

FOGG INTERNET ANNUAL MULTI-TRIP

TRAVEL INSURANCE POLICY
for the under 65's



FOGG TRAVEL INSURANCE SERVICES LIMITED

www.foggtravelinsurance.com

Arranged by



Fogg Travel Insurance Services Limited

Crow Hill Drive, Mansfield, Nottinghamshire, NG19 7AE Telephone 01623 631331 Fax 01623 420450 Email sales@foggtravelinsurance.com

Fogg Travel Insurance Services Limited is authorised and regulated by the Financial Conduct Authority. Our FCA Register reference is 307304. This can be checked on the financial services register held on the FCA's website (www.fca.org.uk)

Valid for issue to 30th April 2019

FOGG INTERNET ANNUAL UNDER 65s MULTI-TRIP INSURANCE

This policy is for residents of the United Kingdom
or the Channel Islands only

Arranged by:

Fogg Travel Insurance Services Ltd

Crow Hill Drive, Mansfield, Notts. NG19 7AE Tel: 01623 631331 Fax: 01623 420450

Underwritten by:

Union Reiseversicherung AG

Master Policy No.

AMZIA40074-01 A & B

Valid only for issue to 30th April 2019

SUMMARY OF POLICY COVER

A. PRE-TRAVEL POLICY

Policy section	Maximum benefit	Excess
1. Cancellation Loss of deposit	up to £3,000 (See notes 1 & 2)	£75 £20
2. Timeshare Extension (applicable only if appropriate premium paid) Timeshare cancellation	up to £3,000 (See notes 1 & 2)	£75

B. TRAVEL POLICY

Policy section	Maximum benefit	Excess
1. Departure delay Delay abandonment Missed Departure	up to £100 up to £3,000 up to £500	Nil £75 Nil
2. Personal possessions Single article/valuable limits Delayed possessions	up to £1,500 up to £250 up to £150	£75 Nil
3. Personal money Cash limit Loss of travel documents	up to £500 up to £250 up to £250	£75 £75
4. Emergency medical expenses Hospital benefit	up to £5,000,000 up to £1,000 @ £20 per day (See note 2)	£75 Nil
5. Curtailment Timeshare Extension (applicable only if appropriate premium paid): Timeshare curtailment	up to £3,000 (See note 2) up to £3,000 (See note 2)	£75 £75
6. Personal liability	up to £2,000,000	£75**
7. Personal Accident	up to £25,000 (See note 3)	Nil
8. Legal advice and expenses	up to £25,000	£250
Optional Winter Sports Extension (applicable only if appropriate premium paid)		
9. Ski equipment Single/set limit Hired skis Ski hire charges	up to £700 up to £500 up to £300 up to £150	£75 Nil
10. Unused ski pack	up to £250	Nil
11. Weather Extension	up to £350 Area 1 up to £550 Area 2	£75
12. Piste Closure*	up to £300	Nil
Optional Golf Extension (applicable only if appropriate premium paid)		
13. Golf equipment / hired golf equipment Delayed golf equipment Loss of green fees Hole in one	up to £1,500 / £300 up to £300 up to £200 up to £100	£75 Nil Nil Nil

* only valid between 15th December and 15th April

**increased to £250 in respect of rented property damage only.

PRE-TRAVEL POLICY

Note 1. Your policy does not provide cover for re-occurring or pre-existing health conditions. If you have ever had a heart or circulatory related problem, a stroke, cancer, any breathing problems, diabetes, any psychological conditions, or any other health condition which has been treated in hospital or has been referred to a specialist in the last 2 years you should phone our Referral Helpline quoting **FOGG INTERNET ANNUAL UNDER 65s** on **01623 635958** to see if cover is available. We will confirm any special terms in writing.

PRE-TRAVEL & TRAVEL POLICY

Note 2. Your policy does not provide cover for re-occurring or pre-existing health conditions. You must also tell us if your health or medication changes between buying this policy and travelling and if you have ever had a heart or circulatory related problem, a stroke, cancer, any breathing problems, diabetes, any psychological conditions, or any other health condition which has been treated in hospital or has been referred to a specialist in the last 2 years you should phone our Referral Helpline quoting **FOGG INTERNET ANNUAL UNDER 65s** on **01623 635958** to see if cover is available. We will confirm any special terms in writing.

TRAVEL POLICY

Note 3. Cover for accidental death is reduced to £15,000, and £2,500 if you are under 18 years of age.

POLICY INFORMATION

Your insurance is covered under master policy number **AMZIA40074-01 A & B** specially arranged through Fogg Travel Insurance Services Limited and insured by Union Reiseversicherung AG. Cover is provided for each passenger who is shown as having paid the insurance premium and whose name is shown on the insurance schedule. This insurance wording is a copy of the master policy and is subject to the terms, conditions and exclusions of the master policy.

This insurance is sold on the understanding that you are travelling with the intention to return to your home country within your trip dates.

No refund of the insurance premium will be given after the policy has been issued unless, after receipt of the policy, you find that the terms, conditions and exclusions do not meet your requirements and an alternative is available. In this case you must return the policy, insurance schedule and alternative insurance policy to Fogg Travel within 14 days of receipt for a refund to be considered.

Your insurance covers trips of 31 days duration or less and, if the appropriate winter sports premium has been paid, includes winter sports cover of 17 days in total in any one policy year. This includes trips within the United Kingdom provided that the trip is for a period of 3 days or more and the destination is more than 50 miles from your home or business (whichever is the later) and includes pre-booked commercially provided accommodation. Additional winter sports cover up to 31 or 42 days in any one year, but subject to a maximum trip duration of 17 days, is included if the appropriate additional premium has been paid and cover confirmed on your insurance schedule.

The first policy, your pre-travel policy, covers you from the date of commencement of your policy (as shown on your insurance schedule under the period of insurance) until you leave home to start your trip or the policy ends, whichever is the first. The second policy, your travel policy starts when you leave home to start your trip and ends when you return home or the policy ends, whichever is the first.

We have tried to keep the wording as simple as possible. There are conditions and exclusions applying to the pre-travel policy and to the travel policy. Each section tells you what is covered, what is not covered and what you need to do if you need to claim under that section. There are no hidden parts or small print.

Like most policies they exclude all pre-existing health conditions but if you do need the cover, unlike some other policies, you may be able to obtain cover for these conditions by calling the Referral Helpline on the lo-call number shown below the summary of cover section. Cover is not available on all conditions and to include others we may need to charge you an additional premium or increase your policy excess for this condition, an excess is the first part of the claim cost. You should bear in mind that this excess will apply to everyone on your booking if they have to claim for cancellation or curtailment (cutting short the trip) due to your health condition. Cover is not available for conditions where you are under investigation or awaiting treatment. If you do not tell us about your pre-existing health conditions they will not be covered at all and you will not be able to claim for anything caused by them.

We are unable to provide any cover on psychological conditions such as stress, anxiety, depression, eating disorders or mental instability unless pre-screened and accepted by the Referral Helpline in writing.

Additionally your policy does not provide any cover for a claim arising from a recognised complication of a known pre-existing health condition of a close relative or a close business associate.

If your health changes after you have bought the policy you must call the Referral Helpline immediately. As you have two policies, cancellation under the Pre-travel Policy will be effective, but cover for the Travel Policy, which has not started, may change. Travel insurers require stability of health conditions whilst away so what cover is available will depend on the condition, the medication and the period of time before travel. In some instances the new condition may be excluded and on a few occasions we may agree to pay the cancellation charges at the time of diagnosis and recommend postponement of your trip.

AGE LIMITS

This insurance is not valid in respect of persons 65 years and over at the date of issue.

GEOGRAPHICAL AREAS

Area 1 - Europe, including the Channel Islands (where it is not your home country), and all countries west of the Ural Mountains, Republic of Ireland, Iceland, Algeria, Morocco, Tunisia, Turkey, Egypt, the Azores, Canary Islands, Madeira and Mediterranean islands.

Area 2 - Worldwide including the United States of America and Canada.

WHERE TO OBTAIN A CLAIM FORM

If you require a claim form please visit www.foggtravelinsurance.com and click on claim forms – you can print the relevant claim form required or by email to claims@foggtravelinsurance.com or alternatively if you do not have internet access you can contact:

Fogg Travel Insurance Services Limited

Crow Hill Drive, Mansfield, Notts. NG19 7AE on telephone : 01623 631331 in all circumstances you should quote **FOGG INTERNET ANNUAL UNDER 65s**, advising the section under which you wish to claim. Normally, if you contacted the emergency medical assistance service during your trip a claim form will have already been sent to your home.

When returning the claim form please enclose this certificate of insurance together with the tour operator's confirmation of booking invoice and if the claim is for cancellation, the tour operator's cancellation invoice.

OUR PLEDGE TO YOU

It is our aim to give a high standard of service and to meet any claims covered by this policy honestly, fairly and promptly. We occasionally get complaints and these are usually through a misunderstanding or insufficient information. Any complaint will be investigated at once and the matter resolved as quickly as possible.

YOUR RIGHT TO COMPLAIN

We sincerely hope you will not need to complain about your insurance policy or claims settlement.

- If your complaint is regarding the selling of your policy please forward details of your complaint in the first instance as follows: Managing Director, Fogg Travel Insurance Services Ltd, Crow Hill Drive, Mansfield, Notts. NG19 7AE Telephone: +44 (0)1623 631331 Email: complaints@foggtravelinsurance.com
- Or, if your complaint is about the outcome of your claim or assistance provided please forward details of your complaint in the first instance as follows: Write to the Quality and Improvements Manager, URV, 1 Tower View, Kings Hill, West Malling, ME19 4UY, telephone +44 (0)20 3829 6604 who will review the claims office decision.
- If you are still not satisfied with the outcome you may ask the Financial Ombudsman Service (FOS) to review your case. Their address is Exchange Tower, London, E14 9SR, telephone advice line is 0800 023 4567.

Unlike other policies we cover many **hazardous activities** as standard with no additional premium required.

If the sport or activity **you** are participating in is not listed below please contact Fogg Travel, telephone 01623 631331 (retail option) or email to queries@foggtravelinsurance.com (Mon to Fri 9am to 5pm) quoting **FOGG INTERNET ANNUAL UNDER 65s** to ensure **you** are covered.

Please also refer to the list of **winter sports** and additional activities across **PROVIDED THAT you** have opted to include **winter sports**, and **winter sports** cover has been confirmed on **your** insurance schedule.

The following is a list of sports and activities covered during the period of insurance with no additional premium on a non-professional, amateur and non-competitive basis (unless otherwise stated):

Abseiling, Aerobics, Athletic Field/track Events, Angling, Animal Sanctuary/Refuge Work, Archery, Athletics,

Badminton, Bamboo Rafting, Banana Boating, Bar Work (excluding Personal Liability), Baseball, Basketball, Beach Games, Biathlon, Billiards, Bird Watching, Body/Boogie Boarding, Bowling, Bowls, Boxing Training, Bridge, Bridge Swinging, Bungee Jumping,

Camel Riding/Trekking, Camping, Canoeing (up to grade 3 rivers only), Caravanning (excluding Personal Liability), Catamaran Sailing (In-shore) (excluding Personal Liability), Chess, Clay Pigeon Shooting, Climbing (climbing wall, with use of ropes or guides), Cricket, Croquet, Curling, Cycle Touring, Cycling,

Dancing, Darts, Deep Sea Fishing, Diving,

Elephant Riding/Trekking,

Fell Running, Fell Walking, Fencing, Fishing, Fives, Flag football, Flying as passenger (private/small aircraft), Flying (excluding crew/pilot), Football, Football - Beach Kick Around, Fresh Water/Sea Fishing, Frisbee, Fruit or Vegetable Picking (excluding Personal Liability),

Glass Bottom Boats, Gliding (learning), Golf, Gorilla Trekking, Gymnastics,

Highland games, Hiking up to 3,000m, Hill Walking up to 3,000m, Historical Research, Horse Riding (no eventing), Hot Air Ballooning (passenger only),

Indoor Skating,

Jet Boating (excluding Personal Liability), Jet Skiing (excluding Personal Liability), Jogging,

Kayaking (up to grade 2 rivers only), Keepfit, Kiting, Korfball,

Low Ropes,

Manual Labour involving the lifting or carrying of heavy items of no more than 25 kg, work at no more than 2 storeys high (excluding any form of work underground) (excluding Personal Liability), Marathons, Model Flying, Motorcycling with appropriate UK licence (excluding Personal Liability), Motor homing (excluding Personal Liability), Mountain Biking (mountain paths/trails and roads),

Netball,

Orienteering,

Petanque, Pigeon racing, Pony Trekking, Pool, Power lifting,

Quoits,

Rackets, Rafting, Rambling up to 3,000m, Rap Running/Jumping, Raquet Ball, Re-Enactment, Restaurant Work (excluding Personal Liability), Rifle Range, Ringos, River Walking, Rock Scrambling (under 4,000m), Rounders, Rowing, Running,

Safari (UK Organised), Safari Trekking, Sail Boarding, Sailing, Sailing/Yachting inshore (recreational crewing) (excluding Personal Liability), Scuba Diving to 30m (PADI or BSAC qualified or diving with and under the direction a qualified instructor. No solo diving. **You** will not be covered under this policy if **you** travel by air within 24 hours of participating in scuba diving), Sea Fishing, Shinty, Shooting, Shooting (target range-not hunting), Small Bore Target Shooting, Snooker, Snorkelling, Softball, Sprint/Long Distance, Squash, Surfing, Swim Trekking, Swimming, Swimming with Dolphins, Sydney Harbour Bridge,

Table Tennis, Team Games, Ten Pin Bowling, Tennis, Trekking up to 3000m, Triathlon, Tubing, Tug of War,

Volleyball,

Walking up to 3,000m, Water Skiing, Weight Lifting, Whale Watching, White Water Rafting (grade 1 to 3), Windsurfing, Working (excluding Personal Liability) (excluding **manual labour**),

Yachting (inland and coastal waters) (recreational crewing) (excluding Personal Liability), Yoga.

Any claims which arise whilst undertaking any of these activities for any purpose other than leisure (examples of non-leisure purposes include racing (other than on foot), timed events, professional, training for professional or competition levels, display events, photo shoots, etc.) will not be covered under this policy. If **you** are unsure please do not hesitate to contact Fogg Travel (details above or under **hazardous activity** definition) and we can discuss **your** individual requirements.

Where necessary you must ensure that the covered sport or activity is adequately supervised and appropriate safety equipment and/or clothing is worn at all times.

ADDITIONAL PREMIUM REQUIRED – WINTER SPORTS OPTION:

The following is a list of **winter sports** activities, and also includes additional sports and activities, covered on a non-professional, amateur and non-competitive basis **PROVIDED THAT THE APPROPRIATE PREMIUM HAS BEEN PAID TO INCLUDE THE WINTER SPORTS OPTION, AND WINTER SPORTS COVER IS CONFIRMED ON YOUR INSURANCE SCHEDULE.**

Any winter sports activity is limited to 17 days in any one year (increased to 31 or 42 days (but limited to 17 days any one winter sports trip where the appropriate premium has been paid for the increased winter sports options).

If the **winter sports** activity, or additional sport or activity **you** are participating in is not listed below please contact Fogg Travel, telephone 01623 631331 (retail option) or email to queries@foggtravelinsurance.com (Mon to Fri 9am to 5pm) quoting **FOGG INTERNET ANNUAL UNDER 65s** to ensure **you** are covered.

Winter sports activities (provided that the appropriate winter sports premium is paid):-

Big Foot Skiing, Blade Skating,

Cat Skiing/Snowboarding, Cross Country Skiing,

Dry Slope Skiing/Snowboarding/ Snowdome,

Glacier Walking,

Heliskiing (provided helicopter lands at a designated site to allow you to disembark), Husky Dog Sledding,

Ice Hockey with Full Body Protection, Ice Skating (official licensed ice rinks indoor or outdoor),

Kick Sledging, Land Skiing, Langlauf,

Mono Skiing, Nordic Skiing,

Off-piste Skiing/Snowboarding, Passenger Sledge,

Ski Boarding, Ski Dooing, Skiing, Sledging, Sleigh Riding (reindeer, horses, dogs), Snow Biking, Snow Blading, Snowboarding, Snow/Ski Bobbing, Snowcat Driving (excluding Personal Liability), Snow Mobiles/Ski Doos (excluding Personal Liability), Snow Parascending, Snow Scooting, Snow Shoe Walking, Snow Tubing, Speed Skating,

Telemarking, Tobogganing.

Additional sports and activities (provided that the appropriate winter sports premium is paid):-

Adventure Racing (up to 12 hours), Airsoft, American Football,

Breathing Observation Bubble (BOB),

Canoeing (white water, up to grade 6), Canyoning, Cross Country Running,

Dragon Boat Racing, Equestrian,

Falconry, Flying Helicopter (pilot) (excluding Personal Liability),

Gaelic Football, Go-Karting (excluding Personal Liability), Gorge Walking (no ropes), Gliding,

Handball, Harness Racing, High Diving (swimming pool), Hobie Catting (in-shore), Hockey, Horse Jumping (no Polo, Hunting), Hydro Zorbing,

Iron Man, Jousting, Judo,

Karate, Kayaking (up to grade 3 rivers only), Kayaking (inland waters), Kendo, Kite Boarding,

Lacrosse, Land Yachting,

Martial Arts (Training only), Modern Pentathlon, Mountain Boarding, Mountaineering up to 1,000m (with use of ropes and guides, no solo climbing, excluding snow, glacier, ice),

Off Road Motorcycling (up to 250cc) (excluding Personal Liability),

Paint Balling, Parasailing (over water), Parascending (Over water), Polo Cross, Power Boating (excluding Personal Liability), Professional Entertaining,

Quad Bikes (excluding Personal Liability),

River Tubing, Rock Climbing (under 2,000m) with trained guide and use of ropes and guides only, all safety equipment and clothing to be used (excludes solo climbing, free climbing, climbing without trained guide), Rodeo, Roller Blading (Line Skating/Skate Boarding), Roller Hockey, Roller Skating, Rugby, Rugby (training), Rugby League, Rugby Union,

Safari, Sand Boarding, Sand Dune Surfing/Skiing, Sand Yachting, Sea Canoeing/Kayaking, Shark Cage Diving, Skateboarding, Soccer, Speed Sailing, Speed Trials/Time Trials, Sphering, Street Hockey, Summer Tobogganing/Luge,

Taw Kwon Do, Trampoline, Tree Top Canopy Walking (harnessed),

Under 17 Driving (not public roads) (excluding Personal Liability),

War Games/Paint Balling, Water Polo, Water Ski Jumping, White Water Rafting (grade 1 to 6), Wrestling,

Any claims which arise whilst undertaking any of these activities for any purpose other than leisure (examples of non-leisure purposes include racing (other than on foot), timed events, professional/ semi-professional / paid / sponsored racing, training for professional or competition levels, display events, photo shoots, etc.) will not be covered under this policy. If **you** are unsure please do not hesitate to contact Fogg Travel (details above or under **hazardous activity** definition) and we can discuss **your** individual requirements.

Where necessary you must ensure that the covered sport or activity is adequately supervised and appropriate safety equipment and/or clothing is worn at all times.

A. YOUR PRE-TRAVEL POLICY

HOW YOUR PRE-TRAVEL POLICY WORKS

Your pre-travel policy shows the sections of cover, limits, conditions, exclusions and information on what to do if you need to claim. It is essential that you read it. The policy is a contract between us and you. We will pay for any event, as set out in the policy, that happens during the period of cover for which you have paid the appropriate premium.

We are unable to provide any cover on psychological conditions such as stress, anxiety, depression, eating disorders or mental instability unless pre-screened and accepted by the Referral Helpline in writing.

Additionally your policy does not provide any cover for a claim arising from a recognised complication of a known pre-existing health condition of a close relative or a close business associate.

All numbers and letters shown under 'For each insured-person this insurance will not cover:' refer to the same numbers and letters under 'For each insured-person this insurance will pay:' Where no letters or numbers are shown it applies to the whole section.

You are required to disclose any relevant information otherwise your policy will not cover you and it may invalidate it altogether.

If you are a person buying insurance wholly or mainly for personal purposes unrelated to your employment, you have a duty to take reasonable care to answer questions fully and accurately, and that any information you volunteer is not misleading. This duty exists before the cover is placed, when renewed, or altered at any time throughout the duration of the policy. If you do not do so, your Insurer may be able to void your policy from inception. An example of this could be the medical history of a close relative or other person travelling with you, or you are visiting or staying with that may cause you to cancel or cut short your trip. If you are unsure whether or not information is relevant please do not hesitate to call us on 01623 635958.

WHEN YOUR PRE-TRAVEL POLICY STARTS AND ENDS

The cover for cancellation starts from the date the trip booking was made after the date of commencement of your policy (as shown on your insurance schedule under the period of insurance) and ends when you leave home or the policy ends, whichever is the first.

DISCLOSURE OF PRE-EXISTING HEALTH CONDITIONS

Your policy may not cover claims arising from your pre-existing health conditions so you need to tell us of anything you know that is likely to affect our acceptance of your cover.

Pre-existing health conditions - so that we can ensure you are provided with the best cover we can offer please read the following questions carefully:

1. Have you, or anyone travelling with you, ever had treatment for:
 - any heart or circulatory condition.
 - a stroke or high blood pressure.
 - a breathing condition (such as asthma).
 - any type of cancer.
 - any type of diabetes.
 - any type of psychological condition (such as stress, anxiety, depression, eating disorders or mental instability).
2. In the last 2 years - have you, or anyone who is travelling with you, been treated for any serious or re-occurring medical condition, asked to take regular prescribed medication, or referred to a specialist or consultant at a hospital for tests, diagnosis or treatment?

If you have answered 'Yes' to any of the above questions we may be able to offer some cover and may be able to cover your health condition, although an increased premium may be required. To enable us to consider your health condition please contact the Referral Helpline quoting FOGG INTERNET ANNUAL UNDER 65s on 01623 635958 to see if cover is available. All calls will be treated in the strictest confidence.

3. You must also tell us if:
 - you are waiting for tests or treatment of any description
 - your doctor alters your regular prescribed medication
4. You must tell us about the pre-existing health conditions of anyone travelling with you who is not insured under this policy but who may make it necessary for you to cancel or curtail your trip to find out if we are able to provide cover on their conditions. Your failure to declare these pre-existing health conditions will mean that you will not be able to claim for any event that is due directly or indirectly to the condition.

You need to keep copies of all letters we send you for future reference.

If when you buy this policy you are aware of anyone or anything that could increase the risk or result in a claim you must tell us. If you do not tell us, your policy may not cover you, and might be invalidated altogether. We reserve the right to charge an increased premium, decline, withdraw cover or increase the policy excess as well as cancel or restrict cover for any person.

Should we require any additional premium, and you accept our offer, this should be paid to Fogg Travel either by credit card or cheque, made payable to URV, and sent within 14 days of receipt. Should you decide not to pay the additional premium the pre-existing health condition will not be covered. Full confirmation of our terms and conditions will be sent out to your address after your call. Any additional pre-existing health condition not declared to us will not be covered. All terms and conditions declared under this pre-travel policy will also be recorded under your travel policy so that you do not need to declare these twice.

Please note:

We are unable to provide cover for any claim arising from a recognised complication of a known pre-existing health condition of a close relative or a close business associate.

NEW MEDICAL CONDITION OR CHANGE IN MEDICAL CONDITION OR ONGOING MEDICATION

If your health or your ongoing medication changes between the date the policy was bought and the date of travel you should advise our Referral Helpline quoting FOGG INTERNET ANNUAL UNDER 65s on 01623 635958 as soon as possible. We will advise you what cover we are able to provide after the date of diagnosis. We reserve the right to charge an additional premium, increase the excess, exclude the condition or withdraw cover if the condition declared makes this necessary.

DEFINITION OF WORDS

APPLICABLE TO YOUR PRE-TRAVEL POLICY

Listed below are certain words that appear throughout the policy. These will always be shown in bold type and in all cases will have the meanings shown below.

Business associate - means a business partner, director or employee of yours who has a close working relationship with you.

Channel Islands - means Jersey, Guernsey, Alderney, Sark, Herm, Jethou, Brecqhou and Lihou.

Close relative - means spouse or partner of over six months, parents, step-parent, grandparents, parents-in-law, brother, sister, child, step-child, grandchild, foster-child, fiancé(e), aunt, uncle.

Couple - means 2 persons living together as husband and wife or as common law partners of over six months at the time of buying your policy.

Family - means up to 2 parents/guardians and any number of children living at the same address and aged under 18 at the time of buying your policy.

Hazardous activity - means any activity that requires skill and involves increased risk of injury. Please see the list of hazardous activities listed under the sports and activities cover section on page 3 of this policy that are covered for free under this insurance, together with the winter sports activities and additional sports and activities listed that are covered provided that the appropriate winter sports premium has been paid and winter sports cover is confirmed on your insurance schedule. If you are taking part in any sport or activity not listed please contact Fogg Travel, telephone 01623 631331 (retail option) or email to queries@fogtravelinsurance.com (Mon to Fri 9am to 5pm) quoting FOGG INTERNET ANNUAL UNDER 65s, to ensure you are covered. An additional premium may apply for those activities which are not free but for which cover is available.

Home - means one of your normal places of residence in the United Kingdom or the Channel Islands including British Forces Posted Overseas (BFPO).

Home country - means both the country you live in within the United Kingdom or the Channel Islands including British Forces Posted Overseas (BFPO).

Insured-person/you/your - means any person named on the insurance schedule for which the appropriate premium has been paid.

Pre-existing health condition - means any heart, circulatory or breathing conditions, cancer or diabetes or serious or re-occurring medical condition which has been previously diagnosed, investigated or treated in any way, at any time prior to travel, even if this condition is currently considered to be stable and under control.

Principal policyholder - means the first named insured-person.

Redundancy - means being an employee where you or your parents qualify under the provision of the Employment Rights Act 1996, and who, at the date of termination of employment by reason of redundancy, has been continuously employed for a period of two years or longer and is not on a short term fixed contract.

Resident - means a person who has had their main home in the United Kingdom or the Channel Islands and has not spent more than six months abroad in the year before buying this policy.

Trip - means a holiday or journey that begins when you leave home and ends on your return to either (i) your home, or (ii) a hospital or nursing home in your home country following your repatriation, both during the period of cover.

United Kingdom - means England, Wales, Scotland, Northern Ireland and Isle of Man.

We/our/us - means Union Reiseversicherung AG.

POLICY EXCESS APPLICABLE TO YOUR PRE-TRAVEL POLICY

An excess is the amount you have to pay towards each claim.

All excesses shown for this policy are payable by each insured-person, for each incident giving rise to a separate claim.

The policy excess may be increased to include pre-existing health conditions confirmed in writing by Fogg Travel. The increased excess will apply to all persons insured under your policy.

POLICY CONDITIONS

APPLICABLE TO YOUR PRE-TRAVEL POLICY

At all times we will act in good faith in our dealings with you. The payments for all claims following events that occur in your selected geographical area during the period of cover are dependent on you:

1. OBSERVING THE FOLLOWING:

- (a) being a resident of the United Kingdom or the Channel Islands.
- (b) taking all possible care to safeguard against accident, injury, loss or damage as if you had no insurance cover.
- (c) producing your insurance schedule confirming you are insured before a claim is admitted.
- (d) giving us full details in writing of any incident that may result in a claim under any section of the policy at the earliest possible time.
- (e) notifying us immediately of any changes in your health or medication after you buy the policy.
- (f) providing all necessary information and assistance we may require at your own expense (including where necessary medical certification and details of your National Health number or equivalent and Private Medical Insurance).
- (g) accepting that no alterations and/or additions to the printed terms and conditions of your policy be valid unless initialled by us.
- (h) checking with your doctor on the advisability of making the trip if you have any existing medical condition, taking into account your chosen destination, the climatic conditions, the stability of your condition, the effect of any additional drugs or vaccines necessary and the standard of the medical services available. Cover will not be given if travel is against the advice of your doctor.
- (i) not travelling specifically to receive medical treatment during your trip or in the knowledge that you are likely to need treatment.
- (j) not requiring insurance for any health condition where a terminal prognosis has been given by a registered doctor before buying this policy.
- (k) not requiring insurance for any health condition that is being investigated or for which you are awaiting or receiving treatment in hospital at the time of buying this policy.
- (l) disclosing all relevant information as soon as possible after the policy is issued.
- (m) obtaining any recommended vaccines, inoculations or medications prior to your trip.

2. RECOGNISING OUR RIGHTS TO:

- (a) make your policy void where a false declaration is made or any claim is found to be fraudulent.

- (b) subrogate against the responsible party and take proceedings in **your** name but at **our** expense to recover for **our** benefit the amount of any payment made under the policy.
- (c) give **7** days notice of cancellation of this policy by recorded delivery to **you** at **your** last known address. In this case **we** will refund to **you** the pro-rata proportion of any unexpired premium **you** have paid.
- (d) obtain information from **your** medical records (with **your** permission) for the purpose of dealing with any medical claims. No personal information will be disclosed to any outside person or organisation without **your** prior approval.
- (e) not to refund the policy premium after the policy has been issued, unless after receipt of the document **you** find that the terms and conditions do not meet **your** requirements, in which case the policy and any other relevant documents must be returned to the point of sale within **14** days of receipt for any refund to be considered.
- (f) only pay a proportionate amount of the claim where there is other insurance in force covering the same risk and to require details of such other insurance.
- (g) not make any payment for any event that is covered by another insurance policy.
- (h) maintain **your** personal details in connection with an anti-fraud claims checking system.

GENERAL EXCEPTIONS APPLICABLE TO YOUR PRE-TRAVEL POLICY

This insurance will not cover:

1. **you** if **you** are aged **65** years or over.
2. any **trip** where the ticketed return journey exceeds **31** days from the outward journey or where the ticket has no fixed return date.
3. any **trip** within the **United Kingdom** that is of shorter duration than **3** days and the destination is less than **50** miles from **your home** or business (whichever is the later) and is not in pre-booked commercially provided accommodation.
4. any **trip** within the **Channel Islands** where it is **your home country**.
5. **winter sports trips** exceeding **17** days in total in any one period of insurance where the appropriate standard **winter sports** premium has been paid or **winter sports trips** exceeding **31** days or **42** days in total in any one period and a single **trip** exceeding **17** days where the appropriate standard and additional **winter sports** premiums have been paid.
6. a one-way **trip**.
7. any **trip** made by the spouse or partner of the **principal policyholder** or children under **18** residing at **home** that is not to travel to and remain with the **principal policyholder** or to return **home** having remained with the **principal policyholder**.
8. any loss due to currency exchanges of any and every description.
9. any loss unless it is specified in the policy.

SECTION A1 - CANCELLATION CHARGES

For each insured-person this insurance will pay:

up to **£3,000** for **your** proportion of (i) transport charges, (ii) loss of accommodation and (iii) additional travel expenses (iv) pre-paid excursions booked in **your home country** prior to the start of **your trip** that **you** have paid or agreed to pay and that **you** cannot recover from any other source following **your necessary** cancellation after **you** bought this insurance and before **your trip** starts through **your** inability to travel due to:

- (i) the death, injury or illness of:
 - **you** or a friend with whom **you** are travelling .
 - a **close relative**.
 - a close **business associate** who lives in **your home country**.
 - a friend who lives abroad and with whom **you** were intending to temporarily stay,
- (ii) **you**, a friend or **close relative** who is travelling with **you** and included on **your** booking being required in **your home country** for jury service or as a witness in a Court of Law.
- (iii) **you**, a friend or **close relative** who is travelling with **you** and included on **your** booking being given notice of **redundancy**.
- (iv) the requirements of H. M. Forces.
- (v) **your**, a friend or **close relative** who is travelling with **you**, presence being required by the Police after **your home**, or the home in **your home country** of **your friend** or **close relative**, or usual place of business in **your home country**, having suffered from burglary, serious fire, storm or flood.

For each insured-person this insurance will not cover :

- the first **£75** (reduced to **£20** on claims for deposits only) of any loss, charge or expense made on each claim under this section.
- **you** if **you** are aged **65** or over.
- any claim where **you** have not obtained a written statement at the time of the cancellation confirming the necessity to cancel **your trip**.
- any payment or part payment made using frequent flyer vouchers, Air Miles/Avios vouchers or other vouchers that have no financial face value.
- any payment where **you** have not suffered any financial loss.
- any claim that is due to:
 - the withdrawal of previously approved leave by **your** employer unless it is due to the death or serious illness of a close **business associate**.
 - **your** failure to obtain the required passport, visa or ESTA.
 - **your** carriers refusal to allow **you** to travel for whatever reason.
 - the operation of law or as a result of an unlawful act or criminal proceedings against anyone included in **your** booking.
 - the failure of any transport or accommodation provider, their agent or anybody who is acting as **your** agent.
 - the cancellation of **your trip** by the tour operator.
 - the failure of **your** travel agent or tour operator.
 - the cancellation of any conference or business **trip** onto which **your trip** was to be an add-on.
 - financial circumstances or unemployment except when it is due to **redundancy** that **you** received or were aware of after buying this insurance.
 - **your** disinclination to travel.
 - **your** loss of enjoyment of the **trip** however caused.
 - **you** travelling in an aircraft (other than as a passenger in a fully licensed passenger carrying aircraft and for no other purpose).
 - **your** suicide, self-injury or any wilful act of self exposure to peril (except where it is to save human life).

- **you** being under the influence of drugs (except those prescribed by **your** registered doctor but not when prescribed for treatment of drug addiction).
- **your** abuse or prior abuse of solvents or alcohol.
- death or illness of any pets or animals.
- terrorism, riot, civil commotion, strike or lock-out.
- any event that is due to **you** participating in a **hazardous activity** except where shown to be covered under the sports and activities cover section or where an additional premium has been paid and the policy endorsed.
- cancellation due to the fear of an epidemic or pandemic.
- cancellation of the **trip** on the advice or recommendations published by the Foreign and Commonwealth Office and applicable at the time of departure.
- the cost of Air Passenger Duty or equivalent and airport charges or booking fees.
- cancellation for any claim arising from a recognised complication of a known **pre-existing health condition** of a **close relative** or **close business associate**.
- any payments made or charges levied after the date of diagnosis of any change in **your** health or medication after the policy was bought unless this has been advised to **us** and any revised terms or conditions have been confirmed in writing.
- cancellation of **your trip** due to a health condition of a person travelling with **you**, and included on **your** booking where the risk attached to that health condition has not been accepted by **us in writing**.
- any **pre-existing health condition** or health condition that has been diagnosed, been in existence or for which **you** have received treatment from a hospital or specialist consultant during the last **2** years or for which **you** are awaiting or receiving treatment or under investigation unless **we** have agreed cover in writing and any additional premium has been paid.
- any claim arising from any relevant information known by **you** at the time of buying this policy or which occurs between booking and travel unless it has been disclosed to **us** and **we** have agreed in writing any terms applicable.
- any claim for damage for loss, or deterioration of, or damage to property.
- (iv) any event that is the result of leave being cancelled because of war, terrorism, biological or chemical warfare, invasion, act of foreign enemy, hostilities (whether war has been declared or not), civil war, rebellion, revolution, insurrection or military or usurped power.
 - any claim where **you** have not obtained prior authority to take leave.
 - any claim where leave has been cancelled on disciplinary grounds.

What you need to do if you wish to make a claim under this section of the policy:

- notify the travel agent/tour operator immediately, by telephone and in writing, that **you** need to cancel and obtain a cancellation invoice.
- obtain a claim form from Fogg Travel either by internet or telephone, and get **your**/the patient's registered doctor to complete the medical certificate attached to the claim form.
- send any receipts to Fogg Travel.

SECTION A2 – TIMESHARE EXTENSION

(APPLICABLE ONLY IF APPROPRIATE PREMIUM PAID)

In addition to your valid claim under A1 cancellation charges provided the additional premium has been paid and accepted by us:

For each timeshare property this insurance will pay:

up to **5%** of the original purchase price paid for the period of the timeshare **you** are unable to use, plus the management charge for this period, up to a maximum amount of **£3,000** in total, following a valid claim under section **A1a**, cancellation charges, of the policy where **you** are unable to exchange **your** timeshare in **your** operator's timeshare bank.

For each insured-person this insurance will not cover :

- the first **£75** of any claim under this section.
- more than **£3,000** in total.
- any claim that is not part of a valid claim under the cancellation charges section of the policy.
- any loss by exchanging **your** timeshare for a different date or different location.
- any loss where **your** timeshare can be banked for use at a later time with **your** timeshare operator or timeshare exchange.

PLEASE NOTE:

All claims will be paid in sterling at the exchange rate applicable at the time of cancellation.

What you need to do if you wish to make a claim under this section of the policy:

- notify **your** timeshare operator or timeshare exchange by telephone and in writing within **3** working days of **your** need to cancel.
- request **your** timeshare operator or timeshare exchange deposits **your** timeshare week(s) in the space bank and grants **you** a replacement within **6** months.
- request an alternative timeshare from their space bank at a suitable time.
- provide copies of the original purchase invoice and invoice for the management charge for the period **you** need to cancel.

B. YOUR TRAVEL POLICY

HOW YOUR TRAVEL POLICY WORKS

Your travel policy shows the sections of cover, limits, conditions, exclusions and information on what to do if **you** need to claim, how to obtain legal advice and how to contact the **24** hour emergency medical assistance service. It is essential that **you** read it. The policy is a contract between **us** and **you**. **We** will pay for any event, as set out in the policy, that happens during the period of cover for which **you** have paid the appropriate premium.

Your travel insurance policy is not intended to cover items of high value, such as video camcorders, expensive watches etc., as these should be fully insured under **your** house contents insurance on an All Risks extension for **365** days of the year. There is a maximum amount **you** can claim for each individual item and a maximum amount in total for **valuables**, and these are shown under the **personal possessions** section. The **personal possessions** cover is not 'new-for-old' and an amount for age, wear and tear will be deducted.

Your policy covers for treatment of medical conditions in emergency and which will respond quickly to treatment. It is not intended to cover **you** for recurrent or long term treatment and in these circumstances, bearing in mind the advice given by **our** Chief Medical Officer, **we** reserve the right to transfer **you** to a state hospital, where adequate facilities are available, or repatriate **you** to **your home country**.

We are unable to provide any cover on psychological conditions such as stress, anxiety, depression, eating disorders or mental instability unless pre-screened and accepted by the Referral Helpline in writing.

Additionally **your** policy does not provide any cover for a claim arising from a recognised complication of a known **pre-existing health condition** of a **close relative** or a **close business associate**.

All numbers and letters shown under 'For each insured-person this insurance will not cover:' refer to the same numbers and letters under 'For each insured-person this insurance will pay:' Where no letters or numbers are shown it applies to the whole section.

WHEN YOUR TRAVEL POLICY STARTS AND ENDS

The cover under **your** travel policy starts at the beginning of **your trip** as shown on **your** insurance schedule under the period of insurance and ends on **your** return **home** or expiry of the policy, whichever is the first. This includes **trips** within the **United Kingdom** provided that the **trip** is for a period of **3** days or more and the destination is more than **50** miles from **your home** or business (whichever is the later) and includes pre-booked commercially provided accommodation.

EXTENSION OF PERIOD

- In the event of **your** death, injury or illness or that of anyone travelling with **you**, **you** are unable to complete the **trip** before the expiry of this policy the cover will be automatically extended without additional premium for the additional days necessary for **you** to complete the **trip**.
- In the event of delay to any vehicle, vessel or aircraft in which **you** are travelling as a ticket holder **you** are unable to complete the **trip** before the expiry of this policy the cover will be automatically extended without additional premium up to **14** days for **you** to complete the **trip**.

NEW MEDICAL CONDITION OR CHANGE IN MEDICAL CONDITION OR ONGOING MEDICATION

If **your** health or **your** ongoing medication changes between the date the policy was bought and the date of travel **you** should advise **our** Referral Helpline quoting **FOGG INTERNET ANNUAL UNDER 65s** on **01623 635958** as soon as possible. **We** will advise **you** what cover **we** are able to provide after the date of diagnosis. **We** reserve the right to charge an additional premium, increase the excess, exclude the condition or withdraw cover if the condition declared makes this necessary.

USE AN EHIC - NIL EXCESS IF MEDICAL COSTS ARE REDUCED

Avoid paying the excess - travellers to European countries, Iceland, Liechtenstein, Norway and Switzerland (the European Economic Area (EEA)) should apply and obtain the European Health Insurance Card (EHIC). Applications for the EHIC can be made online at www.nhs.uk/NHSEngland/Healthcareabroad/EHIC - full details are given online. Please allow sufficient time to receive the EHIC prior to your departure date. This will entitle **you** to benefit from the reciprocal health arrangements which exist between European Union countries. In other countries where reciprocal health arrangements exist all reasonable steps should be made to utilise them. Please see Section **B4**.

If **you** are travelling outside the EEA then there are some countries that have reciprocal agreements with the **UK** and the **Channel Islands** and these can be found on

<http://www.nhs.uk/NHSEngland/Healthcareabroad/countryguide/NonEEAcountries/Pages/Non-EEAcountries.aspx>

If **you** make use of these arrangements or any other world-wide reciprocal health arrangement and **your** claim under **Section B4** is reduced, **you** will not have to pay any excess. This does not apply where special excess terms have been imposed.

IF YOU NEED EMERGENCY MEDICAL ASSISTANCE ABROAD:

Contact the **24** hour emergency medical assistance service:
FOGG ASSIST on +44 (0)20 7118 1444

IN CASE OF SERIOUS EMERGENCY

First call an ambulance using the local equivalent of a **999** call. While **you** wait for the ambulance contact **our** emergency medical assistance service which is open **24** hours a day and **7** days a week to offer **you** advice in this emergency situation. **We** strongly suggest **you** put **FOGG ASSIST's** telephone number **+44 (0)20 7118 1444** into **your** mobile phone before **you** travel so that it is to hand should **you** need it. Speak to the ambulance driver and get details of the hospital **you** are being taken to so that **our** emergency medical assistance service's doctor will be able to obtain a medical report at the earliest possible opportunity.

You must notify **FOGG ASSIST** as soon as possible if **you** are to be admitted as an in-patient, or where costs are likely to exceed **£500**, for agreement of costs under the policy.

WHAT THE MEDICAL ASSISTANCE COMPANY NEEDS FROM YOU

When **you** call **our** emergency medical assistance service in an emergency **you** need to have some basic information for them to hand:

- your** telephone number so **you** can be contacted on in case **you** are cut off
- the name and age of the patient and as much information about the medical situation as **you** are able to provide
- the name of the hospital, the ward, the treating doctor and the telephone numbers if **you** have them
- tell them that **you** insured under the scheme **FOGG INTERNET ANNUAL UNDER 65s** through URV, the booking reference number (if applicable), the date **you** bought the insurance, and **you** booked travel dates
- the patient's **home country** GP details, name, address and phone number, in case they need to obtain information on current medical conditions and treatment.

MINOR ILLNESS OR INJURY

If **you** need to see or visit a doctor or hospital in Europe or Scandinavia then ask **your** hotel reception or **your** tour operator representative for the address of the nearest **public medical facility**. In Europe **you** should show them **your** EHIC card, medical treatment will be free or at a reduced cost and **you** will not be required to contribute towards the claim as the policy excess will be reduced to **NIL**. **You** will only be covered for the cost of private medical treatment where adequate state facilities are not available in these countries. **You** must have this approved in advance by **FOGG ASSIST** on **+44 (0)20 7118 1444**. Elsewhere it is advisable to seek advice on where to go for treatment from **our** emergency medical assistance service if possible, as standards of medical facilities vary greatly and many apparently acceptable clinics which have been set up to target the tourist market and will ruin **your trip** by insisting on unnecessary admissions and treatment at inflated prices. In some circumstances it may be necessary for **our** emergency medical assistance service to move **you** to a more suitable facility.

HOW TO PAY FOR YOUR TREATMENT

Outpatient bills for less than **£500** should be paid at the time and claimed on **your** return. It is very important to obtain an itemised receipt for any monies paid for medical treatment.

If **you** are admitted to a medical facility then **you** may need to pay the policy excess locally and ask the hospital or doctor to send the rest of their bills to Fogg Travel Insurance Services Limited, Crow Hill Drive, Mansfield, Notts NG19 7AE England. **Our** emergency medical assistance service will explain this procedure to them and provide them with a faxed guarantee if necessary, once the validity of **your** claim has been established.

In European Countries, Iceland, Liechtenstein, Norway and Switzerland (the European Economic Area (EEA)) **you** should utilise **your** EHIC card for in-patient and/or out-patient treatment to obtain a reduction in medical costs where possible, and if costs are minimised the policy excess will be reduced to **NIL**.

WHAT HAPPENS IF I MISS MY BOOKED FLIGHT DUE TO ILLNESS?

Don't worry, provided **you** have contacted **our** emergency medical assistance service **your** policy will be automatically extended to cover **you** until it is agreed that **you** are fit to travel **home**. **Our** emergency medical assistance service will liaise with **your** treating doctor and **you** and once **you** are fit to travel, they will make appropriate alternative arrangements.

WHAT IF YOU WANT TO COME HOME EARLY?

This policy covers **you** to come **home** early because **you** are ill or injured **only** if medical treatment is not available locally. If **you** are thinking of cutting short **your trip** because **you** are not well then **you** must contact **FOGG ASSIST** on **+44 (0)20 7118 1444** for advice first before making any arrangements. If **you** need to come **home** for **any other reason**, such as the illness of a **close relative** in the UK then **you** should make **your** own arrangements, bearing in mind **your** duty to act at all times as if uninsured.

If **you** are not sure whether **your** particular circumstances are included in the cover then call **Fogg Travel** on **+44 (0)1623 631331** (Claims Department option) between **9.00** am and **5.00** pm UK time for advice.

DEFINITION OF WORDS APPLICABLE TO YOUR TRAVEL POLICY

Listed below are certain words that appear throughout the policy. These will always be shown in **bold** type and in all cases will have the meanings shown below.

Business associate - means a business partner, director or employee of **yours** who has a close working relationship with **you**.

Channel Islands - means Jersey, Guernsey, Alderney, Sark, Herm, Jethou, Brecqhou and Lihou.

Close relative - means spouse or partner of over six months, parents, step-parent, grandparents, parents-in-law, brother, sister, child, step-child, grandchild, foster-child, fiancé(e), aunt, uncle.

Couple - means **2** persons living together as husband and wife or as common law partners of over six months at the time of buying **your** policy.

Curtailed/curtail - means the cutting short of **your trip** by **your** early return **home** or **your** repatriation to a hospital or nursing home in **your home country**. Payment will be made on the number of full days of **your trip** that are lost from the day **you** are repatriated.

Essential items - means underwear, socks, toiletries and a change of clothing.

Family - means up to **2** parents/guardians and any number of children living at the same address and aged under **18** at the time of buying **your** policy.

Flight - means a service using the same airline or airline **flight** number.

Hazardous activity - means any activity that requires skill and involves increased risk of injury. Please see the list of **hazardous activities** listed under the sports and activities cover section on page **3** of this policy that are covered for free under this insurance, together with the **winter sports** activities and additional sports and activities listed that are covered **provided that** the appropriate **winter sports** premium has been paid and **winter sports** cover is confirmed on **your** insurance schedule. If **you** are taking part in any sport or activity not listed please contact Fogg Travel, telephone 01623 631331 (retail option) or email to queries@foggttravelinsurance.com (Mon to Fri 9am to 5pm) quoting **FOGG INTERNET ANNUAL UNDER 65s**, to ensure **you** are covered. An additional premium may apply for those activities which are not free but for which cover is available.

Golf equipment – means golf clubs, golf bag, golf trolley and golf shoes.

Home - means one of **your** normal places of residence in the **United Kingdom** or the **Channel Islands** including British Forces Posted Overseas (BFPO).

Home country – means both the country **you** live in within the **United Kingdom** or the **Channel Islands** including British Forces Posted Overseas (BFPO).

Insured-person/you/your - means any person named on the insurance schedule for which the appropriate premium has been paid.

International departure point - means the airport, international rail terminal or port where the outward **flight**, international train or sea vessel is boarded to take **you** from **your home country** to **your** destination and the return **flight**, international train or sea vessel is boarded to start the final part of **your** journey to **your home country**.

Manual labour – means work involving the lifting or carrying of heavy items in excess of 25 kg, work at a higher level than two storeys or any form of work underground.

Pair or set - means two or more items of **personal possessions** that are complementary, purchased as 1 item or used or worn together.

Personal money - means bank and currency notes, cash, cheques, postal and money orders, current postage stamps, travellers' cheques, coupons or vouchers that have a monetary value and travel tickets, lift passes (where the appropriate **winter sports** premium has been paid), passports all of which are for **your** private use.

Personal possessions - means each of **your** suitcases and containers of a similar nature and their contents and articles **you** are wearing or carrying including **your valuables** (as shown below).

Pre-existing health condition – means any heart, circulatory or breathing conditions, cancer or diabetes or serious or re-occurring medical condition which has been previously diagnosed, investigated or treated in any way, at any time prior to travel, even if this condition is currently considered to be stable and under control.

Principal policyholder – means the first named **insured-person**.

Public transport – means buses, coaches, internal **flights** or trains that run to a published scheduled timetable.

Resident - means a person who has had their main **home** in the **United Kingdom** or the **Channel Islands** and has not spent more than six months abroad in the year before buying this policy.

Ski equipment - where the appropriate **winter sports** premium has been paid - means skis, snowboards, sticks, bindings, boots, and helmets.

Ski pack - where the appropriate **winter sports** premium has been paid - means pre-booked ski school, pre-booked ski passes and pre-booked **ski equipment** hire.

Travel documents – means current passports, valid visas, travel tickets and European Health Insurance Card (EHIC) and form E112.

Trip - means a holiday or journey that begins when **you** leave **home** and ends on **your** return to either (i) **your home**, or (ii) a hospital or nursing home in **your home country** following **your** repatriation, both during the period of cover. Any subsequent holiday or journey that starts after **you** have returned **home** or to a hospital or nursing home (as described above) is not covered.

Unattended - means left away from **your** person where **you** are unable to clearly see and are unable to get hold of **your personal possessions**.

United Kingdom - means England, Wales, Scotland, Northern Ireland and Isle of Man.

Valuables - means cameras, photographic equipment, camcorders, video, satellite navigation equipment, television equipment, radios, cassette players, CD players, ipods, MP3 players, audio equipment, laptops, mac or web books, personal computers, ipads, Tablets, Kindles, e-Book readers, computer equipment / accessories, hard drives computer games machines, drones, binoculars, telescopes, antiques, jewellery, watches, smart watches, furs, precious or semi-precious stones, articles made of or containing gold silver or other precious metals, films, tapes, cassettes, cartridges, discs or Compact Discs.

We/our/us - means Union Reiseversicherung AG.

Winter sports – means skiing, snow boarding and ice skating. Please also refer to **hazardous activity** definition and Sports and Activities Cover section.

POLICY EXCESSES APPLICABLE TO YOUR TRAVEL POLICY

Applicable to sections - **B1 - Departure delay and missed departure (delay abandonment only)**, **B2 -Personal possessions**, **B3 - Personal money**, **B4 - Emergency medical expenses**, **B5 – Curtailment**, **B6 - Personal liability**, **B8 – Legal advices and expenses**, **B9 – Ski equipment**, **B11 - Weather extension and B13 - Golf equipment only**.

An excess is the amount **you** have to pay towards each claim.

Each section of the policy listed carries an excess. All excesses shown for this policy are payable by **each insured-person**, for each incident giving rise to a separate claim. The policy excess under section **B4** and **B5** may be increased to include **pre-existing health conditions** confirmed in writing by Fogg Travel. The increased excess will apply to all persons insured under **your** policy.

POLICY CONDITIONS APPLICABLE TO YOUR TRAVEL POLICY

At all times **we** will act in good faith in **our** dealings with **you**. The payments for all claims following events that occur in **your** selected geographical area during the period of cover are dependent on **you**:

1. OBSERVING THE FOLLOWING:

In respect of all sections of the policy

- being a **resident** of the **United Kingdom** or the **Channel Islands**.
- taking all possible care to safeguard against accident, injury, loss or damage as if **you had no insurance cover**.
- producing **your** insurance schedule confirming **you** are insured before a claim is admitted.
- giving **us** full details in writing of any incident that may result in a claim under any section of the policy at the earliest possible time.
- notifying **us** immediately of any changes in **your** health or medication after **you** buy the policy.
- passing on to **us** immediately every writ, summons, legal process or other communication in connection with the claim.
- providing all necessary information and assistance **we** may require at **your** own expense (including where necessary medical certification and details of **your** National Health number or equivalent and Private Medical Insurance).
- not admitting liability for any event or offering to make any payment without **our** prior written consent.
- accepting that **your** policy cannot be extended once it has expired.

- accepting that no alterations and/or additions to the printed terms and conditions of **your** policy be valid unless initially by **us**.

In respect of sections B4 - Emergency medical expenses and B5 – Curtailment only.

- checking with **your** doctor on the advisability of making the **trip** if **you** have any existing medical condition, taking into account **your** chosen destination, the climatic conditions, the stability of **your** condition, the effect of any additional drugs or vaccines necessary and the standard of the medical services available. Cover will not be given if travel is against the advice of **your** doctor.
- not travelling specifically to receive medical treatment during **your trip** or in the knowledge that **you** are likely to need treatment.
- not requiring insurance for any health condition where a terminal prognosis has been given by a registered doctor before buying this policy.
- not requiring insurance for any health condition that is being investigated or for which **you** are awaiting or receiving treatment in hospital at the time of buying this policy.
- disclosing all relevant information as soon as possible after the policy is issued.
- obtaining any recommended vaccines, inoculations or medications prior to **your trip**.

In respect of sections B2 - Personal possessions, and B3 - Personal money, B9- Ski equipment and B13 – Golf equipment only.

- providing full details of any House Contents and All Risks insurance policies **you** may have.
 - retaining **your** tickets and luggage tags and notifying the Police within **24** hours of any loss or theft or to the carriers when the loss or damage has occurred in transit. **You** should obtain either a Police report or a carrier's Property Irregularity Report (PIR) form within **24** hours and enclose this with **your** claim form.
 - complying with the carrier's conditions of carriage.
 - not abandoning any property to **us** or Fogg Travel.
- ### 2. RECOGNISING OUR RIGHTS TO:
- make **your** policy void where a false declaration is made or any claim is found to be fraudulent.
 - take over and deal with in **your** name the defence or settlement of any claim made under the policy.
 - subrogate against the responsible party and take proceedings in **your** name but at **our** expense to recover for **our** benefit the amount of any payment made under the policy.
 - give **7** days notice of cancellation of this policy by recorded delivery to **you** at **your** last known address. In this case **we** will refund to **you** the pro-rata proportion of any unexpired premium **you** have paid.
 - obtain information from **your** medical records (with **your** permission) for the purpose of dealing with any medical claims. No personal information will be disclosed to any outside person or organisation without **your** prior approval.
 - cancel all benefits provided by **your** policy without refund of premium when a payment has been made for cancellation or **curtailment** of the **trip**.
 - not to refund the policy premium after the policy has been issued, unless after receipt of the document **you** find that the terms and conditions do not meet **your** requirements, in which case the policy and any other relevant documents must be returned to the point of sale within **14** days of receipt for any refund to be considered.
 - not make any payment under sections **B1, B2, B3, B4 B5, B6, B7, B8, B9, B10, B11, B12** and **B13** for any event that is covered by another insurance policy.
 - settle all claims under the Law of the country that **you** live in within the **United Kingdom** or the **Channel Islands** unless **we** agree otherwise with **you**.
 - maintain **your** personal details in connection with an anti-fraud claims checking system.

GENERAL EXCEPTIONS APPLICABLE TO YOUR TRAVEL POLICY

A. This insurance will not pay for:

any deterioration of or loss or damage to property or any delay, legal liability, injury, illness, death or expense directly or indirectly due to, contributed to or caused by :

- war, terrorism, biological or chemical warfare, invasion, act of foreign enemy, hostilities (whether war has been declared or not), civil war, rebellion, revolution, insurrection or military or usurped power.
- participation in a **hazardous activity** except where shown to be covered under the sports and activities cover section or where an additional premium has been paid and the policy endorsed.
- you** travelling on, or in, a motorised vehicle for which **you** do not hold appropriate qualifications to operate in **your home country** (Please note there is no cover under section **B6 - Personal liability** for any claim related to the use of motorised vehicles). **You** can visit the following link to the UK Government site for more information on appropriate licenses: <https://www.gov.uk/ride-motorcycle-moped/bike-categories-ages-and-licence-requirements>
- any **pre-existing health condition** or health condition that has been diagnosed, been in existence or for which **you** have received treatment from a hospital or specialist consultant during the last **2** years or for which **you** are awaiting or receiving treatment or under investigation unless **we** have agreed cover **in writing** and any additional premium has been paid.
- any payments made or charges levied after the date of diagnosis of any change in **your** health or medication after the policy was bought unless this has been advised to **us** and any revised terms or conditions have been confirmed in writing.
- curtailment** of **your trip** due to a health condition of a person travelling with **you** and included on **your** booking, where the risk attached to that health condition has not been accepted by **us in writing**.
- delay, confiscation, detention, requisition, damage, destruction or any prohibitive regulations by Customs or other government officials or authorities of any country.
- you** being under the influence of drugs (except those prescribed by **your** registered doctor but not when prescribed for treatment of drug addiction).
- your** abuse or prior abuse of solvents or alcohol.
- any claim arising from any relevant information known by **you** at the time of buying this policy or which occurs between booking and travel unless it has been disclosed to **us** and **we** have agreed **in writing** any terms applicable.
- any deliberate or criminal act by an **insured-person**.
- manual labour**.
- you** travelling against the advice or recommendations published by the Foreign and Commonwealth Office and applicable at the time of **your** departure.

B. This insurance will not cover:

- (1) loss of earnings, additional hotel costs, additional car hire, additional parking fees, kennel fees or any other loss unless it is specified in the policy.
- (2) any loss due to currency exchanges of any and every description.
- (3) any loss unless it is specified in the policy.
- (4) any **trip** that exceeds **31** days duration.
- (5) **your** carrier's refusal to allow **you** to travel for whatever reason.
- (6) any **trip** where the ticketed return journey exceeds **31** days from the outward journey or where the ticket has no fixed return date.
- (7) any **trip** within the **United Kingdom** that is of shorter duration than **3** days and the destination is less than **50** miles from **your home** or business (whichever is the later) and is not in pre-booked commercially provided accommodation.
- (8) any **trip** within the **Channel Islands** where it is **your home country**.
- (9) a one-way **trip**.
- (10) any **trip** made by the spouse or partner of the **principal policyholder** or children under **18** residing at **home** that is not to travel to and remain with the **principal policyholder** or to return **home** having remained with the **principal policyholder**.
- (11) (a) **winter sports trips** exceeding **17** days in total in any one period of insurance where the appropriate standard **winter sports** premium has been paid
(b) **winter sports trips** exceeding **31** days or **42** days in total in any one period and a single **trip** exceeding **17** days where the appropriate standard and additional **winter sports** premiums have been paid.
- (12) **you** if **you** are aged **65** years or over.

SECTION B1 - DEPARTURE DELAY AND MISSED DEPARTURE

For each insured-person this insurance will pay :

1. **you £20** compensation if the departure of **your** international **flight**, international train or sailing is delayed for more than **12** hours. If the delay continues **we** will pay a further sum of **£20** for each complete period of **12** hours up to a maximum of **£100** or
2. if after **24** hours delay **you** wish to abandon the **trip**, up to the amount shown under the cancellation section for the cancellation of **your trip** or
3. up to **£500** for alternative transport and additional overnight accommodation to get **you** to **your** destination:
 - (a) if the car in which **you** are travelling becomes undrivable due to mechanical failure or being involved in an accident on **your** way to **your international departure point** or
 - (b) **your public transport** is delayed preventing **you** from getting to **your international departure point** in time to check in.
You will need to obtain independent confirmation of the circumstances.

For each insured-person this insurance will not cover:

- the cost of any accommodation, food, drink, telephone calls or faxes.
 - any claim that is due to the failure of any transport or accommodation provider, their agent or anybody who is acting as **your** agent.
 - payment shall not be made under both this section and section **B11** in respect of the same event.
1. & 2. any compensation unless **you** have checked in **your** possessions and obtained written confirmation from **your** airline, railway company, shipping line or their handling agents that shows the reason for the delay, the scheduled departure time and the actual departure time of **your flight**, international train or sailing.
 - any compensation where the airline, railway company or shipping line or their handling agents provide alternative transport that departs within **12** hours of the booked departure time.
 - any compensation when **your** tour operator has rescheduled **your flight** itinerary.
 - any claim where **you** have not pre-booked, where **you** have a stand-by ticket and do not have confirmed space or that is due to the aircraft being overbooked.
 - any delay that is due to a strike or industrial action that had started or that had been announced before buying this insurance or at the date of booking of **your trip**.
 1. missed connections outside **your home country**.
 2. - the first **£75** of any claim made by **you**.
 - abandonment where the **trip** is of **2** days duration or less.
 3. - any claim that is a result of **your** failure to allow sufficient time for **your** journey to the **international departure point** to check-in by the time shown on **your** travel itinerary.
 - any claim arising from the failure of **public transport** services that is due to a strike or industrial action that started or that had been announced before the date of **your** departure from **home**.

What you need to do if you wish to make a claim under this section of the policy:

- obtain a letter from the airline, railway company or shipping line or their handling agents that shows (a) scheduled departure time, (b) actual departure time, and (c) reason for the delay. **You** are only covered if the delay is more than **12** hours.

SECTION B2 - PERSONAL POSSESSIONS

For each insured-person this insurance will pay:

- a) up to a total of **£1,500** for **your** personal possessions to cover:
 - either (i) the cost of repair of items that are partially damaged whilst on **your trip**, up to the market value of the item, allowing for age, wear and tear,
 - or (ii) the market value of the item, allowing for age, wear and tear, to cover items that are stolen, permanently lost or destroyed whilst on **your trip**.
- (b) **you** **£150** to cover the purchase of **essential items** if **your personal possessions** are is delayed due to being misplaced, lost or stolen on **your** outward journey from **your home country** for over **12** hours from the time **you** arrived at **your trip** destination. **You** must keep all receipts for these items and send them in to **us** with **your** claim and any amount paid will be deducted from the final claim settlement if the items are permanently lost.

For each insured-person this insurance will not cover:

- the loss, theft or damage to:-
 - films, tapes, cassettes, cartridges or discs other than their value as unused material unless purchased pre-recorded when **we** will pay up to the maker's latest list price.
 - duty free items such as tobacco products, alcohol and perfumes.

- car keys
 - perishable goods, bottles, cartons and any damage caused by them or their contents.
 - pedal cycles, wheelchairs, prams, pushchairs or baby buggies except while they are being carried as luggage on **public transport**.
 - **valuables** carried in any suitcases, trunks or similar containers when left **unattended**.
 - **valuables** left **unattended** except where they are locked in a safe or safety deposit box where these are available or left **out of sight** in **your** **locked** personal holiday or **trip** accommodation.
 - contact or corneal lenses or artificial limbs.
 - money, bonds, coupons, stamps, negotiable instruments, securities or documents of any kind.
 - **personal possessions** left **unattended** away from **your** personal holiday or **trip** accommodation except **personal possessions** (but not **valuables**) left between **6.00 am** and **11.00 pm** local time (during daytime) in the locked boot or covered luggage area of a motor vehicle or coach where entry was gained by violent and forcible means.
- any claim for loss or theft where **you** have not notified the police, **your** carrier or tour operator's representative and obtained a written report.
 - any claim where **you** are unable to provide the damaged items on request or to prove the existence or prove the ownership of any item with an insured value in excess of **£50**.
 - loss or theft of, or damage to, property that does not belong to **you** or any member of **your** family.
 - any claim that is the result of a domestic dispute.
 - any breakage or damage to fragile articles, paintings, works of art, sculptures, audio, video, computer, television equipment, musical instruments, household goods unless the breakage or damage is caused by fire, theft or in an accident to the motor vehicle in which they are being carried.
 - mobile telephones, SIM cards, mobile telephone prepayment cards, lost or stolen mobile telephone call charges or mobile telephone accessories.
 - the cost of replacing or repairing dentures.
 - loss or damage due to atmospheric or climatic conditions, wear, tear and depreciation, superficial marks and scratches, moth or vermin.
 - sports equipment including drones (unmanned aerial vehicles) whilst in use.
 - any items more specifically insured elsewhere.
- (a) - the first **£75** of each and every incident giving rise to a claim.
 - more than **£250** for any one article, **pair** or **set** of any kind, whether they are solely or jointly owned.
 - more than **£250** in total for **valuables** whether solely or jointly owned.
 - more than **£100** in respect of sunglasses.
 - more than **£100** for items lost or stolen from a beach or lido.
 - (b) - more than **£150** in total.
 - shoes, boots, trainers and the like.

What you need to do if you wish to make a claim under this section of the policy:

- for all loss or damage claims during transit **you** need to (a) retain **your** tickets and luggage tags, (b) report the loss or damage to the airline, railway company, shipping line, coach company or their handling agents, and obtain a Property Irregularity Report (PIR) form or its equivalent within **24** hours. If luggage is delayed longer than **12** hours on **your outward** journey, **you** may need to buy some **essential items**, **you** must keep all the receipts to prove **your** claim.
- for all damage claims **you** should retain the items in case **we** wish to see them. **You** will need to obtain an estimate for repairs or a letter confirming that the damage is irreparable. **You** should keep receipts or vouchers for any items lost or damaged as these will help to prove **your** claim.
- for all losses **you** should report to the Police as soon as possible, and within **24** hours of discovery, and obtain a written report and reference number from them. **You** should also report the loss to **your** tour operator's representative or hotel/apartment manager wherever appropriate.

SECTION B3 - PERSONAL MONEY

For each insured-person this insurance will pay:

- (a) up to **£500** for the loss or theft of **your personal money** during **your trip**.
- (b) up to **£250** for additional travel and accommodation expenses necessarily incurred to obtain replacement **travel documents** whilst on **your trip** if **your travel documents** are lost or stolen during **your trip**.

For each insured-person this insurance will not cover:

- the first **£75** of each and every incident giving rise to a claim.
 - any claim for loss or theft where **you** have not notified the Police, **your** carrier or tour operator's representative and obtained a written report.
 - loss or theft of **personal money**, **travel documents** that are not :
 - on **your** person.
 - held in a safe or safety deposit box where one is available
 - left **out of sight** in **your** **locked** personal **trip** accommodation.
 - loss or theft of **personal money** due to depreciation in value, currency changes or shortage caused by any error or omission
 - loss or theft of travellers' cheques where the bank provides a replacement service.
 - any financial loss suffered as a result of **your** debit/credit card being lost or stolen.
 - more than the unused portion of **your** passport.
- (a) more than **£250** in total in cash or currency, whether solely or jointly owned.
 - (b) - any costs which are due to any errors or omissions on **your travel documents**.
 - the cost of replacement **travel documents**.
 - **your** failure to obtain the required passport, visa or ESTA.
 - any expenses for food or drink.
 - any costs incurred before departure or after **you** return **home**.

What you need to do if you wish to make a claim under this section of the policy:

- for all losses **you** should report to the Police as soon as possible, and within **24** hours of discovery, and obtain a written report and reference number from them. **You** should also report the loss to **your** tour operator's representative or hotel/apartment manager wherever appropriate.
- for lost or stolen **travel documents** **you** will also need to get a letter from the Consulate, airline or travel provider where **you** obtained a replacement and keep all the receipts for **your** travel and accommodation expenses.
- for loss of money **we** will require (a) confirmation from **your home country** currency exchange of the issue of foreign currency or travellers' cheques, (b) exchange confirmations for currency changed from travellers' cheques, or, (c) where sterling is involved, documentary evidence of possession.

SECTION B4 - EMERGENCY MEDICAL AND ASSOCIATED EXPENSES

PLEASE NOTE:

- If it seems likely that you will require treatment at a hospital please contact our emergency medical assistance service who will help you to locate the most appropriate local state/public facility for your particular medical problem.
- In case of extreme urgency please call the local ambulance service using the local equivalent of a 999 number, or alternatively by dialling 112 within Europe, and notify the emergency medical assistance service as soon as you are able.
- If you are admitted to a hospital or you may have to come home early or extend your journey because of illness or accident this must be reported to our appointed **emergency medical assistance service** as soon as it is practically possible and at the latest within 24 hours.
- If your medical bills are likely to exceed £500 you must contact the emergency medical assistance service within 24 hours.

Please see the 'what to do in case of a medical emergency abroad' section of this insurance certificate for details and also special outpatient arrangements.

For each insured-person this insurance will pay:

to you or your legal representatives the following *necessary* emergency expenses that are payable within six months of the event that causes the claim that results from your death, injury or illness:

- (a) up to **£5,000,000** for reasonable:
 - (i) fees or charges to be paid outside **your home country** for medical, surgical, hospital nursing home or nursing services.
 - (ii) additional transport and accommodation costs and repatriation costs to be made for or by you and for any *one other person who is required for medical reasons* to stay with you, to travel to you or to travel with you
 - (iii) *either* (a) up to **£2,500** to cover charges following your death outside **your home country** for your burial or cremation in the locality where your death occurs and the cost of returning your ashes to **your home country** or
 - (b) the cost of returning your body to **your home** when arranged by us.
- (b) up to **£250** to cover emergency dental treatment only to cure sudden pain.
- (c) **£20** for each full day that you are in a state hospital as an in-patient during the period of the **trip** in addition to the fees and charges paid under (a) above.
- (d) up to **£150** for the loss of excursions that you pre-booked and pre-paid for in **your home country** and are unable to take because your confinement to bed either in a hospital or in **your trip** accommodation, and on which you are unable to obtain a refund.

For each insured-person this insurance will not cover:

- any claim that is caused by:
 - you travelling in an aircraft (other than as a passenger in a fully licensed passenger carrying aircraft and for no other purpose).
 - you driving a motorised vehicle for which you do not hold a full licence to operate in **your home country**.
 - you riding on a motorcycle without wearing a crash helmet, whether legally required locally or not.
 - your suicide, self-injury or wilful act of self exposure to peril (except where it is to save human life).
 - your participation in a **hazardous activity** except where shown to be covered under the sports and activities cover section or where an additional premium has been paid and the policy endorsed.
- (a) & (b) the first **£75** of each and every incident giving rise to a claim except when you have used the European Health Insurance Card (EHIC) or other mutual agreement between countries to obtain a reduction in medical costs, when this is reduced to **NIL**.
- (a) (i), & (b) any services or treatment received by you within **your home country**.
 - any services or treatment received by you, including any form of cosmetic surgery **OR** any treatment that in the opinion of the emergency medical assistance service, in consultation with your treating doctor, can reasonably wait until you return to **your home country**.
 - any services or treatment received by you after the date on which in the opinion of the emergency medical assistance service, you can safely return **home**, that would exceed the cost of your repatriation.
 - repairs to or for the provision of dentures, artificial limbs or hearing aids.
 - the provision of crowns or veneers.
 - any dental work involving the use of precious metals.
 - in-patient treatment that has not been notified to and agreed by the emergency medical assistance service.
 - any extra costs for single or private accommodation in a hospital or nursing home.
 - any costs for treatment, including exploratory tests, that has no relationship with the illness or injury on which the claim is being made.
- (a) (ii), (iii) more than **£2,000** in total for **trips** within the **United Kingdom** where it is **your home country**.
 - any elective or pre-arranged treatment.
 - any routine non-emergency tests or treatment.
 - the cost of private treatment where adequate state facilities are available.
 - any treatment or hospitalisation which can be reasonably expected.
 - the cost of replenishing supplies of any medication you were using at the start of the **trip**, or further treatment for any condition you had at the start of **your trip**.
 - the cost of taxi fares for anyone other than the patient, telephone calls, faxes or any expenses for food or drink.
 - the cost of repatriation where necessary medical treatment is available locally in a facility considered acceptable by the Chief Medical Officer of the emergency assistance service.
 - the cost associated with the diversion of an aircraft due to your death injury or illness
 - repatriation unless this is deemed medically necessary by our appointed emergency medical assistance service.
- (a)(iii) your burial or cremation in **your home country**.
- (b) emergency dental work costing more than **£250**.
- (c) more than **£1,000** in total for hospital in-patient benefit.

**FOR PRACTICAL ASSISTANCE IN A MEDICAL EMERGENCY CONTACT:
FOGG ASSIST ON +44 (0)20 7118 1444**

PLEASE NOTE:

- If travelling within Europe you should carry an EHIC and use this state registered doctors and state hospitals to save costs.

- If travelling in Australia you should register with Medicare on arrival. There is a Medicare office in all major towns and cities in Australia. Registration is free and this will entitle you to reduced medical charges from doctors, reduced prescription charges and access to Medicare hospitals.

What you need to do if you wish to make a claim under this section of the policy:

- emergency medical assistance see under 'If you need emergency medical assistance abroad' and details given separately above.
- for non-emergency cases, visits to doctors, hospital outpatients, or pharmacy costs you incur you must keep all receipts accounts and medical certificates.
- For **winter sports** holidays only where the appropriate **winter sports** premium has been paid:
Production of your Fogg Travel MEDI-CARD (**winter sports** only) in **Europe** will mean that any rescue, transport or medical service subscribing to the scheme will make no charge to you for their service but will bill Fogg Travel direct - the policy excess is, however, payable to the doctor at the time of treatment. In the event of difficulty you should contact the emergency medical assistance service immediately. You will be given a form by the medical/rescue service whenever the Fogg Travel MEDI-CARD is used - this form should be sent to Fogg Travel Insurance Services Limited together with any ancillary pharmaceutical bills and the like and policy excess receipt at the end of your trip to obtain reimbursement of those costs incurred (less the policy excess) where you have made payment. Please see "what to do in the case of a medical emergency abroad" section for cases involving more than simple outpatient treatment.

SECTION B5 - CURTAILMENT CHARGES (CUTTING SHORT YOUR TRIP)

For each insured-person this insurance will pay:

up to **£3,000** for your unused proportion of (i) transport charges, (ii) loss of accommodation and (iii) additional travel expenses (iv) pre-paid excursions booked in **your home country** prior to the start of your trip that you have paid or agreed to pay and that you cannot recover from any other source following your *necessary* curtailment of your trip due to the trip being cut short by your early return home because of:

- (a) (i) the death, injury or illness of:
 - you or a friend with whom you are travelling.
 - a close relative.
 - a close business associate who lives in your home country.
 - a friend who lives abroad and with whom you were intending to stay,
- (ii) you, a friend or close relative who is travelling with you being required in your home country for jury service or as a witness in a Court of Law, or
- (iii) you, a friend or close relative who is travelling with you being called back by the Police after your home, or the home in your home country of your friend or close relative, or usual place of business in your home country, having suffered from burglary, serious fire, storm or flood.

(b) TIMESHARE EXTENSION (APPLICABLE ONLY IF APPROPRIATE PREMIUM PAID)

In addition to your valid claim under (a) or (b) above provided the additional premium has been paid and accepted by us: proportionate refund up to 5% of the original purchase price paid for the period of the timeshare you are unable use, up to a maximum of **£3,000** in total, following a valid claim under section (a) above, and where you are unable to exchange your timeshare in your operator's timeshare bank.

PLEASE NOTE:

All claims will be paid in Sterling at the exchange rate applicable at the time of curtailment.

Payment will be made on the number of full days of your trip that are lost from the day you are repatriated.

PLEASE NOTE: This insurance does not cover you to resume your trip once you curtail. There is no further cover once you have returned to your home country.

For each insured-person this insurance will not cover :

- the first **£75** of any loss, charge or expense made on each claim under this section.
- any payment or part payment made using frequent flyer vouchers, Air Miles vouchers or other vouchers that have no financial face value.
- any payment where you have not suffered any financial loss.
- any claim that is due to:
 - the withdrawal of previously approved leave by your employer unless it is due to the death or serious illness of a close business associate.
 - your failure to obtain the required passport, visa or ESTA.
 - the operation of law or as a result of an unlawful act or criminal proceedings against anyone included in your booking.
 - the failure of any transport or accommodation provider, their agent or anybody who is acting as your agent.
 - the curtailment of your trip by the tour operator.
 - the failure of your travel agent or tour operator.
 - the cancellation of any conference or business trip onto which your trip was to be an add-on.
 - financial circumstances.
 - your disinclination to travel.
 - your loss of enjoyment of the trip however caused.
 - you travelling in an aircraft (other than as a passenger in a fully licensed passenger carrying aircraft and for no other purpose).
 - your suicide, self-injury or any wilful act of self exposure to peril (except where it is to save human life).
 - curtailment for any claim arising from a recognised complication of a known pre-existing health condition of a close relative or close business associate.
 - death or illness of any pets or animals.
 - terrorism, riot, civil commotion, strike or lock-out.
- any event that is due to you participating in a **hazardous activity** except where shown to be covered under the sports and activities cover section or where an additional premium has been paid and the policy endorsed.
- any unused portion of your original ticket where repatriation has been made.
- cutting short your trip unless the emergency medical assistance service have agreed.

- any event caused by **your** failure to get a medical certificate from the treating doctor near to where **you** are staying that states the necessity to return **home** due to death, injury or illness.
 - **curtailment** cover where the **trip** is of 2 days duration or less or is a one-way **trip**.
 - **curtailment** due to the fear of an epidemic or pandemic.
 - **curtailment** due to any event caused by:
 - **you** driving a motorised vehicle for which **you** do not hold a full licence to operate in **your home country**.
 - **you** riding on a motorcycle without wearing a crash helmet, whether legally required locally or not.
- (b) - more than **£3,000** in total.
- any claim that is not part of a valid claim under (a) of the **curtailment** charges section of the policy.
 - any loss by exchanging **your** timeshare for a different date or different location.
 - any part of the management charges.

What you need to do if you wish to make a claim under this section of the policy:

- if **you** feel **you** need to cut short **your trip** **you** will need a letter confirming this is due to medical necessity from **your** treating doctor in resort, and to confirm this with **our** appointed emergency medical assistance service. **Curtailment** claims will not otherwise be covered. **You** should keep any receipts or accounts given to **you** and send them in to Fogg Travel.

TIMESHARE EXTENSION

- notify **your** timeshare operator or timeshare exchange immediately by telephone of **your** need to **curtail** and request them to deposit **your** unused timeshare week(s) in their space bank and grant **you** a replacement within 6 months – if not possible **you** will need to provide written confirmation.
- provide copies of the original purchase invoice.

SECTION B6 - PERSONAL LIABILITY

For each insured-person this insurance will pay:

up to **£2,000,000**, plus costs agreed between **us** in writing, for an event occurring during the period of this insurance that **you** are legally liable to pay that relate to an incident caused by **you** and that results in:

- (a) injury, illness or disease of any person.
- (b) loss of, or damage to, property that does not belong to **you** or any member of **your** family and is neither in **your** charge or control nor under the charge or control of any member of **your** family.
- (c) loss of, or damage to **trip** accommodation which does not belong to **you** or any member of **your** family.

For each insured-person this insurance will not cover:

- any liability for loss of or damage to property or injury, illness or disease:-
 - where an indemnity is provided under any other insurance.
 - that is suffered by anyone who is under a contract of service with **you** or any member of **your** family and is caused by the work **you** or any member of **your** family employ them to do.
 - that is caused by any deliberate act or omission by **you**.
 - that is caused by **your** own employment, profession or business or that of any member of **your** family.
 - that is caused by **your** ownership, care, custody or control of any animal.
 - that falls on **you** by agreement and would not have done if such agreement did not exist.
 - any liability for injury, illness or disease suffered by **you** or any member of **your** family.
 - compensation or any other costs caused by accidents involving **your** ownership, possession or control of any:
 - land or building or their use either by or on **your** behalf other than **your** temporary **trip** accommodation.
 - mechanically propelled vehicles and any trailers attached to them.
 - aircraft, motorised skis, motorised waterborne craft or sailing vessel.
 - firearms or incendiary devices.
- (a) & (b) the first **£75** in respect of each and every event that causes a claim.
 (c) the first **£250** in respect of each and every event that causes a claim.

What you need to do if you wish to make a claim under this section of the policy:

- never admit responsibility to anyone and do not agree to pay for any damage, repair costs or compensation.
- keep notes of any circumstances that may become a claim so these can be supplied to **us** along with any supporting evidence **we** may require

SECTION B7 - PERSONAL ACCIDENT BENEFIT

For each insured-person this insurance will pay:

A single payment for **your** accidental bodily injury, that independently of any other cause whilst on **your trip**, results in **your**:

	Amount of payment
(a) death	£15,000
(b) total and permanent loss of sight in one or both eyes or total loss by physical severance or total and permanent loss of use of one or both hands or feet	£25,000
(c) permanent and total disablement from engaging in paid employment or paid occupations of <u>any and every</u> kind all occurring within 12 months of the event happening.	£25,000

For each insured-person this insurance will not cover:

- any event that is due to:
 - **you** travelling in an aircraft (other than as a passenger in a fully licensed passenger carrying aircraft and for no other purpose)
 - **you** driving a motorised vehicle for which **you** do not hold a full licence to operate in **your home country**.
 - **you** riding on a motorcycle without wearing a crash helmet, whether legally required locally or not.
 - **your** suicide, self-injury or any wilful act of self-exposure to peril (except where it is to save human life).
 - **your** participation in a **hazardous activity** except where shown to be covered under the sports and activities cover section or where an additional premium has been paid and the policy endorsed.

- more than one of the benefits that is a result of the same injury.
- (a) more than **£2,500** death payment when **your** age is under sixteen (16) years at the time of the incident
- (c) any payment when **your** age is sixty-five (65) years or over at the time of the incident.

PLEASE NOTE:

Where **you** are not in any paid employment or paid occupations, this shall be defined as 'all **your** usual activities, pastimes and pursuits of any and every kind'.

What you need to do if you wish to make a claim under this section of the policy:

- in the event of death **we** will require sight of an original copy of the death certificate, for other claims please write describing the circumstances of the accident and its consequences, and **you** will be advised what further documentation is required.

SECTION B8 - LEGAL ADVICE AND EXPENSES

For each insured-person this insurance will pay:

up to **£25,000** for legal costs and expenses incurred in pursuing claims for compensation and damages due to **your** death or personal injury whilst on the **trip** provided **we** always have complete control over the legal proceedings and the selection, appointment and control of lawyers and where a claim occurs **you** will supply any reports or information and proof to **us** and the claims office as may be required.

For each insured-person this insurance will not cover:

- any costs to pursue a claim against a travel agent, tour operator, tour organiser, the insurers or their agents or the claims office.
- any legal action where the estimated amount that will be recovered is less than **£500**.
- any legal expenses where **we** consider **you** are unlikely to obtain a reasonable settlement.
- any costs that can be considered under an arbitration scheme or a complaints procedure.
- any legal expenses incurred without **our** prior authorisation or that of the claims office.
- any claim made by **you** against another **insured-person** or member of **your** family.
- any claim for damage to a motor vehicle.
- the first **£250** in respect of each and every event that causes a claim.

PLEASE NOTE:

- **We** will not pay legal expenses to bring proceedings in more than one country in respect of the same event.
- If **you** are awarded compensation and receive payment then all sums paid out by **us** shall be paid out of that compensation.

How to obtain legal advice:

Should **you** have an accident abroad and require legal advice **you** should telephone:

Slater & Gordon LLP, 58 Moseley Street, Manchester, M2 3HZ

They will arrange for up to thirty minutes of advice to be given to **you** by a lawyer. To obtain this service **you** should telephone: **0161 228 3851** or fax: **0161 909 4444**.

WINTER SPORTS EXTENSION - only applicable if appropriate premium paid

FOGG TRAVEL MEDI-CARD - Winter sports holidays only.

For Medical claims - Production of your Fogg Travel MEDI-CARD will mean that any rescue, transport or medical service in Europe, subscribing to the scheme, will make no charge to you for their service but will bill us direct - the policy excess is, however, payable to the doctor at the time of treatment. In the event of difficulty you should contact the emergency medical assistance service immediately. You will be given a form by the medical/rescue service whenever the Fogg Travel MEDI-CARD is used - this form should be sent to Fogg Travel Insurance Services together with any ancillary pharmaceutical bills and the like at the end of your trip to obtain reimbursement of those costs incurred - less the policy excess amount - where you have made payment.

Otherwise, and in particular outside Europe, production of your Fogg Travel MEDI-CARD will be of assistance in confirming your travel insurance details to rescue, transport or medical service providers.

IMPORTANT ADVICE

1. We recommend when participating in winter sports that the appropriate clothing including helmets should be worn, and activities undertaken to match the level of experience you have in that activity.
2. Whilst skiing is fun, there are still rules and regulations which apply - you can be prosecuted for behaving in a reckless or dangerous manner. The guidelines are the FIS rules - you should read and understand them before you ski - following them will help your enjoyment.
3. If you are not skiing with an instructor or guide, check that the area and the snow you wish to ski is suitable for a skier at your level - get advice from the local ski school. Never ski in closed areas - it may be there is an avalanche around the corner - or perhaps the mountain comes to a dangerous cliff edge or sheer drop!
4. Whilst skis left outside bars and the like are covered in the event of theft, 'mix 'n match' them - thieves only take pairs! Do not leave other property unattended except in your hotel room.

OFF PISTE COVER

Off piste skiing is included provided you act reasonably and do not ski in a closed or avalanche risk area. If not skiing with a guide or instructor, always check that the area is suitable for a skier at your level.

SECTION B9 – SKI EQUIPMENT

For each insured-person this insurance will pay:

- (a) up to a total of £700 for your own ski equipment to cover:
 - either (i) the cost of repair of items that are partially damaged whilst on your trip, up to the market value of the item, allowing for age, wear and tear, or
 - (ii) the market value of the item, allowing for age, wear and tear, to cover items that are stolen, permanently lost or destroyed whilst on your trip.
- (b) up to a total of £300 for hired ski equipment for which you are responsible to cover:
 - either (i) the cost of repair of items that are partially damaged whilst on your trip, up to the market value of the item, allowing for age, wear and tear, or
 - (ii) the market value of the item, allowing for age, wear and tear, to cover items that are stolen, permanently lost or destroyed whilst on your trip.
- (c) up to £75 for each full day your own ski equipment is delayed due to being misplaced, lost or stolen on your outward journey from your home country to cover the cost of temporarily hiring ski equipment. You must keep all receipts and send them in us with your claim and any amount paid will be deducted from the final claim settlement if the items are permanently lost.

For each insured-person this insurance will not cover:

- loss of ski equipment from an unattended vehicle.
 - any item more than 5 years old.
 - loss or damage due to dents or defacement of ski equipment.
 - cleaning, repairing or restoring of ski equipment.
 - any claim for loss or theft where you have not notified the police, your carrier or tour operator's representative and obtained a written report.
 - any claim where you are unable to provide the damaged items on request or to prove the existence or prove the ownership of any item with an insured value in excess of £50.
 - loss of, or damage to, property that does not belong to you or any member of your family.
 - any claim that is the result of a domestic dispute.
 - loss or damage due to atmospheric or climatic conditions, wear, tear depreciation, superficial marks and scratches, moth or vermin.
 - sports equipment whilst in use (other than ski equipment as defined).
 - any items more specifically insured elsewhere.
- (a) & (b) the first £75 of each and every incident giving rise to a claim.
- (a) more than £500 for any single item, pair or set.
- we will not pay:
 - more than 60% of the original purchase price for skis over 6 months old and less than 1 year old.
 - more than 50% of the original purchase price for skis over 1 year old and less than 2 years old.
 - more than 40% of the original purchase price for skis over 2 years old and less than 3 years old.
 - more than 25% of the original purchase price for skis over 3 years old and less than 5 years old.
- (c) more than £150 in total.

What you need to do if you wish to make a claim under this section of the policy:

- for all loss or damage claims during transit you need to (a) retain your tickets and luggage tags, (b) report the loss or damage to the airline, railway company, shipping line, coach company or their handling agents, and obtain a Property Irregularity Report (PIR) form or its equivalent within 24 hours. If luggage is delayed longer than 12 hours on your outward journey, you may need to temporarily hire ski equipment, you must keep all the receipts to prove your claim.
- for all damage claims you should retain the items in case we wish to see them. You will need to obtain an estimate for repairs or a letter confirming that the damage is irreparable. You should keep receipts or vouchers for any items lost or damaged as these will help to prove your claim.
- for all losses you should report to the Police as soon as possible, and within 24 hours of discovery, and obtain a written report and reference number from them. You should also report the loss to your tour operator's representative or hotel/apartment manager wherever appropriate.

SECTION B10 – UNUSED SKI PACK

For each insured-person this insurance will pay:

up to £250 for the proportionate loss of use of your pre-booked ski pack on which you are unable to obtain a refund following your injury or illness which prevents you from participating in skiing activities for each full day for the period medically certified.

For each insured-person this insurance will not cover:

- any claim that does not follow a claim under the emergency medical and associated expenses section of the policy or the curtailment section of the policy.
- the day the injury or illness was first medically certified.

What you need to do if you wish to make a claim under this section of the policy:

- you must submit a medical certificate from a medical practitioner in your resort area.

SECTION B11 - WEATHER EXTENSION

For each insured-person this insurance will pay:

up to £50 for each full period of 24 hours delay (up to a maximum of £150 in all) for additional travel and accommodation expenses and up to a further £200 Area 1, £400 Area 2 for the cost of flight tickets necessarily and unavoidably incurred due to delay in the outward or return flight or you being prevented from reaching the airport of departure prior to the flight leaving or being unable to reach the resort caused by avalanche or adverse weather conditions.

For each insured-person this insurance will not cover :

- the first £75 in respect of each and every event that causes a claim.
- more than £150 for additional travel and accommodation expenses.
- more than £200 Area 1, £400 Area 2 for flight tickets necessarily purchased
- more than £350 Area 1, £550 Area 2 in total.
- any compensation where your trip was booked and/or your insurance was purchased within 14 days of travel.
- the cost of telephone calls, faxes, food or drink.
- any costs where your tour operator, transport provider or accommodation provider arranges or is required to arrange alternative transport and/or accommodation.
- payment shall not be made under both this section and section B1 in respect of the same event.

SECTION B12 – PISTE CLOSURE

For each insured-person this insurance will pay:

- (a) up to £25 per day for each full day you are unable to ski due to either adverse weather conditions or a lack of snow that results in the total closure of skiing facilities in the resort where you are booked to ski or
- (b) up to £10 per day for each full day of such total closure of skiing facilities for the cost of transfer to an alternative ski area during the period of your holiday plus up to £5 per day for the purchase of a lift pass for such alternative ski area.

For each insured-person this insurance will not cover:

- more than £300 in total.
- any partial closure of skiing facilities.
- any compensation where your tour operator provides a payment or provides transport to an alternative resort.
- your inability to ski due to the breakdown of or damage to the ski lift.
- any compensation where your trip was booked and/or your insurance was purchased within 14 days of travel.
- any claim before 15th December and after 15th April.

What you need to do if you wish to make a claim under this section of the policy:

- obtain a letter from the resort authorities or your tour operator confirming the total closure of the skiing facilities in your resort, and stating (a) the reason for the total closure (b) the date and time of the total closure, and (c) the date and time the skiing facilities re-opened. You are only covered if there is total closure of the skiing facilities due to adverse weather.
- provide written confirmation or receipt(s) for the cost of transfer or purchase of an alternative lift pass if transferred to an alternative ski area.

SECTION B13 – GOLF EQUIPMENT, LOSS OF GREEN FEES AND HOLE IN ONE

For each Insured-Person this Insurance will pay:

- (a) up to a total **£1,500** for **your own golf equipment** to cover:
- either (i) the cost of repair of items that are partially damaged whilst on **your trip**, up to the market value of the item, allowing for age, wear and tear.
- or (ii) the market value of the item, allowing for age, wear and tear as shown below, to cover items that are stolen, permanently lost or destroyed whilst on **your trip**.
- (b) up to a total of **£300** for hired **golf equipment** to cover:
- either (i) the cost of repair of items that are partially damaged whilst on **your trip**, up to the market value of the item, allowing for age, wear and tear.
- or (ii) the market value of the item, allowing for age, wear and tear as shown below, to cover items that are stolen, permanently lost or destroyed whilst on **your trip**.
- (c) up to **£100** per day to cover the cost of hire of **golf equipment** if **your golf equipment** is delayed due to being misplaced, lost, stolen, or delayed on **your outward journey from your home country** for over **12 hours** from the time **you** arrived at **your trip** destination. **You** must keep all receipts for this hire and send them in to **us** with **your** claim.
- (d) up to **£50** per day for the loss of Green Fees should the pre-booked Course become unplayable due to adverse weather conditions.
- (e) up to **£100** for costs incurred following **you** achieving a hole-in-one. **You** must keep all receipts for these items and send them in to **us** with **your** claim.

For each insured-person this insurance will not cover:

- (a) & (b) the first **£75** of each and every incident giving rise to a claim.
- more than **£300** for any one item of **golf equipment**.
 - loss or damage due to atmospheric or climactic conditions, age, wear and tear, moth or vermin.
 - any items more specifically insured elsewhere such as on **your** all risks household insurance policy
 - **golf equipment** left unattended away from **your** personal holiday or **trip** accommodation except **golf equipment** left between **6.00 am** and **11.00 pm** local time (during daytime) in the locked boot or covered luggage area of a motor vehicle where entry was gained by violent and forcible means.
- (c) more than **£300** in total.
- (d) - more than **£200** in total.
- **your** disinclination to play.
- (e) any claim which is not confirmed in writing by the Club Secretary and **your** playing partner.

What you need to do if you wish to make a claim under this section of the policy:

- for all loss or damage claims during transit **you** need to (a) retain **your** tickets and luggage tags, (b) report the loss or damage to the airline, railway company, shipping line, coach company or their handling agents, and obtain a Property Irregularity Report (PIR) form or its equivalent within **24** hours. If **your golf equipment** is delayed longer than **12** hours on **your outward** journey, **you** may need to hire replacements, **you** must keep all the receipts to prove **your** claim.
- **you** must obtain written confirmation from the Carrier of the number of hours delay.
- for all damage claims **you** should retain the items in case **we** wish to see them. **You** will need to obtain an estimate for repairs or a letter confirming that the damage is irreparable. **You** should keep receipts or vouchers for any items lost or damaged as these will help to prove **your** claim.
- for all other losses of **you** should report to the Police as soon as possible, and within **24** hours of discovery, and obtain a written report and reference number from them. **You** should also report the loss to **your** tour operator's representative, hotel/apartment manager or ski slope operator, wherever appropriate.
- for loss of green fees claims **you** will need to obtain a letter from **your** golf course operator stating (a) the reason for closure, (b) the date and time of the closure, and (c) the date and time it re-opened.
- for hole-in-one claims **you** will need a letter of confirmation from the Club Secretary and **your** playing partner.

Quick find numbers

(these are given within the full policy)

Fogg Travel Insurance Services Limited

Crow Hill Drive, Mansfield, Notts NG19 7AE
 Tel: 01623 631331
 Fax: 01623 420450
 E-mail: sales@foggtravelinsurance.com
 Website: www.foggtravelinsurance.com

Medical Referral Helpline

Tel: 01623 635958 (quote *FOGG INTERNET ANNUAL UNDER 65s*)

24 hour Medical Assistance Service

Tel: ++ 44 (0)20 7118 1444 (quote *FOGG INTERNET ANNUAL UNDER 65s*)

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 Registered in England.
 Registered Number: 3220410.
 Travel Insurance Facilities plc are authorised and regulated by the Financial Conduct Authority.

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 Our FCA Register reference is 307304. This can be checked on the financial services register held on the FCA's website (www.fca.org.uk)