AXA Travel Insurance
Your policy wording
Helpful phone numbers

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<th>Number</th>
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<td>Emergency medical assistance or repatriation</td>
<td>+44 (0)1737 815626</td>
</tr>
<tr>
<td>All claims except legal expenses:</td>
<td>0330 024 1308</td>
</tr>
<tr>
<td>Legal expenses claims only:</td>
<td>0330 024 1309</td>
</tr>
<tr>
<td>Customer Services:</td>
<td>0330 024 1307</td>
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Introduction

This is your travel insurance policy. It contains details of what is covered, what is not covered and the conditions for each insured person and is the basis on which all claims will be settled. It is validated by the issue of the policy schedule which should be read in conjunction with the policy.

In return for having accepted your premium we will provide insurance in accordance with the operative sections of your policy as referred to in your policy schedule.

The policy schedule and any endorsements are all part of the policy. Your policy is evidence of the contract of insurance.

United Kingdom residents
This policy is only available to you if you are permanently resident in the United Kingdom and registered with a medical practitioner in the United Kingdom.

The law which applies to this policy
English law will apply to this policy.

Annual multi trip

Age eligibility
This policy is not available to anyone aged 75 or over at the start date of the policy if annual multi trip cover is selected. If you are aged under 18 you are only insured when accompanied by a responsible adult.

If you reach the age of 75 during the period of insurance, cover will continue until the next renewal date but not after that.

Automatic renewal
By purchasing this policy you provide us with the consent to set up a continuous payment authority. This means we are authorised to automatically renew your policy and apply for renewal payments from your account every year, even if your card has expired, until you instruct us to stop.

We will contact you by SMS and email at least 21 days before the end of your period of insurance. If you still meet our eligibility criteria, we will seek to automatically renew your policy by using the latest details you provided to us. You will also be provided with a renewal invitation which you should check via your 'AXA Account' to ensure all your details are still correct and relevant. Your renewal invitation will have information on how you can make changes to your details or tell us if you do not wish to renew your insurance before your renewal date.

How to opt-out
Email us after you have purchased the policy at travel.help@axainsurance.com or call us on 0330 024 1307

Single trip

Age eligibility
If single trip cover is selected, this policy is not available to anyone aged 80 or over at the time of purchase. If you are aged under 18 you are only insured when accompanied by a responsible adult.

Policy excess
Under most sections of the policy, claims will be subject to an Excess. This means that you will be responsible for paying the first part of each and every claim per incident claimed for, under each section by each insured person. Your Excess is shown on your policy schedule.

Emergency Assistance Helpline:
+44 (0)1737 815626

Please carry this policy with you in case of an emergency.

AXA Insurance
AXA Insurance UK plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 202312. This can be checked on the Financial Services Register by visiting the FCA's website at www.fca.org.uk.
Definitions

These definitions apply throughout your policy booklet. Where we explain what a word means that word will appear highlighted in bold print and have the same meaning wherever it is used in the policy. We have listed the definitions alphabetically.

Baggage
See definition of Personal Possessions and baggage.

Bodily injury
means an identifiable physical injury caused by sudden, unexpected, external and visible means including injury as a result of unavoidable exposure to the elements.

Business trip
means a trip taken wholly or in part for business purposes but excluding manual work.

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

Close relative

Curtailment / Curtail
means either:
  a) cutting short the trip by direct early return to your home area, in which case claims will be calculated from the day you returned to your home area and based on the number of complete days of your trip you have not used, or
  b) attending a hospital outside your home area as an in-patient or being confined to your accommodation abroad due to compulsory quarantine or on the orders of a medical practitioner, in either case for a period in excess of 48 hours. Claims will be calculated from the day the ill/injured person was admitted to hospital or confined to your accommodation and based on the number of complete days for which you were hospitalised, quarantined or confined to your accommodation. Cover only applies to ill/injured persons.

Excess
means the amount of money you have to pay for each claim. Excesses apply per person, per incident and per each section of the policy. Your excesses are shown on your policy schedule.

Home
means your normal place of residence in the United Kingdom.

Home area
For residents of the United Kingdom excluding Channel Islands and the Isle of Man, your home area means the United Kingdom excluding Channel Islands and the Isle of Man. For residents of the Channel Islands and the Isle of Man, your home area means either the Channel Islands or the Isle of Man depending on where your home is.

Insured Person
See definition of You/Your/Yourself.

Medical condition
means any disease, illness or injury.

Medical practitioner
means a registered practising member of the medical profession recognised by the law of the country where they are practising, who is not related to you or any person who you are travelling with.

Period of insurance
means if annual multi trip cover is selected: the period of 12 months for which we have accepted the premium as stated in your policy schedule. During this period any trip not exceeding 31 days is covered, but limited to 17 days in total in each period of insurance for winter sports (provided you have paid the appropriate winter sports premium to include this cover). Under these policies Section C – ‘Cancelling your trip’ cover will be operative from the date stated in the policy schedule or the time of booking any trip (whichever is the later date) and terminates on commencement of any trip.

means if single trip cover is selected: the period of the trip and terminating upon its completion, but not in any case exceeding the period shown in the schedule. Under these policies Section C –
‘Cancelling your trip’ cover will be operative from the time you pay the premium. For all other sections of the policy, whichever cover is selected, the insurance starts when you leave your home to begin the trip and ends at the time of your return to your home on completion of the trip.

However any trip that had already begun when you purchased this insurance will not be covered, except where you renew an existing annual multi trip policy which fell due for renewal during the trip.

The period of insurance is automatically extended for the period of the delay in the event that your return to your home area is unavoidably delayed due to reasons beyond your control.

**Personal possessions and baggage**
means luggage, clothing, personal effects, valuables and other articles (but excluding sports equipment, personal money and documents of any kind) which belong to you (or for which you are legally responsible) which are worn, used or carried by you during any trip.

**Personal money**
means bank notes, currency notes and coins in current use, travellers’ and other cheques, postal or money orders.

**Public transport**
means any publicly licensed aircraft, sea vessel, train, coach or bus on which you are booked or had planned to travel.

**Secure baggage area**
means any of the following, as and where appropriate:

a) The locked dashboard, boot or luggage compartment of a motor vehicle;

b) The locked luggage compartment of a hatchback vehicle fitted with a lid closing off the luggage area, or of an estate car with a fitted and engaged tray or roller blind cover behind the rear seats;

c) The fixed storage units of a locked motorised or towed caravan; or

d) A locked luggage box, attached to a roof rack which is itself attached to the vehicle roof.

**Sports Equipment**
means articles that are usually worn, carried or held in the course of participating in a recognised sport.

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

**Trip**
means any holiday, business or pleasure trip or journey made by you within the area of travel shown in the schedule which begins and ends in your home area during the period of insurance, but excluding one way trips or journeys.

If annual multi trip cover is selected any trip not exceeding 31 days is covered, but limited to 17 days in total in each period of insurance for winter sports (provided you have paid the appropriate winter sports premium to include this cover). In addition, any trip solely within your home area is only covered where you have pre-booked at least two nights accommodation in a hotel, motel, holiday camp, bed and breakfast, holiday cottage or similar accommodation rented for a fee. Each trip under annual multi trip cover is considered to be a separate insurance, with the terms, definitions, What is not covered and conditions contained in this policy applying to each trip. Where we have agreed to cover your medical condition, this applies to each trip during the period of insurance.

**Unattended**
means when you are not in full view of and not in a position to prevent unauthorised interference with your property or vehicle.

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

**Valuables**
means jewellery, gold, silver, precious metal or precious or semiprecious stone articles, watches, furs, cameras, camcorders, portable satellite navigation systems, photographic, audio, video, computer, television and telecommunications equipment (including MP3/4 players), computer games and associated equipment.
**Vermin**
means rats, mice, squirrels, owls, pigeons, foxes, bees, wasps or hornets.

**We/Us/Our**

**You/Your/Yourself/Insured person**
means each person travelling on a trip whose name appears in the policy schedule.
General conditions applicable to the whole policy

You must comply with the following conditions to have the full protection of your policy.

If you do not comply we may cancel the policy or refuse to deal with your claim or reduce the amount of any claim payment.

1. Dual insurance
   If at the time of any incident which results in a claim under this policy, there is another insurance covering the same loss, damage, expense or liability we will not pay more than our proportional share (not applicable to Section B – Personal accident).

2. Reasonable precautions
   At all times you must take all reasonable precautions to avoid injury, illness, disease, loss, theft or damage and take all reasonable steps to safeguard your property from loss or damage and to recover property lost or stolen.

3. Cancellation
   Statutory cancellation rights
   You may cancel this policy within 14 days of buying the policy by phoning: 0330 024 1307

   Any premium already paid will be refunded to you providing you have not travelled, no claim has been made or is intended to be made and no incident likely to result in a claim has occurred.

   We reserve the right to charge a £15 cancellation fee.

4. Cancellation outside the statutory period
   You may cancel this policy at any time after the cancellation period by calling 0330 024 1307.
   If you cancel after the 14 day cancellation period no premium refund will be made.

5. Payment of Premium
   Your payment will be debited from your payment card immediately and will appear on your statement within 3 working days. This includes any additional premium or related administration fees that may arise from changes made to your policy. Should you fail to make your payment(s) in full and by the due date, we will seek to recover all monies and may:
   - Cancel your policy subject to our £15 cancellation fee
   - Refuse to pay any pending claims on your policy/policies
   - Refer details of your policy to our debt collection agencies that will seek to recover all monies on our behalf and may record this outstanding debt. Should this action be taken, we reserve the right to add an administration fee to the value of your debt to cover costs incurred.

6. Administration fees
   We reserve the right to charge an administration fee of up to £20 should a change or correction be made to your policy by a member of our team.
Emergency and medical service

You must contact the Emergency Assistance Service in the event of an illness or accident which may lead to in-patient hospital treatment or before any arrangements are made for repatriation; or in the event of curtailment necessitating your early return home. The service operates 24 hours a day, 365 days a year for advice, assistance, making arrangements for hospital admission, repatriation (returning you to your home area) and authorisation of medical expenses. If this is not possible because the condition requires emergency treatment you must contact the Emergency Assistance Service as soon as possible. Private medical treatment is not covered unless authorised specifically by the Emergency Assistance Service.

Medical assistance abroad

The Emergency Assistance Service has the medical expertise, contacts and facilities to help should you be injured in an accident or fall ill. The Emergency Assistance Service will also arrange transport home when this is considered to be medically necessary or when you are told about the illness or death of a close relative or a close business associate at home.

Payment for medical treatment abroad

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

For out-patient treatment, you should pay the hospital/clinic yourself and claim back medical expenses from us on your return to your home area. Beware of requests for you to sign for excessive treatment or charges. If you are in doubt, please call the Emergency Assistance Service for guidance.

You can apply for an EHIC either online at ehic.org.uk or by telephoning 0300 330 1350. This will entitle you to benefit from the health care arrangements which exist between countries within the EU/EEA or Switzerland.

If we agree to pay for a medical expense which has been reduced by more than the Excess because you have used either a European Health Insurance Card or private health insurance, we will not deduct the Excess under Section A - Emergency medical and repatriation costs.

Australia

If you need medical treatment in Australia you must enrol with a local MEDICARE office. You do not need to enrol when you arrive, but you must do this after the first occasion you receive treatment. In-patient and out-patient treatment at a public hospital will then be available free of charge. Details of how to enrol and the free treatment available can be found in the Health advice for Travellers booklet available from your local Post Office or by visiting either www.dh.gov.uk/travellers or the MEDICARE website on http://www.hic.gov.au/ Alternatively please call the Emergency Assistance Service for guidance.

If you are admitted to hospital you must contact the Emergency Assistance Service as soon as possible and get their authorisation for any treatment not available under MEDICARE.

Contact the Emergency Assistance Service on telephone number:
+44 (0)1737 815626

Reciprocal health agreements with other countries

EU, EEA or Switzerland

If you are travelling to countries within the European Union (EU), the European Economic Area (EEA) or Switzerland you are strongly advised to obtain a European Health Insurance Card (EHIC).
Claims conditions

You must comply with the following conditions to have the full protection of your policy.

You must contact us by phone if you want to make a claim using the relevant number given below, depending on the type of claim:

All claims except Legal expenses: 0330 024 1308
Legal expenses only: 0330 024 1309

1. Claims
The claim notification must be made within 31 days or as soon as possible after that following any Bodily injury, illness, disease, incident, event, redundancy or the discovery of any loss, theft or damage which may lead to a claim under this policy.

You must also tell us if you are aware of any court claim form, summons or impending prosecution. Every communication relating to a claim must be sent to us as soon as possible. You or anyone acting on your behalf must not negotiate, admit or repudiate (refuse) any claim without our permission in writing.

You or your legal representatives must supply at your own expense, all information, evidence, details of household insurance, proof of ownership and medical certificates as required by us. You should refer to the section under which you are claiming for further details of the evidence that we need to deal with your claim.

We reserve the right to require you to undergo an independent medical examination at our expense. We may also request and will pay for a post mortem examination.

You must retain any property which is damaged, and if requested, send it to us at your own expense. If we pay a claim for the full value of the property and it is then recovered it will then become our property. We may refuse to reimburse you for any property which you cannot provide proof of ownership such as an original receipt, a valuation, user manual or bank or credit card statements.

If you do not comply we may cancel the policy or refuse to deal with your claim or reduce the amount of any claim payment.

2. Transferring of rights
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.

3. Fraud
You must not act in a fraudulent manner. If you or anyone acting for you:

a) Make a claim under the policy knowing the claim to be false or fraudulently exaggerated in any way; or
b) Make a statement in support of a claim knowing the statement to be false in any way; or
c) Submit a document in support of a claim knowing the document to be forged or false in any way; or
d) Make a claim for any loss or damage caused by your wilful act or with your connivance.

Then

i) we will not pay the claim
ii) we will not pay any other claim which has been or will be made under the policy
iii) we may make the policy void from the date of the fraudulent act
iv) we will be entitled to recover from you the amount of any claim already paid under the policy
v) we will not refund any premium
vi) we may inform the police of the circumstances.
Important conditions relating to health

You must comply with the following conditions to have the full protection of your policy.

If you do not comply we may cancel the policy or refuse to deal with your claim or reduce the amount of any claim payment.

1. It is a condition of this policy that you will not be covered under Section A – Emergency medical and repatriation costs, Section B – Personal accident, and Section C – Cancelling or cutting your trip short, for any claims arising directly or indirectly from:

   a) At the time of taking out this policy:
      i) Any medical condition you have, or have had, for which you are taking or have been taking prescribed medication within the last five years
      ii) Any medical condition you have, or have had, for which you are waiting to receive, or have received treatment (including surgery, tests or investigations) within the last five years

   unless you have declared your medical conditions to us and we have agreed to cover you. Covered medical conditions are shown on your policy schedule.

      iii) Any medical condition for which you have received a terminal prognosis
      iv) Any medical condition you are aware of but for which you have not had a diagnosis
      v) Any medical condition for which you are on a waiting list for or have knowledge of the need for surgery, treatment or investigation at a hospital, clinic or nursing home
      vi) Any medical condition affecting you a close relative or a close business associate that you are aware of, that could reasonably be expected to result in a claim on this policy

   b) At any time:
      i) Any medical condition you have for which a medical practitioner has advised you not to travel (or would have done so had you sought his/her advice), but despite this you still travel
      ii) Any surgery, treatment or investigations for which you intend to travel outside of your home area to receive (including any expenses incurred due to the discovery of other medical conditions during and/or complications arising from these procedures)
      iii) Any medical condition for which you are not taking the recommended treatment or prescribed medication as directed by a medical practitioner
      iv) You travel against any health requirements stipulated by the carrier, their handling agents or any other public transport provider.

If your health changes after the start date of your policy and the date your travel tickets or confirmation of booking were issued, you should check with your GP that you are fit to travel. You will not be covered under Section A - Medical expenses and repatriation costs if you travel against medical advice. You may be able to claim under Section C – Cancelling your trip if this is medically necessary.

You should also refer to What is not covered – applicable to all sections of the policy.
What is not covered
- applicable to all sections of the policy

We will not pay for claims arising directly or indirectly from:

1. **War risks, civil commotion and terrorism**
   War, invasion, acts of foreign enemies, hostilities or warlike operations (whether war be declared or not), civil war, rebellion, terrorism, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power but this exclusion shall not apply to losses under Section A – Emergency medical and repatriation costs, Section B – Personal accident, and Section E – Travel disruption unless such losses are caused by nuclear, chemical or biological attack, or the disturbances were already taking place at the beginning of any trip.

2. **Radioactive contamination**
   Ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste, from combustion of nuclear fuel, the radioactive, toxic, explosive or other hazardous properties of any nuclear assembly or nuclear component of such assembly.

3. **Winter sports**
   Your participation in winter sports unless the appropriate winter sports premium has been paid. Cover will apply for a period of no more than 17 days in total in each period of insurance under annual multi trip policies and for the period of the trip under single trip policies.

4. **Professional sports or entertaining**
   Your participation in or practice of any professional sports or professional entertaining.

5. **Other sports or activities**
   Your participation in or practice of any other sport or activity, manual work, driving any motorised vehicle or racing unless:
   a) specified in the list on page 13 or
   b) shown as covered in your policy schedule.

6. **Suicide, drug use, alcohol or solvent abuse and putting yourself at needless risk**
   Your wilfully, self-inflicted injury or illness, suicide or attempted suicide, sexually transmitted diseases, solvent abuse, alcohol abuse, drug use (other than drugs taken in accordance with treatment prescribed and directed by a medical practitioner, but not for the treatment of drug addiction), and putting yourself at needless risk (except in an attempt to save human life).

7. **Unlawful action**
   Your own unlawful action or any criminal proceedings against you.

8. **Additional loss or expense**
   Any other loss, damage or additional expense following on from the event for which you are claiming, unless we provide cover under this insurance. Examples of such loss, damage or additional expense would be the cost of replacing locks after losing keys, costs incurred in preparing a claim or loss of earnings following Bodily injury, illness or disease.

9. **Armed Forces**
   Operational duties of a member of the Armed Forces (other than claims arising from authorised leave being cancelled due to operational reasons, as provided for under sub section 4. of Section C – Cancelling or cutting short your trip).

10. **Travelling against FCO or WHO advice**
    Your travel to a country, specific area or event when the Travel Advice Unit of the Foreign & Commonwealth Office (FCO) or the World Health Organisation (WHO) or regulatory authority in a country to/from which you are travelling has advised against all, or all but essential travel (other than claims arising from you not being able to travel and use your booked accommodation or curtailing the trip before completion, as provided for under Section E – Travel Disruption cover when operative).

If you reach any of the ages mentioned above during the period of insurance, cover will continue until the next renewal date but not after that.
Sports and activities covered

We automatically provide cover under Section A - Emergency medical and repatriation costs and Section B - Personal accident for the following activities.

- Archery
- Badminton
- Banana boating
- Baseball (amateur)
- Basketball (amateur)
- Beach games
- Body boarding (boogie boarding)
- Bungee jump (1 jump)
- Camel riding
- Canoeing (up to grade 2)
- Clay pigeon shooting (no personal liability cover)
- Cricket (amateur)
- Cycling / cycle touring (up to 2 days only)
- Dinghy sailing
- Elephant riding
- Fell walking
- Fencing
- Fishing
- Football (amateur)
- GAA football (amateur)
- Golf
- Hiking (without the use of any climbing equipment)
- Hockey (amateur)
- Horse riding (up to 2 days)
- Hot air ballooning (one balloon ride)
- Jet skiing (one ride only)
- Jogging
- Kayaking (up to grade 2)
- Marathon running (amateur)
- Mountain biking (2 days maximum)
- Netball (amateur)
- Non manual work (including professional administrative or clerical duties only)
- Orienteering
- Outwardbound pursuits
- Paintballing
- Parachute jump (one jump only)
- Parascending (over water)
- Pony trekking
- Racquetball
- Rambling
- Ringos
- River canoeing (Up to Grade 2)
- Roller blading
- Roller skating
- Rounders
- Rowing
- Running - sprint/long distance (amateur)
- Safari
- Sail boarding
- Sailing within territorial waters
- Scuba diving down to 18 metres (up to 2 dives only)
- Sea canoeing/kayaking
- Sea fishing (2 trips maximum)
- Skate boarding
- Snorkelling
- Squash (amateur)
- Surfing (amateur, 2 days maximum)
- Swimming (recreational)
- Tennis (amateur)
- Track events (amateur)
- Trekking (without the use of any climbing equipment, 2 days maximum)
- Volleyball (amateur)
- Wakeboarding (amateur, and up to 2 days only)
- War Games
- Water Polo (amateur)
- Water skiing (amateur, 2 days maximum)
- White Water Rafting (Grade 1 to 4)
- Windsurfing (amateur, 2 days maximum)
- Yachting (racing/crewing inside territorial waters)
- Zorbing

Additional sports and activities
You are covered under Section A - Emergency Medical and repatriation costs and Section B – Personal accident for any additional sports and activities shown on your policy schedule.

Any sports or activities not featured on your policy schedule or the list above are not covered.

Covered if the appropriate winter sports premium has been paid
Dry slope skiing
Ice hockey
Ice skating
Glacier walking
Kick sledging
Ski-blading
Ski-doing
Skiing
Skiing - cross country
Skiing - mono
Skiing - Nordic
Skiing - off piste within resort boundaries
Sledging
Sledging pulled by horse, reindeer or dogs as a passenger
Snow biking
Snow boarding
Snow bobbing
Snow carting (no liability cover)
Snow mobiling (no liability cover)
Snow shoe walking
Tobogganing

You must pay the additional premium and the winter sports must be shown as included within your policy schedule in order for cover to be operative.
Winter sports cover is limited to 17 days on annual multi-trip policies

Section A – Emergency medical and repatriation costs

What is covered
We will pay you up to the Emergency medical and repatriation limit in your policy schedule for the following expenses which are necessarily incurred during a trip as a result of you suffering unforeseen bodily injury, illness, disease and/or compulsory quarantine:
1. Emergency medical, surgical, hospital, ambulance and nursing fees and charges incurred outside of your home area.
2. Emergency dental treatment for the immediate relief of pain (to natural teeth only) up to a limit of £500 incurred outside of your home area.
3. Costs of telephone calls:
   a) to the Emergency Assistance Service notifying and dealing with the problem for which you are able to provide receipts or other reasonable evidence to show the cost of the calls and the numbers you telephoned
   b) incurred by you when you receive calls on your mobile phone from the Emergency Assistance Service for which you are able to provide receipts or other reasonable evidence to show the cost of the calls.
4. The cost of reasonable travel costs for your travel to or from hospital relating to your admission, discharge or attendance for outpatient treatment or appointments or for collection of medication prescribed for you by the hospital.
5. If you die:
   a) outside your home area the reasonable additional cost of funeral expenses abroad up to a maximum of £2,500 plus the reasonable cost of returning your ashes to your home, or the additional costs of returning your body to your home
   b) within your home area the reasonable additional cost of returning your ashes or body to your home up to a maximum of £750.
6. Reasonable additional transport and/or accommodation expenses incurred, up to the standard of your original booking (for example full or half board, bed and breakfast, self catering or room only), if it is medically necessary for you to stay beyond your scheduled return date.

This includes, with the prior authorisation of the Emergency Assistance Service, reasonable additional transport and/or accommodation expenses for a travelling companion, friend or close relative to stay with you or travel to you from the United Kingdom or escort you. Also additional travel expenses to return you to your home or a suitable hospital nearby if you cannot use the return ticket.
7. With the prior authorisation of the Emergency Assistance Service, the additional costs incurred in the use of air transport or other suitable means, including qualified attendants, to repatriate you to your home if it is medically necessary. These expenses will be for the identical class of travel utilised on the outward journey unless the Emergency Assistance Service agree otherwise.

Special conditions relating to claims
1. You must tell the Emergency Assistance Service as soon as possible of any bodily injury, illness or disease which necessitates your admittance to hospital as an in-patient or before any arrangements are made for your repatriation.
2. If you suffer bodily injury, illness or disease we reserve the right to move you from one hospital to another and/or arrange for your repatriation to the United Kingdom at any time during the trip. We will do this, if in the opinion of the medical practitioner in attendance, or the Emergency Assistance Service, you can be moved safely and/or travel safely to your home area or a suitable hospital nearby to continue treatment.

What is not covered
1. The excess of each and every claim, per incident claimed for, under this section by each insured person.
2. Normal pregnancy, without any accompanying bodily injury, illness, disease or complication. This section is designed to provide cover for diseases
and normal childbirth would not constitute an unforeseen event.

3. Any claims arising directly or indirectly for:
   a) The cost of treatment or surgery, including exploratory tests, which are not related to the bodily injury or illness which necessitated your admittance into hospital.
   b) Any expenses which are not usual, reasonable or customary to treat your bodily injury, illness or disease.
   c) Any form of treatment or surgery which in the opinion of the medical practitioner in attendance and the Emergency Assistance Service can be delayed reasonably until your return to your home area.
   d) Expenses incurred in obtaining or replacing medication, which you know you will need at the time of departure or which will have to be continued outside of your home area.
   e) Additional costs arising from single or private room accommodation.
   f) Treatment or services provided by a health spa, convalescent or nursing home or any rehabilitation centre unless agreed by the Emergency Assistance Service.
   g) Any costs incurred by you to visit another person in hospital.
   h) Any expenses incurred after you have returned to your home area.
   i) Any expenses incurred in England, Scotland, Wales or Northern Ireland which are:
      i) for private treatment or
      ii) are funded by, or are recoverable from the Health Authority in your home area.
   j) Expenses incurred as a result of a tropical disease where you have not had the recommended inoculations and/or taken the recommended medication.
   k) Any expenses incurred after the date on which we exercise our rights under this section to move you from one hospital to another and/or arrange for your repatriation but you decide not to be moved or repatriated.

4. Anything mentioned in ‘What is not covered - applicable to all sections of the policy’. 
You should also refer to the ‘Important conditions relating to health’.

Claims evidence
We will require (at your own expense) the following evidence where relevant:

- Receipts or bills for all in-patient/out-patient treatment or emergency dental treatment received.
- In the event of death, the original death certificate and receipts or bills for funeral, cremation or repatriation expenses.
- Receipts or bills for taxi fares to or from hospital claimed for, stating details of the date, name and location of the hospital concerned.
- Receipts or bills or proof of purchase for any other transport, accommodation or other costs, charges or expenses claimed for, including calls to the Emergency Assistance Service.
- Any other relevant information relating to your claim under this section that we may ask you for.

To make a claim under this section please call: For medical assistance and/or repatriation claims +44 (0)1737 815626 or other claims 0330 024 1308

Section B – Personal accident

Special definitions relating to this section
(which are shown in italics)

**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.

What is covered

We will pay one of the Personal accident benefits shown in your policy schedule if you sustain bodily injury which shall solely and independently of any other cause, result within two years in your death, loss of limb, loss of sight or permanent total disablement.

Special conditions relating to claims

1. Our medical practitioner may examine you as often as they consider necessary if you make a claim.

Provisions

1. Benefit is not payable to you:
   a) Under more than one section.
   b) Under permanent total disablement, until one year after the date you sustain bodily injury.
   c) Under permanent total disablement, if you
are able or may be able to carry out any any occupation after one year.

2. The Death benefit will be paid to the deceased insured person’s estate.

What is not covered

1. Anything mentioned in What is not covered applicable to all sections of the policy.

Section C – Cancelling or cutting short your trip

What is covered

We will pay you up to the amount shown in your schedule for any irrecoverable unused travel and accommodation costs (including excursions up to £250) and other pre-paid charges which you have paid or are contracted to pay, together with any reasonable additional travel expenses incurred if:

- a) cancellation of the trip is necessary and unavoidable or
- b) the trip is curtailed before completion

as a result of any of the following events:

1. The death, bodily injury, illness, disease, or complications arising as a direct result of pregnancy of:
   a) you
   b) any person who you are travelling or have arranged to travel with
   c) any person who you have arranged to stay with
   d) your close relative
   e) your close business associate.
2. You or any person who you are travelling or have arranged to travel with being quarantined, called as a witness at a Court of Law or for jury service attendance.
3. Redundancy of you or any person who you are travelling with or have arranged to travel with (which qualifies for payment under current United Kingdom redundancy payment legislation, and at the time of booking the trip there was no reason to believe anyone would be made redundant).
4. You or any person who you are travelling or have arranged to travel with, are a member of the Armed Forces, Territorial Army, Police, Fire, Nursing or Ambulance Services or employees of a Government Department and have your/their authorised leave cancelled or are called up for operational reasons, provided that the cancellation or curtailment could not reasonably have been expected at the time when you purchased this insurance or at the time of booking any trip.
5. The Police or other authorities requesting you to stay at or return to your home due to serious damage to your home.

If the same costs, charges or expenses are also covered under Section E – Travel Disruption, you can only claim for these under one section for the same event.

Special conditions relating to claims

1. You must get (at your own expense) a medical certificate from a medical practitioner and the prior approval of the Emergency Assistance Service to confirm the necessity to return home, prior to curtailment of the trip due to death, bodily injury, illness, disease or complications arising as a direct result of pregnancy.
2. If you fail to notify the travel agent, tour operator or provider of transport or accommodation as soon as you find out it is necessary to cancel the trip, the amount we will pay will be limited to the cancellation charges that would have otherwise applied.
3. If you cancel the trip due to:
   a) stress, anxiety, depression or any other mental or nervous disorder that you are suffering from you must provide (at your own expense) a medical certificate from a consultant specialising in the relevant field or
   b) any other bodily injury, illness, disease or complications arising as a direct result of pregnancy, you must provide (at your own expense) a medical certificate from a medical practitioner stating that this necessarily and reasonably prevented you from travelling.

What is not covered

1. The excess of each and every claim, per incident claimed for, under this section by each insured person.
2. The cost of Airport Departure Duty/Tax recoverable from elsewhere.
3. Any claims arising directly or indirectly from:
   a) Redundancy caused by or resulting from misconduct leading to dismissal or resignation or 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.
   b) Circumstances known to you before you purchased this insurance or at the time of booking any trip which could reasonably have been expected to lead to cancellation or curtailment of the trip.
4. Anything mentioned in What is not covered applicable to all sections of the policy. You should also refer to the Important conditions relating to health.

Claims evidence
We will require (at your own expense) the following evidence where relevant:
- A medical certificate from the treating medical practitioner (or in the case of stress, anxiety, depression or any other mental or nervous disorder, a consultant specialising in the relevant field) explaining why it was necessary for you to cancel or curtail the trip.
- In the case of death causing cancellation or curtailment of the trip, the original death certificate.
- Booking confirmation together with a cancellation invoice from your travel agent, tour operator or provider of transport/accommodation.
- In the case of curtailment claims, written details from your travel agent, tour operator or provider of transport/accommodation of the separate costs of transport, accommodation and other pre-paid costs or charges that made up the total cost of the trip.
- Your unused travel tickets.
- Receipts or bills for any costs, charges or expenses claimed for.
- In the case of compulsory quarantine, a letter from the relevant authority or the treating medical practitioner.
- In the case of jury service or witness attendance, the court summons.
- The letter of redundancy for redundancy claims.
- A letter from the commanding officer concerned, confirming cancellation of authorised leave or call up for operational reasons.
- In the case of serious damage to your home a report from the Police or relevant authority.
- Any other relevant information relating to your claim under this section that we may ask you for.

To make a claim under this section please call: For curtailment claims +44 (0)1737 815626 or other claims 0330 024 1308

Section D – Missed departure (only operative if indicated in the schedule)

What is covered
We will pay you up to the amount in your policy schedule for reasonable additional accommodation (room only) and travel expenses necessarily incurred in reaching your overseas destination or returning to the United Kingdom, if you fail to arrive at the departure point in time to board the public transport on which you are booked to travel on for the initial international outbound and return legs of the trip as a result of:
1. the failure of other public transport or
2. an accident to or breakdown of the vehicle in which you are travelling or
3. an accident or breakdown happening ahead of you on a public road which causes an unexpected delay to the vehicle in which you are travelling or
4. strike, industrial action or adverse weather conditions.

If the same expenses are also covered under Section E – Travel Disruption cover you can only claim under one section for the same event.

Special conditions relating to claims
1. You must allow enough time for the public transport or other transport to arrive on schedule and to deliver you to the departure point.

What is not covered
1. The excess of each and every claim, per incident claimed for, under this section by each insured person.
2. Claims arising directly or indirectly from:
   a) Strike or industrial action existing or being publicly announced by the date you purchased this insurance or at the time of booking any trip.
   b) An accident to or breakdown of the vehicle in which you are travelling when a repairers report or other evidence is not provided.
   c) Breakdown of any vehicle owned by you which has not been serviced properly and maintained in accordance with manufacturer’s instructions.
   d) Your failure to arrive at the departure point in time to board any connecting public transport.
after your departure on the initial international outbound and return legs of the trip.

3. Additional expenses where the scheduled public transport operator has offered reasonable alternative travel arrangements.

4. Anything mentioned in What is not covered applicable to all sections of the policy.

**Claims evidence**

We will require (at your own expense) the following evidence where relevant:

- A letter from the public transport provider detailing the reasons for failure.
- A letter from the relevant public transport provider, carrier or authority confirming details of the strike, industrial action or adverse weather conditions.
- Your unused travel tickets.
- Receipts or bills or proof of purchase for any transport, accommodation or other costs, charges or expenses claimed for.
- Any other relevant information relating to your claim under this section that we may ask you for.

To make a claim under this section please call 0330 024 1308

**Section E – Travel Disruption** (only operative if indicated in the schedule)

**Special definitions relating to this section**

**Pre-paid charges**

means charges you have paid before you travel, or are contracted to pay, for car hire, car parking, airport accommodation, airport lounge access, kennel and cattery fees, excursions, green fees and ski passes and/or lessons.

**What is covered**

**Before you reach your destination**

1. We will pay you up to the Travel Disruption limit in your policy schedule for your unused travel, accommodation (including excursions) and other pre-paid charges that you cannot claim back from any other source if you cannot travel and have to cancel your trip as a result of:
   a) The public transport on which you were booked to travel from your home area being cancelled or delayed for at least 12 hours from the scheduled time of departure; or
   b) You being involuntarily denied boarding (because there are too many passengers for the seats available) and no suitable alternative flight could be provided within 12 hours; or
   c) The Travel Advice Unit of the Foreign & Commonwealth Office (FCO) advise against all travel or all but essential travel to the country or specific area you are travelling to providing the advice came into force after you purchased this insurance or booked the trip (whichever is the later); or
   d) The insolvency of the scheduled airline or accommodation providers or booking agents, fire, flood, earthquake, explosion, volcanic eruption, tsunami, landslide, avalanche, hurricane, storm or an outbreak of food poisoning or an infectious disease meaning you cannot travel or use your booked accommodation.

2. We will pay you up to the Travel Disruption limit in your policy schedule for your reasonable additional travel and accommodation costs (room only) which are of a similar standard to that of your pre-booked travel and accommodation that you cannot claim back from any other source if you have to make alternative arrangements to reach your destination as a result of:
   a) The public transport on which you were booked to travel from your home area being cancelled or delayed for at least 12 hours, diverted or re-directed after take-off; or
   b) You being involuntarily denied boarding (because there are too many passengers for the seats available) and no suitable alternative flight could be provided within 12 hours.

3. We will pay you up to the Travel Disruption limit in your policy schedule for your reasonable additional travel and accommodation costs (room only) which are of a similar standard to that of your pre-booked travel and accommodation you have to pay to reach your overseas destination that you cannot claim back from any other source if you fail to arrive at the departure point in time to board any onward connecting public transport on which you are booked to travel as a result of:
   a) The failure of other public transport; or
   b) Strike, industrial action or adverse weather conditions; or
   c) You being involuntarily denied boarding (because there are too many passengers for the seats available) and no other suitable alternative flight could be provided with 12 hours.
While you are at your destination
4. We will pay you up to the Travel Disruption limit in your policy schedule for your unused travel, accommodation (including excursions) and other pre-paid charges that you cannot claim back from any other source together with any reasonable additional travel and accommodation costs (room only) which are of a similar standard to that of your pre-booked travel and accommodation if you have to:
   a) Move to other accommodation at any point during your trip as a result of the insolvency of the providers or booking agents, fire, flood, earthquake, explosion, tsunami, landslide, avalanche, hurricane, storm or an outbreak of food poisoning or an infectious disease meaning you cannot use your booked accommodation; or
   b) Curtail your trip with prior authorisation of the Emergency Assistance Service as a result of the insolvency of the providers or booking agents, fire, flood, earthquake, explosion, volcanic eruption, tsunami, landslide, avalanche, hurricane, storm or an outbreak of food poisoning or an infectious disease meaning you cannot use your booked accommodation and you need to be repatriated to your home; or
   c) Curtail your trip with prior authorisation of the Emergency Assistance Service as a result of the Travel Advice Unit of the Foreign & Commonwealth Office (FCO) recommending evacuation from the country or specific area you have travelled to providing the advice came into force after you left your home area to commence the trip.

On the way home
5. We will pay you up to the Travel Disruption limit in your policy schedule for your reasonable additional travel and accommodation costs (room only) which are of a similar standard to that of your pre-booked travel and accommodation that you cannot claim back from any other source if you have to make alternative arrangements to return to your home or stay longer outside of your home area as a result of:
   a) The public transport on which you were booked to travel to your home area including connections being cancelled or delayed for at least 12 hours, diverted or re-directed after take-off; or
   b) You being involuntarily denied boarding (because there are too many passengers for the seats available) and no suitable alternative flight could be provided within 12 hours.
6. We will pay you up to the Travel Disruption limit in your policy schedule for your reasonable additional travel and accommodation (room only) costs if you fail to arrive at the departure point in time to board any onward connecting public transport on which you are booked to travel including those within the United Kingdom as a result of:
   a) The failure of other public transport; or
   b) Strike, industrial action or adverse weather conditions; or
   c) 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.
In these instances we will pay your additional costs for a similar standard of your pre-booked travel and accommodation which you cannot claim back from any other source.

Special conditions relating to claims (applicable to all sections of cover)
1. If you fail to notify the travel agent, tour operator or provider of transport or accommodation as soon as you find out it is necessary to cancel the trip the amount we will pay will be limited to the cancellation charges that would have applied otherwise.
2. You must get (at your own expense) 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.
3. You must give notice as soon as possible to the Emergency Assistance Service of any circumstances making it necessary for you to return home and before any arrangements are made for your repatriation.
4. You must check in according to the itinerary supplied to you unless your tour operator, the public transport operator (or their handling agents) have requested you not to travel to the airport.
5. You must get (at your own expense) written confirmation from the public transport operator (or their handling agents) of the cancellation, number of hours of delay or being denied boarding and the reason for these together with details of any alternative transport offered.
6. You must comply with the terms of contract of the public transport operator and seek financial compensation, assistance or a refund of your ticket from them in accordance with such 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.
7. You must get written confirmation from the public transport operator (or their handling agents) and/or provider of accommodation that compensation,
assistance or reimbursement of any costs, charges and expenses incurred by you will not be provided and the reason for this.

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

What is not covered (applicable to all sections of cover)

1. The excess of each and every claim, per incident claimed for under this section for each insured person.
2. 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).
3. Claims arising directly or indirectly from: a) Strike, industrial action or a directive prohibiting all travel or all but essential travel to the country or specific area or event to which you were travelling, existing or being publicly announced by the date you purchased this insurance or at the time of booking any trip. b) 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 or their handling agents.
4. Any claims arising whilst you are on a day-trip.
5. The cost of Airport Departure Duty recoverable from elsewhere.
6. 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.
7. 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.
8. Any costs incurred by you which are recoverable from your credit/debit card provider or for which you receive or are expected to receive compensation or re-imbursement.
9. Any travel and accommodation costs, charges and expenses where the public transport operator has offered reasonable alternative travel arrangements.
10. Any costs for normal day to day living such as food and drink which you would have expected to pay during your trip.
11. Anything mentioned in the general exclusions.

Claims evidence

We will require the following evidence where relevant:

- A copy of the advice against all travel or all but essential travel issued by the Foreign & Commonwealth office (FCO).
- Booking confirmation together with a cancellation invoice from your travel agent, tour operator or provider of transport/accommodation.
- In the case of curtailment claims, written details from your travel agent, tour operator or provider of transport/accommodation of the separate costs of transport, accommodation and other pre-paid costs or charges that made up the total cost of the trip.
- Your unused travel tickets.
- Written confirmation from your public transport operator (or their handling agents) of the cancellation, number of hours delay or denied boarding and the reason for these together with confirmation of your check in times and details of any alternative transport offered.
- Written confirmation from the company providing the accommodation (or their administrators), the local police or relevant authority that you could not use your accommodation and the reason for this.
- Receipts or bills for any transport, accommodation or other costs, charges or expenses claimed for.
- Written confirmation from the provider of transport/accommodation that compensation, assistance or reimbursement of any costs, charges and expenses incurred by you will not be provided and the reason for this.
- Any other relevant information that we may ask you for.

To make a claim under this section please call: For curtailment and/or repatriation claims +44 (0) 1737 815626 or other claims 0330 024 1308
Section F – Personal money, passport and documents (only operative if indicated in the schedule)

**What is covered**

1. **We** will pay **you** up to the personal money, passports and documents limit in **your** policy schedule for the accidental loss of, theft of or damage to personal money and documents (including the unused portion of passports, visas and driving licences).

2. **We** will pay **you** up to the amount shown in **your** policy schedule for reasonable additional travel and accommodation expenses necessarily incurred outside **your home area** to obtain a replacement of **your** passport or visa which has been lost or stolen outside **your home area**.

**Special conditions relating to claims**

1. **You** must report to the local Police in the country where the incident occurred within 24 hours of discovery or as soon as possible after that and get (at **your** own expense) a written report of the loss, theft or attempted theft of all personal money, passports or documents.

2. If **personal money**, passports or documents are lost, stolen or damaged while in the care of a hotel or **your** accommodation provider **you** must report details of the loss, theft or damage to them in writing and get (at **your** own expense) written confirmation. Keep all travel tickets and tags for submission if a claim is to be made under this policy.

3. If documents are lost, stolen or damaged while in the care of a carrier, transport company, authority, hotel or **your** accommodation provider **you** must report details of the loss, theft or damage to them in writing and get (at **your** own expense) written confirmation.

4. If documents are lost, stolen or damaged whilst in the care of an airline **you** must: a) give formal written notice of the claim to the airline within the time limit set out in their conditions of carriage (please keep a copy). b) keep all travel tickets and tags for submission to **us** if **you** are going to make a claim under this policy.

5. **You** must provide (at **your** own expense) an original receipt or proof of ownership for items lost, stolen or damaged to help **you** to substantiate **your** claim.

**What is not covered**

1. The **excess** of each and every claim, per incident claimed for, under this section by each insured person.

2. Loss, theft of or damage to personal money or **your** passport or visa if left unattended at any time (including in a vehicle, in checked in luggage or while in the custody of a carrier, tour operator or public transport operator) unless deposited in a hotel safe, safety deposit box or left in **your** locked accommodation.

3. Loss, theft of or damage to travellers’ cheques if **you** have not complied with the issuer’s conditions or where the issuer provides a replacement service.

4. Loss or damage due to delay, confiscation or detention by customs or any other authority.

5. Loss or damage due to depreciation (loss in value), variations in exchange rates or shortages due to error or omission.

6. Anything mentioned in What is not covered applicable to all sections of the policy.

**Claims evidence**

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

- A police report from the local police in the country where the incident occurred for all loss, theft or attempted theft.
- A letter from **your** tour operator’s representative, hotel or accommodation provider where appropriate.
- All travel tickets and tags for submission.
- Original receipts, proof of ownership or valuations for items lost, stolen or damaged.
- Receipts or bills or proof of purchase for any transport and accommodation expenses claimed for.
- Receipt for all currency and travellers’ cheques transactions.
- Any other relevant information relating to **your** claim under this section that **we** may ask **you** for.

**To make a claim under this section please call 0330 024 1308**
Section G – Personal possessions and baggage

What is covered
1. We will pay you up to the personal possessions and baggage limit in your policy schedule for the accidental loss of, theft of or damage to your personal possessions and baggage. The amount payable in the event of a total loss, will be the value at today’s prices less a deduction for wear and tear and depreciation (loss of value), or we may replace, reinstate or repair the lost or damaged baggage.

2. We will also pay you up to the Delayed baggage limit in your policy schedule for the emergency replacement of clothing, medication and toiletries if your baggage is temporarily lost in transit during the outward journey and not returned to you within 12 hours, as long as we receive written confirmation from the carrier, confirming the number of hours the baggage was delayed.

If the loss is permanent we will deduct the amount paid from the final amount to be paid under this section.

Special conditions relating to claims
1. You must report to the local Police in the country where the incident occurred within 24 hours of discovery, or as soon as possible after that and get (at your own expense) a written report of the loss, theft or attempted theft of all baggage.

2. If baggage is lost, stolen or damaged while in the care of a carrier, transport company, authority, hotel or your accommodation provider you must report details of the loss, theft or damage to them in writing and get (at your own expense) written confirmation.

3. If baggage is lost, stolen or damaged whilst in the care of an airline you must: a) get a Property Irregularity Report from the airline. b) give written notice of the claim to the airline within the time limit contained in their conditions of carriage (please retain a copy). c) keep all travel tickets and tags for submission if you are going to make a claim under this policy.

4. You must provide (at your own expense) an original receipt or proof of ownership for items lost, stolen or damaged to help you to substantiate your claim.

What is not covered
1. The excess of each and every claim, per incident claimed for, under this section by each insured person (except claims under subsection 2 of What is covered).

2. Loss, theft of or damage to valuables left unattended at any time (including in a vehicle, in checked in luggage or while in the custody of a carrier, tour operator or public transport operator) unless deposited in a hotel safe, safety deposit box or left in your locked accommodation.

3. Loss, theft of or damage to baggage contained in an unattended vehicle:
   a) at any time unless:
      i) it is locked out of sight in a secure baggage area and
      ii) forcible and violent means have been used by an unauthorised person to gain entry into the vehicle and evidence of such entry is available.

4. Loss or damage due to delay, confiscation or detention by customs or any other authority.

5. Loss, theft of or damage to unset precious stones, contact or corneal lenses, hearing aids, dental or medical fittings, antiques, musical instruments, motor accessories, documents of any kind, bonds, securities, perishable goods (such as foodstuffs), bicycles, sports equipment and damage to suitcases (unless the suitcases are entirely unusable as a result of one single incidence of damage).

6. Loss or damage due to cracking, scratching, breakage of or damage to china, glass (other than glass in watch faces, cameras, binoculars or telescopes), porcelain or other brittle or fragile articles unless caused by fire, theft, or an accident to the aircraft, sea vessel, train or vehicle in which they are being carried.

7. Loss or damage caused by wear and tear, depreciation (loss in value), atmospheric or climatic conditions, moth, vermin, any process of cleaning repairing or restoring, mechanical or electrical breakdown.

8. Anything mentioned in What is not covered applicable to all sections of the policy.
Claims evidence
We will require (at your own expense) the following evidence where relevant:

■ A police report from the local Police in the country where the incident occurred for all loss, theft or attempted theft.
■ A Property Irregularity Report from the airline or a letter from the carrier where loss, theft or damage occurred in their custody.
■ A letter from your tour operator’s representative, hotel or accommodation provider where appropriate.
■ All travel tickets and tags for submission.

■ An original receipt, proof of ownership or valuations for items lost, stolen or damaged and for all items of clothing, medication and toiletries replaced if your baggage is temporarily lost in transit for more than 12 hours.
■ A letter from the carrier confirming the number of hours your baggage was delayed for.
■ Repair report where applicable.
■ Any other relevant information relating to your claim under this section that we may ask you for.

To make a claim under this section please call 0330 024 1308

Section H – Sports equipment (only operative if indicated in the schedule)

What is covered
We will pay you up to the amount shown in your policy schedule for the accidental loss of, theft of or damage to your own sports equipment. The amount payable in the event of a total loss will be the value at today’s prices less a deduction for wear tear and depreciation, or we may replace, reinstate or repair the lost or damaged sports equipment.

Special conditions relating to claims
1. You must report to the local Police in the country where the incident occurred within 24 hours of discovery or as soon as possible after that and get a written report (at your own expense) of the loss, theft or attempted theft of all sports equipment.
2. If sports equipment is lost, stolen or damaged while in the care of a carrier, transport company, authority, hotel or your accommodation provider you must report details of the loss, theft or damage to them in writing and get (at your own expense) written confirmation.
3. If sports equipment is lost, stolen or damaged whilst in the care of an airline you must:
   a) get a Property Irregularity Report from the airline
   b) give formal written notice of the claim to the airline, within the time limit set out in their conditions of carriage (please keep a copy)
   c) keep all travel tickets and tags for submission if you are going to make a claim under this policy.
4. You must provide (at your own expense) an original receipt or proof of ownership for items lost, stolen or damaged to help you to substantiate your claim.

What is not covered
1. The excess of each and every claim, per incident claimed for, under this section by each insured person.
2. Loss, theft of or damage to sports equipment contained in or stolen from an unattended vehicle:
   a) at any time unless:
      i) it is locked out of sight in a secure baggage area and
      ii) forcible and violent means have been used by an unauthorised person to gain entry into the vehicle and evidence of this entry is available.
3. Loss or damage due to delay, confiscation or detention by customs or any other authority.
4. Loss or damage caused by wear and tear, depreciation (loss in value), atmospheric or climatic conditions, moth, vermin, any process of cleaning repairing or restoring, mechanical or electrical breakdown.
5. Anything mentioned in What is not covered applicable to all sections of the policy.

Claims evidence
We will require (at your own expense) the following evidence where relevant:

■ A police report from the local Police in the country where the incident occurred for all loss, theft or attempted theft.
■ A Property Irregularity Report from the airline or a letter from the carrier where loss, theft or damage occurred in their custody.
■ A letter from your tour operator’s representative, hotel or accommodation provider where appropriate.
■ All travel tickets and tags for submission.
■ An original receipt or proof of ownership for items lost, stolen or damaged.
■ Repair report where applicable.
■ Any other relevant information relating to your claim under this section that we may ask you for.

To make a claim under this section please call 0330 024 1308
Section I – Personal liability

What is covered
We will pay you up to the amount in your policy schedule (including legal costs and expenses) against any amount you become legally liable to pay as compensation for any claim or series of claims arising from any one event or source of original cause for accidental:
1. Bodily injury, death, illness or disease to any person who is not in your employment or who is not a Close relative or persons residing with you but not paying for their accommodation.
2. Loss of or damage to property that does not belong to and is neither in the charge of or under the control of you, a Close relative and/or anyone in your employment other than any temporary holiday accommodation occupied (but not owned) by you.

Special conditions relating to claims
1. You must give us written notice of any incident, which may result in a claim as soon as possible.
2. You must send us every court claim form, summons, letter of claim or other document as soon as you receive it.
3. You must not admit any liability or pay, offer to pay, promise to pay or negotiate any claim without our permission in writing.
4. We will be entitled to take over and carry out in your name the defence of any claims for compensation or damages or otherwise against any third party. We will have full discretion in the conduct of any negotiation or proceedings or in the settlement of any claim and you will give us all necessary information and assistance which we may require.
5. If you die, your legal representative(s) will have the protection of this cover as long as they comply with the terms and conditions outlined in this policy.

What is not covered
1. The Excess of each and every claim, arising from the same incident claimed for under this section in relation to any temporary holiday accommodation occupied by you.
2. Compensation or legal costs arising directly or indirectly from:
   a) Liability which has been assumed by you under agreement (such as a hire agreement) unless the liability would have existed without the agreement.
   b) Pursuit of any business, trade, profession or occupation or the supply of goods or services.
   c) Ownership, possession or use of mechanically propelled vehicles, aircraft or watercraft (other than surfboards or manually propelled rowing boats, punts or canoes).
   d) The transmission of any contagious or infectious disease or virus.
3. Anything mentioned in What is not covered applicable to all sections of the policy.

Claims evidence
We will require (at your own expense) the following evidence where relevant:
- Full details in writing of any incident.
- Any court claim form, summons, letter of claim or other document must be sent to us as soon as you receive it.
- Any other relevant information relating to your claim under this section that we may ask you for.

To make a claim under this section please call 0330 024 1308
Section J – Legal expenses (only operative if indicated in the schedule)

What is covered

We will pay up to the limit in your policy schedule for legal costs to pursue a civil action for compensation, against someone else who causes you Bodily injury, illness or death.

Special conditions relating to claims

1. We shall have complete control over the legal case through agents we nominate, by appointing agents of our choice on your behalf with the expertise to pursue your claim.
2. You must follow our agent’s advice and provide any information and assistance required within a reasonable timescale.
3. You must advise us of any offers of settlement made by the negligent third party and you must not accept any such offer without our permission.
4. We may include a claim for our legal costs and other related expenses.
5. We may, at our own expense, take proceedings in your name to recover compensation from any third party for any legal costs incurred under this policy. You must give us any assistance we require from you and any amount recovered shall belong to us.

What is not covered

We shall not be liable for:

1. The Excess as shown in your policy schedule.
2. Any claim where in our opinion there is insufficient prospect of success in obtaining reasonable compensation.
3. Legal costs and expenses incurred in pursuit of any claim against us, AXA Assistance or their agents, someone you were travelling with, a person related to you, or another Insured Person.
4. Legal costs and expenses incurred prior to our written acceptance of the case.
5. Any claim where the legal costs and expenses are likely to be greater than the anticipated amount of compensation.
6. Any claim where legal costs and expenses are variable depending on the outcome of the claim.
7. Legal costs and expenses incurred if an action is brought in more than one country.
8. Any claim where in our opinion the estimated amount of compensation payment is less than £1,000 for each Insured Person.
9. Travel, accommodation and incidental costs incurred to pursue a civil action for compensation.
10. The costs of any Appeal.
11. Claims by you other than in your private capacity.
12. Anything mentioned in What is not covered applicable to all sections of the policy.

Claims evidence

We will require (at your own expense) the following evidence 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.

To make a claim under this section please call 0330 024 1309
Making a complaint

We aim to provide the highest standard of service to every customer.

If our service does not meet your expectations, we want to hear about it so we can try to put things right.

All complaints we receive are taken seriously. The following will help us understand your concerns and give you a fair response.

Making your complaint

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

If your complaint relates to your policy, please contact the AXA Help Team on 0330 024 1307

AXA Contact Details

Customer Relations Manager

AXA Insurance

9 Fudan Way

Stockton on Tees

TS17 6EN

Email: complaints@axainsurance.com

Beyond AXA

Should you remain dissatisfied following our final written response, you may be eligible to refer your case to the Financial Ombudsman Service.

The Financial Ombudsman Service is an independent body that arbitrates on complaints about general insurance products. You have six months from the date of our final response to refer your complaint to the Financial Ombudsman Service. This does not affect your right to take legal action.

If we cannot resolve your complaint you may refer it to the Financial Ombudsman Service at the address given below.

The Financial Ombudsman Service

Exchange Tower

Harbour Exchange Square

London

E14 9SR

Tel: 0300 123 9123 or 0800 023 4567

Fax: 020 7964 1001

Email: complaint.info@financial-ombudsman.org.uk

Our promise to you

We will

- Acknowledge all complaints promptly.
- Investigate quickly and thoroughly.
- Keep you informed of progress.
- Do everything possible to resolve your complaint.
- Use the information from complaints to continuously improve our service.

When you make contact please provide the following information:

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

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