



## Our pledge to you

It is our aim to give a high standard of service and to meet any claims covered by these policies 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. Please see the last page of the policy for information on our complaints procedure.

## Policy information

Your insurance is covered under two master policy numbers, RTYGW40009-07 A your pre-travel policy and RTYGW40009-07B your travel policy, specially arranged by Go Walkabout Travel Insurance on behalf of Travel Insurance Facilities, insured by the United Kingdom and Republic of Ireland Branch Office of Union Reiseversicherung AG. Cover is provided for each traveller who is shown as having paid the insurance premiums and whose name appears on the insurance validation documentation. In the event that you have paid for a trip on behalf of other individuals not insured on this policy please be advised that your policy only provides cover for your proportion of trip costs, as opposed to the amount you have paid on behalf of others.

We have a cancellation and refund policy, which you will find in full on page 8. Please be aware no refund of the insurance premium will be given after the policies have been issued if you have travelled on, claimed or intend to claim against the policy.

Page	Contents	Criteria for purchase
1	Important contact numbers	<p>This insurance is sold on the understanding that you and anyone travelling with you and named on the insurance certificate:</p> <ul style="list-style-type: none"><li>• Have not started the trip.</li><li>• Take all possible care to safeguard against accident, injury, loss or damage <i>as if you had no insurance cover</i>.</li><li>• Have had your main home in the United Kingdom, the Channel Islands or BFPO and have not spent more than six months abroad in the year before buying this policy.</li><li>• Are not travelling specifically to receive medical treatment during your trip or in the knowledge that you are likely to need treatment.</li><li>• Is aged 59 years and under on your Working Holiday travel insurance at the start date of the policy.</li><li>• Understand there is no cover for cruises.</li><li>• Is not travelling independently of the named insured adults on the policy where they are aged 18 years and under.</li><li>• Are travelling with the intention to return to the United Kingdom, Channel Islands or BFPO within your trip dates unless an extension has been agreed with us and we have confirmed in writing.</li></ul>
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## ACCURATE & RELEVANT INFORMATION

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You have a duty to take reasonable care to answer questions fully and accurately, and that any information you give to us is not misleading. This applies both when you take the policy out and at any time during the policy period. If you do not do so, we reserve the right to void your policy from inception and refuse all claims made against it. In the event that it becomes necessary to cancel your policy following a misrepresentation or suspected fraud, we will give you seven days' notice of cancellation of the policy by recorded delivery to you at your last known address.

## YOUR IMPORTANT CONTACT NUMBERS

**TO DISCUSS YOUR POLICY CALL GO WALKABOUT ON 01424 223964 OR FOR MEDICAL SCREENING CALL TRAVEL ADMINISTRATION FACILITIES ON 0203 829 6656**

Make sure you have all your medical information and medication details and policy number to hand. Go Walkabout Open 9am – 5pm Mon-Fri, closed on Saturday.  
Travel Administration Facilities open 8am-8pm Monday to Friday, 9am-5pm Saturday.


### FOR LEGAL ADVICE

 please contact Slater & Gordon LLP **0161 228 3851** or fax **0161 909 4444** Open 9am-5pm Monday-Friday

## IN CASE OF A SERIOUS EMERGENCY

please contact the 24hour emergency assistance service provided by Emergency Assistance Facilities

**+44 (0) 203 829 6745**

 **Your policy covers treatment at a public/state facility only, unless approved by us.** Call an ambulance using the local equivalent of a 999 number, or alternatively by dialling 112 within the EU, and then contact Emergency Assistance Facilities for advice. We strongly suggest you put their telephone number, **+44 (0) 203 829 6745**, into your mobile phone before you travel so that it is to hand if you need it. Get details of the hospital you are being taken to so that our Emergency Assistance Facilities doctor will be able to obtain a medical report at the earliest possible opportunity. You may need to pay the policy excess locally and ask the hospital to send the rest of their bills to Travel Claims Facilities at: 1 Tower View, Kings Hill, West Malling, Kent, England, ME19 4UY. Our appointed assistance service, Emergency Assistance Facilities, will explain this to them and provide them with a faxed/email confirmation if necessary.

### You will need to have some basic information for them to hand:

- your telephone number in case you are cut off
- patient's name, age and as much information about the medical situation as possible
- name of the hospital, ward, treating doctor and telephone numbers if you have them
- tell them that you have Go Walkabout Working Holiday Travel Insurance, policy number and the date it was bought.
- have the patient's UK GP contact details in case they need further medical information.

### Things to be aware of/remember

- **Your policy does not cover any costs for private medical treatment unless authorised by us.**
- **NEVER** give your passport to a clinic or hospital.
- It is not always possible to return home immediately after discharge following injury or illness, you will be able to return home when the assistance service considers it safe and airline regulations have been met. Sometimes you will need to stay in resort for a while longer before returning home so the assistance team will arrange additional accommodation for you.
- You may be required to obtain your medical records in the event of a claim.

## OUT-PATIENT TREATMENT OR MINOR INJURY OR ILLNESS

If you need to see a doctor, ask your hotel reception or tour representative for the nearest public/state medical facility. Some hotels will urge you to seek private treatment however this is not necessary as private medical facilities vary greatly and are not equipped to deal with all emergencies. They may give you unnecessary treatment and at inflated prices - if you are ever in doubt please call the assistance team for advice on where to seek treatment. In Europe you should show them your EHIC card as medical treatment will be free or at a reduced cost and you will not be required to contribute towards the claim as the standard policy excess will be reduced to NIL (increased excesses applied to declared conditions will still be required to be paid, if related to the cause of you requiring medical treatment). You will only be covered for the cost of private treatment if this is approved in advance by Emergency Assistance Facilities. If your outpatient bill is less than £500 then you will need to pay this to the medical facility, and ensure you keep all receipts so you can claim upon your return. In the event that you need to seek outpatient treatment when you are travelling in any of the countries listed below then it may be that immediate payment can be arranged locally using the services of Charge Care International whom we have appointed to act on our behalf. To take advantage of this service please show the treating doctor or clinic the logo shown to the right as this will enable them to identify our membership and avoid language difficulties. If the hospital you are treated at subscribes to this service they will ask to see your proof of insurance so it is important to carry this with you. You will be asked to complete a simple Charge Care form to confirm the nature of the treatment received. The doctor or clinic will collect the policy excess from you and send their bill to Charge Care for payment. The countries where this service is available are: Greece and the Greek Islands, Cyprus, Bulgaria, Egypt, Mexico and Turkey. [www.chargecareinternational.co.uk](http://www.chargecareinternational.co.uk)



## 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 Emergency Assistance Facilities on **+44 (0) 203 829 6745** for advice first. If you need to come home for any other reason, such as the illness of a close relative in the United Kingdom, Channel Islands or BFPO 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 circumstances are included in the cover then call Travel Claims Facilities on +44 (0) 203 829 6761.

***Make sure you check your schedule of insurance and your policy to make sure that what you are claiming for is covered; you should also take note of the policy excess as this will be deducted from any settlement made directly to you.***

***For medical emergency claims where you have not paid anything but there are outstanding bills you would like us to settle on your behalf you will need to pay the excess to us in advance, either by cheque payable to Travel Claims Facilities, or you can call and we can take payment over the phone.***

**Telephone our Claims Line**

**0203 829 6761**

**9am-5pm Monday to Friday**

We will send you the appropriate claim form by email (or post if you prefer). This claim form will have a 'check list' of documents and evidence we will need to process your claim, please ensure you provide us with this information, if you are unable to then please include a note as to why certain evidence cannot be provided. Incomplete claim submissions

Once you return this form to us, we will supply you with a claim number and send you an acknowledgement of this by email (please keep watch on your spam/junk folders).

You may submit your claim form and evidence by email but you should **not** destroy the originals in case we need them. For personal possession claims or any claim with receipted items (taxi, pharmacy, receipts etc.) you will need to send the originals in to us prior to settlement.

Please read the general conditions contained in this policy document and the relevant sections of your policy for more information.

We may refuse to reimburse you for any expenses for which you cannot provide receipts or bills, along with evidence of ownership and/or proof of purchase.

You should also report the theft or accidental loss of any mobile phone within 24 hours of discovery to your Airtime Provider and blacklist your handset.

Airtime Providers' numbers:

- 3 +44 (0) 7782 333 333
- BT Mobile +44 (0) 8000 322 111
- O2 +44 (0) 8705 214 000
- Orange +44 (0) 7973 100 150
- T-Mobile +44 (0) 845 412 5000
- Virgin +44 (0) 8456 000 789
- Vodafone+44 (0) 7836 191 191
- EE +44 (0) 7953 966 250

If your gadget is damaged you **must** provide this gadget for inspection / repair. **Please note all repairs are carried out within the UK and repaired or replacement gadgets can only be despatched back to a UK address.**

**The following conditions apply when making a claim****If you need to make a claim under Section A1 or Sections B1 – B9****You need to:**

- produce your insurance validation documentation confirming you are insured before a claim is admitted.
- give 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.
- provide 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 Health Insurance).
- pass on to us immediately every writ, summons, legal process or other communication in connection with the claim.
- provide full details of any House Contents and All Risks insurance policies you may have.
- ensure that all claims are notified within 3 months of the incident occurring.
- not abandon any property to us or the claims office.
- not admit liability for any event or offering to make any payment without our prior written consent.

**We can:**

- cancel all benefits provided by this policy without refund of premium when a payment has been made for cancellation or curtailment of the trip.
- not make any payment for any event that is covered by another insurance policy.
- 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.
- 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.
- submit any disputes arising out of this contract to the exclusive jurisdiction of the courts of the country that you live in within the United Kingdom or the Channel Islands.
- 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/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.
- 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.

**If you need to make a claim under Section B10 (Gadget extension)**

- You must inform the police within 48 hours of discovery of any incident relating to theft, accidental loss or malicious damage, and obtain a written incident report. If the item is a mobile phone, you must also report the incident to your airtime provider.
- You must provide us with details of the claim and any other contract, guarantee, warranty or insurance that may apply to the loss including but not limited to household insurance. Where appropriate a rateable proportion of the claim may be recovered direct from these insurers.
- You must provide evidence of ownership for your gadgets and proof of travel to support any claim, and any other receipts or documents that it is reasonable for us to request. If you cannot provide evidence of ownership or proof of travel your claim will not be valid.
- You must pay the policy excess before you claim can be finalised
- You cannot transfer the insurance to someone else without notifying us in writing and receiving confirmation from us.
- Notify Supercover Insurance Ltd on 0203 794 9334 or by emailing [gadget@supercoverinsurance.com](mailto:gadget@supercoverinsurance.com) as soon as possible but ideally within 48 hours of the discovery of any incident likely to give rise to a claim under this section.
- You must not act in a fraudulent way. If you or anyone acting for you:
  - fails to reveal or hides a fact likely to influence whether we accept your proposal, your renewal, or any adjustment to your policy;
  - fails to reveal or hides a fact likely to influence the cover we provide;
  - makes a statement to us or anyone acting on our behalf, knowing the statement to be false;
  - sends us or anyone acting on our behalf a document, knowing the document to be forged or false;
  - makes a claim under the policy, knowing the claim to be false or fraudulent in any way; or
  - makes a claim for any loss or damage you caused deliberately or with your knowledge.
- If your claim is in any way dishonest or exaggerated, we will not pay any benefit under this policy or return any premium to you and we may cancel your policy immediately and backdate the cancellation to the date of the fraudulent claim. We may also take legal action against you and inform the appropriate authorities.

**BE AWARE!**

We will process your claim under the terms and conditions of Section B10 of this insurance based on the first reason notified to us for the claim. If your claim is not covered and you then submit a claim having changed the reason, we will consider this as fraud. Details of all such cases will be passed to the appropriate agencies for action.

**If you need to make claim under section C1 (End supplier failure)**

- We may refuse to reimburse you for any expenses for which you cannot provide receipts or bills.

## Summary of cover

Pages 4-6

(this is **only** a brief description of the cover provided and some of the principal conditions, you must refer to the relevant section in the policy wording for full details.)

Section:	Benefit:	Cover available up to:	Cover is only provided if:	Your excess:
<b>PRE-TRAVEL POLICY (cover starts when you pay your premium)</b>				
<b>A1</b>	<p><b>If you are unable to go on your trip</b> Cover for your proportion of prepaid transport, accommodation &amp; additional travel expenses, and pre-paid excursions booked in the UK, Channel Islands or BFPO, that you cannot recover from any other source if you cannot travel due to your, a close relative, the person you are intending to stay with, or a business associate's death, injury or illness, redundancy, required as a witness or member of the jury in a court of law, or the requirements of H.M. Forces (Course charges or tuition fees are not included).</p>	<b>£2,500</b>	<ul style="list-style-type: none"> <li>cancellation is caused by yours, your travelling companions, the person you are intending to stay with, a business associate or your close relatives' death, injury or illness, redundancy, requirement as a witness or member of the jury in a court of law, or HM forces requirements.</li> <li>the cancellation is not due to your existing medical condition, unless declared and accepted by us in writing.</li> <li>the cancellation is not due to an existing medical condition of a non-travelling close relative, the person you are intending to stay with, a business associate or travelling companion.</li> <li>cancellation is not because of the failure of your travel agent, tour operator or due to the advice of the Foreign and Commonwealth Office.</li> </ul>	<b>£75</b>
<b>TRAVEL POLICY (cover starts when you leave home to begin your trip)</b>				
<b>B1</b>	<p><b>If your travel plans are disrupted</b> <b>If your departure is delayed by 12 hours or more</b> Benefit for delays over 12 hours at your international departure point to help contribute towards additional accommodation, car parking charges, food, drinks or telephone calls not provided by your carrier.</p>	<b>£20 per 12hrs up to a maximum of £200</b>	<ul style="list-style-type: none"> <li>you are at the airport/port/station.</li> <li>you have obtained written confirmation of the delay from your booking agents, airline or transport provider.</li> <li>you are unable to recoup costs from any other provider or agency.</li> <li>your trip is more than 2 days in duration.</li> <li>you are claiming for the circumstances listed and not for your failure to arrive in time to check in due to any other reason such as traffic, road closures and/or adverse weather conditions.</li> </ul>	<b>Nil</b>
	<p><b>If you choose to a cancel after a 24 hour delay</b> If your <u>outbound</u> journey from the UK, Channel Islands or BFPO is delayed by more than 24 hours and you decide to abandon your trip.</p>	<b>£2,500</b>	<ul style="list-style-type: none"> <li>you are claiming for the circumstances listed and not for your failure to arrive in time to check in due to any other reason such as traffic, road closures and/or adverse weather conditions.</li> </ul>	<b>£75</b>
	<p><b>Missed departure – Outbound journey only</b> Cover for alternative transport costs if you miss your outbound departure from your international departure point if, after leaving home, your car becomes un-driveable due to a mechanical breakdown or your public transport is delayed causing you to miss your departure from the United Kingdom, Channel Islands or BFPO.</p>	<b>£1,000</b>	<ul style="list-style-type: none"> <li>you have independent written confirmation of the circumstances.</li> <li>you are not claiming for your missed return journey back to the United Kingdom, Channel Islands or BFPO</li> </ul>	<b>Nil</b>
<b>B2</b>	<p><b>If you need emergency medical attention</b> To cover customary and reasonable fees or charges for necessary and emergency medical expenses, necessary travel and accommodation or repatriation costs in the event of your illness, injury or death during your trip.</p>	<b>£10,000,000</b>	<ul style="list-style-type: none"> <li>you are not claiming for any private medical treatment.</li> <li>you have called our emergency assistance service to authorise bills over £500.</li> <li>you are claiming for emergency essential treatment received in a state facility and unrelated to any existing medical condition (unless you have declared to us and we have accepted in writing, and you have paid the required premium).</li> </ul>	<b>£75</b>
	<p><b>Emergency dental treatment</b> Cover for emergency dental treatment only to treat sudden pain.</p>	<b>£100</b>	<ul style="list-style-type: none"> <li>you are not claiming for any dental work involving the use of precious metals or for the provision of dentures, crowns or veneers.</li> </ul>	<b>Nil</b>
	<p><b>Public hospital inconvenience benefit per 24 hours</b> For each 24hours you are an inpatient in a public hospital to cover costs of newspapers, telephone calls, food, visitors transport etc. during your hospitalisation, up to the maximum amount shown.</p>	<b>£20 per 24hrs up to a maximum of £200</b>	<ul style="list-style-type: none"> <li>you are in a public/state hospital.</li> </ul>	<b>Nil</b>
<b>B3</b>	<p><b>If you need to come home early</b> Pro-rata refund of your pre-paid unused trip costs from the day you come home if you, or your travel companion, have to return early because you, the person you are travelling with, the person you are staying with, a close relative or business associate in your home country, unexpectedly suffer injury, illness or death.</p>	<b>£500</b>	<ul style="list-style-type: none"> <li>you have actually returned home earlier than originally booked.</li> <li>you need to come home early due to your illness and you have contacted and had approval from our emergency assistance service.</li> <li>you are not claiming due to your existing medical condition, unless declared and accepted by us in writing.</li> <li>you are not claiming due to an existing medical condition of a non-travelling close relative, the person you are intending to stay with, a business associate or travelling companion.</li> </ul>	<b>£75</b>

Section:	Benefit:	Cover available up to:	Cover is only provided if:	Your excess:			
<b>B4</b>	<b>If your possessions are lost, stolen or damaged</b>	Your total limit for possessions is up to the amount shown and is split into categories within that amount. The inner limits for specific item categories are listed. Any items which do not fall within these categories are not covered:	<ul style="list-style-type: none"> <li>• you accept your policy is not new-for-old cover and a deduction will be taken off for wear and tear. Details are shown at <a href="http://www.tifgroup.co.uk/services/claims/wear-tear-depreciation/">www.tifgroup.co.uk/services/claims/wear-tear-depreciation/</a></li> <li>• you have a Police report confirming the loss.</li> <li>• you have proof of purchase for items over the value of £50.</li> <li>• you are not claiming for duty free items.</li> <li>• your bag/contents were not stolen from a beach or lido (if so we will pay up to a maximum of £50).</li> <li>• your electrical items, photographic equipment, jewellery or watches were not left unattended unless in a locked safe.</li> <li>• you are not claiming for a mobile/smart phone, accessories or calls.</li> <li>• you are not claiming for contact/corneal lenses.</li> <li>• you have kept all of your receipts.</li> <li>• you accept that if your possessions become permanently lost then the cost of essential items will be deducted from your settlement of lost possessions.</li> <li>• you have obtained written confirmation of the delay from your operator.</li> </ul>	<p><b>up to £1,000</b></p> <ul style="list-style-type: none"> <li>Clothes → £500</li> <li>Luggage → £100</li> <li>Shoes → £100</li> <li>Cosmetics → £75</li> <li>Fine jewellery and watches → £300</li> <li>Electrical items and Photographic Equipment → £300</li> <li>Eyewear → £100</li> <li>Unreceipted items → £150</li> </ul>	<b>£75</b>		
	<b>If your possessions are delayed by 12 hours</b>					Cover for the cost of <u>essential items</u> such as toiletries, change of clothes etc. if your possessions are delayed <u>by more than 12 hours</u> on your outward journey.	<ul style="list-style-type: none"> <li>• your cash/passport was <u>on your person</u> or in a locked safe and you can provide us with proof of withdrawal/currency exchange.</li> <li>• you have a Police report confirming the loss and kept all receipts for any incurred costs.</li> <li>• you are not claiming for the cost of missing your return flight/transport to the United Kingdom, Channel Islands or BFPO, or additional transport costs to return home.</li> </ul>
<b>B5</b>	<b>If your cash is lost or stolen</b>	Cover for your cash if it is lost or stolen.	<ul style="list-style-type: none"> <li>• you have not admitted responsibility, or agreed to pay any monies.</li> <li>• you have kept paperwork/notes and informed us immediately.</li> <li>• your claim is not due to any form of motorised transport or sailing vessel.</li> <li>• you are not claiming for an incident suffered by, or any property owned by, you, a member of your family, business associate, close relative, person you are intending to stay with, or a travelling companion.</li> </ul>	<b>£500</b>	<b>£75</b>		
	<b>If your passport is lost or stolen</b>	Cover to contribute towards the cost of an emergency travel document				<ul style="list-style-type: none"> <li>• you are between 18 and 75 years old (<i>accidental death payment is reduced to £1,000 if under 18 or over 75 at the time of the incident</i>).</li> <li>• you qualify for the full benefit, no partial settlements are payable.</li> <li>• you have not deliberately exposed yourself to danger and that the incident is due to an accident and not illness, intoxication or infection.</li> <li>• you are not under 18 or over 75 and claiming permanent disablement.</li> </ul>	<b>£200</b>
<b>B6</b>	<b>Personal liability</b>	Cover for necessary costs collecting your emergency travel document on your trip (taxi, transport to and from embassy, cost of photos).	<ul style="list-style-type: none"> <li>• you are not claiming against a travel agent, tour operator/organiser, the insurers/agents or claims office.</li> <li>• you are using our appointed legal advisors.</li> <li>• you understand that only cases considered likely to succeed with a settlement value estimated to be in excess of the associated legal costs are accepted.</li> </ul>	<b>£200</b>	<b>Nil</b>		
	<b>Personal liability</b>	Cover for costs that we have agreed to pay, that you are held legally liable to pay relating to an incident caused by you.				<b>£2,000,000</b>	<b>£75/ £250</b>
<b>B7</b>	<b>Accidental death and disability benefit</b>	A single payment payable for your accidental death, permanent disability or loss of sight or use of limbs whilst on your trip..	<ul style="list-style-type: none"> <li>• you are not under 18 or over 75 and claiming permanent disablement.</li> </ul>	<b>£5,000</b>	<b>Nil</b>		
	<b>Accidental death benefit</b>					<b>£15,000</b>	<b>Nil</b>
	<b>Permanent loss of sight or limb</b>					<b>£15,000</b>	<b>Nil</b>
	<b>Permanent total disablement</b>					<b>£15,000</b>	<b>Nil</b>
<b>B8</b>	<b>If you need legal advice</b>	Cover for <b>30mins free legal advice</b> relating to your trip as well as legal expenses we have agreed in writing in pursuing compensation in the event of your death or personal injury whilst on your trip.	<ul style="list-style-type: none"> <li>• you have obtained written confirmation from the police or relevant authority stating the circumstances and period of confinement.</li> </ul>	<b>£25,000 in pursuing compensation</b>	<b>Nil</b>		
<b>B9</b>	<b>Hijacking or kidnap</b>	Cover for each full 24 hour period you are confined due to hijacking or kidnap.		<b>£100 per 24hrs up to a maximum of £500</b>	<b>Nil</b>		

**Optional extensions: Please find cover which is available at an additional premium. These extensions only apply if you have selected them upon purchase and is reflected in your insurance documentation.**

**Section: Benefit:Cover available up to:Cover is only provided if:Your excess:**

**B10 Gadget extension**

Cover for your gadget if it is lost, stolen or damaged whilst on your trip up to the level of cover you have chosen.

**Section B10 is provided by Supercovers Insurance Ltd with UK General Insurance Limited on behalf of Great Lakes Insurance SE.**

**£500;  
£1,000; or  
£1,500**

- you have paid your excess.
- you have not left your gadgets unattended in a public place.
- you are not claiming for the cost of replacing any music stored on the gadget.
- you are not claiming for any unused credit on your mobile phone.
- you are not claiming for the same items under Section B4 personal possessions.
- your gadget was bought as new in your home country.
- you have insured the full value of your gadget.
- your gadget is less than 36 months old when the policy is purchased, or less than 18 months old if your gadget is a laptop. This insurance does not cover gadgets for which you cannot provide evidence of ownership to prove that the gadget was purchased as new and within your home country.
- the circumstances of any accidental loss cannot be clearly identified, i.e. where you are unable to confirm the time and place where you last had your gadget.
- proof of usage for your gadget can be provided or evidenced.
- you did not damage, accidentally lose or have your gadget/s stolen whilst travelling on public transport or on an aircraft unless it was carried in your hand luggage or on your person.
- the value of your gadget is within the maximum sum for the level of cover you choose. This can be found on your Insurance Certificate.

**If your claim is for a gadget up to £250 (when new) the excess is £25 for any claim.**

**If your claim is for a gadget between the values of £251 to £500 (when new) the excess is £50 for any claim.**

**If your claim is for a gadget over the value of £500 (when new) the excess is £75 for any claim.**

**Section: Benefit:Cover available up to:Cover is only provided if: Your excess:**

**C1 ESF (End Supplier Failure)**

Irrecoverable sums paid in advance in the event of insolvency as per the terms and conditions set out within the policy document.

**Section C1 is provided by International Passenger Protection Limited and underwritten by Lloyds Syndicates.**

**£3,000**

- travel or accommodation not booked within the United Kingdom or the Channel Islands prior to departure
- the financial failure as set out within this policy document

**Nil**



## DISCLOSURE OF YOUR MEDICAL CONDITIONS

Your policies may not cover claims arising from your medical conditions. If you answer 'yes' to any of the questions below then you must declare the relevant conditions to us.

So that we can ensure you are provided with the best cover we can offer please read and answer the following questions carefully and accurately:

Have you or anyone travelling with you ever been diagnosed or received treatment for:

No	Any heart or circulatory condition?	Yes
	A stroke or high blood pressure?	Yes
	A breathing condition (including Asthma)?	Yes
	Any type of Cancer?	Yes
	Any type of Diabetes?	Yes
	Has your doctor altered your regular prescribed medication in the last 3 months?	Yes

If you have answered yes to the questions on the left you must tell us, in order to obtain cover for your medical condition(s), although an increased premium or excess may be required to do so.

To enable us to consider your medical condition please contact Travel Administration Facilities on:

0203 829 6656

8am-8pm Monday to Friday

9am-5pm Saturday

Should we require any additional premium, and you accept our offer, this should be paid to Travel Administration Facilities, and sent within 14 days of our offer. Should you decide not to pay the additional premium the declared medical condition will not be covered. Full confirmation of our terms and conditions will be sent out to your address after your call. Any additional medical conditions not declared to us will not be covered.

If your answer changes to 'yes' at any point after the purchase of this policy you must call to inform us of this change in health to ensure you are fully covered for your trip.

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?

No

Are you waiting for any tests, treatment or a non-routine hospital appointment?

No

Do any close relatives, business associates or friends who are not travelling with you or who are not insured with us have an existing medical condition (even if considered as 'stable', under control or in remission)?

No

Full cover is available under this policy. If your answers to any of the above change to YES during the period of insurance, please contact us on 0203 829 6656

**BE AWARE!**

We are unable to provide cover for any claim arising as a result of an existing medical condition of a non-travelling close relative, the person you are intending to stay with, or a business associate or friend, or any known or recognised complication of or caused by the existing medical condition.

## CHANGE IN HEALTH

If your health or your ongoing medication changes between the date the policies were bought and the date of travel you must advise us on 0203 829 6656 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 increase the premium, increase the excess, exclude the condition or withdraw the cover should the stability of the condition make it necessary

### BE AWARE! We do not provide any cover for:

- claims caused by an existing medical condition of a non-travelling close relative, the person you are intending to stay with, or a close business associate, or any recognised complication caused by the existing medical condition.
- any circumstances that are not specified in your policies.

### WHEN YOUR TWO POLICIES START AND END

The cover for Policy A, as described under section A of the pre-travel policy, starts from the commencement date of cover shown on your insurance validation documentation, after the policy was issued and ends when you leave home to start your trip. The cover under policy B starts when you commence your trip and ends when you complete your trip. Alternatively cover will cease upon expiration of your policy, whichever is the first. No further trips are covered.

### EXTENSION OF PERIOD

If in the event of either your:

- death, injury or illness during your trip,
  - delay or failure of public transport services during your trip,
  - delay or failure of your return flight to the UK, Channel Islands or BFPO from your international departure point;
- you are unable to complete the trip before your travel policy expires, cover will be automatically extended for medical expenses only without additional premium for the additional days necessary to complete the trip. Should you wish to include cover for all other sections of the policy, you can arrange to extend cover via the sales team.

<b>YOUR POLICY WORDINGS</b>	Your insurance document shows details of pre-travel, travel and end supplier failure insurance policies, including the sections of cover, limits, conditions, exclusions, and information on what to do if you need to claim. The policy is a legal contract between us and you. We will pay for any insured event, as described in the policy, that happens during the period of validity and for which you have paid the appropriate premium. Travel insurance policies have specific requirements for both purchasing and making successful claims. <b>Please take the time to read and understand it</b> straight away as not all policies are the same. All risks which are covered are set out clearly in sections with conditions, limits and exclusions (things which are not covered); if your circumstances do not fit those specified then there is no cover in place.
<b>CANCELLING YOUR POLICIES</b>	<p><b>You have a 'cooling off' period where, should you decide that you find that the terms and conditions do not meet your requirements and provided you have not travelled or claimed on the policy, you can advise Go Walkabout within 14 days of purchase for a full refund to be considered. Should you wish to cancel your policy outside of the 14 day cooling off period, and can confirm that there have been no claims on the policy and that you have not travelled, in addition to a £15 administration charge; the following cancellation terms will be applied dependant on what type of policy you have purchased.</b></p> <p><b>Single Trip policies</b>-In the event you have not travelled and are not claiming on the policy, a refund of 50% of the policy premium and any additional premium applied to your existing medical conditions will apply.If you have travelled or are intending to claim, or have made a claim (irrespective of whether your claim was successful or not) we will not consider refunding any proportion of your premium. <b>We reserve the right to give 7 days' notice of cancellation of this policy, without refund, by recorded delivery to you at your last known address in the event of the following circumstances; fraud, suspected fraud, misleading information or deliberate misrepresentation, abusive behaviour to any of our staff or agents.</b></p>
<b>BE CAUTIOUS</b>	This policy is designed to cover most eventualities whilst you are on your trip. It does not provide cover in all circumstances and we expect that you take all possible care to safeguard against accident, injury, loss or damage <i>as if you had no insurance cover.</i>
<b>PREGNANCY</b>	<b>Our policies include emergency medical expenses cover for pregnancy and childbirth from week 0 to week 28 inclusive whilst you are away. From the start of week 29 to week 40 of the pregnancy, there is no cover for claims relating to normal pregnancy and normal childbirth or cancellation, however, medical expenses and cancellation cover will be provided if any of the following complications arise: Toxaemia, Gestational hypertension, Ectopic pregnancy, Post-partum haemorrhage, Pre-eclampsia, Molar pregnancy or hydatidiform mole, Retained placenta membrane, Placental abruption, Hyperemesis gravidarum, Placenta praevia, Stillbirth, Miscarriage, Emergency Caesarean, A termination needed for medical reasons, Premature birth more than 12 weeks (or 16 weeks if you know you are having more than one baby) before the expected delivery date. Please note we will not cover denial of boarding by your carrier so you should check that you will be able to travel with the carrier/airline in advance. It is essential if at the time of booking your trip you are aware that you are pregnant that you ensure that you are able to have the required vaccinations for that trip; no cover will be provided for cancellation in the event that after booking you discover travel is advised against or you are unable to receive the appropriate and required vaccinations for that country.</b>
<b>MEDICAL COVER</b>	Your travel policy is not Private Health Insurance, in that it only covers unavoidable, unexpected emergency treatment. You need to check that you have had all the recommended vaccinations and inoculations for the area you are travelling to. It is also recommended that you check with your doctor that it is safe for you to travel bearing in mind your method of travel, the climate and the availability and standard of local medical services in your chosen destination. You will then need to declare your existing medical condition and have it accepted by Travel Administration Facilities for it to be eligible for cover under your policy. You may be required to obtain your medical records in the event of a claim. It is often wise to carry additional supplies of your regular prescribed medications in your hand luggage in case your bags are delayed. Cover will not be granted if travel is against the advice of your doctor.
<b>EHIC</b>	<b>The European Health Insurance Card (EHIC) allows you (provided you are a UK, Channel Islands or BFPO resident) to access state-provided healthcare in all European Economic Area (EEA) countries and Switzerland at a reduced cost and in many cases free of charge.</b> We strongly recommend that you carry it with you when travelling abroad. Remember to check your EHIC is still valid before you travel. Applying on <a href="http://www.ehic.org.uk">www.ehic.org.uk</a> for the card is free and it is valid for up to five years. If your EHIC is accepted whilst obtaining medical treatment abroad your policy excess will be reduced to Nil (with the exception of increased excess relating to declared medical conditions). 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 <a href="http://www.nhs.uk/NHSEngland/Healthcareabroad/countryguide/NonEEAcountries/Pages/Non-EEAcountries.aspx">http://www.nhs.uk/NHSEngland/Healthcareabroad/countryguide/NonEEAcountries/Pages/Non-EEAcountries.aspx</a>
<b>MEDICARE</b>	If you are travelling to Australia you must 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.
<b>YOUR EXCESS</b>	Your policy carries an excess and this is the amount you have to contribute towards each claim. All excesses shown for this policy are payable by <u>each</u> insured-person, per section and for each incident giving rise to a separate claim. Your excess may be increased to include existing medical conditions confirmed in writing by us. The increased excess will apply to all persons insured on the policy whose claim has been caused by the declared medical condition.

<b>AUSTRALASIA</b>	Australia and New Zealand	<b>CURTAILMENT</b>	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 brought home.	<b>HOME COUNTRY</b>	Either the United Kingdom or the Channel Islands.
<b>BACK COUNTRY</b>	Skiing in terrain which are in remote areas away from groomed pistes, not within ski boundaries and outside of patrolled resort boundaries, this includes terrain that has been accessed by a ski lift but then requiring a hike, ski, climb or skidoo to reach areas of side country or back country.	<b>DOMESTIC FLIGHT</b>	A flight where the departure and arrival take place within the United Kingdom or the Channel Islands.	<b>INSURED PERSON/YOU/YOUR</b>	Any person named on the insurance validation documentation.
<b>BEACH SWIMMING</b>	Within 30 metres of the shore, in areas marked with safety buoys and under the supervision of a lifeguard.	<b>EMERGENCY TREATMENT</b>	Any ill-health or injury which occurs during your trip and requires immediate treatment before you return home	<b>INSHORE</b>	Within 12 Nautical miles off the shore
<b>BFPO</b>	British Forces Posted Overseas	<b>ESSENTIAL ITEMS</b>	Underwear, socks, toiletries and a change of clothing.	<b>INTERNATIONAL DEPARTURE POINT</b>	The airport, international rail terminal or port from which you departed from the UK, Channel Islands or BFPO to your destination, and from where you depart to begin the final part of your journey home at the end of your trip.
<b>BUSINESS ASSOCIATES</b>	A business partner, director or employee of yours who has a close working relationship with you.	<b>EUROPE</b>	All countries west of the Ural Mountains, Algeria, Egypt, Morocco, Tunisia, Turkey, the Azores, Mediterranean Islands. <i>Including Spain, Balearics, Madeira and Canary Islands.</i>	<b>MANUAL LABOUR</b>	Work involving the lifting or carrying of heavy items in excess of 25Kg, work at a higher level than two storeys, or any form of work underground.
<b>CASH</b>	Sterling or foreign currency in note or coin form.	<b>EXISTING MEDICAL CONDITION</b>	Any serious or recurring medical condition which has been previously diagnosed or been 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.	<b>MEDICAL CONDITIONS</b>	Any disease, illness or injury, including any psychological conditions.
<b>CHANGE IN HEALTH</b>	Any deterioration or change in your health between the date the policy was bought and the date of travel, this includes new medication, change in regular medication, deterioration of a previously stable condition, referral to a specialist, investigation of an undiagnosed condition or awaiting treatment/consultation.	<b>FAMILY</b>	Up to two adults and their dependents who are under the age of 18, living at home with you and in full time education. In this scenario a dependent is considered as children, grandchildren, step-children, adopted children or foster children.	<b>OFF PISTE</b>	Skiing within ski area boundaries, off marked and groomed pistes and in between groomed trails and runs, where ski lifts and emergency services are easily accessible and ending back at a ski area lift. Not including back country or areas marked or prohibited from entry.
<b>CHANNEL ISLANDS</b>	Jersey, Guernsey, Alderney, Sark, Herm, Jethou, Brecqhou and Lihou.	<b>FLIGHT</b>	A service using the same airline or airline flight number.	<b>ON PISTE</b>	Piste skiing, including skiing on areas in and around the resort, but off the actual marked pistes, such as skiing on a hillside between marked pistes, or skiing down slopes adjacent to marked runs, but always finishing at the bottom of tows or lifts within the resort and never in areas cordoned off or restricted. All other areas are considered as 'off piste' and therefore require purchase of an additional activity pack.
<b>CLOSE RELATIVE</b>	Spouse or partner who you are living together with, parents, grandparents, legal guardians, foster child, parents-in-law, daughter-in-law, son-in-law, brother-in-law, sister-in-law, step-parents, step-child, step-brother, step-sister, aunt, uncle, brother, sister, child, grandchild, niece, nephew, or fiancé(e).	<b>HOME</b>	One of your normal places of residence in the United Kingdom, the Channel Islands or BFPO.		
<b>CONNECTING FLIGHT</b>	A connecting flight taken within 12 hours from your outward departure	<b>GADGET</b>	A handheld consumer electronic device such as mobile phones, tablets, I-pads, Kindles, satnavs, lenses, smart watches, smart glasses, head mounted displays, hand held games consoles, portable DVD players, headphones, wireless speakers,MP3 players and I-pods.		
<b>CRUISE</b>	A pleasure voyage of more than 72 hours duration, sailing as a passenger on a purpose built ship on sea/s or oceans and includes stops at various ports.				

<p><b>OFFSHORE</b></p> <p><b>OPEN WATER SWIMMING</b></p> <p><b>PAIR OR SET</b></p> <p><b>POSSESSIONS</b></p> <p style="text-align: center;">↓</p> <p><b>Clothes</b></p> <p><b>Cosmetics*</b> *excluding items considered as 'Duty Free'</p> <p><b>Luggage</b></p> <p><b>Electrical items &amp; photographic equipment</b></p> <p><b>Drones</b></p> <p><b>Fine jewellery &amp; watches</b></p> <p><b>Eyewear</b></p> <p><b>Duty free</b></p> <p><b>Shoes</b></p>	<p>Over 12 Nautical miles off the shore</p> <p>Swimming in outdoor bodies of water such as open oceans, lakes and rivers, outside of marked swimming areas and with the absence of a lifeguard.</p> <p>Two or more items of possessions that are complementary or purchased as one item or used or worn together.</p> <p>Each of your suitcases and containers of a similar nature and their contents and articles you are wearing or carrying:</p> <p>Underwear, outerwear, hats, socks, stockings, belts and braces.</p> <p>Make-up, hair products, perfumes, creams, lotions, deodorants, brushes, combs, toothbrushes, toothpastes and mouthwashes.</p> <p>Handbags, suitcases, holdalls, rucksacks and briefcases.</p> <p>Any item requiring power, either from the mains or from a battery and any equipment used with them such as CDs, drones, games, laptops, tapes, cassettes or cartridges, cameras, video cameras, camera cases, stand, films, discs or cartridges.</p> <p>Un-manned aerial vehicles</p> <p>Rings, watches, necklaces, earrings, bracelets, body rings, made of or containing any precious or semi-precious stones or metal.</p> <p>Spectacles, sunglasses, prescription spectacles or binoculars.</p> <p>Any items purchased at duty free.</p> <p>Boots, shoes, trainers and sandals.</p>	<p><b>PUBLIC TRANSPORT</b></p> <p><b>REDUNDANCY</b></p> <p><b>RELEVANT INFORMATION</b></p> <p><b>RESIDENT</b></p> <p><b>SCHEDULED AIRLINE</b></p> <p><b>SKI EQUIPMENT</b></p> <p><b>SKI PACK</b></p> <p><b>SPORTS AND HAZARDOUS ACTIVITIES</b></p>	<p>Buses, coaches, domestic flights or trains that run to a published scheduled timetable.</p> <p>Being an employee where you qualify under the provision of the Employment Rights Acts, 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.</p> <p>A piece of important information that would increase the likelihood of a claim under your policy.</p> <p>Means a person who has had their main home in the United Kingdom, the Channel Islands or BFPO and has not spent more than six months abroad in the year before buying this policy.</p> <p>An airline that publishes a timetable and operates its service to a distinct schedule and sells tickets to the public at large, separate to accommodation and other ground arrangements.</p> <p>Skis, ski bindings, ski poles, ski boots, ski goggles, ski helmet, board boots, snowboard bindings and snowboards.</p> <p>Ski pass, ski lift pass and ski school fees.</p> <p>Any recreational activity that requires skill and involves increased risk of injury. <b><i>If you are taking part in <u>any sport/activity</u> please refer to page 15 where there is a list of activities informing you of which activities are covered on the policy as standard. Should the activity you are participating in not appear it may require an additional premium so please call us on:</i></b></p> <p style="text-align: center;"><b>01424 223 964</b></p> <p style="text-align: center;"><b>Monday to Friday 9am-5pm</b></p>	<p><b>TRAVEL DOCUMENTS</b></p> <p><b>TRAVELLING COMPANION</b></p> <p><b>TRIP</b></p> <p><b>UNATTENDED</b></p> <p><b>UNITED KINGDOM</b></p> <p><b>WE/OUR/US</b></p> <p><b>WINTER SPORTS</b></p> <p><b>WORLDWIDE</b></p> <p><b>WORLDWIDE EXCLUDING USA, CANADA &amp; CARIBBEAN</b></p>	<p>Current passports, ESTAs, valid visas, travel tickets, European Health Insurance Cards (EHIC) and valid reciprocal health form S2.</p> <p>A person with whom you are travelling with and on the same booking, or with whom you have arranged to meet at your trip destination with the intention of spending a proportion of your trip with, who may have booked independently and therefore not included on the same booking and may have differing inbound and outbound departure times or dates.</p> <p>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 the United Kingdom, the Channel Islands or BFPO, following your repatriation. <u>Both during the period of cover.</u></p> <p>Left away from <u>your</u> person where you are unable to clearly see and are unable to get hold of your possessions.</p> <p>United Kingdom - England, Wales, Scotland, Northern Ireland and the Isle of Man.</p> <p>In respect of Sections A1, B1-B9 means Union Reiseversicherung AG UK. In respect of B10 means Great Lakes Insurance SE.</p> <p>Skiing, snowboarding and ice skating.</p> <p>Anywhere in the world.</p> <p>Anywhere <i>excluding</i> the United States of America, Canada and the Caribbean.</p>
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<p><b>ACCIDENTAL LOSS</b></p>	<p>Means that the Gadget has been accidentally left by you in a location and you are permanently deprived of its use.</p>	<p><b>IMMEDIATE FAMILY</b></p>	<p>Your Mother, Father, Son, Daughter and Spouse. Immediate family also includes your domestic partner (domestic partner is defined under this policy as someone you are living with in a long-term permanent relationship as if you are married to them).</p>	<p><b>UNATTENDED</b></p>	<p>Means not within your sight at all times and out of your arms-length reach.</p>
<p><b>EVIDENCE OF OWNERSHIP</b></p>	<p>A document to evidence that the gadget you are claiming for belongs to you. This can be a copy of the till receipt, delivery note, gift receipt or, if the gadget is a mobile phone, confirmation from your Network Provider that the mobile phone has been used by you.</p>	<p><b>PRECAUTIONS</b></p>	<p>All measures that it would be reasonable to expect a person to take in the circumstances to prevent accidental loss, damage or theft of your gadgets.</p>	<p><b>WE / US / OUR</b></p>	<p>UK General Insurance Ltd, on behalf of Great Lakes Insurance SE.</p>
<p><b>GADGETS</b></p>	<p>The portable electronic items insured by this certificate, purchased by you in the UK, Isle of Man or the Channel Islands; that is no more than 36 months old (or 18 months old if a laptop) at the point of policy purchase. Items must have been purchased as new or, in the case of refurbished items, purchased directly from the manufacturer, and you must be able to evidence ownership of your gadget. Gadgets can include: Mobile Phones, iPads, Tablets, Camera's, Laptops, Portable Gaming Consoles, iPods/MP3 Players, E-readers/Kindles, Smart Watches, Sat Nav's and Portable DVD Players.</p>	<p><b>PROOF OF USAGE</b></p>	<p>Means evidence that the gadget has been in use since policy inception. Where the gadget is a mobile phone, this information can be obtained from your Network Provider. For other gadgets, in the event of an accidental damage claim this can be verified when the gadget is sent to our repairers for inspection.</p>	<p><b>YOU / YOUR</b></p>	<p>The person who owns the gadgets as stated on the application form.</p>
		<p><b>TERRORISM</b></p>	<p>Means any act, including but not limited to the use of force or violence of the threat thereof, of any person or group of persons, whether acting alone or on behalf of, or in connection with, any organisation or government, committed for political, religious, ideological or similar purposes, including the intention to influence any government to put the public or any section of the public in fear.</p>		

# Conditions and exclusions applying to your policies

Below are some important conditions and exclusions which apply to your pre travel and travel policy, it is recommended that you read this along with the conditions for each section of your policies, this will make sure that you are aware of any conditions which may affect your circumstances or likelihood to claim.

You are not covered under any section, unless specified, for any of the following circumstances:

## We cannot cover you if:

- If you are riding pillion, it is your responsibility to check that the rider also holds appropriate qualifications.
- Any trip within your home country for less than 3 days duration or any trip anywhere of more than 744 days duration.
- You participate in any sports and activities listed in activity packs 2-4 unless the appropriate additional premium has been paid and the policy endorsed (see definitions for sports and activities page 10).
- You travelling on a motorised vehicle for which you do not hold appropriate qualifications to ride in the UK or the Channel Islands.
- You purchased this insurance after you started the trip.
- You fail to obtain the required passport, visa or ESTA.
- You travelling against the advice or recommendations published by the Foreign and Commonwealth Office applicable at the time of your departure.
- You are not able to provide your intention to return home to permanently reside in the United Kingdom, Channel Islands or BFPO within your trip dates unless an extension has been agreed with us and we have confirmed in writing.
- You undertake work involving the lifting or carrying of heavy items in excess of 25kg, work at a higher level than two storeys or any form of work underground.
- You travelling on a motorcycle or moped without wearing a crash helmet, whether legally required locally or not.
- You are piloting or travelling in an aircraft not licensed to carry passengers.
- You take any trip if you are aged over 59 years of age at the start date of the policy.

## We won't pay for:

- Any costs incurred before departure (except cancellation) or after you return home.
- 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.
- Loss of earnings, additional hotel costs, additional car hire, Visa's, ESTAs, additional parking fees, vaccinations, inoculations, kennel fees or any other loss unless it is specified in the policy.
- Cruises (see policy definition on page 9).
- The cost of taxi fares, telephone calls, faxes or any expenses for food or drink.
- Your suicide, self-injury, reckless behaviour or any wilful act of self-exposure to danger or infection/injury (except where it is to save human life).
- Any claim that is due to any failure (including financial) of your travel agent or tour operator, any transport or accommodation provider, their agent or anybody who is acting as your agent, unless specified (this cover is provided under section C1).
- In respect of all sections other than *emergency medical expenses* - 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.
- Within the last 2 years, any existing medical condition or health condition that has been diagnosed, been in existence or for which you have received treatment from a hospital or specialist consultant 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.
- You, your travelling companion, close relative or business associate being under the influence of:-
  - drugs (except those prescribed by your registered doctor but not when prescribed for treatment of drug addiction);
  - alcohol (a blood alcohol level that exceeds 0.19% – approximately four pints or four 175ml glasses of wine);
  - solvents, or;anything relating to you, your travelling companion, close relative or business associates prior abuse of drugs, alcohol or solvents.
- Any claim due to your carrier's 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, or any deliberate or criminal act by an insured person.
- Any costs which are due to any errors or omissions on your travel documents.
- The usage of Drones (see policy definition on page 10).
- Delay, confiscation, detention, requisition, damage, destruction or any prohibitive regulations by Customs or other government officials or authorities of any country.
- Travelling on a one-way trip (Unless noted on your policy documentation).

### We cannot cover you if:

- You cannot provide evidence of ownership for any gadget.
- You are taking any trip to, or through, Afghanistan, Liberia, Syria or Sudan.
- You cannot prove that your gadget is less than 36 months old at the date you start your trip with valid evidence of ownership (not from online auctions), and purchased as new and within the United Kingdom.
- Your gadget(s) were purchased outside of the UK, or if it was purchased second hand.
- You cannot provide proof of usage for your gadget after the date the insurance has been purchased.
- You do not provide any damaged gadget for inspection / repair back in the UK.
- Your laptop is older than 18 months.

### We won't pay for:

- Any expense incurred as a result of not being able to use the Gadget, or any loss other than the repair or replacement costs of the Gadget unless relating to unauthorised use for your mobile phone up to the maximum value of £1,000.
- Loss of, or damage to, accessories.
- Any claim for any Gadget over the value of the maximum sum for the level of cover you choose. This can be found on your insurance certificate.
- Radiation – Any direct or indirect consequence of:
  - Irradiation, or contamination by nuclear material; or
  - The radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter; or
  - Any device or weapon which employs atomic or nuclear fission or fusion or other comparable reaction or radioactive force or matter.
- Electronic Data – Any consequence, howsoever caused, including but not limited to Computer Virus in Electronic Data being lost, destroyed, distorted, altered, or otherwise corrupted. For the purposes of this Policy. Electronic Data shall mean facts, concepts and information stored to form useable data for communications, interpretations, or processing by electronic or electromechanical data processing or other electronically controlled hardware, software and other coded instructions for the processing and manipulation of data, or the direction and manipulation of such hardware. For the purposes of this policy, Computer Virus shall mean a set of corrupting, harmful, or otherwise unauthorised instructions or code, whether these have been introduced or maliciously or otherwise, and multiply themselves through a computer system or network of whatsoever nature.
- Accidental loss where the circumstances of the loss cannot be clearly identified, i.e. where you are unable to confirm the time and place of the loss.
- Any theft, loss or damage that occurs to your gadget/s whilst travelling on public transport or on an aircraft unless they are being carried in your hand luggage or on your person.
- Sonic Boom – Damage or destruction directly occasioned by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds.
- War Risk – Any direct or indirect consequence of war, civil war, invasion, acts of foreign enemies (whether war be declared or not), rebellion, revolution, insurrection, military or usurped power, or confiscation, nationalisation, requisition, destruction of or damage to property by or under the order of any government, local or public authority.
- Terrorism – Any direct or indirect consequence of terrorism as defined by the Terrorism Act 2000 and any amending or substituting legislation.
- Any indirect loss or damage resulting from the event which caused the claim under this policy.
- Value Added Tax (VAT) where you are registered with HM Revenue and Customs for VAT.
- Liability of whatsoever nature arising from ownership or use of the gadgets, including any illness or injury resulting from it.
- Any kind of damage whatsoever unless the damaged Gadget is provided for repair.
- Your gadget(s) were purchased outside of the UK, or if it was purchased second hand.

## Additional conditions & exclusions applying to Section C1 (End Supplier Failure)

### We won't pay for:

- Any expense following your disinclination to travel or to continue with your trip or loss of enjoyment on your trip.
- Any costs incurred by you which are recoverable or for which you receive or are expected to receive compensation.
- Any loss sustained by you when the Insurance Policy or other evidence or coverage was effected after the date of the first threat of Insolvency, Force Majeure or Financial Failure (as defined herein) of the End Supplier or other relevant company was announced.
- Any loss for which a third party is liable or which can be recovered by other legal means.
- Any expense arising from circumstances which could reasonably have been anticipated at the time you booked your trip.
- Any form of travel delay or other temporary disruption to your trip.
- Any costs recoverable from any company who is bonded or insured elsewhere (even if the bond is insufficient to meet the claim).

Select your 'Work Pack' from the options below. If your work involves elements from more than one pack select the higher pack to ensure you will be covered for the activities you will be undertaking. Please note that whilst working there is no cover under the 'Personal Liability' or 'Personal Accident' section of the policy. Please ensure you also view our 'Activity Packs' if your trip involves any sports or adventurous activities. *If you are unsure which 'Work Pack' your work falls into please contact us for assistance, please also note that we may not be able to offer cover for every job role and if you cannot see your role please contact us to see if we are able to offer cover.*

**Working Pack 1 – Covered as standard** Accountant, Actuary, Admin. Staff/Managers (Office type work), Advertising Agent/Clerk/Executive, Air Traffic Controller/Control Assistant/Planner, Airline Manager/Superintendent/Check-in, Animal Sanctuary/Refuge Work domestic/farm animals, Staff Architect, Artist, Au Pair / Nanny, Auditor, Author, Bank Staff, Bar Manager/Manageress/Staff/Steward(ess), Barber, Barrister Beautician/Beauty Therapist, Book Keeper, Box Office Clerk – Cinema or Theatre, Building Society Manager and Staff Business Analyst/Consultant, C.A.D. Designer, Call Centre Operator/Manager, Canteen Assistant/Supervisor, Car Valet, Cashier, Chambermaid, Chef (including Head Chef), Chemist (not shop or research work), Children's Entertainer, Childcare/Child Minder, Civil Servant (Office-based), Claims Adjuster/Assessor Classroom Assistant, Cleaner (Domestic, Office or Internal only), Clergyman/woman, Clerical Assistant/Officer/Worker, Coal Merchant (Administrative), Commodity Broker/Jobber, Company Director (no manual work), Computer Analyst/Consultant/Programmer, Customer Services Agent/Supervisor/Manager, Customs and Excise Officer – Port control, Dinner Lady, Director – no manual work, Ecologist, Economist Editor – Publishing, Environmental Health Officer, Estate Agent, Farm Labourer/Worker no use of machine or work with livestock, Finance Broker/Director/Manager, Financial Adviser/Controller, Financial Analyst, Florist,Fruit Picking (Non-Machinery),Funeral Director, Graphic Designer, Greengrocer, Hairdresser – mobile/salon, Health and Safety Officer, Hospital Administrator/Manager/Receptionist, Hospital Porter/Storeman/Ward, Orderly, Hotel Barman, Hotel Porter, Hotel Receptionist, Housekeeper, Immigration Officer, Independent Financial Adviser, Inspector/Underwriter, Insurance Agent, Insurance/Assessor/Broker/Consultant, Investment Analyst, IT Analyst/Consultant/Services Manager, Judge, Kitchen Worker/Supervisor, Lawyer, Left Luggage Attendant, Legal Adviser/Assistant/Executive/Secretary, Librarian, Loss Adjuster, Mail Sorter, Make-up Artist, Management Accountant/Consultant, Manager – Office type work only in an office environment, Medical Administrator/Receptionist/Secretary, Messenger/Receptionist, Money Broker,Museum Attendant/Guide, Newsagent, Newspaper Vendor, Nursery Assistant, Occupational Therapist, Office Administrator/Cashier/Clerk/Manager, Optician, Packer, Payroll Administrator/Accounts Clerk/Manager, Personal Assistant, Pharmacist, Physicist, Politician, Porter – baggage/hospital/hotel/night, Post Sorter, Postman/woman (no driving), Priest, Public Relations Executive/Officer, Publisher, Receptionist, Recruitment Consultant/Manager, Registrar, Safety Officer (not on a rig), Sales Assistant, Sales Manager, Sales Representative, School Bursar/Inspector/Secretary, Secretary, Services Manager, Shop Cleaner, Software Consultant/Engineer, Solicitor, Statistician, Stock Broker/Jobber, Structural Engineer, Supermarket Assistant/Staff, Systems Analyst/Manager/Programmer, Tax Consultant/Inspector, Teacher – includes supply/teaching assistant/TEFL Teacher, Telesales Manager/Representative, Travel Agent, Underwriter, University Lecturer, Vicar, Waiter, Waitress, Website Designer, Works Clerk/Receptionist, Youth Hostel Warden, Youth Worker, Zoo Curator/Director

**Working Pack 2 – Additional Premium required**Animal Welfare Inspector / Officer, Antique Dealer, Baggage Handler, Baker – Bakery, Computer Engineer, Baker – in a shop, Building Inspector/Technician, Building Surveyor, Cafe Owner/Proprietor (Unlicensed), Camera Operator, Car Salesperson, Caretaker, Janitor, Carpet Cleaner, Carpet Fitter, Caterer/Catering Assistant, Chartered Surveyor, Chemist (shop, mining or research work, Chiropodist, Chiropractor, Customs and Excise Officer – Investigative work, Dance Teacher, Dancer, Doctor (not surgeon/anaesthetist and not Armed Forces), Dog Breeder, Door and Window – Assembler No fitting, Double Glazing – Assembler No fitting, Elephant Sanctuary Work, Factory Manager - no manual work, Factory Worker, Farm Labourer/Worker with use of tractor or working with livestock, Farm Manager - no manual work, Fence Erector (with use of chainsaw), Film Editor, Fishmonger, Fitness Instructor, Forestry Officer, Fruit picking with machinery, Garage Manager/Proprietor – no manual work, General Practitioner, Geologist/Geophysicist, Health and Fitness Club Trainer, Health Visitor, Hospital Consultant (no surgery), Hospital Doctor (not surgeon or anaesthetist), Hotel Doorman/Manager, Janitor, Laboratory Manager/Technician/Worker, Leisure Centre Instructor, Marine Biologist, Martial Arts Instructor, Medical Laboratory Technician, Mortician, Mountain Bike Tour Guide,Musician/Performer, Osteopath, Personal Trainer, Pharmacy Assistant, Photographer – Portrait/Studio/Industrial or Weddings, Physician, Post Office Counter Staff/Postmaster, Production Manager/Superintendent – no manual work, Property Developer – no manual work, Psychiatrist, Psychologist, Psychotherapist, Quantity Surveyor, Radiographer, Radiologist, Recording Engineer/Technician, Restaurant Manager/Proprietor, Retail Shop Manager, School Janitor Scientist /Scientific Assistant, Shop Assistant/Worker/Keeper/Manager/Proprietor, Sound Engineer, Sports Coach, Store Manager, Supermarket Manager/Deputy Manager Surveyor – Architectural/Land, Theatre Stagework, Timber Merchant (no manual work), Tour Guide (no driving), Water Theme Park, Veterinarian - domestic and farm animals, Veterinarian Nurse - domestic and farm animals, Yoga Teacher.

**Working Pack 3 - Additional Premium required -** Actor/Actress (No Stunt Work), Ambulance Crew, Ambulance Driver, Anaesthetist, Delivery Driver, Antique Restorer, Bailiff, Building Site Manager, Bus Driver, Butcher, Car Mechanic, Care Worker (including Residential), Chauffeur, Civil Engineer, Clock and Watch Maker/Repairer, Clothing Designer, Coach Driver, Coast Guard, Conductor – Train crew – Railways, Debt Collector, Dental Nurse, Dentist or Dental Assistant/Auxiliary/Consultant/Hygienist, Director – some manual work, Diver/Instructor, Driver – not heavy plant or construction, Driving Examiner/Instructor, Dry Cleaning Shop Owner/Staff, Factory Inspector, Farm Owner, Fashion Designer (including Accessories), Film Director/Producer/Writer, Fire Service – Senior Officer, Fish Farmer, Fork Lift Truck Driver, Garage Manager/Proprietor – some manual work, Garage Tyre/Exhaust Fitter, Gardener, Groundsman, Head Teacher/Master/Mistress, Heating and Plumbing Engineer, Horse riding instructor, Horse training, Hotel Proprietor, Hovercraft – Captain/Navigator/First Officer, Importer and Exporter, Inspector – within manufacturing industry, Journalist, Landscape Designer, Launderette – Supervisor, Assistant or Counter staff, Lecturer, Lifeguard – beaches, Lifeguard – swimming pool only, Light Goods Vehicle Driver, Locksmith, Maintenance Engineer/Technician, Mechanic, Mechanical Engineer, Mental Health Worker, Midwife, Milk Roundsman, Music Teacher, Musical Director, Musical Instrument Maker, News Photographer, Newsreader, Nurse – all including Student Nurse, Nurse, Nurseryman, Nursing Home Proprietor, Occupational Health Nurse, Optical Instrument Fitter/Maker/Repairer, Orthodontist, Outdoor Pursuits Leader, Paramedic, Park Keeper/Ranger, Pest Control Operative, Photographer – Other, Physiotherapist, Plant Hire Manager/Owner – no manual work or driving, Police (All ranks), Police Community Support Officer (PCSO), Postal Courier Driver, Postman/woman (some driving), Presenter – Radio/TV, Printer/Printer's Assistant, Prison Officer/Warden, Private Investigator, Probation Officer, Producer – TV/Radio/Record, Project manager (construction), Property Manager, Public Service Vehicle (PSV) driver, Radio and Television Repairman, Railway Guard/Station personnel, Railway Police Officer, Refrigeration Engineer, Reporter, Residential Care Officer, Residential Home Proprietor, School Crossing Attendant, School Maid/Matron/Nurse, Service Engineer, Sewing Machinist, Shoe Maker or Repairer, Sign Writer, Social Worker, Stable Hand/Lad, Stage Technician, Station Officer – Fire Service, Support Worker, Technical Engineer, Technician, Telecommunications Engineer, Tool Fitter, Traffic Warden, Tutor, Tyre Fitter, University Lecturer, University Technician, Van Driver, Vehicle Technician, Vending Machine Engineer, Vocational Training Instructor, Windscreen Fitter, Youth Worker/Leader, Zoo Keeper (including Head).

**Working Pack 4 - Additional Premium required**Animal sanctuary work including wild animals, Artexer, Assembly Line Worker/Assembler, Blacksmith, Dustman, Boat Builder, Breakdown Recovery Patrolman, Bricklayer not above two storeys, Bricklayer's (mate) not above two storeys, Builder not above two storeys, Builder's mate not above two storeys, Building Contractor, Building Site Foreman, Bulldozer Driver, Cafe Owner/Proprietor (Licensed premises), Carpenter not above two storeys, Club Manager, Club Proprietor/Steward(ess), Coal Merchant (Manual), Digger Driver, Doctor (surgeon/anaesthetist and not Armed Forces), Electrical Engineer, Electrical Technician, Electrician, Electronics, Fitter/Installer/Repairer, Excavator Driver, Fabricator, Factory Manager – some manual work, Fitter/Fitter's mate – usually, Floor Layer, Flying Instructor, Forest Worker, Foundry Worker, Furniture Remover, Gas Engineer, Gas Fitter, Glass Worker/cutter/Finisher, Ground Worker, Handyman, Haulier, HGV Driver, Horse dentistry, Hospital Consultant (surgeon), Hospital Doctor (surgeon/anaesthetist), JCB Driver, Joiner, Labourer ( Building) not above two storeys, Landscape Gardener, Licensee (Licensed Trade), Lifeboat Crew, Lorry Driver, Machine Assistant/Operator/Minder – usually, Machinery Electrician, Market or Street Trader, Mason/Mason's Mate, Mechanical Road Sweeper Driver, Metal – fabricator/machinist/plater/sprayer/miller, Motor Cycle Courier/Messenger, Mustering cattle on horseback, Orthopaedic Surgeon, Painter and or Decorator, Panel Beater, Petrol Station Attendant, Photographer – Aerial photography, Pipe Fitter, Plant Hire Manager/Owner – some manual work or driving, Plant Operator, Plasterer, Plumber, Pop Musician/Singer, Process Operator/Worker, Production Manager/Superintendent – some manual work, Production Operative/Worker, Property Developer – some manual work, Publican/Public House Manager/Landlord, Railway Linesman, Recycling Operative, Refuse Collector, Removals Man, Road Maintenance Worker, Road Sweeper, Royal Military Police Officer, Scrap Yard Dealer/Owner, Security Guard Security Officer (other), Security Van Driver, Sewage Works Attendant, Shark conservation (including cage diving), Sheet Metal Worker, Shop Fitter, Spot Welder, Stone Cutter/Dresser/Polisher, Stone Mason, Storeman, Street Cleaner, Surgeon, Tattoo Artist, Taxi Driver/Owner, Tiler, Tool Maker, Track Layer/Trackman, Train Driver, Veterinary work - including wild animals, Warehouse Operator, Wood Worker/Machinist.



Unlike other policies we cover many sports and activities as standard; no additional premium is required for activities listed in Activity Pack 1. We have categorised the activities that are not covered as standard into three further bands. If you do not see your chosen activity, do not worry, we may cover it, but you must contact us so we can discuss the activity and what, if any additional premium is necessary. The activities covered are on a 'non incidental basis' – meaning that your chosen activity is not the sole purpose of your trip (with the exception of wintersports whereby you can opt to have specific winter cover included to cover you for the entire duration of your trip). (All of the activities are covered on a non-professional and non-competitive basis, unless otherwise stated. Any claims which arise whilst undertaking any of these activities for any purpose other than leisure (examples of non-leisure purposes include racing, timed events, professional, display events, photo shoots, etc...) will not be covered under this policy. If you are unsure please do not hesitate to contact us on 01424 223964 and we can discuss your individual requirements. We consider 'professional or competitive' to be activities/sports where you are either paid for participating in, receive any element of sponsorship, fees or prize money in excess of £200. Please note those activities marked with an asterisk (\*) do not have Personal Accident or Personal Liability cover.

**Activity Pack 1 – Covered as standard**

Aerobics, Amateur Athletic Field Events, Amateur Athletic Track Events, Angling/Fishing (freshwater), Animal Sanctuary (non Big Game)/Refuge Visit, Archery\*, Athletics, Badminton, Bamboo Rafting, Banana Boating, Baseball, Basketball, Billiards, Bird Watching, Board & Card Games, Body Boarding, Boules, Bowling, Bowls, Bridge Swinging, Bungee Jumping, Camel/Elephant Riding/Trekking (UK Booked), Camping, Canoeing / Kayaking\* (white water grades 1-3), Caravanning, Catamaran Sailing\* (In-shore), Cave sightseeing, Clay Pigeon Shooting\*, Cricket, Croquet, Curling, Cycle Touring / Leisure Biking (on road), Dancing, Darts, Disc Golf, Diving (Indoor – up to 5m), Dragon Boat Racing, Elephant Trekking (UK-Booked), Fencing, Fives, Flag football, Flying as passenger\* (private/small aircraft/helicopter), Football / Soccer – Kick Around (any surface), Frisbee (recreational), Golf, Gorilla Trekking ( up to 1000m), Highland games, Horse Riding (No Jumping), Hot Air Ballooning\*, Indoor Skating (not Ice), Jet Boating\*, Jet Skiing\*, Kiting, Korfbal, Laser Tag, Low Ropes, Marathons, Model Flying, Model Sports, Mountain Biking (up to 1000m), Netball, Orienteering, Paddle Boarding, Petanque, Peteca, Pigeon racing, Pony Trekking, Pool, Quoits, Rackets, Racquet Ball, Rafting\* (White Water Grades 1-3), Re-Enactment, Rifle Range\*, Ringos, Rounders, Rowing\* (Inshore-recreational), Safari (UK Organised), Sailing/Yachting inshore (recreational), Scuba Diving to 30m\* – not solo, Segway, supervised (non-competitive), Snorkelling, Softball, Squash Stoolball, Surfing, Swimming (pool not open water, or within 30m of shore), Swimming with Dolphins, Sydney Harbour Bridge, Table Tennis, Ten Pin Bowling, Tennis, Trekking/Mountain Walking/Hiking/Rambling/Mountaineering (in group) – up to 1000m, Tubing\*, Tug of War, Unicycle Riding, up to 1 day Skiing/Dry slope skiing/Snowboarding, Volleyball, Whale Watching, Yachting (racing/crewing inland and coastal waters), Yoga

**Activity Pack 2 – Additional Premium required**

Abseiling (indoor and outdoor up to 25m), Adventure Racing (up to 6hrs), Airsoft\*, American Football (organised with safety equipment), Angling/Fishing sea/ice), Animal Sanctuary Visit (Big Game), Biathlon, Big Foot Skiing, Blade Skating, Boxing Training (organised training only), Breathing Observation Bubble (BOB), Camel/Elephant Riding/Trekking (non-UK booked), Canoeing/Kayaking/Rafting\* (White Water Grade 4-6), Canyoning, Cat Skiing\*, Climbing (up to 25m), Cross Country Running, Cross Country Skiing, Diving (indoor up to 10m), Dry Slope Skiing, Elephant Trekking (non-UK booked), Equestrian, Falconry, Fly boarding, Flying crew/pilot, Flying Helicopter (Pilot), Football/Soccer – Amateur, Frisbee (ultimate), Football (Aussie rules), Gaelic Football, Glacier Walking up to 2000m, Gliding\* (non-competition), Go Karting\*, Gorge Walking (with ropes), Gorilla Trekking (up to 2,000m), Gymnastics, Handball, Harness Racing, Hockey (Field), Hockey (Ice – with full body protection), Horse Jumping (no Polo, Hunting), Horse Riding (Eventing), Husky Dog Sledding, Hydro Zorbing, Ice Skating, Iron Man, Judo (organised training), Karate (organised training), Kendo (organised training), Kick Sledging, Lacrosse, Land Skiing, Langlauf, Martial Arts (Organised Training Only), Modern Pentathlon, Mono Skiing, Mountain Biking up to 2,000m (off road non racing), Mountain Boarding, Octopush, Off Road Motorcycling\* (up to 250cc), Off-piste skiing/snowboarding (with a guide), Paint Balling, Parasailing\* (over water), Parascending\* (over water), Power Boating\* (Inshore), Quad Bikes\*, Rap Running/Jumping (indoor/outdoor climbing wall up to 25m), River Tubing\*, Rodeo, Roller Blading/skating/skate boarding/scooters (non-motorised), Roller Hockey, Rugby (amateur game or training), Safari (non UK Organised), Safari Trekking, Sand Boarding, Sand Dune Surfing/Skiing, Sand Yachting, Sea Canoeing/Kayaking\* (inshore), Shark Cage Diving/Swimming\* (cage), Shinty, Ski Boarding, Ski Bobbing, Ski Dooing, Skiing, Skiing – Cat, Skiing - Mono, Skiing – Nordic, Sky Diving (tandem with qualified instructor – max 2 jumps), Sledging/Tobogganing, Sleigh riding (reindeer, horses or dogs), Snow Biking, Snow Mobile/Ski Doos, Snow Parascending, Snow Scooting, Snow Shoe Walking, Snow Tubing, Snowboarding, Snowcat Driving\*, Speed Sailing\*, Speed Skating, Speed Trials/Time Trials (Organised, not public roads), Street Hockey, Summer Tobogganing, Surf lifesaving (organised competition), Swimming (open water), Telemarking, Trampolining, Tree Top Canopy Walking, Trekking/Mountain Walking/Hiking/Rambling/Mountaineering (in group) up to 2,000m, Triathlon, Under 17 Driving\* (not public roads), War Games /Paint Balling, Water Polo (amateur), Water Skiing\* (no jumping), Weight Lifting, Windsurfing/Boardsailing/Sailboarding\*, Wind Tunnel Flying\*, Wrestling (organised training), Zip Line Experience (organised, not multiple lines)

**Activity Pack 3 - Additional Premium required**

Abseiling (outdoor only above 25m), Blow carting/Land Yachting/Kite Buggy, Boxing Training, Caving/Pot Holing, Climbing (Rock and Ice up to 3000m), Devil Karting\*, Dirt Boarding, Glacier Skiing, Gorge Walking (no ropes), Gorilla Trekking (up to 3,000m), Heli-skiing, High Diving (non cliff), Hurling, Hydro speeding, Ice Go Carting, Ice Windsurfing, Jousting, Kite Boarding/Surfing, Motorised Buggy/Dune Buggy\*, Mountain Biking (up to 3,000m), Paragliding\*, Parascending\* (over land), Passenger Sledge, Rap Running/Jumping (outdoor above 25m), River Bugging\*, Skeleton, Ski Biking, Ski Blading, Ski Randonee, Ski Touring, Ski Yawing, Skiing – Freestyle, Skiing – Glacier, Skiing – Snowcat, Snow Karting\*, Snow Kiting, Snow Surfing, Trekking/Mountain Walking/Hiking/Rambling/Mountaineering (in group) up to 3000m, Via Ferratta, Wake Boarding, Water Skiing\* (jumping), Zorbing/Sphering

**Activity Pack 4 - Additional Premium required**

Adventure Racing (up to 24 hours), Assault Courses including High Ropes, BMX Freestyle & Racing, Cave Diving, Cycle Racing, Cyclo Cross, Downhill Mountain Biking, Electric/motorised stand up scooters, Freestyle Skateboarding, Gliding\* (competition), Gorilla Trekking (up to 4,000m) Hang Gliding, Micro Lighting\*, Motocross\*, Motor Racing/Rallies/Competitions\* (amateur), Mountain Biking (up to 4,000m), Off Piste Skiing/Snowboarding (without a guide), Parapenting/Paraponting\*, Polo, Polo Cross, Power Boating\* (Off Shore), Power Gliding\*, Power Kiting, Rafting - Black Water\* (Grades 1-3), Scuba Diving (not solo) to 40m, Ski Flying, Ski Mountaineering, Ski Run Walking, Sky Diving (qualified solo jumper – max 2 jumps), Slack-Lining, Trekking/Mountain Walking/Hiking/Rambling/Mountaineering (in group) up to 4,000m, Wicker Basket Tobogganing, Zip Trekking

## If you need to claim



We have appointed Travel Claims Facilities to look after your claim. If you require a claim form please download it on the internet at: [www.travel-claims.net](http://www.travel-claims.net)

Alternatively please advise the section of the insurance on which you want to claim and master policy number and policy reference to:

**Travel Claims Facilities, 1 Tower View, Kings Hill, West Malling, Kent, ME19 4UY Telephone: 0203 829 6761**

### DATA PROTECTION ACT – PERSONAL INFORMATION

#### **How Travel Insurance Facilities collects data:**

You should understand that any information you have given Travel Insurance Facilities will be processed in compliance with the provisions of the Data Protection Act 1998, for the purpose of providing insurance and handling claims or complaints, if any, which may necessitate providing such information to other parties.

You have a right of access to, and correction of, information that Travel Insurance Facilities hold about you. If you would like to exercise either of these rights you should contact: **The Data Protection Compliance Officer, Travel Insurance Facilities, 1 Tower View, Kings Hill, West Malling, Kent, ME19 4UY**

It is our aim to give a high standard of service and to meet any claims covered by these policies honestly, fairly and promptly. There are, however, times when misunderstandings occur by both sides. If you do not feel that the matter has been dealt with to your satisfaction or you have some new evidence which we have not seen, you may bring this to the claims managers' attention in writing. **The Claims Manager, Travel Claims Facilities, 1 Tower View, Kings Hill, West Malling, Kent, ME19 4UY**

#### **How Great Lakes Insurance SE collects data:**

You should understand that any information you have given Travel Insurance Facilities will be processed in compliance with the provisions of the Data Protection Act 1998, for the purpose of providing insurance and handling claims or complaints, if any, which may necessitate providing such information to other parties.

Great Lakes Insurance SE may send the information in confidence for process to other companies acting on their instructions including those located outside the European Economic Area.

## Your right to complain

**If your complaint is regarding the selling of your policies:** Complaints Manager, Go Walkabout Travel Insurance, Innovation Centre, Highfield Drive, Churchfields, St Leonards-on-sea, East Sussex, TN38 9UH

**Or if you would like to complain about the outcome of your claim or assistance provided please forward details of your complaint in the first instance as follows:**

- In respect of sections A1, B1 to B9 or C1 Write to the Branch Manager, URV, 1 Tower View, Kings Hill, West Malling, Kent, ME19 4UY, who will review the claims office decision.
- In respect of section B10, Gadget extension, first contact The Customer Services Director, Supercover Insurance Ltd, Waterside House, 20 Riverside Way, Uxbridge, UB8 2YF. Tel: 0203 794 9320. Email: [complaints@supercoverinsurance.com](mailto:complaints@supercoverinsurance.com). If your complaint cannot be resolved by the end of the third working day, they will pass it to The Customer Relations Manager, UK General Insurance Limited, Cast House, Old Mill Business Park, Gibraltar Island Road, Leeds, LS10 1RJ. Tel: 0345 218 2685. Email: [customerrelations@ukgeneral.co.uk](mailto:customerrelations@ukgeneral.co.uk).

**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, Harbour Exchange Square, London, E14 9SR. Their telephone advice line is 0800 023 4567 if calling from a landline or 0300 123 9123 if calling from a mobile, or visit [www.fos.org.uk](http://www.fos.org.uk)
- You are also able to use the EC On-line Dispute Resolution (ODR) platform at <http://ec.europa.eu/consumers/odr/> who will notify FOS on your behalf.

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