



Travel Insurance

Key facts

The information provided in this document does not contain full details and conditions of your insurance – these are located in your policy wording.

This insurance is underwritten by AXA insurance UK plc.

Type of insurance and cover

Travel insurance for single or annual multi trips – please refer to your policy schedule for your selected cover.

Various optional covers may also be included – your policy schedule will show if you selected these options.

Level of cover – your policy will show which level of cover you have selected (Basic, Extra or Premier).

Age eligibility

This policy is not available to anyone aged 75 or over if annual multi trip cover is selected. If you reach the age of 75 during the period of insurance, cover will continue until the next renewal date but not after that.

If single trip cover is selected, this policy is not available to anyone aged 80 or over.

Conditions

- It is essential that you refer to the important conditions relating to health in the policy wording, as failure to comply with these conditions may jeopardise your claim or cover.
- If you are travelling to Australia and you require medical treatment you must enrol with a local Medicare office.

Special conditions apply to each section of your policy - please refer to the policy wording for full details.

- The table shows the maximum benefits you can claim for each insured person under each section (unless otherwise stated). Some sections are optional and these are marked* - your policy schedule will show if you selected any of these options.

Table of benefits

	Basic	Excess	Extra	Excess	Premier	Excess
A Emergency Medical & Repatriation	£1,000,000	£125	£5,000,000	£75	£10,000,000	£25
Dental expenses limit	£500		£500		£500	
Funeral expenses limit	£2,500		£2,500		£2,500	
B Personal Accident	£5,000	Nil	£15,000	Nil	£25,000	Nil
Death	£2,000		£5,000		£10,000	
Loss of sight or limbs	£5,000		£15,000		£25,000	
Permanent Total Disablement	£5,000		£15,000		£25,000	
C Cancelling or cutting your trip short	£750	£125	£1,500	£75	£5,000	£25
D Missed Departure	n/a	n/a	£500	£75	£1,000	£25
E Travel Disruption	n/a	n/a	£1,500	£75	£5,000	£25
F Personal money, passport & documents	n/a	n/a	£250	£75	£500	£25
Cash	n/a		£250		£500	
Passport & documents	n/a		£250		£500	
G Personal possessions & baggage	£750	£125	£1,500	£75	£2,000	£25
Single item limit	£100		£200		£350	
Valuables limit	£200		£300		£500	
Delayed baggage	£50		£100		£150	
H Sports Equipment*	n/a	n/a	£1,000	£75	£2,000	£25
I Personal Liability	£1,000,000	£125	£1,500,000	£75	£2,000,000	£25
J Legal Expenses*	£5,000	£125	£15,000	£75	£25,000	£25

Significant or unusual limitations or what is not covered

- The excess that you have agreed to pay will be shown on your policy schedule. Excesses apply per person, per claim incident, per section of the policy wording.
 - Under annual multi trip policies there is no cover for trips over 31 days.
 - Optional cover for winter sports on annual multi trip policies is limited to 17 days in total.
 - Any trip that has already begun when you purchase this insurance will not be covered, except when you renew an existing annual multi trip policy which fell due for renewal during the trip.
- What is not covered - applicable to all sections of the policy**
- There are a number of sports, activities and winter sports that are not covered - please see paragraphs 3, 4, and 5 in the What is not covered - applicable to all sections of the policy in the policy wording.
 - Wilful, self inflicted injury, suicide, drug use, alcohol or solvent abuse.
 - Unlawful actions and any criminal proceedings brought against you.
 - Travel to a country, specific area or event which the Foreign and Commonwealth Office or the World Health Organisation has advised against all travel

or all but essential travel (except where cover is provided under Section E – Travel Disruption).

What is not covered under Section A – Emergency medical and repatriation

- Claims relating to any pre-existing medical conditions unless the conditions have been declared to us and accepted by us as indicated on your policy schedule.
- Treatment or surgery which in the opinion of the medical practitioner in attendance, can wait until your return to your home area.
- Medication, which prior to departure is known to be required.
- Expenses incurred as a result of a tropical disease where the recommended inoculations have not been undertaken.

What is not covered under Section C – Cancelling or cutting your trip short

- Claims relating to any pre-existing medical conditions unless the conditions have been declared to us and accepted by us as indicated on your policy schedule.
- Redundancy caused by misconduct, resignation, voluntary redundancy or where you received a warning or notification of redundancy before you purchased this insurance or at the time of booking any trip.
- Any circumstances known to you before you purchased this insurance or at the time of booking any trip that could reasonably be expected to result in a claim.

What is not covered under Section D – Missed departure

- Strike or industrial action existing or being publicly announced by the date you purchased this insurance or at the time of booking any trip.

What is not covered under Section E – Travel Disruption

- Strike or industrial action existing or publicly announced by the date you purchased this insurance or at the time of booking any trip.
- Claims arising within the first 7 days after you purchased this insurance or the date you booked any trip (whichever is the later) which relate to an event which was occurring or you were aware could occur at the time you purchased this insurance or booked the trip (whichever is the later).

- Denied boarding due to your drug use, alcohol or solvent abuse or your inability to provide a valid passport, visa or other documentation required by the public transport operator.
- Any costs incurred by you which are recoverable from the providers of the accommodation (or their administrators) or for which you receive or are expected to receive compensation or reimbursement.
- Any costs incurred by you which are recoverable from the public transport operator or for which you receive or are expected to receive compensation, damages, refund of tickets, meals, refreshments, accommodation, transfers, communication facilities or other assistance.
- Any accommodation costs, charges and expenses where the public transport operator has offered reasonable alternative travel arrangements.

What is not covered under Section F – Personal money, passport and documents

- Personal money or your passport or visa left unattended at any time unless in a hotel safe, safety deposit box or in your locked accommodation.
- Loss or theft of traveller's cheques where you have not complied with the issuing agents conditions.

What is not covered under Section G – Personal possessions and baggage

- Valuables left unattended at any time unless in a hotel safe, safety deposit box or in your locked accommodation.
- Baggage contained in an unattended vehicle unless it is locked out of sight in a secure baggage area – please see the definition of secure baggage area in the Definitions in the policy wording.
- Contact or corneal lenses, hearing aids, dental or medical fittings, sports equipment and other items are excluded - see your policy wording for the full list.

Please note that single article and valuables limits apply.

What is not covered under Section I – Personal liability

- Pursuit of any trade, business or profession, or the ownership, possession or use of mechanically propelled vehicles, aircraft or watercraft.

Automatic renewal

By buying this policy you give us consent to automatically renew your policy and take payment next year, unless you tell us otherwise.

Each year we will contact you in advance by SMS and email to remind you that this is happening.

If you do not want this policy to automatically renew email us at travel.help@axainsurance.com or call us on **0330 024 1307**

Cancellation

Single trip policies

You can cancel this policy before its start date and receive a full refund by calling **0330 024 1307**. We will not refund any premium if you cancel after the start date.

Annual multi trip policies.

You can cancel this policy in the first 14 days from the start date. We will cancel this policy back to its start date, which will have the same effect as if we had never provided cover. We will refund the full premium to you, provided you have not travelled and no claims have occurred. To cancel, call us on **0330 024 1307**.

We will not refund any premium if you cancel in any other situation.

Claim notification

24hr Emergency and medical assistance helpline: **+44 (0)1737 815626**

To make a claim contact **0330 024 1308** (except for Legal expenses where you should contact **0330 024 1309**).

Making a complaint

If your complaint relates to a claim on your policy, you should contact the department dealing with the claim.

If your complaint relates to your policy, you should contact the AXA Help Team.

If the complaint is still not resolved, you can approach The Financial Ombudsman Service. Referral to the Financial Ombudsman will not affect your right to take legal action.

Full details of addresses and contact numbers can be found within the Making a complaint section of the policy wording.

Financial Services Compensation Scheme (FSCS)

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme in the unlikely event we cannot meet our obligations to you. This depends on the type of insurance and the circumstances of the claim. Further information about the compensation scheme arrangements is available from the FSCS (www.fscs.org.uk).