



SINGLE TRIP - TRAVEL INSURANCE POLICY – DOCUMENT NUMBER 684TAN17

This policy is a CONTRACT OF INSURANCE arranged by the specialist travel insurance broker for Tangney Tours Ltd who are an Appointed Representative of Global Travel Insurance Services Ltd. This document contains details of the cover, conditions and exclusions relating to each **insured person** in respect of whom a premium has been paid and is the basis on which all claims will be settled. It is validated by the issue of a booking confirmation invoice by Tangney Tours Ltd upon which the premium paid is stated and is valid in respect of **trip** departures up to 31/12/2017.

Demands and needs: This travel insurance policy will suit the demands and needs of an individual, or group (where applicable) who have no excluded medical conditions, are travelling to countries included within the policy terms and who wish to insure themselves against the unforeseen circumstances/events detailed within this insurance policy. Subject to terms and conditions and maximum specified sums insured.

Important: This insurance policy will have been sold to **you** on a non-advised basis and it is therefore for **you** to read this insurance policy (paying particular attention to the terms, conditions and exclusions) and ensure that it meets all of **your** requirements. If upon reading this policy **you** find it does not meet all of **your** requirements, please refer to the Statutory cancellation rights section on page 1. This policy is underwritten by ERV, ERV is incorporated and regulated under the laws of Germany, as Europäische Reiseversicherung A.G., and trades in the UK as ETI - International Travel Protection (ERV), Companies House Registration FC 25660 and Branch Registration BR 007939. ERV is authorised by the Bundesanstalt für Finanzdienstleistungsaufsicht (BAFIN-www.bafin.de) and the Prudential Regulation Authority and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority. Towergate Chapman Stevens is part of the Towergate Underwriting Group Limited which is authorised and regulated by the Financial Conduct Authority.

Your policy: In return for having accepted **your** premium **we** will in the event of **bodily injury**, death, illness, disease, loss, theft, damage, destruction, legal liability or other specified events happening within the **period of insurance** in accordance with the operative sections of **your** policy. The schedule issued by Global Travel Insurance Services Ltd and any endorsement are all part of the policy. **Your** policy is evidence of the contract of insurance.

SUMMARY OF COVER AND EXCESSES PER INSURED PERSON (PLEASE SEE OVERLEAF FOR FULL DETAILS OF COVER, LIMITATIONS AND EXCESSES FOR EACH INSURED PERSON)

Section and Cover	Limits	Excess
1 - Cancellation	Up to £3,000	£50 or more depending on age
2 - Travel delay	Delayed departure up to £60 (£20 after 8 hours and £10 per 12 hours delay thereafter)	No excess
3 - Personal accident	Up to £15,000 (subject to age)	No excess
4 - Medical and other expenses including curtailment	Up to £5,000,000 including £250 emergency dental treatment, £3,000 curtailment expenses, £5,000 funeral expenses abroad or return of body or ashes, limited to £2,500 for trips in the UK and £100 for taxi fares and telephone calls	£50 or more depending on age
5 - Hospital benefit	£15 per day up to a maximum of £300	No excess
6 - Personal property	Up to £2,000 baggage, £75 delayed baggage, valuables total £200, single article limit £200 and £500 for personal money (cash limited to £250) and £100 for children aged under 16	£50 except for delayed baggage
7 - Loss of passport expenses	Up to £200 including loss or theft of your visa	No excess
8 - Personal liability	Up to £2,000,000	£250

DEFINITION OF GEOGRAPHICAL AREAS

Area 1. United Kingdom: England, Scotland, Wales, Northern Ireland, Isle of Man, including all islands comprising the British Isles (except the Channel Islands and the Republic of Ireland). (Any British Isles or UK Cruises are rated as Area 2)

Area 2. Europe: Continental Europe west of the Ural mountain range, all countries bordering the Mediterranean Sea (except Egypt, Israel, Jordan, Lebanon, Libya & Syria), the Channel Islands and the Republic of Ireland, Iceland, Madeira, The Canaries and The Azores. (Persons residing in the Channel Islands need to pay Area 2 rates for UK trips).

Area 3. Worldwide: All countries outside of the above (except those within **Area 4**).

Area 4. North America, Central America, the Caribbean: Bahamas, Belize, Bermuda, Canada, Costa Rica, El Salvador, Greenland, Guatemala, Honduras, Mexico, Nicaragua, Panama, The Caribbean Islands, United States of America.

SPECIAL CONDITIONS

Unless **you** are travelling to **Area 4**, there is no requirement for **you** to declare **your** medical conditions. However to be covered for any medical conditions **you** have or have had, **you** must be able to comply with the following Special conditions:

1. No **trip** is booked or undertaken against medical advice or for the purpose of obtaining medical treatment.
2. If **your** health changes after the start date of **your** policy **you** must contact **us** to make sure that **your** cover is not affected.
3. If **you** have a medical condition, **you** must obtain at least verbal confirmation from **your** general usual general **medical practitioner** that there is no reason why **you** should not travel.
4. If **you** suffer from a **terminal illness** or any psychiatric illness, special provision is made to provide limited cover as follows if **you** are travelling to Lourdes only.
 - a. Under Section 4 - Medical and other Expenses, cover will be provided to **you** subject to **you**
 - i. Having obtained and supplied to **us** **your** EHIC details prior to departure.
 - ii. Having obtained and supplied to **us** prior to departure written confirmation of fitness to undertake the intended **trip** having due consideration for **your** state of health, means of transportation and duration of **trip** from **your** regular registered **medical practitioner**.
 - iii. For **Terminal Illness**, having obtained prior to departure and supplied to **us** written confirmation of a prognosis greater than 28 days on the intended date of return **home**.
 - b. A limit of £5,000 shall apply in respect of any repatriation expenses
 - c. Section 5 - Hospital benefit is inoperative.
 - d. Section 1 - Cancellation and the curtailment cover under Section 4 – Medical and other expenses is inoperative.
 - e. The Policy Excess applying to the Section 4 - Medical and other expenses is increased to £1,500 but reduced to £500 where an EHIC is utilised.

You must also refer to What is not covered in Sections 1, 4 and 5.

SIGNIFICANT OR UNUSUAL LIMITATIONS OR WHAT IS NOT COVERED

1. The cover under this policy is only available to **United Kingdom residents** for travel to and from the **United Kingdom** and repatriation will be to the **United Kingdom** only.
2. Cover is only available for the whole duration of a booked **trip** to a maximum 94 consecutive days, and cover cannot be purchased once a **trip** has already begun.
3. The excess amount deductible from a claim applies to each and every claim, per incident claimed for, under certain sections by each **insured person**.
4. If **your money, valuables**, any items of **baggage**, **your** passport or visa are lost or stolen, **you** must notify the local Police within 24 hours of discovery or as soon as possible thereafter. Please make sure **you** get a copy of the Police report. Failure to comply may result in **your** claim being rejected or the amount of any relevant claim reduced.
5. **You** are not covered for **valuables**, **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.

Stolen property: You are not covered for **baggage** stolen from:

 - a) an unattended coach/bus unless it was locked in the luggage compartment of the coach/bus and evidence of force or violent entry to the vehicle is available, or
 - b) the passenger compartment of any unattended vehicle.

STATUTORY CANCELLATION RIGHTS

You may cancel this policy within 14 days of receipt of the policy documents (the **cancellation period**) by writing to Global Travel Insurance Services Ltd during the **cancellation period**. Any premium already paid will be refunded to **you** by Tangney Tours Ltd providing **you** have not travelled, no claim has been made or is intended to be made and no incident likely to give rise to a claim has occurred.

Cancellation outside the statutory period: You may cancel this policy at any time after the **cancellation period** by writing to Global Travel Insurance Services Ltd. If **you** cancel after the **cancellation period** no premium refund will be made. **Non payment of premiums: We** reserve the right to cancel this policy immediately in the event of non payment of the premium.

EUROPEAN HEALTH INSURANCE CARD (EHIC)

If **you** are travelling within the European Union (EU), the European Economic Area (EEA) or Switzerland **you** should obtain a free European Health Insurance Card (EHIC). **You** can apply either online at www.ehic.org.uk or by telephoning **0300 330 1350**. This will entitle **you** to get **free or reduced cost** medical treatment in state medical centres and hospitals. **You** are therefore advised to make use of these rather than private facilities.

FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)

Towergate Chapman Stevens and the insurers of this policy are covered by the Financial Services Compensation Scheme (FSCS). If **we** are unable to meet **our** obligations, **you** may be entitled to compensation from the scheme, depending on the type of insurance and the circumstances of the claim. Further information is available from the FSCS at www.fscs.org.uk

EMERGENCY ASSISTANCE AND REPATRIATION

In the event of death or in the event of injury, illness or disease resulting in either hospitalisation, repatriation or alteration in travel plans, immediate contact must be made with the overseas representative of TANGNEY TOURS. **You** may then be required to contact the Medical Assistance Service **SPECIALTY ASSISTANCE LTD Telephone: +44 (0) 20 7902 7405 Fax: +44 (0) 20 7928 4748:-** When calling state **your** identity, **your** policy number and the identity and telephone number of the treating doctor.

COMPLAINTS PROCEDURE

If you have cause for complaint, it is important you know we are committed to providing you with an exceptional level of service and customer care. We realise that things can go wrong and there may be occasions when you feel that we have not provided the service you expected. When this happens, we want to hear about it so that we can try to put things right.

WHEN YOU CONTACT US: Please give us your name and a contact telephone number. Please quote your policy and/or claim number, and the type of policy you hold. Please explain clearly and concisely the reason for your complaint.

INITIATING YOUR COMPLAINT: Any enquiry or complaint you have regarding your policy or a claim notified under your policy, may be addressed to: The Managing Director, Towergate Chapman Stevens, P.O. Box 417, West Byfleet, Surrey KT14 7XQ. Telephone: 01932 344300 Email: towergatechapmanstevens.co.uk .

If we have given you our final response and you are still dissatisfied you may refer your case to the Financial Ombudsman Service. The Financial Ombudsman Service is an independent body that arbitrates on complaints about general insurance products. It will only consider complaints after we have provided you with written confirmation that our complaints procedure has been exhausted. The Financial Ombudsman can be contacted at: Financial Ombudsman Service, Exchange Tower, Harbour Exchange Square, London E14 9SR. Telephone: 0800 023 4567 or 0300 123 9123 Fax: (020) 7964 1001. email: complaint.info@financial-ombudsman.org.uk. This procedure will not affect your rights in law.

HOW TO MAKE A CLAIM

If you need to make a claim please contact Towergate Chapman Stevens claims department on 01932 344300 (opening hours 9am - 5pm Monday - Friday excluding weekends and Bank Holidays) and ask for a claims form or write to: **Towergate Chapman Stevens, Claims Department, PO Box 417, West Byfleet, KT14 7XQ.** You can also download a pdf of the claim form at:

<http://towergatechapmanstevens.staging.towergate.co.uk/coach-travel-insurance.aspx> You should fill in the claim form and send it to us as soon as possible with all the information and documents required. It is essential that you provided us with as much detail as possible to enable us to handle your claim promptly and efficiently. Please keep copies of all the documentation you send to us.

Definitions

These definitions apply throughout your policy wording. Where the following words and phrases appear in this policy they will appear in bold and will always have these meanings. We have listed the definitions alphabetically.

Baggage Your suitcases (or similar luggage carriers) and their contents usually taken on a trip, together with the articles purchased, worn or carried by you for individual use during your trip (including golf equipment), but excluding valuables and money.

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

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.

Close relative Mother, father, sister, brother, wife, husband, fiancé(e), common-law spouse (including their immediate relatives), partner, daughter, son, grandparent, grandchild, parent-in-law, daughter-in-law, son-in-law, sister-in-law, brother-in-law, step-parent, step-child, step-brother, step-sister, foster child or legal guardian.

Cruise A trip involving a sea or river voyage of more than two days duration, where transportation and accommodation is primarily on an ocean going passenger ship.

Curtail/Curtailment Return early to the United Kingdom or hospitalisation whilst on holiday.

Home Your residential address in the United Kingdom.

Loss of limb Loss by permanent severance of an entire hand or foot, or the total, complete and permanent loss of use of an entire hand or foot.

Loss of sight The complete and irrecoverable loss of sight which shall be considered as having occurred:

- in both eyes if your name is added to the Register of Blind Persons on the authority of a fully qualified ophthalmic specialist and
- in one eye if the degree of sight remaining after correction is 3/60 or less on the Snellen scale (which means only seeing at 3 metres what you should see at 60 metres).

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

Money Cash, bank or currency notes and coins in current use, cheques, postal and money orders, travel tickets, pre-paid coupons or vouchers and event and entertainment tickets held by you for social, domestic and pleasure purposes.

Period of insurance From the date of departure to the date of return as shown on the schedule issued by Global Travel Insurance Services Ltd other than for cancellation which applies from the date of booking and terminates on the date of departure as shown on the booking confirmation. The period of insurance is automatically extended free of charge for the period of the delay in the event that your return to the United Kingdom is unavoidably delayed due to an event insured by this policy.

Permanent total disablement Total and permanent disability which medical evidence confirms will prevent you from undertaking any relevant occupation.

Public transport Any publicly licensed aircraft, sea vessel, train, coach, taxi, bus or tram on which you are booked or had planned to travel.

Redundancy Any person being declared redundant, who is under 65 years and under normal retiring age for someone holding that persons position, and who has been employed for 2 continuous years with the same employer at the time of being made redundant.

Terminal illness A progressive disease where death as a consequence of that disease can reasonably be expected within 6 months, which has been diagnosed as terminal by a consultant specialising in the relevant field.

Terrorism 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(s) Any holiday, business or pleasure trip or journey made by you which begins and ends in the United Kingdom during the period of insurance but excluding one way trips or journeys.

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

United Kingdom England, Scotland, Wales, Northern Ireland, Isle of Man including all islands comprising the British Isles (except the Channel Islands and the Republic of Ireland).

United Kingdom residents Any person who is staying in or has lived in the United Kingdom for more than 12 months, or if studying or working in the United Kingdom for more than 6 months.

Valuables 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 and other electronic entertainment devices (including but not limited to mobile phones, MP3 or 4 players, tablets, ebooks, CD's, DVD's, tapes, films, cassettes, cartridges and headphones) computer games and associated equipment, telescopes and binoculars.

We/Our/Us – ETI-International Travel Protection, the United Kingdom branch of Europäische Reiseversicherung (ERV) (in the Legal costs and expenses section we, our, us refers to DAS Legal Expenses Insurance Company Limited).

You/Your/Yourself/Insured person – Any person named on the confirmation issued by Tangney Tours Ltd who is eligible to be insured and for whom a premium has been paid.

Section 1 – Cancellation

What is covered

We will pay you up to £3,000 for the unused proportion of any travel and accommodation costs or prepaid non-refundable expenses which you have paid or legally have to pay if cancellation of the trip is necessary and unavoidable as a result of any of the following events:

- The death, **bodily injury**, illness, disease, or complications arising as a direct result of pregnancy of:
 - you
 - any person who you are travelling or have arranged to travel with
 - any person who you have arranged to stay with
 - your close relative
 - your close business associate.
- 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.
- Redundancy** of you or any person who you are travelling 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.
- 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 could not reasonably have been expected at the time when you purchased this insurance or at the time of booking any trip.
- The Police or other authorities requesting you to stay at or return to your home due to serious damage to your home caused by fire, aircraft, explosion, storm, flood, subsidence, fallen trees, collision by road vehicles, malicious people or theft.

Special conditions relating to claims

1. If you fail to notify the travel agent, tour operator or provider of accommodation and/or transport as soon as you find it necessary to cancel the trip, our liability will be restricted to the cancellation charges that would have applied if a delay had not occurred.

What is not covered

- The first £50 of each and every claim, per incident claimed for, under this section by each insured person increased to £100 where you are aged 66 to 75 years and to £150 where you are aged 76 years or over. See also Special condition 4.
- Any **terminal illness** suffered by you or any person upon whose health the trip depends.
- Any claims on medical grounds where you fail to provide a medical certificate or other suitable evidence from a **medical practitioner** of the need to cancel the trip.
- Anything arising directly or indirectly from:
 - your reluctance to travel or financial reasons other than involuntary **redundancy**.
 - bankruptcy or liquidation of any travel agent, tour operator, **public transport** provider or transportation company.
 - the tour operator or anyone you have made travel or accommodation arrangements with failing to provide such arrangements.
 - being called as an expert witness or where normal employment would require your attendance at a court of law.
 - your failure to obtain the required passport or visa.
 - regulations set by the government of any country.
- Any claims for costs related to pregnancy or childbirth unless the claim is certified by a **medical practitioner** as necessary due to complications of pregnancy and childbirth.
- Anything mentioned in the General exclusions on Page 4. You should also refer to the Special Conditions on page 1.

Section 2 – Travel delay

This section does not apply to trips within the United Kingdom.

What is covered

We will pay you a benefit of £20 for the first full 8 hours you are delayed and £10 for each full 12 hours delay after that, up to a total payment of £60 if the **public transport** on which you are booked to travel from or to the United Kingdom (including for residents of Northern Ireland any departure point in the Republic of Ireland) is cancelled and/or delayed for more than 8 hours beyond the scheduled time of departure as a result of:-

- strike or industrial action
- adverse weather conditions
- mechanical breakdown or technical fault occurring in the **public transport** on which you are booked to travel.

Special conditions relating to claims

- You must check in according to the itinerary given to you unless your tour operator or travel company has asked you not to travel to the departure point.
- You must obtain written confirmation from the **public transport** provider stating the period and the reason for the delay.

What is not covered

- Any claims arising from withdrawal from service temporarily or otherwise of the **public transport** on which you are booked to travel on the orders or recommendation of the Civil Aviation Authority, Port Authority or similar regulatory body in any country.
- Any claims arising from strike or industrial action existing or being publicly announced by the date you purchased this policy.
- Anything mentioned in the General exclusions shown on Page 4.

Section 3 – Personal accident

What is covered

We will pay one of the following benefits, which will be paid to **you** or **your** legal personal representative, if **you** sustain **bodily injury** during **your trip** which shall solely and independently of any other cause, result within one year in **your death, loss of limb, loss of sight or permanent total disablement.**

Benefit A Up to age 15 years inclusive B Age 16 years to 65 years inclusive C Age 66 years and over

	A	B	C
1. Death	£2,500	£10,000	Not covered
2. Loss of one or more limbs and or loss of sight in one or both eyes	£15,000	£15,000	Not covered
3. Permanent total disablement	£15,000	£15,000	Not covered

The total amount payable under this section is £15,000 per **insured person.**

Special conditions relating to claims

1. Benefit is not payable to **you** under more than one of items 1., 2. or 3.

What is not covered

- Any claims for death, loss or disablement caused directly or indirectly by a **bodily injury** which existed prior to the commencement of the **trip.**
- For anything mentioned in the General exclusions shown on Page 4.

Section 4 – Medical and other expenses

What is covered

This section includes assistance by TANGNEY TOURS LTD whose overseas representative must be contacted as soon as possible in the event of death, **bodily injury**, illness, disease or if hospitalisation and/or compulsory quarantine occurs or if repatriation has to be considered.

You may also be required to contact SPECIALTY ASSISTANCE LTD if considered necessary by TANGNEY TOURS LTD.

We will pay **you** up to £5,000,000 for the following expenses which are necessarily incurred if during **your trip** **you** suffer unforeseen **bodily injury**, illness, disease and/or compulsory quarantine:-

- Outside the **United Kingdom** for emergency medical and surgical treatment and hospital and nursing home charges. Claims for emergency dental treatment (for pain relief only) are limited to £250.
- For necessary additional accommodation and travelling/repatriation expenses (economy class) if **you** are hospitalised as an in-patient during the **trip** or if it is medically necessary for **you** to stay beyond **your** scheduled return date. This includes with the prior authorisation of Tangney Tours Ltd and/or Specialty Assistance Ltd reasonable additional accommodation and travelling/repatriation expenses (economy class) for one relative or friend to stay with **you** or travel to **you** from their home in the **United Kingdom** if **you** have to be accompanied on medical advice (limited to £1,500 in all for **trips** solely within the **United Kingdom**) or if **you** are a child and require an escort home.
- In the event of death:
 - for conveyance of the body or ashes to **your home** up to a maximum of £5,000 but limited to £2,500 in the event of death in the **United Kingdom.**
 - local funeral expenses abroad limited to £5,000.
- The cost of taxi fares and telephone calls necessarily incurred up to a maximum of £100.
- The value of the portion of **your** travel and/or accommodation costs up to a maximum of £3,000 which have not been used and which were paid for before **your trip** commenced if **you** are hospitalised as an in-patient during the **trip** or if **you** have to return to **your home** earlier than planned because of **your** death, **bodily injury**, illness or disease. Such proportionate value costs to be calculated for the dates of hospitalisation during the **trip** and/or from the date of return to **your home.**
- For reasonable additional travelling expenses up to a maximum of £3,000 if **you** have to return to **your home** earlier than planned due to death, **bodily injury**, illness or disease of a **close relative** or a **close business associate** residing in the **United Kingdom.** For **trips** solely within the **United Kingdom** additional travelling expenses are limited to £300 per **insured person.**
- Up to a maximum of £3,000 if the Police or other authorities request **you** to return to **your home** due to serious damage to **your home** caused by fire, aircraft, explosion, storm, flood, subsidence, fallen trees, collision by road vehicles, malicious people or theft.

Special conditions relating to claims

- All receipts must be retained and produced in the event of a claim. **Your** claim may be rejected or the amount of any relevant claim reduced if receipts are not produced.
- 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 **your home** at any time during the **trip.** We will do this, if in the opinion of Tangney Tours Ltd and/or Specialty Assistance Ltd or **us** (based on information

provided by the **medical practitioner** in attendance), **you** can be moved safely and/or travel safely to **your home** or a suitable hospital nearby to continue treatment.

3. The intention of this section is to pay for emergency medical/surgical/dental treatment only and not for treatment or surgery that can be reasonably delayed until **your** return **home.** Our decisions regarding the treatment or surgery that we will pay for (including repatriation to **your home**) will be based on this.

If **you** do not accept our decisions and do not want to be repatriated, then we will cancel **your** cover under the medical related sections being Section 1 – Cancellation, Section 3 – Personal accident, Section 4 – Medical and other expenses and Section 5 – Hospital benefit of **your** policy and refuse to deal with claims from **you** for any further treatment and/or **your** repatriation to **your home.**

Cover for **you** under all other sections will however continue for the remainder of the **trip.**

What is not covered

- The first amount of each and every claim, per incident claimed for, under this section by each **insured person** as follows:
 - £50 where **you** are aged 65 years or less (not including curtailment).
 - £100 where **you** are aged 66 to 75 years (not including curtailment).
 - £200 where **you** are aged 76 years and over (not including curtailment).
- See also Special condition 4.

No excess will apply where an EHIC is utilised.

- The first £50 of each and every curtailment claim, per incident claimed for, under this section by each **insured person** increased to £100 where **you** are aged 66 to 75 years and to £150 where **you** are aged 76 years and over. See also Special condition 4.
- any **terminal illness** suffered by **you** or any person upon whose health the **trip** depends.
- Any sums which can be recovered by **you** and which are covered under any National Insurance Scheme or Reciprocal Health Arrangement.
- Any claims that are not confirmed as medically necessary by the attending **medical practitioner** or Specialty Assistance Ltd and any additional travelling expenses not authorised by **us** or Specialty Assistance Ltd if **you** have to return **home** earlier than planned or be repatriated.
- Any claims arising directly or indirectly for:
 - Any form of treatment or surgery which in the opinion of Specialty Assistance Ltd or **us** (based on information provided by the attending **medical practitioner**), can be reasonably delayed until **your** return to the **United Kingdom.**
 - Any expenses which are not usual, reasonable or customary to treat **your bodily injury**, illness or disease.
 - Any expenses incurred in obtaining or replacing medication and/or treatment which at the time of departure is known to be required or to be continued outside the **United Kingdom.**
 - Any additional hospital costs arising from single or private room accommodation unless medically necessary.
 - Any treatment or services provided by a health spa, convalescent or nursing home or any rehabilitation centre unless agreed by Specialty Assistance Ltd.
 - The costs of any non-emergency treatment or surgery, including exploratory tests, which are not directly related to the **bodily injury**, illness or disease which necessitated **your** admittance into hospital.
- Any claims for costs related to pregnancy or childbirth unless the claim is certified by a **medical practitioner** as necessary due to complications of pregnancy and childbirth.
- Anything mentioned in the General exclusions shown on Page 4. **You** should also refer to the Special Conditions on page 1.

Section 5 – Hospital benefit

What is covered

We will pay **you** the following amounts if **you** have to stay in hospital as an in-patient or are confined to **your** accommodation due to **your** compulsory quarantine, or on the orders of a **medical practitioner** (or the ship's doctor in the case of a cruise) as a result of **bodily injury**, illness or disease **you** sustain:

- £15 for every complete 24 hours up to a maximum of £300 for **trips** outside the **United Kingdom,** or
- We will pay these amounts in addition to any medical expenses, additional accommodation, travelling or repatriation expenses incurred under Section 4 – Medical and other expenses, provided we pay a claim under that section. This payment is meant to help **you** pay for additional expenses such as taxi fares and phone calls incurred by **your** visitors during **your** stay in hospital.

Special conditions relating to claims

- You** must tell the overseas representative of Tangney Tours Ltd or Specialty Assistance Ltd as soon as possible of any **bodily injury**, illness or disease which necessitates **your** admittance to hospital as an in-patient, compulsory

quarantine or confinement to **your** accommodation on the orders of a **medical practitioner.**

- Documentation must be submitted to confirm the date and time of admission and discharge.

What is not covered

Anything mentioned in the General exclusions shown on Page 4.

Section 6 – Personal property

What is covered

Subsection A - Baggage

1. We will pay **you** up to £2,000 for the accidental loss of, theft of, damage to or destruction of **baggage** and **valuables.** 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 (loss of value), or we may replace, reinstate or repair the lost or damaged **baggage** and/or **valuables.**

The maximum we will pay **you** for the following items is:

- £200 for any one article, pair or set of articles (for example golf equipment) other than for wheelchairs where the limit is £1,000.
- £200 in total for all **valuables.**

In the event of a claim in respect of a pair or set of articles we shall be liable only for the value of that part of the pair or set which is lost, stolen, damaged or destroyed.

Subsection B – Delayed baggage

1. We will also pay **you** up to £75, 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 or tour representative, confirming the number of hours the **baggage** was delayed.

Any amount we pay **you** under this subsection will be deducted from **your baggage** claim under Subsection A – Baggage if **your baggage** proves to be permanently lost.

Subsection C – Personal money

1. We will pay **you** up to £500 (but limited to £250 for cash, bank or currency notes and coins) if **your** own personal **money** is lost or stolen whilst being carried on **your** person or left in a locked hotel safe or safety deposit box. If **you** are aged under 16, the maximum we can pay **you** is £50.

Special conditions relating to claims

- You** must exercise reasonable care for the safety and supervision of **your** property.
- You** must get a written report from the local police in the country where the incident occurred within 24 hours or as soon as possible thereafter of the discovery in the event of loss, theft or attempted theft of all **baggage, valuables** or personal **money.** Failure to comply may result in **your** claim being rejected or the amount of any relevant claim reduced.
- You** must get a written carriers report if **your baggage** is lost, damaged or destroyed in transit (or a Property Irregularity Report (PIR) in the case of an airline).

What is not covered

- The first £50 of each and every claim, per incident claimed for, under this section by each **insured person** (not applicable to Subsection B – Delayed baggage).
- Loss, theft of, damage or destruction:
 - due to delay, confiscation or detention by customs or other officials or authorities.
 - of contact lenses, dentures, hearing aids, samples or merchandise, bonds, coupons, securities, stamps or documents of any kind (other than as defined in the personal **money** definition), vehicles or accessories (other than wheelchairs and pushchairs only), tents, antiques, musical instruments, pictures, sports gear whilst in use (other than ski equipment in respect of winter sports **trips** where the appropriate premium has been paid), pedal cycles, dinghies, boats and/or ancillary equipment.
 - caused by wear and tear, depreciation (loss in value), atmospheric or climatic conditions, moth, vermin, any process of cleaning or restoring, mechanical or electrical breakdown.
 - of **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.
- due to cracking, scratching breakage or damage to china, glass (other than glass in watch faces, cameras, cameras, binoculars or telescopes), porcelain or other brittle or fragile articles being transported by a carrier, unless the breakage is due to fire, theft or an accident to the vessel, aircraft, sea vessel, train or vehicle in which they are being carried.
- Baggage** stolen from;
 - an unattended coach/bus unless it was in the locked luggage compartment of the coach/bus and evidence of force and violent entry to the vehicle is available.
 - the passenger compartment of any unattended vehicle.
- Any shortages due to error, omission or depreciation in value.
- Any property more specifically insured or recoverable under any other source.

7. Anything mentioned in the General exclusions shown on Page 4.

Section 7 – Loss of passport expenses

What is covered

We will pay you up to £200 for unavoidable additional travel or accommodation expenses you incur abroad in obtaining a new passport or visa, if your passport or visa is lost or stolen.

Special conditions relating to claims

1. You must exercise reasonable care for the safety and supervision of your passport and visa.
2. You must get a written report from consulate and police in the country where the incident occurred within 24 hours or as soon as possible thereafter of the discovery in the event of loss or theft of your passport or visa. Failure to comply may result in your claim being rejected or the amount of any relevant claim reduced.

What is not covered

1. Loss, destruction or damage:

- a) due to confiscation or detention by customs or other officials or authorities.
- e) to 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.

2. Anything mentioned in the General exclusions shown on Page 4.

Section 8 – Personal liability

What is covered

We will pay you up to £2,000,000 (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 that happened during the trip leading to claims made against you for accidental:

1. Bodily injury, death, illness or disease to any person who is not a member of your family or household or employed by you.
2. Loss of or damage to any property which does not belong to, is not in the charge of and is not in the control of you, any member of your family or household or anyone employed by you.
3. Damage to your temporary holiday accommodation that does not belong to you or any member of your family or household or an employee.

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, 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 first £250 of each and every claim, per incident claimed for, under this section by each insured person
2. Fines imposed by a Court of Law or other relevant bodies.
3. Anything caused directly or indirectly by:
 - a) liability which you are responsible for because of an agreement (such as a hire agreement) that was made.
 - b) injury, loss or damage arising from:
 - i. ownership or use of aircraft, horse-drawn or mechanical/motorised vehicles, vessels (other than rowing boats, punts or canoes), animals (other than horses, domestic dogs or cats), or firearms (other than guns being used for sport).
 - ii. the occupation (except temporarily for the purposes of the trip) or ownership of any land or buildings.
 - iii. the carrying out of any trade or profession.
 - iv. racing of any kind.
 - v. any deliberate act.
3. Anything mentioned in the General Exclusions shown on Page 4.

General exclusions

You are not covered for anything caused directly or indirectly by:

1. Your suicide, deliberately injuring yourself, being under the influence of drink or drugs (unless prescribed by a doctor), alcoholism, drug addiction, solvent abuse, wilful exposure to exceptional risk, (unless you are trying to save someone's life).

2. Your travel against any health requirements stipulated by the carrier, their handling agents or any other public transport provider.

3. You participating in professional or organised sports, winter sports (unless the appropriate premium has been paid), racing, speed or endurance tests or dangerous pursuits.
4. Air travel other than as a fare-paying passenger on a regular scheduled airline or licensed charter aircraft.
5. Bankruptcy/liquidation of any tour operator, travel agent, public transport provider or transportation company.
6. Unless we provide cover under this insurance, any other loss, damage or additional expense following on from the event for which you are claiming. 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.
7. War, invasion, acts of foreign enemies, hostilities or warlike operations (whether war be declared or not), civil war, rebellion, terrorism, revolution, insurrection, civil commotion and/or civil unrest assuming the proportions of or amounting to an uprising, military or usurped power.
8. Loss or damage to any property and expense or legal liability caused by or contributed to or arising from:
 - a) ionising radiations or radioactive contamination from any nuclear fuel or nuclear waste which results in burning nuclear fuel.
 - b) the radioactive, toxic, explosive or other dangerous properties of nuclear machinery or any part of it
 - c) pressure waves from aircraft and other flying objects travelling faster than the speed of sound.
9. You travelling on motorcycles over 125cc.
10. You mountaineering or rock climbing using picks, ropes or guides or pot-holing.
11. Your manual work or hazardous occupation of any kind.
12. You taking part in dangerous expeditions or the crewing of a vessel outside European waters.
13. Any payment which you would normally have made during your travels, if nothing had gone wrong.
14. Your participation in any illegal act.
15. Your travel to a country or specific area or event to which the travel advice unit of the Foreign & Commonwealth Office (FCO) has advised against all, or all but essential travel. You can go online at www.fco.gov.uk/en/travel-and-living-abroad/travel-advice-by-country/

General conditions

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 relevant claims or reduce the amount of any relevant claim payments.

1. No payment will be made under Section 1, 3, 4 or 5 without appropriate medical certification.
2. If we require medical certificates, information, evidence and receipts, these must be obtained by you at your expense.
3. In the event of a claim, if we require a medical examination you must agree to this and in the event of death we are entitled to a post mortem examination both at your expense.
4. 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 3 – Personal accident).
5. You must take all reasonable steps to avoid injury, illness, disease, loss, theft or damage and take all reasonable steps to safeguard your property and to recover any lost or stolen articles.
6. Throughout your dealings with us we expect you to act honestly.

If you or anyone acting for you:

- a) knowingly provides information to us as part of your application for your policy that is not true and complete to the best of your knowledge and belief; or
 - b) knowingly makes a fraudulent or exaggerated claim under your policy; or
 - c) knowingly makes a false statement in support of a claim; or
 - d) submits a knowingly false or forged document in support of a claim; or
 - e) makes a claim for any loss or damage caused by your wilful act or caused with your agreement, knowledge or collusion.
- Then
- a) we may prosecute fraudulent claimants;
 - b) we may make the policy void from the date of the fraudulent act;
 - c) we will not pay any fraudulent claims;
 - d) we will be entitled to recover from you the amount of any fraudulent claim already paid under your policy since the start date;
 - e) we may inform the Police of the circumstances.
7. We accept as evidence of cover the booking confirmation issued to you by the travel company showing that the premium has been paid.

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

9. 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.
10. 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.
11. 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.
12. You and we are free to choose the laws applicable to this policy. As we are based in England, we propose to apply the laws of England and Wales and by purchasing this policy you have agreed to this.

CLAIMS EVIDENCE

You may need to obtain some information whilst you are away. Below is a list of documents and the information we will need in order to deal with your claim.

For all claims

- Your original policy document.
- Your original travel company booking confirmation showing dates of travel and insurance premium paid.
- Original bills or invoices you are asked to pay.
- Details of any other insurance you may have that may cover the same loss, such as household or private medical cover.
- As much evidence as possible to support your claim.

Cancellation

- Original cancellation invoice(s) detailing all cancellation charges incurred.
- For claims relating to bodily injury, illness or disease a medical certificate will need to be completed by the treating doctor. A certified copy of the death certificate is required in the event of a death.
- For claims relating to redundancy a letter from your employer confirming the length of employment and eligibility for redundancy pay.
- If cancellation was due to other non-medical reasons, please supply some form of independent documentary evidence in support of your claim.

Medical and other expenses

- Always contact our 24-hour medical emergency service when you are hospitalised, require repatriation or need to alter your travel plans.
- Medical evidence from the treating doctor to confirm the bodily injury, illness or disease and treatment given including hospital admission and discharge dates if this applies.

Hospital benefit

- Confirmation in writing from the hospital, relevant authority or the treating doctor of the admission and discharge dates relating to your hospitalisation, compulsory quarantine or confinement to your accommodation.
- If your passport or visa is lost or stolen
- Written confirmation from the consulate where the loss happened detailing the date of loss, notification of loss and replacement together with a written report from the local police.

Personal property

- Report the theft, loss or damage to the local police in the country where the incident occurred within 24 hours of discovery or as soon as possible thereafter and obtain a report from them.
- If appropriate you should also report the theft, loss or damage to your courier or tour representative, hotel or apartment manager and ask for a written report.
- Original receipts such as suitable evidence of purchase/ownership and value.
- Confirmation of the amount of personal money taken with you (if applicable) such as foreign exchange or bank Statements.
- Keep any damaged items for possible inspection. If payment is made in respect of these items, the item will then belong to us.
- Obtain an estimate for the damaged item or confirmation that it is beyond economical repair.

Delayed baggage

- Obtain a Property Irregularity Report (PIR) from the airline or other carrier.
- Provide original receipts for the clothing, medication and toiletries purchased.

Travel delay

- Written confirmation from the public transport provider or their handling agents of the scheduled and actual time of departure and the reason for delay.

Personal accident

- A detailed account of the circumstances surrounding the event (including photographic or video evidence if available).
- Medical evidence from the treating doctor to confirm the extent of the bodily injury and treatment given including details of any hospital admission or discharge.
- Full details of any witnesses, providing written statements where available
- A certified copy of the death certificate if this applies.

Personal liability

- A detailed account of the circumstances surrounding the claim (including photographic or video evidence if available).
- Any writ, summons or other correspondence received from any third party. Please note that you should not accept liability or offer to make any payment or correspond with any third party without our written consent.

Full details of any witnesses, providing written statements where available.