2	Yes	No
Snorkelling (to 10 metres deep)		Yes	No
Squash		Yes	No
Street hockey		No	No
Surfing		Yes	No
Swimming (within sight of land)		Yes	No
Swimming with dolphins	2	Yes	No
Table tennis		Yes	Yes
Target rifle shooting	2, 3	No	No
Ten pin bowling		Yes	Yes
Tennis		Yes	Yes
Tree trekking	2	Yes	No
Tree top walking	2	No	No
Trekking (up to 3,000 metres)		Yes	Yes
Triathlons		Yes	Yes
Ultimate frisbee		No	No
Volleyball		Yes	No
Wadi bashing	2, 3	No	No
Wake Boarding		Yes	No
War games/Paintballing	2	No	No
Water polo		Yes	No
Water skiing		Yes	No
White water rafting (Grades 1,2 & 3)	2, 3	No	No
Windsurfing		Yes	No
Wing Foiling (within territorial waters)		Yes	No
Yachting (European Waters only)		No	Yes
Yoga		Yes	Yes
Zip lining	2	Yes	No

**INSUREANDGO**



Go without the doubt



## Go without the doubt

At InsureandGo, we've covered over 27 million travellers.

We want you to be able to travel to your dream destinations, without that nagging doubt that you've forgotten something.

That's why we offer quality cover with no upper age limit, so you can focus on enjoying the trip of a lifetime.

With over 25 years' experience as travel insurance specialists, our customers know we'll look after them whenever they go away.



## You're in safe hands with InsureandGo



24/7 emergency  
helpline



All medical  
conditions covered



Cover for  
all ages



Trusted by  
27 million+ travellers



Go without the doubt



<sup>^</sup> InsureandGo Gold and Black achieved Which? Best Buy. InsureandGo Gold and Black has been 5 Star rated by Defaqto. Based on 100K+ Trustpilot reviews, correct as of March 2026.