YOUR TRAVEL INSURANCE POLICY
Reference Number: Jet2.com JET1809/10

WHAT TO DO IN THE EVENT OF A MEDICAL EMERGENCY

If you have an emergency during your trip
If you require medical treatment outside your home country
If you have to return early to your home country

Please phone 00 44 (0) 343 658 0342 or 00 44 (0) 1293 652842 and quote your policy number.

These lines are open 24 hours a day.
Global Response, the emergency assistance company will provide help if you are ill or injured outside your home country. They provide a 24-hour emergency service 365 days a year.

YOU, OR SOMEONE ON YOUR BEHALF, MUST CONTACT US BEFORE INCURRING COSTS ABOVE £500.

OUTPATIENT TREATMENT

If you are in SPAIN, GREECE, CYPRUS, PORTUGAL, EGYPT, MALTA, BULGARIA or TURKEY and need outpatient medical treatment please provide a copy of your policy documentation to the medical practitioner and ask the clinic to contact ChargeCare International. Your treatment will be paid by ChargeCare International in line with the policy. You will be asked to fill in a simple form to confirm the treatment and to pay the excess directly to the clinic. The clinic can contact ChargeCare International at newcliniccase@chargecare.net.

HOW TO MAKE A CLAIM ON YOUR RETURN

Claims under Travel Cover
Contact Global Response calling 0343 658 0345 or email travelclaims@global-response.co.uk

IMPORTANT HEALTH REQUIREMENTS FOR ALL INSURED PERSONS

You will not be covered under this policy for any claims arising directly or indirectly from a pre-existing medical condition unless it has been declared to us and accepted by us in writing for cover. Call us on 0343 658 0361, to declare your pre-existing medical condition and confirm if cover is available.

For the purposes of this insurance, a pre-existing medical condition is considered to be:

- Any medical condition where you have been prescribed medication, including repeat prescriptions, or received treatment or attended a GP or a specialist as an outpatient or inpatient in the last 2 years or for which you are currently on a waiting list for treatment or investigation;
- Any illness for which you have received a terminal prognosis or any heart, heart-related or circulatory condition; or any respiratory condition; any stress, anxiety, depression or any other psychological condition or any cancerous condition.
- We can not offer you cover if you have any undiagnosed symptoms (i.e. symptoms for which you are awaiting investigations/consultations, or awaiting results of investigations, or where the underlying cause of the symptoms has not been established).

1. You must inform us if your state of health changes prior to travelling. We have the right to increase your premiums or refuse to cover you on your trip.
2. You must be fit to undertake your planned trip.
3. You must not travel against medical advice (or would be travelling against medical advice had you sought medical advice prior to travel) or with the intention of obtaining medical treatment or consultation abroad.
4. We will not cover you for any pre-existing medical condition unless it has been declared to us and accepted by us for cover in writing.
5. We will not cover you if your state of health was worse than you declared to us at the time you purchased this policy.
6. We will not cover you for any undiagnosed symptoms for which you are awaiting investigations/consultations.
7. If you are on a waiting list for treatment or investigation, you are not covered if you have to cancel or curtail your trip because an appointment or treatment becomes urgently available. You will also not be covered for medical claims overseas which are directly or indirectly related to this condition.

RECIPIROCAL HEALTH AGREEMENTS

European Union
If you are travelling to countries in the European Union, Iceland, Liechtenstein, Norway or Switzerland, you should take a European Health Insurance Card (EHIC) with you. This does not apply to residents of the Isle of Man or the Channel Islands. You can apply online for your EHIC at https://www.gov.uk/european-health-insurance-card or by calling the automated EHIC application service on 0300 330 1350. Your application should be completed and validated before you travel. This will allow you to benefit from the reciprocal health arrangements, which exist within these countries. You should take reasonable steps to use these arrangements where possible.

If we agree to a claim for medical expenses which has been reduced by you using an EHIC you will not have to pay the excess amount under the Medical Expenses Section. Where it is necessary for you to provide evidence of the medical costs incurred, this must show that the medical fee has been reduced by use of the EHIC.
<table>
<thead>
<tr>
<th>Section</th>
<th>Essential Cover</th>
</tr>
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<tbody>
<tr>
<td>Cover and Excess per section, per person unless otherwise stated</td>
<td>Limits up to</td>
</tr>
<tr>
<td>Medical Expenses &amp; Repatriation</td>
<td>£10,000,000</td>
</tr>
<tr>
<td>Dental Expenses</td>
<td>£300</td>
</tr>
<tr>
<td>Hospital Benefit</td>
<td>£30 per day up to £300</td>
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<tr>
<td>Cancellation and Curtailment</td>
<td>£3,500</td>
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<tr>
<td>Travel Delay</td>
<td>£30 per day up to £300</td>
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<tr>
<td>Missed Departure</td>
<td>£250</td>
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<tr>
<td>Personal Effects and Baggage</td>
<td>£1,000</td>
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<tr>
<td>Single Item Limit</td>
<td>£200</td>
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<tr>
<td>Valuables Limit</td>
<td>£200</td>
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<tr>
<td>Delayed Baggage</td>
<td>£50</td>
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<tr>
<td>Money &amp; Cash</td>
<td>£300</td>
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<tr>
<td>Cash Limit</td>
<td>£150</td>
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<tr>
<td>Cash Limit if under 18</td>
<td>£50</td>
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<tr>
<td>Loss of Travel Documents</td>
<td>£150</td>
</tr>
<tr>
<td>Personal Liability</td>
<td>£1,000,000</td>
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<tr>
<td><strong>Personal Accident</strong></td>
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<tr>
<td>• Permanent Total Disablement</td>
<td>£10,000</td>
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<tr>
<td>• Loss of one or more Limbs, or total and irrecoverable Loss of Sight in one or both eyes</td>
<td>£10,000</td>
</tr>
<tr>
<td>• Death</td>
<td>£10,000</td>
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<tr>
<td>• If the Insured Person is aged under 16 or over 75 (funeral expenses only)</td>
<td>£2,500</td>
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<tr>
<td>Legal Expenses</td>
<td>£10,000</td>
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<tr>
<td><strong>Optional Winter Sports Cover</strong></td>
<td></td>
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<tr>
<td>Loss or Damage to Ski Equipment - owned</td>
<td>£300</td>
</tr>
<tr>
<td>Single Item Limit</td>
<td>£300</td>
</tr>
<tr>
<td>Loss or Damage to Ski Equipment - hired</td>
<td>£250</td>
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<tr>
<td>Single Item Limit</td>
<td>£250</td>
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<tr>
<td>Ski Equipment Delay</td>
<td>£15 per day up to £150</td>
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<tr>
<td>Ski Pack</td>
<td>£15 per day up to £150</td>
</tr>
<tr>
<td>Piste Closure</td>
<td>£10 per day up to £150</td>
</tr>
<tr>
<td>Delay due to Avalanche</td>
<td>£50</td>
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</tbody>
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**Summary of Cover**

- **Medical Expenses & Repatriation**: £10,000,000, Excess £175
- **Dental Expenses**: £300, Excess £175
- **Hospital Benefit**: £30 per day up to £300, Excess £175
- **Cancellation and Curtailment**: £3,500, Excess £175
- **Travel Delay**: £30 per day up to £300, Excess £175
- **Missed Departure**: £250, Excess Nil
- **Personal Effects and Baggage**: £1,000, Excess £175
- **Single Item Limit**: £200, Excess £200
- **Valuables Limit**: £50, Excess Nil
- **Delayed Baggage**: £50, Excess Nil
- **Money & Cash**: £300, Excess £50
- **Cash Limit**: £150, Excess Nil
- **Cash Limit if under 18**: £50, Excess Nil
- **Loss of Travel Documents**: £150, Excess Nil
- **Personal Liability**: £1,000,000, Excess Nil
- **Personal Accident**: £10,000, Excess Nil
- **Legal Expenses**: £10,000, Excess Nil
- **Optional Winter Sports Cover**: £300, Excess £175
- **Single Item Limit**: £300, Excess £175
- **Loss or Damage to Ski Equipment - hired**: £250, Excess £175
- **Single Item Limit**: £250, Excess £175
- **Ski Equipment Delay**: £15 per day up to £150, Excess Nil
- **Ski Pack**: £15 per day up to £150, Excess Nil
- **Piste Closure**: £10 per day up to £150, Excess Nil
- **Delay due to Avalanche**: £50, Excess Nil
This policy has been arranged by Rock Insurance Group which is a trading style of Rock Insurance Services Limited (ROCK) on behalf of Jet2.com who collects and holds premium as agents of the Insurers. Rock Insurance Services Limited is authorised and regulated by the Financial Conduct Authority (FCA). ROCK’s FCA registration number is 300317.

You can check the regulatory status of ROCK by visiting http://www.fca.org.uk/register or by telephoning 0800 111 6768. ROCK is the administrator of this policy and has brought together a number of different insurers to provide the following benefits.

THE INSURERS

This insurance is underwritten by Bulstrad Life Vienna Insurance Group JSC authorised and regulated by the Financial Conduct Authority (company number 628779) 6 Sveta Sofia Street, 1000 Sofia, Bulgaria and ZAD Bulstrad Vienna Insurance Group subject to limited regulation by the Financial Conduct Authority (company number 602489) 5 Pozitano Circus, 1000 Sofia, Bulgaria.

INSURER DETAILS FOR TRAVEL POLICY

IMPORTANT INFORMATION

ELIGIBILITY CRITERIA

• This policy is only available to residents of the United Kingdom.
• Insurance cannot be purchased once your trip has commenced and must be purchased whilst in the United Kingdom.
• A family policy is for the main insured person, his/her spouse, Civil Partner or Common Law Partner, any of their dependent children under 18 years of age (in full-time education) or their grandchildren under 18 years of age (in full time education). For annual multi-trip policies, each insured adult can travel independently.
• A couple policy is for 2 adults in a relationship, living at the same address.
• Cover is only provided for trips in the United Kingdom if you have a minimum of two nights’ pre-booked and pre-paid accommodation.
• Your trip must start and end in the United Kingdom and you must have a return ticket.
• If you are a United Kingdom resident living in Northern Ireland and your travel itinerary requires you to use Republic of Ireland departure/arrival points, your cover will be as if you were still travelling from Northern Ireland.

You should note that the policy will NOT cover you if:
• You reside outside of the United Kingdom;
• You are over the age of 75 years old when you purchase a Single Trip policy;
• You are over the age of 75 when you purchase an Annual Multi-trip Policy;
• You require cover for a Cruise;
• You require Winter Sports cover but are over the age of 60, or you have not paid the appropriate extra premium;
• You are not registered with a General Practitioner in your home country.

NON-TRAVELLING RELATIVES

This policy will NOT cover any claims under Cancellation or Curtailment arising directly or indirectly from any medical condition known to you prior to the start of your period of insurance, and before booking your trip affecting any close relative, travelling companion, or person you are going to stay with on your trip if:
• a terminal diagnosis had been received; or
• if they were on a waiting-list for, or had knowledge of the need for, surgery, inpatient treatment or investigation at any hospital; or if during the 90 days immediately prior to the start of the period of insurance they had:
  • required surgery, inpatient treatment or hospital consultations; or
  • required any form of treatment or prescribed medication.

TRIP DURATION LIMITS

This policy covers all persons named on the certificate of insurance options and the premium has been paid. The policy covers all persons named on the certificate of insurance.

Cover under this policy is provided for unforeseen events. In particular, cover is provided under Emergency Medical & Repatriation for unforeseen bodily injury or illness. Pregnancy and childbirth are not considered to be either an illness or injury. Cover is only provided under the Emergency Medical & Repatriation Expenses, and Hospital Benefits section of this policy for claims arising from complications of pregnancy and childbirth. Please make sure you read the definition of complications of pregnancy and childbirth given under the Meaning of Words.

PREGNANCY & CHILDBIRTH

This wording provides full details of all your cover. The policy covers all persons named on the certificate of insurance for whom the premium has been paid. This policy wording contains all possible levels of cover on offer. Sections of cover that apply to your policy will depend on your choice of cover, upgrade options and the premium you have paid and will be shown on your certificate of insurance.

If you are in any doubt about any aspect of this policy wording please contact us using the telephone number on your certificate of insurance.

YOUR PREMIUM

ROCK collects and holds insurance premiums as an agent of the insurer. We do not charge a fee for arranging your policy. However, administrative fees may be applicable if you wish to receive your documents by post or you require an amendment to your policy at a later date.

YOUR DUTY OF DISCLOSURE

It is vital that you answer any questions in relation to arranging or administering this insurance policy honestly and accurately. You must take reasonable care not to make any misrepresentation because inaccurate answers may result in a claim being declined.

HOW TO MAKE A CLAIM

Please contact the following should you need to make a claim:

Claims under Travel Cover:
Contact Global Response calling 0342 658 0345 or email travelclaims@global-response.co.uk

Claims under this section must be submitted within 28 days of your return home.

Outpatient Treatment
If you are in SPAIN, GREECE, CYPRUS, PORTUGAL, EGYPT, MALTA, BULGARIA or TURKEY and need outpatient medical treatment please provide a copy of your policy documentation to the medical practitioner and ask the clinic to contact Chargecare International. Your treatment will be paid by Chargecare International in line with the policy. You will be asked to fill in a simple form to confirm the treatment and to pay the excess directly to the clinic. The clinic can contact Chargecare International at newcliniciancase@chargecare.net.

CANCELLATION OF YOUR POLICY

We hope you are happy with the cover this policy provides. However, you have the right to cancel this policy, should it not meet your needs, within 14 days of receipt of your certificate of insurance.
We ROCK Insurance Group adhere to the Alternative Dispute Resolution if for complaint, please address these in the first instance to:

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Throughout your dealings with us we expect you to act honestly.

If you or anyone acting for you:

• 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;

• makes a fraudulent or exaggerated claim under your policy;

• makes a false statement in support of a claim;

• submits a false or forged document in support of a claim;

• makes a claim for any loss or damage caused by your wilful act or caused with your agreement, knowledge or collusion.

Then we will:

• prosecute fraudulent claimants;

• make the policy void from the date of the fraudulent act;

• not pay any fraudulent claims;

• be entitled to recover from you the amount of any fraudulent claim already paid under your policy since the start date;

• not return any premium paid by you for the policy;

• inform the police of the circumstances,

• pass your details onto fraud prevention agencies;

• place your details on a register of claims through which insurers share claims related information.

**FRAUD**

**COMPLAINTS**

We always aim to provide a first class service. However, if you have any cause for complaint, please address these in the first instance to:

The Compliance Manager,
ROCK Insurance Group,
Griffin House,
135 High Street,
Crawley,
West Sussex,
RH10 1DQ

Email: admin@rockinsurance.com

For complaints about how a claim has been handled you should contact:

The Complaints Department,
Global Response Ltd,
Regus House,
Falcon Drive,
Cardiff
CF10 4RU

Email: customerservices@global-response.co.uk

Phone: 00 44 (0) 2920 468793

If you are still not satisfied you can contact the Financial Ombudsman Service:

Financial Ombudsman Service
Exchange Tower,
Harbour Exchange Square,
London
E14 8SR

Phone: 0800 023 4567

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

ROCK Insurance Group adheres to the Alternative Dispute Resolution Regulations 2015 EU Directive. You can access the Online Dispute Resolution Portal here: https://webgate.ec.europa.eu/odr/main?event=main/about.show

**FINANCIAL SERVICES COMPENSATION SCHEME**

ROCK is covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme if we are unable to meet our obligations. Further information can be obtained from the Financial Services Compensation Scheme by visiting their website at www.fscs.org.uk.

Whilst ROCK monitors the financial strength of the insurers with whom we place business, it should be noted that the claims-paying ability of even the strongest insurers could be affected by adverse business conditions. We cannot, therefore, guarantee the solvency of any insurer or underwriter. You may not be able to obtain a refund of premium in these circumstances.

**DATA PROTECTION**

Any information that you have given to ROCK will be used for the administration of your policy. The information that you have provided will be shared with the following parties:

• The insurers of the policy, Bulstrad Vienna Insurance Group and Bulstrad Life Vienna Insurance Group JSC, to obtain a premium if your quote requires referral to them. The personal information that will be shared with the insurer at this time will be your name, your contact details and any medical history as declared to us by you.

• If you purchase a product with ROCK, your information will be shared with the insurer of the policy to underwrite your policy.

• In the event of a claim your personal information will be shared with the insurer and their appointed emergency assistance company and/or claims administrator. Details of these organisations are stated within this policy terms and conditions.

• The Financial Conduct Authority and/or other regulatory/governing bodies for the purposes of compliance monitoring and to prevent and detect fraud.

We reserve the right to disclose personally identifiable information in order to comply with the law, applicable regulations and government requests. We always reserve the right to use such information in order to protect our operating systems and integrity as well as other users.

Any third parties employed by us to process your data on our behalf are subject to contractual obligations to protect the security of your data.

These activities are carried out within the UK and European Economic Area (EEA), and outside the EEA. The data protection laws and/or the agreements we have entered into with the receiving parties in relation to the processing of data outside the EEA provide a similar level of protection to the laws and/or agreements we have entered into within the EEA.

You are entitled, on request, to a copy of the personal information ROCK holds about you, and you have other rights in relation to how we use your data (as set out in ROCK's privacy policy which can be accessed through links on your insurance certificate). Please let us know if you think any information held about you is inaccurate, so that it may be corrected.

**MEANING OF WORDS**

The following words and expressions used in this policy shall mean the following wherever they appear in bold within this document:

**Act of terrorism:** any illegal actions, whether individual or collective, which involve the use of force against persons or property, performed for the purposes of achieving ideological, political, economic or religious goals, where such actions concurrently bring about a state of chaos, instill fear in the general population or result in a disruption of public life.

**Bodily injury:** Accidental bodily injury caused solely and directly by external, violent and visible means.

**Certificate of insurance:** The document showing details of the cover purchased and naming all insured persons.

**Close relative:** Mother, father, sister, brother, wife, husband, partner, son, daughter (including fostered/adopted son or daughter), grandparents, grandchild, parent-in-law, son-in-law, daughter-in-law, sister-in-law, brother-in-law, step-parent, step-child, step-brother, step-sister, or legal guardian.

**Complications of Pregnancy and Childbirth:** Toxaemia, gestational hypertension, pre-eclampsia, eclotopic pregnancy, hydantoidom form (molar pregnancy), retained placenta membrane, placental abortion, hyperemesis gravidarum, placenta praevia, stillbirths, miscarriage, medically necessary emergency Caesarean sections/medically necessary termination and any premature births more than 8 weeks (or 16 weeks in the case of a known multiple pregnancy) prior to the expected delivery date.

**Curtail/Curtailment:** Return early to your home after the commencement of the outward journey.

**Excess:** The first amount of a claim that you must pay as detailed in the travel insurance summary of cover.

**Golf equipment:** Golf clubs, golf balls, golf bag, non-motorised golf trolley and golf shoes.

**Holiday services:** Pre-booked, pre-paid elements of the trip including car hire, airport parking and excursion tickets.

**Home:** Your permanent residence in your home country.

**Home country:** The country where you are ordinarily permanently resident, pay tax or are registered with a medical practitioner.

**Insolvency or Financial Failure:** An event causing the cancellation of all or part of your trip happening after you purchased this insurance which results in the scheduled airline no longer carrying on its business or service as a result of financial failure within the meaning of the Insolvency Act 1986 or any statutory modification or re-enactment thereof or a similar legal action in consequence of debt under the jurisdiction of a competent court in another country.

**Insured person:** Any person named on the certificate of insurance for whom the appropriate premium has been paid.

**Loss of limb:** Total loss of use by physical severance at or above the wrist or ankle.

**Loss of sight:** Total and permanent loss of sight without expectation of improvement in both eyes when your name is added to the Register of Blind Persons on the authority of a qualified ophthalmic specialist; or in one
eye when the degree of sight remaining after correction is 3/60 or less on the Snellen Scale.

**Manual work**: Physical labour involving the use of tools or machinery or working at heights of over two metres (nursing and bar-work are not considered to be manual work).

**Medical condition**: Any medical or psychological disease, sickness, condition, illness or injury.

**Medical practitioner**: A doctor or specialist who is legally qualified, licensed and registered to practice medicine under the laws of the country in which they practice, excluding you, your travel companion, a member of your close relative, or your employee.

**Money**: Cash, postal and money orders, travellers’ cheques held by you for social, domestic and pleasure purposes.

**Outward journey**: The initial journey in conjunction with your trip from your home in your home country.

**Permanent total disablement**: A disablement which prevents you from carrying out ANY occupation for a period of 12 months after an accident sustained during your trip and which is, at the end of that period, beyond reasonable hope of improvement.

**Period of insurance**: The period of insurance for all sections except cancellation commences when you leave your home in your home country to start your trip and ends when you have returned to your home in your home country. Cancellation cover for a Single Trip policy starts when you purchase this insurance or when you book your trip, whichever is the later. Cancellation cover for Annual Multi-trip policy will not commence until the start date shown on your certificate of insurance even if the premium has been paid earlier.

**Personal possessions**: Suitcases (or other luggage carriers) and their contents taken on your trip together with articles worn or carried by you for your individual use during your trip.

**Pre-existing medical condition**: Any medical condition where you have been prescribed medication, including repeat prescriptions, or received treatment or attended a GP or a specialist as an outpatient or inpatient in the last 2 years or for which you are currently on a waiting list for treatment or investigation;

Any illness for which you have received a terminal prognosis or any heart, heart-related or circulatory condition; or any respiratory condition; any stress, anxiety, depression or any other psychological condition or any cancerous condition.

**Public transport**: Airline, train, bus, coach, or ferry services, operating to a published timetable on which you are a fare-paying passenger or a tour operator’s own transport service, or taxi, to join your booked travel itinerary.

**Ski equipment**: Skis (including bindings), ski boots, ski poles and snowboards.

**Strike or industrial action**: Organised action taken by a group of workers which prevents the supply of goods and/or services on which your trip depends.

**Trip**: A journey starting and ending in your home country within the geographical area specified on your certificate of insurance during the period of insurance.

**United Kingdom**: England, Scotland, Wales, Northern Ireland, Channel Islands and the Isle of Man except under Geographical Limits where Channel Islands and the Isle of Man are considered to be part of Europe.

**Unattended**: When you cannot see and are not close enough to your property to prevent unauthorised interference or theft of your property unless left in a safety-deposit facility.

**Valuables**: Jewellery, articles made of gold silver or other precious metals, precious or semi-precious stones, watches, binoculars, telescopes, photographic equipment, electronic audio or video equipment and any computer equipment (including software), furs, or leather clothing (apart from footwear).

You/Your: Each insured person named in the certificate of insurance.

We/Us/Our: The relevant insurer under each section of this policy.

**YOUR COVER**

There are conditions and exclusions which apply to individual sections of the policy and general conditions, exclusions and warranties which apply to the whole policy. Please refer to the relevant section and read in conjunction with the General Conditions and General Exclusions.

**TRAVEL COVER**

**CANCELLATION AND CURTAILMENT**

**What you are covered for**

We will pay you up to the amount shown in the summary of cover for the uninsured portion of your travel and accommodation costs that you have paid or contracted to pay and you suffer a financial loss because you cannot get a full refund if you cancel before the start of your trip or cut your trip short and return home early during the period of insurance because of the following:

1. the death, bodily injury, illness or being subject to quarantine of you, a close relative or any person you have arranged to travel or stay with during your trip; or
2. you being called for jury service or as a witness in a Court of Law (but not as an expert witness or where your employment would normally require you to attend court); or
3. your redundancy, provided that you were working at your current place of employment for a minimum of 2 years and that you were not aware of any impending redundancy at the time this policy was issued or the trip was booked; or
4. your home being made uninhabitable due to accidental damage, burglary, flooding or fire;
5. the police requesting your presence following burglary or attempted burglary at your home; or
6. your passport, or the passport of any person you were intending to travel with, being stolen during the 7 days before the start date of your booked trip; or
7. you or any person you intended to travel with, who is a member of the Armed Forces, emergency services, the nursing profession or a government employee being ordered to return to duty.

**What you are NOT covered for**

1. the excess shown in the summary of cover;
2. claims where you have failed to obtain a medical certificate from a medical practitioner, confirming that cancellation of the trip is necessary;
3. normal pregnancy, without any accompanying bodily injury, illness or complications of pregnancy or childbirth;
4. claims arising directly or indirectly from any pre-existing medical conditions unless they have been declared and accepted by us in writing for cover;
5. any claims arising directly or indirectly from any medical condition affecting a non-travelling relative if:
   • a terminal diagnosis had been received; or
   • if they were on a waiting-list for, or had knowledge of the need for, surgery, inpatient treatment or investigation at any hospital or; or if during the 90 days immediately prior to the start of the period of insurance they had:
     • required surgery, inpatient treatment or hospital consultations; or
     • required any form of treatment or prescribed medication.
6. any extra charges from the company you booked with because of your failure to notify them immediately it was found necessary to cancel;
7. claims arising from prohibitive regulations by the government of any country;
8. theft of a passport which has not been reported immediately to the relevant authority;
9. travel tickets paid for using any airline mileage reward scheme or other reward points scheme;
10. accommodation costs paid for using any timeshare, holiday property bond or other reward points scheme;
11. any costs incurred by you which are recoverable from a tour operator, public transport operator, accommodation provider, holiday services provider or any other source, or for which you receive or are expected to receive compensation or other assistance;
12. any circumstance that could reasonably be anticipated at the time you booked your trip;
13. disinclination to travel or continue travelling, unless your change of travel plans is caused by one of the circumstances listed under ‘What you are covered for’;
14. your being self-employed or accepting voluntary redundancy;
15. any claim resulting from your failure to obtain a valid passport and any required visa in time for the booked trip;
16. anything mentioned in the General Exclusions.

**EMERGENCY MEDICAL AND REPATRIATION EXPENSES**

**What you are covered for**

If, during your trip, you become ill or sustain a bodily injury we will pay up to the amount shown in the summary of cover for costs incurred outside your home country that have been authorised by the emergency assistance company for:

1. emergency medical and surgical treatment in the nearest appropriate hospital, including medical practitioner fees, hospital expenses and ambulance costs;
2. dental treatment for the relief of pain or difficulty eating only;
3. reasonable and necessary additional accommodation (room only) and travelling expenses, including those of one relative or friend if you have to be accompanied by a health or if you are a child (under the age of 18) and require an escort home.

In the event of your death we will pay for:

1. the return of your body or ashes to your home country (but excluding the cost of burial or cremation); or
2. for local funeral expenses abroad.
SPECIAL CONDITIONS
This is not a private health insurance policy. We will pay for private treatment only if there is no appropriate reciprocal health agreement in existence and no public service available and we reserve the right to organise a transfer from a private medical facility to a public medical facility where appropriate.

If you are taken into hospital or you think that you may have to curtail or extend your trip because of illness or a bodily injury, the emergency assistance company must be told immediately (see important contact numbers). You must contact us before incurring costs. Costs above £500 not authorised by us will not be covered. If you are physically unable to contact us, someone else must contact us on your behalf within 48 hours.

For travel to the United States of America we will only pay for reasonable and necessary emergency medical treatment, surgical, hospital, ambulance and nursing fees and charges. This means costs that are incurred for approved, eligible medical services or supplies up to 150% of the published medical rates for the same or similar treatment as payable by US Medicare.

If you become ill or sustain a bodily injury we have the right to bring you back to your home country, if the emergency assistance company medical practitioner states that you can safely travel. If you refuse to return home, no further costs will be covered.

What you are NOT covered for
1. the excess shown in the summary of cover;
2. costs in excess of £500 which have not been authorised by us in advance;
3. any treatment, investigations or tests in a private hospital or private clinic unless authorised and agreed by us;
4. treatment which takes place within your home country;
5. claims arising directly or indirectly from any pre-existing medical conditions unless they have been declared and accepted by us in writing for cover;
6. any sums which can be recovered by you and which are covered under any National Insurance Scheme, Reciprocal Health Arrangement or Private Health Insurance;
7. normal pregnancy and/or childbirth, without any accompanying bodily injury, illness or complications of pregnancy or childbirth;
8. costs incurred for:
   a) surgery or medical treatment which in the opinion of the attending medical practitioner and the emergency assistance company medical practitioner can be reasonably delayed until your return to your home country;
   b) medication and/or treatment which at the time of departure is known to be required or to be continued outside your home country;
   c) preventative treatment which can reasonably be delayed until your return to your home country;
9. claims that are not confirmed as medically necessary by the attending medical practitioner or the emergency assistance company;
10. the cost of any elective (non-emergency) treatment or surgery, including exploratory tests;
11. the cost of any treatment not directly related to the illness or bodily injury which necessitated your admittance into hospital;
12. any additional hospital costs arising from single or private room accommodation unless medically necessary;
13. expenses incurred as a result of a tropical disease where you have not had the recommended inoculations and/or taken the recommended medication;
14. costs that arise more than 12 months after a claim was first notified;
15. any claim arising directly or indirectly from your participation in any sports or activities not listed under the sports and activities tables or which you have not paid the appropriate premium for;
16. anything mentioned in the General Exclusions.

HOSPITAL BENEFIT

What you are covered for
We will pay you up to the amount shown in the summary of cover should you suffer a bodily injury or illness during the period of insurance, for each full 24 hours that you spend as an inpatient in a hospital outside of your home country.

What you are NOT covered for
1. the excess shown in the summary of cover;
2. treatment which takes place within your home country;
3. claims arising directly or indirectly from any pre-existing medical conditions unless they have been declared to us and accepted by us in writing for cover;
4. normal pregnancy and/or childbirth, without any accompanying bodily injury, illness or complications of pregnancy or childbirth;
5. claims that are not confirmed as medically necessary by the attending medical practitioner or the emergency assistance company;
6. hospitalisation for any elective (non-emergency) treatment or surgery, including exploratory tests;
7. hospitalisation for any treatment not directly related to the medical condition or bodily injury which necessitated your initial admittance into hospital;
8. hospitalisation as a result of a tropical disease where you have not had the recommended inoculations and/or taken the recommended medication;
9. anything mentioned in the General Exclusions.

PERSONAL POSSESSIONS AND BAGGAGE

What you are covered for
1. We will pay up to the amount shown in the summary of cover for the value or cost of repair of any of your personal possessions (not hired, loaned or entrusted to you) which are lost, stolen, damaged or destroyed (after making allowance for wear and tear and depreciation).
2. We will pay up to the amount shown in the summary of cover for the cost of buying replacement necessities if your baggage is delayed in reaching you on your outward journey for at least 12 hours and you have a written report from the carrier to confirm this.

SPECIAL CONDITIONS
In the event of a claim for a pair or set of articles the maximum amount payable will be limited to the single article limit shown in the summary of cover.

Receipts will be necessary in the event of a claim. Within 24 hours of the discovery of the incident you must report loss, theft or damage of personal possessions to the police or carrier as appropriate. Delayed baggage or personal possessions damaged in transit must be reported to the airline before leaving the baggage hall and a Property Irregularity Report (PIR) obtained.

Any amount we pay you under item 2 will be deducted from your claim if your baggage proves to be permanently lost and you make a claim for lost baggage.

What you are NOT covered for
1. the excess shown in the summary of cover;
2. you not exercising reasonable care for the safety and supervision of your personal possessions;
3. loss, destruction, damage or theft of any items left unattended in a public place, or a place to which members of the general public have access;
4. the loss, damage or delay in transit of your personal possessions, if you do not notify the carrier (i.e. airline, shipping company, etc.) and obtain a written report within 24 hours of discovery of the damage or loss;
5. loss or theft unless you have reported the loss or theft to the nearest police authority within 24 hours of discovery and have obtained a written police report;
6. loss, destruction, damage or theft:
   a) from confiscation or detention by customs or other official authorities;
   b) of valuables not carried in your hand luggage (i.e. carried on or about your person) while in transit;
7. sports gear whilst in use;
8. bicycles;
9. loss due to wear and tear, denting or scratching, moth or vermin;
10. breakage of fragile or brittle articles being transported by a carrier;
11. valuables stolen from an unattended vehicle at any time;
12. mobile phones or smart phones;
13. personal possessions: stolen from:
   a) an unattended vehicle, unless it was in the locked glove compartment, or rear boot or luggage area of the vehicle and it is covered so as not to be visible from outside the vehicle, and unless there is evidence of forcible entry;
   b) an unattended vehicle (other than motor caravans) left for any period between the hours of 9pm and 9am;
14. any depreciation in value;
15. any property more specifically insured or recoverable under any other source;
16. the cost of replacement locks;
17. anything mentioned in the General Exclusions.

PERSONAL MONEY

What you are covered for
We will pay you up to the amount shown in the summary of cover if your own money is lost or stolen whilst being carried on your person or left in a locked safety deposit box (or equivalent facility).

What you are NOT covered for
1. the excess shown in the summary of cover;
2. claims arising from you not exercising reasonable care for the safety and supervision of your money;
3. loss or theft unless you have reported the loss or theft to the nearest police authority within 24 hours of discovery and have obtained a written police report;
4. loss or theft of your money left unattended in a public place, or a place to which members of the general public have access;
5. money stolen from an unattended vehicle;

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6. any depreciation in value or exchange rates;
7. anything mentioned in the General Exclusions.

**LOSS OF PASSPORT**

**What you are covered for**

We will pay up to the amount shown in the summary of cover for:
1. the reasonable costs in obtaining a replacement passport or travel document (you are not covered for the cost of the document itself) to enable you to return to your home country following accidental loss or theft;
2. the reasonable costs in obtaining a replacement driving licence or green card following accidental loss or theft.

**What you are NOT covered for**

1. the excess shown in the summary of cover;
2. the cost of the passport, travel document, driving licence or green card;
3. loss due to delay, detention, confiscation, requisition or damage by customs or other officials or authorities;
4. loss or theft unless you have reported the loss or theft to the nearest police authority within 24 hours of discovery and have obtained a written police report;
5. loss or theft from an unattended vehicle;
6. anything mentioned in the General Exclusions.

**TRAVEL DELAY BENEFIT**

This section does not apply to trips within your home country and only applies to delays on your outward journey.

**What you are covered for**

AIRPORT LOUNGE ACCESS

If the flight on which you are booked to travel is delayed by at least four hours as a result of:
1. strike or industrial action provided that when this policy was taken out, there was no reasonable expectation that the trip would be delayed;
2. adverse weather conditions;
3. mechanical breakdown or technical fault of the aircraft.

We will provide access to an airport lounge, where available. Lounge access will become available on the announcement of a minimum four-hour delay, not, for example, two consecutive two-hour delays.

You must have access to a mobile device so that you can receive an SMS message in order to gain access to the lounge.

To take advantage of this benefit you will need to call the 24-hour access phone number: +44 (0)1689 892252.

You will need to quote your policy number and flight details. If your claim is valid you will then be sent an SMS message which will give you access to an airport lounge for the duration of your delay.

There may be occasions when this benefit is unavailable:
- If the lounge is closed when the delay occurs - during the night, for instance.
- If the lounge is at full capacity.
- If you or another insured person fail to meet the lounge terms and conditions such as dress code or minimum age.

TRAVEL DELAY BENEFIT

If you chose not to, or are unable to take advantage of airport lounge access, we will pay you:
1. up to the amount shown in the summary of cover if the international departure of the public transport on which you are booked to travel is delayed by at least 12 hours; or
2. up to the amount shown under the Cancellation section of this policy in the summary of cover if you abandon the trip after a delay to your outward flight, sea crossing, coach or train departure from your home country of more than 12 hours beyond the booked departure time;

as a result of:
- strike or industrial action provided that when this policy was taken out, there was no reasonable expectation that the trip would be delayed;
- adverse weather conditions;
- mechanical breakdown or technical fault of the aircraft, coach, train or sea vessel.

**What you are NOT covered for**

1. the excess shown in the summary of cover;
2. any claim if you have not checked in before the recommended check-in time;
3. any claim if you have not obtained written confirmation from the carrier stating the duration and the cause of the delay;
4. any claims arising from withdrawal from service of the public transport on the orders or recommendation of the Civil Aviation Authority or a Port Authority or similar body in any country;
5. anything mentioned in the General Exclusions.

**MISSED DEPARTURE ON YOUR OUTWARD JOURNEY**

This section does not apply to trips within your home country.

**What you are covered for**

We will pay up to the amount shown in the summary of cover for necessary and reasonable travel and accommodation expenses required to reach your booked destination, if you miss your booked departure due to:
1. the vehicle you are travelling in to reach your international departure point breaking down or being involved in an accident; or
2. the public transport you are using to reach your international departure point being delayed, resulting in you arriving too late to commence your booked trip.

**What you are NOT covered for**

1. the excess shown in the summary of cover;
2. claims where you have not allowed sufficient time to get to your international departure point to catch the booked public transport;
3. the public transport provider’s failure unless you get a letter from the provider confirming that the service did not run on time;
4. the accident or breakdown of your vehicle unless you get confirmation of the delay from the authority who went to the accident or breakdown affecting the car you were travelling in;
5. breakdown of any vehicle in which you are travelling if the vehicle is owned by you and has not been serviced properly and maintained in accordance with manufacturer’s instructions;
6. any delay caused by a riot, civil commotion, strike or industrial action which began or was announced before the start date of your policy and the date your travel tickets or confirmation of booking were issued;
7. anything mentioned in the General Exclusions.

**PERSONAL ACCIDENT**

**What you are covered for**

We will pay up to the amount shown in the summary of cover if you suffer an accidental bodily injury during the trip, which within 12 months is the sole and direct cause of:
1. death;
2. loss of limb;
3. total and permanent loss of sight in one or both eyes; or
4. permanent total disablement.

**SPECIAL CONDITIONS**

For persons over 75 at the time of the accident the death benefit will be limited to £1,500 and there will be no cover for permanent total disablement.

**What you are NOT covered for**

1. any claims arising directly or indirectly from sickness, illness or disease;
2. any injury not caused solely by outward, visible, external means;
3. mental or psychological trauma not involving your bodily injury;
4. any claim arising directly or indirectly from your pregnancy;
5. any claims under this section not notified to us within 12 months of the date of the accident;
6. anything mentioned in the General Exclusions.

**PERSONAL LIABILITY**

**What you are covered for**

We will pay up to amount shown in the summary of cover (inclusive of legal costs and expenses) if, during the trip, you become legally liable to pay damages in respect of:
1. accidental bodily injury, including death, illness and disease to a person; and/or
2. accidental loss of or damage to property.

**SPECIAL CONDITIONS**

You or your legal representatives must give us written notice immediately you receive notice of any prosecution or inquest in connection with any circumstances which may give rise to a claim under this section. No admission, offer, promise, payment or indemnity should be made by or your legal representatives must give us written notice immediately you receive notice of any prosecution or inquest in connection with any circumstances which may give rise to a claim under this section. No admission, offer, promise, payment or indemnity should be made by or your legal representatives must give us written notice immediately you receive notice of any prosecution or inquest in connection with any circumstances which may give rise to a claim under this section. No admission, offer, promise, payment or indemnity should be made by or your legal representatives must give us written notice immediately you receive notice of any prosecution or inquest in connection with any circumstances which may give rise to a claim under this section. No admission, offer, promise, payment or indemnity should be made by or your legal representatives must give us written notice immediately you receive notice of any prosecution or inquest in connection with any circumstances which may give rise to a claim under this section. No admission, offer, promise, payment or indemnity should be made by or your legal representatives must give us written notice immediately you receive notice of any prosecution or inquest in connection with any circumstances which may give rise to a claim under this section. No admission, offer, promise, payment or indemnity should be made by or your legal representatives.
What you are NOT covered for

1. claims arising from accidental death of or physical injury to you or your close relative;
2. any liability resulting from your employment, trade, profession, business or that of your close relative;
3. your responsibility as an employer to anyone employed by you or your close relative in any trade, business or profession;
4. any agreement or contract which adds any liability which would not have existed otherwise;
5. any liability arising from you or your close relative owning or using aircraft, horse-drawn vehicles, motorised or mechanically propelled, assisted vehicles or towed vehicles, boats (other than rowing boats, punts), jet skis, jet bikes or wet bikes, animals (other than horses, domestic dogs or cats), firearms;
6. any liability resulting from wilful or malicious acts by you;
7. accidental injury or loss which has not been caused by you;
8. any claim for personal liability which is covered by any other insurance held by you;
9. any claims arising from the occupation, except temporarily for the purposes of the trip, or owner of any land or building;
10. any claim if you engage in any activity where this policy states that Personal Liability cover is excluded;
11. anything mentioned in the General Exclusions.

LEGAL EXPENSES

What you are covered for

We will pay up to the amount shown in the summary of cover for legal expenses to bring a claim for damages or compensation against a third party, if you suffer an incident that results in bodily injury, death or illness caused by a third party during the trip.

The following words and expressions used in this section of the policy shall mean the following wherever they appear in bold:

Legal Expenses:

a) fees, expenses and other costs reasonably incurred (as determined by our legal representative) by a legal representative to pursue a claim or legal proceedings for damages and/or compensation against a third party who has caused your bodily injury, death or illness;
b) costs that you are legally liable for following an award of costs by any court or tribunal or an out-of-court settlement made in connection with any claim or legal proceedings.

Legal Representative:
The solicitor or other suitably qualified person appointed by us in accordance with this section of the policy.

SPECIAL CONDITIONS

1. Written consent must be obtained from us prior to incurring legal expenses. This consent will be given if you can satisfy us that:
   a) there are reasonable (as determined by our legal representative) grounds for pursuing the claim or legal proceedings; and
   b) in the opinion of our legal representative the prospects of success and of recovering damages/enforcing a judgment is at least 51%.
2. All claims or legal proceedings including any appeal against judgement resulting from the same original cause, event, or circumstance, will be regarded as one claim.
3. If you are successful in any action, any legal expenses provided by us must be reimbursed to us.
4. We may at our discretion assume control at any time of any claim or legal proceedings in your name for damages and or compensation from a third party.
5. We may at our discretion offer to settle a claim with you instead of initiating or continuing any claim or legal proceedings for damages and or compensation from a third party. Any such settlement will be full and final in respect to the claim.
6. We may at our discretion offer to settle a counter-claim against you instead of continuing any claim or legal proceedings for damages and or compensation from a third party.
7. Only the costs incurred by a legal representative approved or appointed by us will be covered.
8. We shall have complete control over the legal proceedings through legal representatives we nominate up to the point where proceedings are issued at which point you are free to nominate a suitably qualified person, although we do not have to accept them.
9. Any legal representative will be appointed by us to represent you according to our standard terms, which may include a Conditional Fee Agreement or a Contingency Fee Agreement.
10. You must cooperate fully with us and the legal representative and follow their advice and provide any information and assistance required by them within a reasonable timescale.
11. We will have direct contact with the legal representative and you must authorise them to disclose any information or documentation we may ask for.

What you are NOT covered for

1. the excess as shown in the summary of cover;
2. any claim we or our legal representatives believe is not likely to be successful or if we think the costs of taking action will be more than any award or the prospects of success and of recovering damages/enforcing a judgment is likely to be less than 51%;
3. any claim reported to us more than 3 months after incident which led to the claim;
4. legal expenses incurred in the defence against any civil claim or legal proceedings made or brought against you;
5. legal expenses incurred before receiving our prior written approval;
6. legal expenses incurred in connection with any criminal or wilful act committed by you;
7. legal expenses incurred for any claim or legal proceedings brought against:
   a) a travel agent, tour operator, carrier, insurer or their agent;
   b) a holiday accommodation provider;
   c) us, you, or any company or person involved in arranging this policy;
   d) any person named on this policy;
   e) fines, compensation or other penalties imposed by a court or other authority;
8. legal expenses incurred after you have not accepted an offer from a third party to settle a claim or legal proceeding where the offer is considered by our legal representative to be reasonable or you not accepting an offer from us to settle a claim;
9. legal expenses which we consider to be unreasonable or excessive or unreasonably incurred (as determined by our legal representative);
10. legal expenses incurred in pursuing any claim for compensation against the manufacturer, distributor or supplier of any drug, medication or medicine;
11. any claim relating to:
   a) an illness which gradually develops and is not caused by a specific or sudden event;
   b) the driving of a motor vehicle for which you had no valid insurance;
   c) judicial review or coroner’s inquest;
   d) defending your legal rights, except for the defence of any counterclaim.
12. any claim where legal expenses are based directly or indirectly on the amount of compensation awarded and specifically which is capable of being pursued under a Contingency Fee Agreement;
13. all legal expenses incurred in any claim which is capable of being pursued under a Conditional Fee Agreement;
14. legal expenses incurred if an action is brought in more than one country;
15. anything mentioned in the General Exclusions.

SPORTS AND ACTIVITIES COVER

You are not covered for taking part in any sports or activities unless they are listed below.

Cover for the following activities is included providing it is not the main purpose of your trip, and is for recreational or amateur purposes only during your trip. When participating in your activity you must ensure that it is adequately supervised and appropriate safety equipment is worn/used at all times.

<table>
<thead>
<tr>
<th>Activity</th>
<th>Category</th>
<th>Conditions</th>
</tr>
</thead>
<tbody>
<tr>
<td>Aerobics</td>
<td>A</td>
<td></td>
</tr>
<tr>
<td>Archery</td>
<td>A</td>
<td></td>
</tr>
<tr>
<td>Badminton</td>
<td>A</td>
<td></td>
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<tr>
<td>Basketball</td>
<td>A</td>
<td></td>
</tr>
<tr>
<td>Bowls</td>
<td>A</td>
<td></td>
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<tr>
<td>Cricket</td>
<td>A</td>
<td></td>
</tr>
<tr>
<td>Cycling</td>
<td>A</td>
<td>No Tours. No Personal Liability cover</td>
</tr>
<tr>
<td>Fishing</td>
<td>A</td>
<td>Up to 2,000 metres altitude</td>
</tr>
<tr>
<td>Football</td>
<td>A</td>
<td></td>
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<tr>
<td>Golf</td>
<td>A</td>
<td></td>
</tr>
<tr>
<td>Hiking</td>
<td>A</td>
<td>Up to 2,000 metres altitude</td>
</tr>
<tr>
<td>Ice-skating</td>
<td>A</td>
<td>Rink only</td>
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<tr>
<td>Racket ball</td>
<td>A</td>
<td></td>
</tr>
<tr>
<td>Rafting, kayaking and canoeing</td>
<td>A</td>
<td>No white water</td>
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<tr>
<td>Rambling</td>
<td>A</td>
<td></td>
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<tr>
<td>Roller skating</td>
<td>A</td>
<td></td>
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<tr>
<td>Rounders</td>
<td>A</td>
<td></td>
</tr>
<tr>
<td>Scuba Diving</td>
<td>A</td>
<td>To a depth of 18 metres</td>
</tr>
<tr>
<td>Skateboarding</td>
<td>A</td>
<td></td>
</tr>
</tbody>
</table>
Activity | Category | Conditions
--- | --- | ---
Snowkering | A | No Personal Liability cover
Squash | A | Swimming | A | Must be undertaken in a pool, inland waters or coastal waters within a 12 mile limit from land
Table tennis | A | Tennis | A | Volleyball | A | Water polo | A | Water skiing | A | Must be inland waters or coastal waters within a 12 mile limit from land. No Personal Liability cover
Wind skiing | A | Must be inland waters or coastal waters within a 12 mile limit from land. No Personal Liability cover
Yachting, boating, sailing and rowing | A | Must be inland waters or coastal waters within a 12 mile limit from land. No Personal Liability cover
Ice diving | Skiing/snowboarding off piste (outside local ski patrol guidelines/ outside recognised and authorised areas)
Ice fishing by snowmobile | | Ice holding | | Ice marathon | | Ice speedway | Snow biking
Nordic skiing | Snow cat driving
Paraskiing | Snow kiting
Ski acrobatics/aerials | Snow parasailing
Ski jumping | Tandem skiing
Ski mountaineering | Use of skeletons

SCUBA diving to a maximum depth of 18 metres will be covered provided that you hold a British Sub Aqua Club (B.S.A.C.) or equivalent certificate of proficiency for the dive being undertaken or you are under the direct supervision of a qualified instructor; are diving with proper equipment and not contrary to B.S.A.C. codes of good practice; are not solo/ cave/wreck diving; are not diving for hire or reward; are not diving within 24 hours of flying or flying within 24 hours of diving and are not suffering from any medical condition likely to impair your fitness to dive.

OPTIONAL ADDITIONAL COVER

The following sections are only applicable if you have paid the appropriate additional premium. Any optional additional cover will be shown on your certificate of insurance.

OPTIONAL WINTER SPORTS COVER

If you have an Annual Multi Trip Policy, this policy will automatically cover you for up to 21 days of Winter Sports Cover in each period of insurance.

If you have a Single Trip Policy and have paid for winter sports cover, this policy will cover you for the whole period of insurance and this upgrade will be shown on your certificate of insurance.

This policy excludes participating in or practising for certain winter sports and activities. Please ensure that the activity you are doing is covered.

This policy will cover you when you are engaging in the following winter sports on a non-competitive and non-professional basis during your trip when you have paid the additional winter sports premium:

Cat skiing (with guides) | Snow blading (no jumping tricks)
Cross country skiing | Snow bobsleigh
Glacier skiing | Snow scooting
Ice hockey | Snow shoe walking
Langlauf (cross country skiing) | Snow shoeing
Monoskiing (not for time trials/speed skiing or racing) | Snow tubing
Skiing on piste | Snow blading
Skiing or snowboarding off piste (within local ski patrol guidelines) | Snow boarding on piste
Sledging/tobogganing | The following activities will be covered but there will be no cover in respect of any Personal Accident or Personal Liability claims:
Aerial skiing | Ski or ski bob
Air boarding | Ski race training
Biathlon | Ski racing
Bobsleigh | Ski tandem
Freestyle skiing | Ski stunting
Heil skiing or heli boarding | Ski touring
Ice climbing | Ski yavning

You are not covered when engaging in organised competitions or when skiing against local authority warning or advice.

WINTER SPORTS CANCELLATION OR CURTAILMENT

What you are covered for

If you have a valid claim under the Cancellation and Curtailment section, in addition to the benefits shown under that section we will pay up to the amount shown in the summary of cover for the cost of deposits you cannot recover, or payments you have made (or contracted to pay) for unused ski pass or ski school fees.

What you are NOT covered for

1. anything mentioned in the exclusions relating to the Cancellation or Curtailment section;
2. anything mentioned in General Exclusions.

SKIS, SKI EQUIPMENT & SKI PASS

What you are covered for

In addition to the Personal Possessions and Baggage section we will pay up to the amount shown in the summary of cover if:

1. ski equipment belonging to or hired by you is damaged, stolen, destroyed or lost in the course of a trip;
2. your ski pass that you are carrying on your person or have left in a safety box is lost, stolen, or damaged in the course of a trip.

SPECIAL CONDITIONS

Ski equipment is covered against damage or loss whilst in use, if being used correctly. Skis are covered when locked to a roof rack, which is itself locked to the roof of a vehicle.

You must take reasonable care of your ski equipment and ski pass and must not leave them unattended at any time in a place to which the public has access.

What you are NOT covered for

1. anything mentioned in the exclusions relating to the Personal Possessions and Baggage section;
2. anything mentioned in the General Exclusions.

PISTE CLOSURE

What you are covered for

If during a trip you are prevented from skiing at the pre-booked resort for more than 24 consecutive hours, because adverse weather conditions cause a total closure of the lift system (other than baby drags and lifts used for transport within the resort by non-skiers) we will pay up to the amount shown in the summary of cover:

1. for all reasonable travel costs and lift pass charges you have to pay to travel to and from a similar area to ski or;
2. as a cash benefit payable if no suitable alternative skiing is available.

What you are NOT covered for

1. trips in the Northern Hemisphere outside the period commencing 1st December and ending 31st March;
2. trips in the Southern Hemisphere outside the period commencing 1st May and ending 30th September;
3. anything mentioned in the General Exclusions.

AVALANCHE OR LANDSLIDE

What you are covered for

If, following avalanches or landslides, access to and from the ski resort is blocked or scheduled public transport services are cancelled or curtailed we will pay up to the amount shown in the summary of cover for reasonable extra
accommodation and travel expenses to enable you to reach an alternative site. Evidence of limited access will be required.

**What you are NOT covered for**

Anything mentioned in the General Exclusions.

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**SKI HIRE**

**What you are covered for**

If your ski equipment is delayed on the outward journey of a trip for more than 12 hours, then we will pay you up to the amount shown in the summary of cover for hire of equivalent replacement ski equipment.

**What you are NOT covered for**

1. the loss, damage or delay in transit of your ski equipment if you do not notify the carrier within 24 hours and obtain a Property Irregularity Report (PIR) or other report confirming the delay;
2. anything mentioned in the General Exclusions.

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**GENERAL CONDITIONS APPLICABLE TO ALL SECTIONS**

1. All receipts must be retained and produced in the event of a claim. Your claim may be rejected if receipts are not produced.
2. If we require any 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 our expense.
4. You must take all reasonable steps to recover any lost or stolen article.
5. You must take all reasonable steps to avoid or minimise any loss or damage likely to give rise to a claim under this policy. You must act as if you are not insured.
6. We will make every effort to provide all services stated in this document. Remote geographical locations or unforeseeable adverse local conditions may affect normal service.
7. We may at any time pay our full liability under this policy after which we will have no further liability.
8. If any claim is found to be fraudulent in any way this policy will not apply and we will have no further liability.
9. Unless some other law is agreed in writing, this policy is governed by English law. If there is a dispute, it will only be dealt with in the courts of England or of the country within the United Kingdom in which your main residence is situated.

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**GENERAL EXCLUSIONS APPLICABLE TO ALL SECTIONS**

We will not pay anything directly or indirectly caused by:

1. your suicide, deliberately injuring yourself, being under the influence of drugs (unless prescribed by a doctor) or alcohol, alcoholism or other alcohol related illnesses, drug addiction, solvent abuse, self-exposure to needless danger (unless you are trying to save someone’s life);
2. you climbing on top of, or jumping from a vehicle or jumping from a building or balcony, or sitting, planking, balconing, owling or lying on any external part of any building, or climbing or moving from any external part of any building to another (apart from stairs, ramps or walkways) and falling regardless of the height, unless your life is in danger or you are attempting to save human life;
3. you fighting, except in self-defence;
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 or transportation company;
6. consequential loss of any kind unless specifically provided for within this policy (for example, but not limited to, loss of earnings due to being unable to return to work following injury or illness or cost of replacement lock if keys are lost);
7. loss or damage to any property and expense or legal liability directly or indirectly caused by:
   a) ionising radiations or radioactive contamination from any nuclear fuel or nuclear waste which results in burning of nuclear fuel or;
   b) the radioactive, toxic, explosive or other dangerous properties of nuclear machinery or any part of it;
8. loss or damage arising from war, invasion, acts of foreign enemies, hostilities or warlike operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion or uprising, blockade, military or usurped power;
9. any act of terrorism (this exclusion does not apply to Emergency Medical and Repatriation Expenses or Personal Accident claims);
10. you riding on a motorcycle with an engine capacity in excess of 250cc or of any engine size if you fail to wear a crash helmet;
11. you riding on a quad bike;
12. you driving a motor vehicle or riding a motorcycle without an appropriate licence or when not insured under a motor insurance policy;
13. any sports or activities not listed under the sports and activities tables or which you have not paid the appropriate premium for;
14. winter sports of any kind (unless the appropriate premium has been paid);
15. any payment which you would normally have made during your travels, if nothing had gone wrong (for example, meals);
16. your travel to a country or specific area or event to which the Travel Advice Unit of the Foreign and Commonwealth Office or the World Health Organisation has advised against all, or all but essential travel;
17. claims arising from your wilful, malicious or unlawful acts;
18. a pre-existing medical condition not declared to and accepted by us in writing;
19. you driving, or in charge of a vehicle where your blood/urine alcohol level is above the legal limit stated in the laws of the country where the incident occurs.
20. circumstances which you knew about before you purchased this insurance or at the time of booking your trip (whichever is the earlier) which could result in a claim;
21. your failure to meet the eligibility criteria under this policy.
Sales, Amendments & Cancellations

Rock Insurance
Tel: 0343 6580 357
Email: jet2@rockinsurance.com
Open: Mon - Fri (8am-7pm)
Sat (9am-5pm)

Claims

GLOBAL RESPONSE
Tel: 0343 658 0345
Email: travelclaims@global-response.co.uk
Open: Mon-Fri (9am-5pm)

Emergency Helpline for Medical Assistance

GLOBAL RESPONSE
Tel: 00 44 (0) 343 658 0342 or 00 44 (0) 1293 652842