



## International Travel Insurance

### POLICY WORDING

V. 20260601

Expatriate Group is a trading style of Strategic Insurance Services Limited  
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Non-European Union resident policies are sold by Strategic Insurance Services Limited (SISL). SISL is authorised and regulated by the Financial Conduct Authority (FCA) in the United Kingdom. FCA Firm Reference Number is 307133. SISL is authorised to carry on Regulated Activities in accordance with the permissions granted by the FCA under PART IV of the Financial Services and Markets ACT 2000. Address: BP Business Centre, Little High Street, Shoreham-by-Sea, West Sussex BN43 5EG, United Kingdom.

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The **PRIMARY PURPOSE** of this Travel Policy is to protect an Insured Person from acute, sudden and unforeseen Emergency and Accidental Injuries.

It is NOT intended to care for non-emergency treatment, extended treatment, treatment that can wait until **Your** return to **Your Country of Residence/Destination** or **Pre-Existing Conditions** (some benefits are available for Stable Pre-existing Medical conditions where specifically purchased and noted on **Your** Certificate of Insurance) AND is not a replacement for longer term medical needs. Any medical claim likely to exceed £/\$/€1,000 is required to be pre-authorised by **Us**. Failure to seek pre-authorisation may result in **Your** claim being denied or the final settlement being adjusted.

To have **Your** claim pre-authorised please contact Expat Assist on +44 203 285 7248 (24 hours a day / 7 days a week).

No further benefits are afforded when **You** have returned to **Your Country of Residence**.

#### **Single Trip and Annual Multi Trip Policies:**

Covers **Trips** starting and ending in **Your Country of Residence** (as shown in **Your** Certificate of Insurance). In the event of a Repatriation, this is the country to where **You** will be repatriated. This policy does not cover 'part **Trips**' and therefore if the Period of Cover doesn't meet or exceed **Your** whole **Trip** duration, no cover is provided.

**One Way Trips:** Covers **Trips** starting in **Your Country of Residence** (as shown in **Your** Certificate of Insurance) and ending in **Your** Destination Country (as shown in **Your** Certificate of Insurance). In the event of a Repatriation **You** may select to be repatriated to either **Your Country of Residence** or **Your** Country of Destination. No further benefits are afforded when **You** have returned to either **Your Country of Residence** or **Your** Country of Destination.

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## GENERAL TERMS OF COVER

- We** shall not be deemed to provide cover and shall not be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose **Us** to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.
- This Policy contains specific exclusions for **Pre-Existing Conditions** and limitations of coverage. Please check Description of Coverage and Policy Wording to fully determine benefits covered by **Your** Policy. By accepting this coverage **You** are agreeing to the terms and conditions contained herein.
- FOR USA INBOUND Only: This insurance is not subject to and does not provide certain benefits required by the United States Patient Protection and Affordable Care Act (PPACA).
- FOR USA OUTBOUND Only: The insurance does not provide Cancellation benefits. In the event that Add On Option 2 (Cancellation and Curtailment) has been purchased, **You** will only be covered in the event for Curtailment and Compassionate Repatriation.
- For Schengen Countries: This Policy meets and exceeds European Schengen and visa requirements. See **Schedule of Benefits** for specific coverage levels applicable to **Your Trip**.
- Family Members** travelling together must purchase the same coverage levels and benefits in order to be eligible for coverage.
- Trip** Maximum Issuance:
  - Single Trip** and **One Way Trip** Policy: Maximum duration not to exceed 180 days and may not be combined with any other Policy to exceed this limit.
  - Annual Multi-Trip**: Maximum duration per **Trip** may not exceed 90 days in total.
- Extensions, Continuation, and Renewals:

**Single Trip Policies:**

  - EXTENSIONS:
    - A one-time extension of no more than 30 days may be granted per Policy if requested 72-hours prior to the expiry of the period of insurance.
    - Extensions within 72-hours of expiry are subject to a claims exclusion period of three days after the expiry of the original period of insurance.
  - No extensions beyond a cumulative 180-day period.

**Annual Multi-Trip Policies:**

  - EXTENSIONS: Individual **Trip** extensions are permitted to a maximum of 30 days on the 42-day option ONLY.
  - RENEWALS:
    - The Policy is renewable when the **Insured Person** is inside their **Country of Residence**. The terms of cover will remain the same as the expiring policy.
    - The renewal premium must be paid on or before the Policy expiration date.
    - Renewals of the policy in excess of 30 days from its expiry are no longer eligible for any renewal discount.
    - This Policy can be renewed before the **Insured Person** obtains age 71 and will follow the current Policy terms and conditions.

**One Way Trip Policies:**

**One Way Trips** policies are not able to be extended.
- Children/**Dependent** Coverage:
  - Infants aged 14 days up to age 2 are included in the coverage of an insured parent/guardian for no additional premium. The Child **MUST** be declared at the time of initial purchase and shown in the Certificate of Insurance.
- COVID Cover limitation:

This policy covers Emergency Medical Evacuation and Emergency and Accidental Medical Treatment as a result of Covid 19, for **Insured Persons** who are fully vaccinated, including any recommended booster vaccinations, (as approved by the World Health Organisation and administered by a medical professional) against Covid 19 (travelling at least 2 weeks after receiving a completed course of vaccinations or medically recommended booster vaccination).

This coverage only applies where **You** are following all appropriate government medical advice in **Your Country of Residence** and in any country **You** are visiting.

**We** only cover Covid 19 tests because of a request made by a medical professional due to appropriate symptoms being present. It does not cover tests performed as a pre-travel requirement or any routine screening.

Please note that the pre-existing medical exclusion [General Exclusion 1] still applies, therefore any exacerbation of a **Pre-Existing Condition** as a result of Covid 19 would not be covered by **Your** policy.

This policy does not cover the cost of quarantine or self-isolation or any associated costs including, but not limited to, costs for prolonging **Your Trip**, subsistence, change of travel plans or loss of enjoyment.

This cover does not extend to the Cancellation and Curtailment Benefit Options.

- Children's rates apply to **Dependent** children from ages 2-16 as long as they are travelling with their parent/legal guardian.
  - Children are eligible to purchase policies for unaccompanied travel from age 5 onward at the applicable age banded rate. Please note for security purposes sales of a Policy to a minor **MUST BE PURCHASED** by the child's parents or legal guardians.
  - Children/**Dependents** can be added to the parent's Policy as long as they are traveling with the parent/legal guardian.
11. The **Insured Person** should not take out this Policy if the intent is to live abroad versus travelling. Except where they are permanently moving to the Destination Country under a **One Way Trip**.
  12. Maximum Age:
    - **Single Trip** Policy: A **Single Trip** Policy can be purchased before the **Insured Person** obtains age 72.
    - **Annual Multi-Trip**: An **Annual Trip** Policy can be purchased before the **Insured Person** obtains age 71. This Policy will not be renewable at the anniversary date immediately following the **Insured Person's** 71st birthday.
  13. **Trip Cancellation**: Limited to non-refundable expenses only.
    - **Insured Person** must declare total **Trip** cost at time of claim and provide proof of purchase.
    - Cost of **Trip** may include airfare, accommodations and any other pre-paid or booked expense related to the journey.
    - The vendor policies relating to the Cancellation will be required at time of claim to ascertain if there are any travel credits or compensation offered by the vendor. These will be deducted from the final settlement hereunder.
  14. All claims must be submitted within 90 days from date of incident or they will be denied.
  15. Excess Insurance Provision: The insurance provided under both Medical and Evacuation shall be in excess of all other valid and collectable insurance or indemnity and shall apply only when such other benefits are exhausted. In the event no other insurance exists this coverage becomes primary. **We** reserve the right to review and potentially subrogate with any undeclared coverage whether known or unknown to the **Insured Person**.
  16. The **Insured Person** must exercise reasonable care to prevent **Accident, Injury**, loss or damage.
  17. All claims arising under this insurance shall be governed by the Laws of England and Wales, whose courts alone shall have jurisdiction in any dispute arising here under.
  18. If the **Insured Person** or any person acting on his behalf shall make any claim or statement knowing the same to be false or fraudulent as regards amount or otherwise, then this Insurance shall become void and all claims here under shall be forfeited without refund of premium.
  19. **We** may at **Our** own expense take proceedings in the name of the **Insured Person** to recover compensation or secure an indemnity from any third party in respect of any loss, damage or expense covered by this Insurance and any amounts, recovered or secured shall belong to **Us**.
  20. Unless specified, this insurance does not cover anything caused directly or indirectly through bankruptcy / liquidation of any tour operator, travel agent, and transportation company or accommodation supplier.
  21. The denomination of the Benefits afforded by this policy are the same as in which the premium was paid; being EUR, GBP or USD.
  22. **You** must notify **Us**, within 30 days, of a change of address or domicile. PLEASE NOTE A CHANGE OF ADDRESS MAY AFFECT **YOUR** ELIGIBILITY UNDER THIS POLICY. Example:  
Any **Insured Person** who moves to a new country **WILL NO LONGER BE COVERED** in the **NEW COUNTRY OF DECLARED RESIDENCE**.
  23. In this document, unless a contrary intention appears, the singular shall include the plural and vice versa and a reference to one gender shall include every gender.

## SCHEDULE OF BENEFITS

All benefits will be reimbursed at **Usual, Customary and Reasonable** amounts. Amounts shown are the maximum per policy, except where otherwise stated. Amounts stated in the **Schedule of Benefits** are in the denomination in which **You** have paid **Your** premium.

### BASIC

<b>Emergency Medical Evacuation</b>	<b>£/\$/€100,000</b>
Air Ambulance	100% per Trip
Accompaniment	£/\$/€300 per day up to £/\$/€3,000 per Trip
Continuation	£/\$/€5,000 per Trip
Repatriation for Medical Treatment	100% per Trip
Care Management	100% per Trip
<b>Emergency and Accidental Medical Treatment</b>	<b>£/\$/€1,000,000</b>
Acute/emergency <b>Sickness and Injury</b>	100% per Trip
Treatment by authorised physicians, nurses and specialists	100% per Trip
Hospitalisation (semi-private rooms)	100% per Trip
Surgery, anesthesiologist	100% per Trip
Prescribed medicines, dressings	100% per Trip
Local transport to and from the place of treatment	100% per Trip
Treatment by physiotherapists and chiropractors	£/\$/€2,500 per Trip
<b>Medically Necessary</b> required durable medical equipment	100% per Trip
Limited motorcycle and sports vehicle coverage for <b>injuries</b> only	£/\$/€10,000 per Trip
Emergency dental treatment for immediate relief of pain	£/\$/€500 per Trip
Non- <b>Hazardous Sports</b> Coverage	£/\$/€150,000 per Trip
Repatriation of Mortal Remains	£/\$/€25,000 per Trip
ATMSafe	£/\$/€500 per Trip

### STANDARD

<b>Additional benefits applicable where noted in Your Certificate of Insurance</b>	
Baggage Delay <sup>1</sup>	£/\$/€100 per day up to £/\$/€700 per Trip
Baggage Loss / Theft	£/\$/€500 per Item up to £/\$/€2,500 per Trip; subject to £/\$/€100 Deductible per Trip
Personal Liability	£/\$/€100,000 per Trip
<b>Accidental Death &amp; Disability / Permanent Total Disability</b>	£/\$/€100,000 per Trip
Additional <b>Hospital</b> Benefit (per day / total benefit)	£/\$/€75 per day up to £/\$/€600 per Trip
Physical Assault	£/\$/€5,000 per Trip
Money and Documents (tickets, cash, banknotes)	£/\$/€500 per Trip
Loss of Passport	£/\$/€250 per Trip
Travel Delay <sup>1</sup>	£/\$/€100 per day up to £/\$/€1,000 per Trip
Missed Departure	£/\$/€1,000 per Trip
Legal Expenses	£/\$/€10,000 per Trip
Hijacking	£/\$/€1,000 per Trip
Emergency evacuations for Non-Medical reasons, including War, Civil Unrest, or <b>Natural Disasters</b>	£/\$/€1,500 per Trip

## COMPREHENSIVE

Additional benefits applicable where noted in Your Certificate of Insurance	
Cancellation and Curtailment <sup>2</sup>	£/\$/€2,000 per Trip; subject to £/\$/€100 Deductible per Trip
Compassionate Repatriation (Family Return)	£/\$/€2,000 per Trip

<sup>1</sup> Benefit does not apply to One Way Trips.

<sup>2</sup> Benefit not available to residents of the USA.

## EXTENSIONS TO COVER

All applicable where noted in Your Certificate of Insurance and for which a premium has been paid.

Stable Pre-Conditions Extension	
Acute exacerbations of Stable Pre-Existing medical conditions for the Emergency and Accidental Medical Treatment benefit	£/\$/€ 50,000 or £/\$/€100,000 As noted in Your Certificate of Insurance

Winter Sports Package Extension - Limited to 21 days in aggregate per Policy Period	
<b>Ski Equipment</b>	
Owned	Up to £/\$/€300
Hired	Up to £/\$/€300
Single Item Limit	£/\$/€300
Unreceipted Items Limit	Up to £/\$/€150
Unreceipted Single Item Limit	£/\$/€50
<b>Ski Hire</b>	£/\$/€25 per day up to £/\$/€300
<b>Ski Pack</b>	£/\$/€50 per day up to £/\$/€300
<b>Piste Closure</b>	£/\$/€25 per day up to £/\$/€300
<b>Delay due to Avalanche</b>	Up to £/\$/€300

Business Equipment & Money Extension	
<b>Business Equipment</b>	Up to £/\$/€1,500
Single Item Limit	£/\$/€500
Computer Equipment Single Item Limit	£/\$/€750
Samples Limit	£/\$/€400
Unreceipted Items Limit	Up to £/\$/€300
Unreceipted Single Item Limit	£/\$/€50
Delayed Business Equipment	£/\$/€100 per day up to £/\$/€300
Emergency Courier or Essential Business Equipment	Up to £/\$/€400
<b>Business Equipment Hire</b>	£/\$/€100 per day up to £/\$/€500
<b>Business Money</b>	Up to £/\$/€500
Cash Limit	£/\$/€200

Golf Cover Extension - Limited to 21 days in aggregate per Policy Period	
<b>Golf Equipment</b>	Up to £/\$/€1,000
Single Item Limit	£/\$/€200
Unreceipted Items Limit	Up to £/\$/€300
Unreceipted Single Item Limit	£/\$/€50
<b>Golf Equipment Hire</b>	£/\$/€50 per day up to £/\$/€250
<b>Non Refundable Golfing Fees</b>	£/\$/€50 per day up to £/\$/€250

## DESCRIPTION OF BENEFITS

Also read:

**General Exclusions** – As well as exclusions that apply to each section, there are some Exclusions which apply to the whole policy.

**Definitions** – Some of the word in this Policy have specific a meaning.

Benefits are applicable when the **Insured Person** is outside his **Country of Residence**.

**Emergency Assistance / Member Services: Expat Assist**—24 hours a day, 7 days per week

- For **Medical Emergencies** and assistance with **Your** medical care, contact Expat Assist on +44 (0)203 285 7248 (24 hours a day)
- These services include pre-authorisation of treatment, **Hospital** admission, and provider referrals.

**Emergency Medical Evacuation:** The plan covers charges for emergency evacuation when appropriate medical treatment is not available locally and deemed necessary and is pre-approved by Expat Assist, their medical advisors and the attending Physician, to a suitable location that will render immediate and appropriate care which may or may not be the **Country of Residence**. If the **Insured Person** does not obtain pre-approval from Expat Assist, **We** reserve the right to deny coverage.

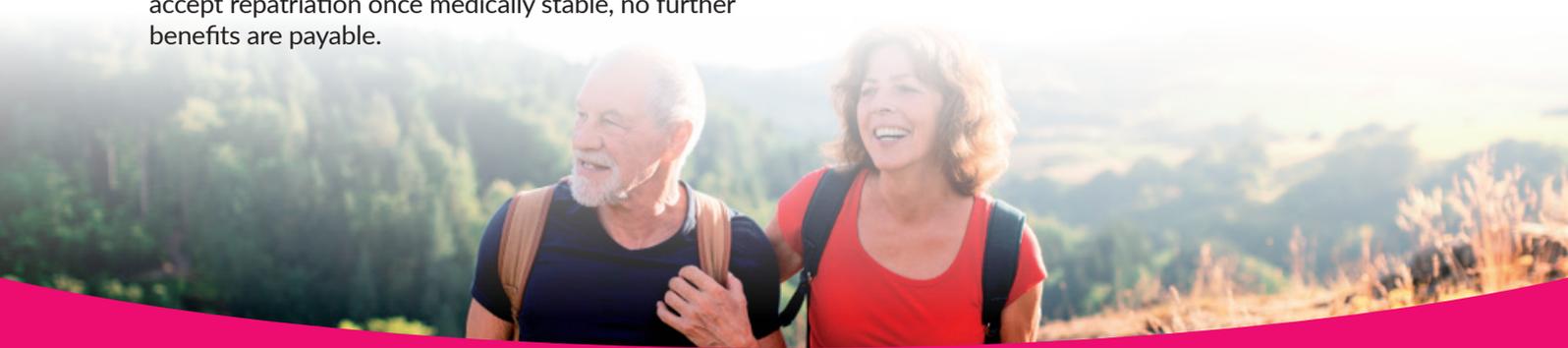
**Accompaniment:** The insurance allows for the travel and accommodation expenses of one person (i.e. a person travelling with the **Insured Person** or a relative or friend who is a resident in the **Insured Person's Country of Residence**) whom, upon medical advice is advised to join, accompany, remain with or escort the **Insured Person**. Transportation costs will be by the most economical means and determined by **Us**.

**Continuation:** Upon pre-approval by Expat Assist and if medically able, coverage to the point of initial destination by the most economical means, to continue with the originally booked itinerary.

**Repatriation for Medical Treatment:** **We** reserve the right to repatriate, by the most economical means available, any **Insured Person** who, upon advice of the Attending Medical **Doctor**, is medically stable, to their **Country of Residence**. **We** shall not be liable for any treatment which can be delayed until the **Insured Person** returns to their **Country of Residence**. If the **Insured Person** refuses to accept repatriation once medically stable, no further benefits are payable.

**Emergency and Accidental Medical Treatment:** The purpose of this policy is to protect an **Insured Person** from the cost of treatment for acute, sudden and unforeseen Medical and **Accidental** Emergencies, subject to the limits specified in the **Schedule of Benefits**. This Policy covers necessary treatment by authorised physicians, nurses and specialists, Hospitalisation (semi-private rooms) including surgery, anaesthesiologist, prescribed medicines, dressings and local transport to and from the place of treatment.

- Treatment by physiotherapists and chiropractors prescribed by an authorised physician shall apply to inpatient services only.
- Dental treatment is limited to emergency dental treatment, which is the result of an **Accident**, for the immediate relief of pain, received with 24 hours.
- The insurance shall not cover expenses for treatment of **Pre-Existing Conditions**, chronic or recurrent **Sickness** and disorders, or unnecessary durable medical devices/ equipment. Some benefits are available for **Stable Pre-Existing Medical Conditions** where specifically purchased and noted on **Your Certificate of Insurance**.
- Outpatient services are covered per the **Schedule of Benefits** and may be utilised via licensed medical **Doctors**. Emergency Rooms (A&E) should only be used where they are the most appropriate access to medical care in the event of an emergency. **Insured Persons** in North America please contact Expat Assist for the location of networked preferred providers.
- Coverage will continue until such time as when, in the opinion of the **Doctor** in attendance and **Our** medical advisers, the **Insured Person** is fit to travel or be released from the medical facility (outside Country of Residence) provided that coverage remains in-force from the date of incident.



**Sport Coverage:** This Policy includes sports activities as specified in the LEISURE chart below and is subject to the limits specified in the **Schedule of Benefits**. All other terms and conditions of **Emergency and Accidental Medical Treatment** are applicable as contained herein.

**The following Activities and occupations are NOT covered:**

1. Engaging in professional, semi-professional or competitive sporting events of any kind.
2. Group, club, interscholastic, intercollegiate, organised team play (exception: informal sports played among friends and relatives in a team game).
3. Use of any type of firearms (any device that discharges a projectile of any type).
4. Any activity relating to flying either as a Pilot in Command, student pilot, sport flying or the business or trade of flying; except while travelling as a passenger in a fully-licensed passenger carrying aircraft.
5. Any Activity in which the **Insured Person** is acting irresponsibly or while performing stunts of any kind including but not limited to jumping, railing with bikes, scooters, skateboards, aerial acrobatics, flips, half-piping.
6. Any **Accidents** or **Injuries** while under the influence of drugs or alcohol.
7. Whist **You** are undertaking a paid or unpaid occupation, except for those which are a **Sedentary Occupation** or where the occupation has been declared and accepted by **Us** in writing.

### Sport Coverage Categories:

**\* LEISURE SPORTS (included in Your policy)**

Athletics / Calisthenics / Basic Gym work	Handball	Safari <i>(organized - no guns)</i>
Badminton	Horse riding <i>(no Polo, Hunting, Jumping, Dressage)</i>	Sailboarding <i>(Leisure - No racing)</i>
Ballooning <i>(as a fare paying passenger only)</i>	Jet Boating <i>(Leisure only. Non-extreme)</i>	Sailing <i>(Territorial Waters only)</i>
Baseball	Jogging	Sand Yachting
Basketball	Marathon Running <i>(Non-paid, amateur only)</i>	Scuba <b>Diving</b> <i>(max depth 15 meters)</i>
Blade Skating	Martial Arts <i>(Training only)</i>	Skate boarding
Bowls	Moped / Scooter Rentals <i>(£/\$/€10,000 maximum coverage)</i>	Snorkelling
Camel / Elephant Riding	Motorcycling / Scootering <i>(£/\$/€10,000 maximum)</i>	Snow mobile - Pleasure only <i>(£/\$/€10,000 maximum)</i>
Canoeing / Kayaking <i>(inland/coastal/flat water)</i>	Netball	<b>Winter Sports</b> , including snow skiing and snowboarding – On piste in a recognized ski resort <i>(see definition of Winter Sports)</i>
Catamaran Sailing <i>(only in Territorial Waters)</i>	Orienteering <i>(not involving climbing)</i>	Squash
Craigcat riding <i>(only in Territorial Waters)</i>	Paddle boarding	Surfing
Cricket	Paintballing	Tennis
Cross country running <i>(not fell or mountain running)</i>	Pickle Ball	Trekking / Hiking <i>(under 3,500 meters altitude at all times)</i>
Curling	Pony Trekking <i>(no jumping, racing, dressage)</i>	Volleyball
Cycling <i>(Leisure only: not BMX and mountain biking)</i>	Racket Ball	Wake boarding
Dinghy / Small craft sailing <i>(Territorial Waters only)</i>	Rambling	Water Polo
Fishing <i>(Fresh water and deep sea)</i>	Rock Scrambling Class 1 only	Water Skiing
Flying as a passenger	Roller Blading <i>(Line Skating / Skate boarding)</i>	White/Black Water Rafting <i>(Grade 1 to 3)</i>
Football / Soccer	Rounders	Windsurfing <i>(Leisure only. No racing)</i>
Go Karting <i>(recreational use less than 120cc, £/\$/€10,000 limit)</i>	Rowing <i>(inland/coastal)</i>	Yachting <i>(Territorial Waters)</i>
Golf	Organised Running, Sprint / Long Distance <i>(Amateur, non-paid only)</i>	Zip Lining
Gymnastics		

**\*Any sport not included on this list must be communicated to Us and will be evaluated at Our discretion.**

**Repatriation of Mortal Remains:** Reimbursement for either repatriation of mortal remains or local burial. This benefit excludes fees for return of personal effects, religious or secular memorial services, clergymen, flowers, music, announcements, guest expenses and similar person burial preferences. **All Repatriation benefits must be coordinated and pre-approved by Expat Assist or claims will not be paid.**

**ATMSafe:** Protection against theft at the time of withdrawing cash from an ATM/Bank Machine. In the event of loss, the insured will be reimbursed up to the daily withdrawal limit specified in the **Schedule of Benefits**. All claims require a police report to be filed.

**Baggage Delay:** Reimbursement per the benefits specified in the **Schedule of Benefits** in respect of the replacement of **Necessities** in the event of baggage being temporarily lost in transit during the outward journey from the **Country of Residence** for longer than 12 hours. Benefit does not apply to the return or homeward journey. The following conditions must be met prior to filing a claim:

1. Proof of a Missing Bag Report must be filed with the Common Carrier.
2. Any items purchased after the return of the baggage will not be covered.
3. Any claim must be accompanied by receipts with date and time affixed.
4. This benefit does not apply to One Way Trips.

**Baggage Loss/Theft:** Secondary coverage to **Common Carrier** settlement with reimbursement to the maximum specified in the **Schedule of Benefits**. No claims will be accepted until AFTER the **Insured Person** has filed and received settlement from the **Common Carrier**. The coverage is in respect of accidental loss or theft to luggage, clothing and personal effects owned by the **Insured Person**, of appropriate type and number for the **Trip** type and duration subject to a maximum payment of:

- £/\$/€500 in respect of any one article, pair or set of articles.
- £/\$/€300 overall in respect of photographic equipment, personal music players, hearing aids, telescopes and binoculars, antiques, jewellery, watches, furs, and articles made of or containing gold, silver or other precious metals or animal skins or hides.

**Conditions:**

1. The Insured must observe ordinary proper care in the supervision of insured property and in all cases of loss;
2. Claims will be evaluated on an “indemnity basis” only (not “new for old”). This means the market value of the article less deduction for age, wear, tear and depreciation, or the cost

of repair or replacement; whichever is the lesser (depreciation tables as defined on [www.claimspages.com](http://www.claimspages.com));

3. Claims will not be considered unless proof of ownership and evidence of value is substantiated;
4. Any amount paid for temporary loss of baggage will be deducted from the final claim settlement if baggage proves to be permanently lost;
5. Proof of a **Missing Bag Report** must be filed with the **Common Carrier**;
6. Any Loss or Theft must be reported to the Police as soon as reasonably possible, but in any event within 24 hours, and supported by a written Police Report;
7. Any amount paid by a **Common Carrier** in settlement toward the loss will be deducted from the final claim;
8. **We** may request any information deemed necessary in substantiation of a claim. Failure to provide requested information will result in a denial of the claim;
9. In the event of a claim in respect of a pair or set of articles **We** shall only be liable in respect of the value of that part of the pair or set which is lost, stolen or damaged.

**Exclusions: We shall not be liable for:**

1. Damage to baggage and/or suitcases of any kind;
2. Any loss or theft, or suspected theft not reported to the Police within 24 hours of discovery and a written report obtained;
3. Any damage or loss or theft of property in transit, which has not been reported to the **Common Carrier** and written report obtained. In the case of an airline a Property Irregularity Report will be required;
4. Any loss, damage or theft of phones, smart phones, computer equipment including tablets, mini computers and personal computers;
5. Loss or theft of any property left unattended in a public place;
6. Any theft from an unattended motor vehicle unless the property is in a locked/covered luggage area, and there is evidence of forced entry which has been verified by a Police Report;
7. Loss, damage or theft of **Valuables/Electronics**, money and keys packed in suitcases or other receptacles while travelling or not in the possession of the owner at the time of theft or loss;
8. Loss or damage caused by decay, wear and tear, moth, vermin, or atmospheric conditions;

9. Deterioration or mechanical derangement of any kind;
10. Loss due to confiscation or detention by Customs or other authority;
11. Damage to sports equipment whilst in use;
12. Losses of **Valuables** whilst swimming or engaging in water sports;
13. Breakage of or damage to fragile articles and any consequence thereof;
14. Unset precious stones;
15. Stamps, documents, deeds, manuscripts or securities of any kind;
16. Items of a perishable nature;
17. Business goods, samples, tools of trade or motor accessories;
18. Household goods and home contents.

**Personal Liability:** Subject to the limit stated in the **Schedule of Benefits**, this Policy will indemnify each **Insured Person** against legal liability for bodily **Injury** to persons and/or damage to property (excluding that owned by or in the custody or control of the Insured during the Period of Insurance), other than for employees, **Travelling Companions** or members of his family, inclusive of legal expenses.

**Accidental Death, Dismemberment and Permanent Total Disability:** The Policy will pay, according to the following scale, if an **Insured Person** sustains **Accidental** bodily **Injury** which, solely and independently of any other cause results in Death or Disability within 12 calendar months from the date of the **Accident**. This benefit is paid only when the Death or Disability is directly related to an incident which occurred while travelling on a **Common Carrier**.

- Ages 16 years and below: the benefit (Principal Sum) is limited to £/\$/€1,000.
- Ages 65 to 72: is limited to **Accidental Death**.

Loss Description	Percentage of Principal Sum
Loss of Life	100%
Permanent Total Disability	100%
Loss of Speech and Loss of Hearing	100%
Loss of Speech and one Loss of Hand, Loss of Foot or Loss of Sight of One Eye	100%
Loss of Hearing and one Loss of Hand, Loss of Foot or Loss of Sight of One Eye	100%
Loss of Hands (both), Loss of Feet (both), Loss of Sight or a combination of any two of Loss of Hand, Loss of Foot or Loss of Sight of One Eye	100%
Quadriplegia	100%
Paraplegia	75%
Hemiplegia	50%
Loss of Hand, Loss of Foot or Loss of Sight of One Eye (any one of each)	50%
Uniplegia	25%
Loss of Thumb and Index Finger of the same hand	25%

**Conditions:**

1. In the event of a claim, a medical adviser or advisers appointed by **Us** shall be allowed, as often as **We** shall deem it necessary, to examine the **Insured Person**;
2. Payment of the Permanent Total Disability benefit shall be made only on certification by a medical board, accepted as qualified by **Us**, that the **Insured Person** has been totally disabled from engaging in any gainful occupation for 12 consecutive months and at the end of that time is beyond the ability to make future improvement.

**Conditions:**

1. The insurance limit is for any one Policy, even if multiple losses are incurred by multiple **Insured Persons** carrying the Policy;
2. The **Insured Person** cannot make statements nor admit liability for any loss, damage or **Injury** caused by themselves; doing so invalidates this benefit.

**Exclusions: We shall not be liable for:**

1. Employers' liability, contractual liability or liability to a **Family Member** or a **Travelling Companion**;
2. Animals belonging to or in the care, custody or control of an **Insured Person**;
3. Any wilful, malicious, or unlawful act;
4. Pursuit of trade, business or profession;
5. Ownership or occupation of land or buildings;
6. Ownership, possession or use of vehicles, aircraft, or motor-powered watercraft;
7. Claims whilst under the influence of alcohol, drugs, or the use of firearms;
8. Legal costs resulting from any criminal proceedings.

**Exclusions: We shall not be liable for:**

1. Any claim arising from medical or surgical treatment;
2. Conditions arising from motorcycling as either a driver or passenger
3. Claims whilst under the influence of alcohol, drugs, or the use of firearms;
4. Claims as a result of any wilful, malicious, or unlawful act;
5. Claims as a result of pursuit of a trade, business or profession.

**Beneficiary and Death Notification:** If an **Insured Person** dies due to a covered **Event**, the surviving beneficiary, immediate parent or legal guardian must provide:

1. Verification of eligibility and legal status of the beneficiary;
2. Copy of the death certificate;
3. Proof of travel.

**Additional Hospital Benefit:** A cash benefit per the **Schedule of Benefits** per day for each completed 24 hours as an in-patient; payable after the first 24 hours. This benefit is used to defray incidental expenses such as taxi fares, phone calls or other miscellaneous expense while hospitalised.

**Physical Assault:** This benefit provides for expenses related to stolen property taken during assault and robbery including unlawful forced removal or detention of an **Insured Person** while operating or riding as a passenger in a private passenger vehicle. All losses must be reported to the local Police, where the loss occurs, as soon as possible after the incident, but in any event, within 24 hours. This coverage is for stolen personal property only and does not cover theft or damage to a rental car.

**Money and Documents (tickets, cash, banknotes):** Reimbursement to each **Insured Person** in respect of **Accidental** loss or theft of cash and banknotes (carried on the **Insured Person**), postal and money orders, travel tickets. Proper documentation and police reports required on day of the incident.

**Exclusions: We shall not be liable for:**

1. Loss or theft not reported to the Police within 24 hours of discovery and a written report obtained;
2. Depreciation in value or shortages due to error or omission;
3. Loss or theft of unattended money except when left in hotel security, safety deposit or safe;
4. Money packed in suitcases or other receptacles whilst travelling;
5. Money held in trust;
6. Loss or theft of traveller's cheques.

**Loss of Passport:** To pay up to a maximum of £/\$/€250 in respect of the reasonable expenses necessarily incurred abroad in obtaining the replacement of an **Insured Person's** lost or stolen passport. Additional expenses for missed flights and extending accommodations are not covered by this benefit.

**Travel Delay:** To cover the **Insured Person** if the departure of the coach, aircraft or sea vessel in which he/she had arranged to travel on the first outward or first return leg of the journey is delayed for at least 24 hours from the time specified in the travel itinerary due to **Strike, Industrial Action, bankruptcy, or mechanical breakdown**. Compensation shall be documented and provided for all necessary and reasonable expenses limited to accommodation, food and local transportation minus any compensation paid by the **Common Carrier**.

An amount up to £/\$/€100 for the first complete 24-hour period of delay in departure, commencing from the original booked departure time as specified in the travel itinerary and up to £/\$/€100 after each subsequent 24 hour period of delay up to a maximum specified in the **Schedule of Benefits**.

**Conditions:** Coverage is not to exceed the specified daily limit and must be accompanied by receipts and documentation validating the Travel Delay.

1. For multiple **Insured Persons** travelling together claims may be combined to cover the full out of pocket cost but may not be claimed separately and at no time will compensation exceed the specified daily limit;
2. **Insured Persons** travelling together may not claim additional hotel expenses unless they are staying in separate accommodations and in no case shall exceed the specified daily limits.
3. This benefit does not apply to **One Way Trips**.

**Exclusions: We shall not be liable for claims:**

1. Delays of which **You** could have reasonable been aware when the Policy was purchased.
2. If **You** are departing from **Your** point of origin and within 100 miles of **Your** address of record this benefit will not apply for delays at the initial point of departure;
3. Arising from **Strike or Industrial Action** existing or publicly declared at the time of effecting this Insurance. **Strike or Industrial Action** shall mean any form of **Industrial Action** taken by employees, carried on with the intention of preventing, restricting or otherwise interfering with the production of goods or the provision of services;
4. Arising from technical reasons such as aircraft availability due to aircraft/sea vessel being removed from service;

5. Where an **Insured Person** has not checked in according to the itinerary supplied;
6. Where an **Insured Person** has failed to obtain written confirmation from the **Common Carrier** (or their handling agents) of the period of or reason for the delay;
7. Arising directly or indirectly from withdrawal from service (temporary or otherwise) of a coach, an aircraft or sea vessel on the recommendation of a Port Authority or the Civil Aviation Authority or of any similar body.

**Missed Departure:** To pay up to the specified limit on the initial outward journey to each **Insured Person** in respect of reasonable additional accommodation (room only) and onward travel expenses necessarily incurred to reach the overseas final destination as a consequence of: **Strike, Industrial Action**, riot, mechanical breakdown, or inclement weather, which resulted in an interruption of scheduled public transport services.

**Legal Expenses:** Legal costs and expenses incurred by an **Insured Person** up to a specified maximum in pursuit of compensation and/or damages against a third party, who is a natural person, arising from the death or personal **Injury** of the **Insured Person** during the Period of Insurance.

**Conditions:**

1. **We** shall have complete control over the legal proceedings and the appointment and control of a lawyer;
2. An **Insured Person** must follow the legal representative's advice and provide any and all information and assistance as required. Failure to do so will entitle **Us** to withdraw cover;
3. The **Insured Person** must have access to all legal documentation to support the claim;
4. The insurance will not extend to covering any event where, in **Our** opinion, there isn't a reasonable prospect of success;
5. Where there is a possibility of a claim being brought in more than one country **We** shall only be liable for the costs associated with legal action brought about in single country, as decided by **Us**;
6. Failure by the **Insured Person** to comply with all or any of these conditions will invalidate the claim.

**Exclusions: We shall not be liable for:**

1. Costs incurred in pursuit of any claim against a Travel Agent, Tour Operator, **Common Carrier**, Accommodation provider, **Us** or **Our** Agent, or any other commercial entity;
2. Legal expenses incurred prior to the granting of support by **Us**;
3. Any claims reported more than 90 days after the

commencement of the incident, giving rise to a claim;

4. Any claim where the law, practices, and/or financial regulations of the country in which the proposed action will take place indicate that the costs of such action are likely to be unreasonably greater than the anticipated value of the compensation award;
5. Costs incurred in pursuance of a claim against any person with whom an **Insured Person** had arranged to travel, an employer, an employee or a **Family Member**;
6. Any claim where, in **Our** opinion, there is insufficient prospect of success in obtaining a reasonable benefit;
7. Any claim where legal costs and expenses are based directly or indirectly on the amount of an award.
8. Any costs incurred in the defence of a claim brought against an **Insured Person**, or the defence of any counter-claim.

**Hijacking:** In the **Event** an **Insured Person** is prevented from reaching their destination due to the hijacking of an aircraft or other commercial conveyance, the Policy will pay £/\$/€100 for each complete 24-hour period that the **Insured Person** is delayed. Maximum benefit as specified in the **Schedule of Benefits**. In **Event** of Death as a result of hijacking via commercial conveyance, benefits outlined under Personal Accident will be payable.

**Emergency evacuation for non-medical reasons, including war, civil unrest, Natural Disasters, or other causes:** Payment to offset the cost of obtaining or paying for evacuation during a period of civil unrest, insurrection or **Natural Disasters** that could not have been foreseen prior to departure from **Your Country of Residence** that is posted to or declared by the United States Department of State, UK Foreign Office or validated by the National Oceanic Atmospheric Association (in the cases of weather or **Natural Disaster**). In all cases, **We** reserve the right to assess the validity of the claim and **Our** decisions are final.

Coverage is NOT valid in any country that was on the verge, already in or under duress for a period of 60 days prior to departure from point of disembarkation of the **Trip** or **Country of Residence**. See General Exclusions for definition associated with travel to global hotspots.

**Cancellation and Curtailment (This benefit is not valid for Cruise Holiday Cancellations):** All claims are limited to the maximum stated in the **Schedule of Benefits** regardless of the amount of **Trips** taken during the period of insurance, for each **Insured Person**, for loss of travel and accommodation for any unused expenses paid or contracted to be paid as a result of the **Trip** being necessarily and

unavoidably cancelled or curtailed due to any cause listed below. For an **Event** occurring during the Period of Insurance, provided such expenses are not recoverable from any other source. Travel credits (or similar promissory) issued by providers for future use are considered compensation and are not reimbursable under this Policy.

#### Other covered Events:

1. **Sickness, serious Injury or death of:**
  - I. The **Insured Person** or person with whom he/she is travelling or had arranged to travel;
  - II. The spouse, domestic partner, parent, parent-in-law, child, grandchild, brother, sister, fiancé, of the **Insured Person**;
2. Financial Default of an airline, cruise line, or tour operator provided the Financial Default occurs more than 14 days following an **Insured Person's** purchase date. There is no coverage for the Financial Default of any person, organisation, agency, or firm from whom the **Insured Person** purchased travel arrangements. This coverage applies only if insurance was purchased within 15 days of Initial **Trip** Payment;
3. **Strike or Industrial Action** resulting in complete cessation of travel services at the point of departure or Destination;
4. **You or Your Travelling Companion's** principal place of residence or destination being rendered uninhabitable by fire, flood, burglary or other **Natural Disaster** within 10 days of departure. **We** will only pay benefits for losses occurring within 30 calendar days after a named storm makes the **Insured Person's** destination uninhabitable. "Uninhabitable" is defined as the dwelling is not suitable for human occupancy in accordance with local public safety guidelines.
5. The **Insured Person** being subpoenaed, required to serve on a jury, hijacked, or quarantined;
6. The **Insured Person** is called to active military service or military leave is revoked or reassigned;
7. Terrorist Incident in a City listed on the **Insured Person's** itinerary which results in the Foreign and Commonwealth Office guidelines advising against all travel and/or against all but essential travel. Further information can be obtained by visiting the FCO here: [www.gov.uk/foreign-travel-advice](http://www.gov.uk/foreign-travel-advice);
8. The **Insured Person** or **Travelling Companion** is involuntarily terminated or laid off through no fault of his own, provided that he has been an active employee for the same employer for at least two years. Termination must occur following the effective date of coverage. This provision is not applicable to temporary employment, independent contractor or self-employed persons.

#### Conditions:

1. Any **Injury** or **Sickness** must result in medically imposed restrictions as certified by a Physician preventing attendance, or enabling continued participation, of the **Trip**.
2. If the **Insured Person** must cancel or interrupt his **Trip** due to **Injury** or **Sickness** of another, it must be because their condition is life-threatening, as certified by a Physician, or they are their sole carer.
3. In the **Event** of a failure by the **Insured Person** to notify the Travel Agent, Tour Operator or provider of transport/accommodation immediately it is found necessary to cancel the journey/holiday, **Our** liability shall be restricted to the cancellation charges that would have applied at that time.

#### Exclusions: We shall not be liable for:

1. Claims where at the time of taking out this insurance and/or prior to booking each separate **Trip** where:
  - a. An **Insured Person** is aware of any medical condition or set of circumstances, which could reasonably be expected to give rise to a claim;
  - b. Any person, including those who are not travelling, have an existing condition which may give rise to a claim;
  - c. An **Insured Person** has, during the 12 months prior to taking out the insurance, suffered from any medical condition which has necessitated consultation or treatment unless declared to and accepted by **Us**;
  - d. An **Insured Person** is suffering or has suffered from any previously diagnosed psychiatric disorder, anxiety or depression;
  - e. An **Insured Person** is receiving, is on a waiting list, or has the knowledge of the need for inpatient treatment at a **Hospital** or nursing home;
  - f. An **Insured Person** is expected to give birth within 8 weeks of the date of arrival home;
  - g. An **Insured Person** is travelling against the advice of a Medical Practitioner or for the purpose of obtaining medical treatment abroad;
  - h. An **Insured Person** has been given a terminal prognosis;
2. Claims involving:
  - a. Suicide or attempted suicide, intentional **Self-Injury**, the effect of intoxicating liquors or drugs;
  - b. Motorcycling, of any kind, as either driver or passenger;
  - c. Any circumstance manifesting itself prior to the purchase of this Policy;
  - d. Disinclination to travel.

**Compassionate Repatriation:** Additional travel expenses, by the most economical means, necessarily incurred in returning early to **Your Country of Residence** as a result of sudden life-threatening illness/**Injury** or death of Your close relative (child, brother, sister, son-in-law, daughter-in-law, grandchild, parent, grandparent, parent-in-law).

This benefit is only available if Cancellation and Curtailment has been added to the Policy and is designed for early return for **Family Members** under a qualified **Event**.

**Exclusions: We shall not be liable for:**

1. Claims where at the time of taking out this insurance and/or prior to booking each separate

**Trip where:**

- a. Any person has an existing condition which may give rise to a claim;
  - b. Any person is receiving, is on a waiting list, or has the knowledge of the need for inpatient treatment at a **Hospital** or nursing home;
  - c. Any person has been given a terminal prognosis;
2. Claims involving:
    - a. Suicide or attempted suicide, intentional Self-Injury, the effect of intoxicating liquors or drugs;
    - b. A circumstance manifesting prior to the purchase of this Policy;

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**Stable Pre-existing Conditions Extension**

*(only operative if indicated in the certificate and additional premium paid)*

This policy covers treatment of acute exacerbations of **Stable Pre-Existing** medical conditions, suffered for a minimum period of 6 months, up to the amount stated in **Your Certificate of Insurance**, in aggregate per policy, for the **Emergency and Accidental Medical Treatment** benefit.

Stable means: a medical condition that has been suffered for at least 6 months and that has not, for a period of at least 6 consecutive months immediately prior to any **Trip** departure date,

- i. resulted in, or contributed to, any admission to a medical facility for treatment, and
- ii. where there has been no deterioration or exacerbation of symptoms, and
- iii. where there hasn't be any change in treatment, advice, diet, or medication, and

- iv. where all appropriate medical advice has been, and continues to be, consistently followed, and
- v. where **You** are registered and under the care of an appropriate medical professional in respect of **Your** condition.

**Conditions:**

1. This section does not include coverage for known, scheduled, required, or expected medical care, drugs or treatments.
2. Coverage expires upon medical advice that the condition is no longer acute or **You** are discharged from a medical facility.
3. All other Terms and Conditions, exclusion, definitions, and limitations of this policy otherwise apply.



## Winter Sports Package Extension

(only operative if indicated in the certificate and additional premium paid)

Operates for a period **not exceeding 21 days** in aggregate in each **Policy Period**, or the actual **Policy Period**, if less than 21 days.

**Ski Equipment:** We will pay **You** up to the amount as shown in the **Schedule of Benefits** for the accidental loss of, theft of or damage to **Your** own **Ski Equipment** or **Ski Equipment** hired by **You** and for which **You** are financially responsible. The amount payable will be the value at the date of loss, less a deduction for wear tear and depreciation (calculated from the table below), or **We** may at **Our** option replace, reinstate or repair the lost or damaged **Ski Equipment**.

Age of Item	Amount Payable
Up to 1 year old	90% of purchase price
Up to 2 years old	70% of purchase price
Up to 3 years old	50% of purchase price
Up to 4 years old	30% of purchase price
Up to 5 years old	20% of purchase price
Over 5 years old	No payment

The maximum **We** will pay for the following items is as shown in the **Schedule of Benefits**.

**Our** liability for **Ski Equipment** hired by **You** shall be further limited to **Your** liability for any loss or damage.

### Conditions:

- You** must report to the local police in the country where the incident occurred within 24 hours of discovery and obtain a written report of the loss, theft or attempted theft of all **Ski Equipment** claimed.
- For items damaged whilst on **Your Trip** **You** must obtain an official report from an appropriate local retailer confirming the extent of damage, the cause of damage, the cost of repair or confirmation that the item is damaged beyond repair.
- If **Ski Equipment** is lost, stolen or damaged while in the care of a carrier on any other third party (including transport company, authority or hotel) **You** must report to them, in writing, details of the loss, theft or damage and obtain from them written confirmation of the report. If **Ski Equipment** is lost, stolen or damaged whilst in the care of an airline **You** must:
  - obtain a Property Irregularity Report from the airline.
  - give formal written notice of the claim to the airline within the time limit contained in their conditions of carriage (please retain a copy).
  - You** must retain all travel tickets and tags for submission if a claim is to be made under this policy.

- You** must provide an original receipt or proof of ownership for items lost, stolen or damaged. The maximum payment for any **Single Item** for which an original receipt, proof of purchase or insurance valuation (obtained prior to loss) is not supplied is £/\$/€50 and subject to a maximum of £/\$/€150 for all such items.

### Exclusions: We shall not be liable for:

- The first £/\$/€45 of any claim (the **Excess**).
- Loss, theft of or damage to **Ski Equipment** contained in or stolen from an unattended vehicle:
  - overnight between 9 p.m. and 8 a.m. (local time) or
  - at any time between 8 a.m. and 9 p.m. (local time) unless it is in a locked boot which is separate from the passenger compartment, or for those vehicles without a separate boot or lockable ski rack, locked in the vehicle and covered from view and evidence of forcible and violent entry to the vehicle is confirmed by a police report.
- Loss or damage due to delay, confiscation or detention by Customs or other authority.
- Loss or damage caused by wear and tear, depreciation, deterioration, atmospheric or climatic conditions, moth, vermin, any process of cleaning repairing or restoring, mechanical or electrical breakdown.
- Claims arising from **Ski Equipment** left unattended in a place to which the general public has access (e.g. on the slopes) or left in the custody of anyone other than an **Insured Person**.
- Claims arising from damage caused by leakage of powder or liquid carried within personal effects or **Ski Equipment**.
- Claims arising from loss or theft from **Your** accommodation unless there is evidence of forced entry which is confirmed by a police report.
- Claims arising from loss or theft or damage of **Ski Equipment** carried on vehicle roof rack unless secured by a lockable ski rack.

**Ski Hire:** We will pay **You** up to the amount as shown in the **Schedule of Benefits** for each 24 hour period, for the cost of necessary hire of **Ski Equipment** following:

- a. loss or breakage of **Your Ski Equipment**; or
- b. the misdirection or delay in transit for at least 12 hours of **Your own Ski Equipment**.

**Conditions:**

1. **You** must report to the local police in the country where the incident occurred within 24 hours of discovery and obtain a written report of the loss, theft or attempted theft of the **Ski Equipment**.
2. For items damaged whilst on **Your Trip** **You** must obtain an official report from an appropriate local retailer confirming the extent of damage, the cause of damage, the cost of repair or confirmation that the item is damaged beyond repair.
3. If **Ski Equipment** is lost, stolen or damaged while in the care of a carrier, transport company, authority or hotel **You** must report to them, in writing, details of the loss, theft or damage and obtain written confirmation. If **Ski Equipment** is lost, stolen or damaged whilst in the care of an airline **You** must:
  - a. obtain a Property Irregularity Report from the airline.
  - b. give formal written notice of the claim to the airline within the time limit contained in their conditions of carriage (please retain a copy).
  - c. retain all travel tickets and tags for submission if a claim is to be made under this policy.
4. Receipts for items lost, stolen or damaged must be retained as these will be required to substantiate **Your** claim.

**Exclusions: We shall not be liable for:**

1. The first £/\$/€45 of any claim (the **Excess**).

2. Loss, theft of or damage to **Ski Equipment** contained in or stolen from an unattended vehicle:
  - a. overnight between 9 p.m. and 8 a.m. (local time) or
  - b. at any time between 8 a.m. and 9 p.m. (local time) unless it is in the locked boot which is separate from the passenger compartment for those vehicles with a boot, or for those vehicles without a separate boot or lockable ski rack, locked in the vehicle and covered from view and evidence of forcible and violent entry to the vehicle is confirmed by a police report.
3. Loss or damage due to delay, confiscation or detention by customs or other authority.
4. Loss or damage caused by wear and tear, depreciation, deterioration, atmospheric or climatic conditions, moth, vermin, any process of cleaning repairing or restoring, mechanical or electrical breakdown.
5. Claims arising from loss or theft or damage of **Ski Equipment** carried on vehicle roof rack unless secured by a lockable ski rack.
6. Claims arising from damage caused by leakage of powder or liquid carried within personal effects or **Ski Equipment**.
7. Claims arising from **Ski Equipment** left unattended in a place to which the general public has access (e.g. on the slopes) or left in the custody of anyone other than an **Insured Person**.
8. Anything mentioned in the general exclusions.

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**Ski Pack:** We will pay **You** up to the amount as shown in the **Schedule of Benefits**:

- a. for the unused portion of **Your** ski pack (ski school fees, lift passes and hired **Ski Equipment**) following **Your Bodily Injury** or illness.
- b. for the unused portion of **Your** lift pass if **You** lose it.

**Conditions:**

1. **You** must provide written confirmation from a **Medical Practitioner** that such **Bodily Injury** or
2. illness prevented **You** from using **Your** ski pack.
3. **You** must report to an appropriate authority within 24 hours of discovery and obtain a written report of the loss or theft of **Your** ski pass.

4. **You** must evidence the replacement cost for the replacement ski pass.

**Exclusions: We shall not be liable for:**

1. The first £/\$/€45 of any claim (the **Excess**).

**Piste closure:** We will pay You the amount shown in the **Schedule of Benefits** for every complete 24 hour period, up to the maximum shown in the **Schedule of Benefits** for the cost of transport to an alternative site if lack of snow conditions results in the closure of skiing facilities (excluding cross country skiing) in Your resort and it is not possible to ski.

The cover only applies:

- a. to the resort which You have pre-booked for a period exceeding 12 hours and for so long as such conditions prevail at the resort, but not exceeding the pre-booked period of Your Trip and,
- b. to Trips taken outside the Your Home country during the published ski season for Your resort.

If no alternative sites are available We will pay You compensation as shown in the **Schedule of Benefits**.

**Conditions:**

1. You must obtain written confirmation from the resort management confirming all the dates of closure and the number of days skiing facilities were closed in Your resort and the reason for the closure.

**Exclusions: We shall not be liable for:**

1. The first £/\$/€45 of any claim (the **Excess**).
2. Any circumstances where transport costs, compensation or alternative skiing facilities are provided to You.
3. Where ski conditions were known to be unfavourable at the time You booked Your Trip.

**Delay due to avalanche:** If Your outward or return journey is delayed by at least 12 hours beyond the scheduled departure time as a direct result of an avalanche in Your pre-booked **Winter Sports** resort, We will pay You the amount shown in the **Schedule of Benefits** for additional travel and accommodation expenses.

**Conditions:**

1. You must provide a report from the resort management substantiating Your claim.

2. Where You claim under this section of the policy, You cannot also claim for the **Cancellation and Curtailment** benefit or **Travel Delay** benefit.

## Business Equipment and Money Extension

*(only operative if indicated in the certificate and additional premium paid)*

**Business Equipment:** We will pay You up to the amount shown in the **Schedule of Benefits**, for accidental loss, theft of or damage to Your **Business Equipment**. The amount payable will be the value at the date of loss, less a deduction for wear, tear and depreciation, (calculated from the table below), or We may at Our option replace, reinstate or repair the lost or damaged **Business Equipment**).

Age of Item	Amount Payable
Up to 1 year old	90% of purchase price
Up to 2 years old	70% of purchase price
Up to 3 years old	50% of purchase price
Up to 4 years old	30% of purchase price
Up to 5 years old	20% of purchase price
Over 5 years old	No payment

We will also pay You up to the amount shown in the **Schedule of Benefits** for:

- a. any emergency courier expenses You have incurred, in obtaining any **Business Equipment**, which is essential to Your intended business itinerary.
- b. the purchase of essential items, if Your **Business Equipment** is delayed or lost in transit on Your outward journey for more than 12 hours.

**Conditions:**

1. You must report to the local police in the country where the incident occurred within 24 hours of discovery and obtain a written report of the loss, theft or attempted theft of all **Business Equipment**.
2. For items damaged whilst on Your Trip You must obtain an official report from an appropriate local retailer confirming the extent of damage, the cause of damage, the cost of repair or confirmation that the item is damaged beyond repair.

The maximum We will pay for the following items is:

- for any Single Item is as shown in the **Schedule of Benefits**.
- for computer equipment as shown in the **Schedule of Benefits**.
- for samples as shown in the **Schedule of Benefits**.
- for **Business Equipment** as shown in the **Schedule of Benefits**.

3. If **Your Business Equipment** is delayed **You** must supply receipts for the essential items purchased and written confirmation from the carrier as to the exact nature and length of delay.
  4. **You** must provide an original receipt or proof of ownership for items lost, stolen or damaged to help **You** to substantiate **Your** claim. The maximum payment for any **Single Item** for which an original receipt, proof of purchase or insurance valuation (obtained prior to loss) is not supplied is £/\$/€50, subject to a maximum of £/\$/€300 for all such items.
- view and evidence of forcible and violent entry to the vehicle is confirmed by a police report.
  4. Claims arising from **Business Equipment** left unattended in a place to which the general public has access (e.g. on a beach/around a swimming pool) or left in the custody of anyone other than an **Insured Person**.
  5. Claims arising from **Business Equipment** and **Valuables** whilst in the custody of a carrier.
  6. Loss or damage due to delay, confiscation or detention by Customs or other authority.
  7. Loss or damage caused by wear and tear, depreciation, deterioration, atmospheric or climatic conditions, moth, vermin, any process of cleaning repairing or restoring, mechanical or electrical breakdown.
  8. Claims arising from damage caused by leakage of powder or liquid carried within personal effects or **Business Equipment**.
  9. Claims arising from loss or theft from **Your** accommodation unless there is evidence of forced entry which is confirmed by a police report.
  10. Any loss or damage arising out of **You** engaging in manual work.
  11. Anything mentioned in the general exclusions.

**Exclusions: We shall not be liable for:**

1. The first £/\$/€45 of any claim (the **Excess**).
2. The **Excess** as shown in the **Schedule of Benefits, Limits and Excesses** (except under section 2.b).
3. Loss, theft of or damage to **Business Equipment** contained in or stolen from an unattended vehicle:
  - a. overnight between 9 p.m. and 8 a.m. (local time) or
  - b. at any time between 8 a.m. and 9 p.m. (local time) unless it is in the locked boot which is separate from the passenger compartment, or for those vehicles without a separate boot, locked in the vehicle and covered from

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**Business Equipment Hire:** We will pay **You** up to the amount as shown in the **Schedule of Benefits** for each 24 hour period, for the cost of necessary hire of **Business Equipment** following:

- a. loss or damage of **Your Business Equipment** or;
- b. the temporary loss in transit during the outward journey for at least 12 hours of **Your Business Equipment**.

**Conditions:**

1. **You** must report to the police in the country where the incident occurred within 24 hours of discovery and obtain a written report of the loss, theft or attempted theft of all **Business Equipment**.
2. For items damaged whilst on **Your Trip** **You** must obtain an official report from an appropriate retailer confirming the item is damaged and beyond repair.
3. If **Your Business Equipment** is misdirected or delayed **You** must obtain written confirmation from the carrier as to the exact nature and length of delay or misdirection.
4. **You** must provide an original receipt or proof of ownership for items lost, stolen or damaged to help **You** to substantiate **Your** claim.

**Exclusions: We shall not be liable for:**

1. Loss, theft of or damage to **Business Equipment** contained in or stolen from an unattended vehicle:
  - a. overnight between 9 p.m and 8 a.m (local time) or
  - b. at any time between 8 a.m. and 9 p.m. (local time) unless it is in the locked boot which is separate from the passenger compartment, or for those vehicles without a separate boot, locked in the vehicle and covered from view and evidence of forcible and violent entry to the vehicle is confirmed by a police report.
2. Claims arising from **Business Equipment** left unattended in a place to which the general public has access (e.g. on a beach/around a swimming pool) or left in the custody of anyone other than an **Insured Person**.

3. Claims arising from **Business Equipment** and **Valuables** whilst in the custody of a carrier.
4. Loss or damage due to delay, confiscation or detention by customs or other authority.
5. Loss or damage caused by wear and tear, depreciation, deterioration, atmospheric or climatic conditions, moth, vermin, any process of cleaning repairing or restoring, mechanical or electrical breakdown.
6. Claims arising from damage caused by leakage of powder or liquid carried within personal effects or **Business Equipment**.
7. Any loss or damage arising out of **You** engaging in manual work.
8. Claims arising from loss or theft from **Your** accommodation unless there is evidence of forced entry which is confirmed by a police report.
9. Anything mentioned in the general exclusions.

**Business Money:** We will pay **You** up to the amount as shown in the **Schedule of Benefits** for the accidental loss of, theft of or damage to **Business Money**.

The maximum We will pay for the following items is:

- a. for cash (bank notes, currency notes and coins) as shown in the **Schedule of Benefits**.
- b. for all other **Business Money** as shown in the **Schedule of Benefits**.

**Conditions:**

1. **You** must report to the police in the country where the incident occurred within 24 hours of discovery and obtain a written report of the loss, theft or attempted theft of all **Business Money**.
2. Receipts for items lost, stolen or damaged including foreign currency exchange receipts, statement from **Your** business bank accounts showing the amounts withdrawn, these must be retained as these will be needed for **You** to substantiate **Your** claim.
3. If **Business Money** is lost, stolen or damaged while deposited in a hotel safe or safety deposit box **You** must report to the hotel, in writing, details of the loss, theft or damage and obtain written confirmation.

**Exclusions: We shall not be liable for:**

1. The first £/\$/€45 of any claim (the **Excess**).
2. Loss or theft of **Business Money** left unattended at any time (including in a vehicle or in the custody of carriers) unless deposited in a hotel safe or safety deposit box.
3. Loss, theft of or damage to travellers' cheques if **You** have not complied with the issuers conditions or where the issuer provides a replacement service.
4. Loss or damage due to delay, confiscation or detention by customs or other authority.
5. Loss or damage due to depreciation in value, variations in exchange rates or shortages due to error or omission.
6. Anything mentioned in the general exclusions.



## Golf Cover Extension

(only operative if indicated in the certificate and additional premium paid)

**Operates** for a period **not exceeding 21 days** in aggregate in each **Policy Period**, or the actual **Policy Period**, if less than 21 days.

**Golf Equipment:** We will pay **You** up to the amount shown in the **Schedule of Benefits**, for loss, theft, or damage to **Your own Golf Equipment**. The amount payable will be the original purchase prices less a deduction for wear tear and depreciation, (calculated from the table below), or **We** may at **Our** option replace, reinstate or repair the lost or damaged **Golf Equipment**.

Age of Item	Amount Payable
Up to 1 year old	90% of purchase price
Up to 2 years old	70% of purchase price
Up to 3 years old	50% of purchase price
Up to 4 years old	30% of purchase price
Up to 5 years old	20% of purchase price
Over 5 years old	No payment

The maximum **We** will pay for the following items is or any **Single Item** as shown in the **Schedule of Benefits**.

### Conditions:

- You** must report to the local police within 24 hours of discovery and obtain a written report of the loss or theft of all **Golf Equipment**.
- If Your **Golf Equipment** is lost, stolen or damaged while in the care of a carrier, transport company, authority or hotel **You** must report to them, in writing, details of the loss, theft or damage and obtain written confirmation. If **Golf Equipment** is lost, stolen or damaged whilst in the care of an airline **You** must:
  - obtain a Property Irregularity Report from the airline.
  - give formal written notice of the claim to the airline within the time limit contained in their conditions of carriage (please retain a copy).
  - retain all travel tickets and tags for submission if a claim is to be made under this policy.
- You** must provide an original receipt or proof of ownership for items lost, stolen or damaged to help **You** to substantiate **Your** claim. The maximum payment for any **Single Item** for which an original receipt, proof of purchase or insurance valuation (obtained prior to loss) is not supplied is £/\$/€50, subject to a maximum of £/\$/€300 for all such items.

### Exclusions: We shall not be liable for:

- The first £/\$/€45 of any claim (the **Excess**).
- Loss, theft of or damage to **Golf Equipment** contained in or stolen from an unattended vehicle:
  - overnight between 9 p.m. and 8 a.m. (local time) or
  - at any time between 8 a.m. and 9 p.m. (local time) unless it is in the locked boot which is separate from the passenger compartment, or for those vehicles without a separate boot, locked in the vehicle and covered from view and evidence of forcible and violent entry to the vehicle is confirmed by a police report.
- Claims arising from **Golf Equipment** left unattended in a place to which the general public has access (e.g. on a golf course) or left in the custody of anyone other than an **Insured Person**.
- Claims arising from damage caused by leakage of powder or liquid carried within personal effects or **Golf Equipment**.
- Loss or damage due to delay, confiscation or detention by Customs or other authority.
- Claims arising from loss or theft from Your accommodation unless there is evidence of forced entry which is confirmed by a police report.
- Loss or damage caused by wear and tear, depreciation, deterioration, atmospheric or climatic conditions, moth, vermin, any process of cleaning repairing or restoring, mechanical or electrical breakdown.
- Claims arising from loss, theft or damage of **Golf Equipment** carried on a vehicle roof rack.
- Anything mentioned in the general exclusions.

**Golf Equipment Hire:** We will pay You up to the amount shown in the **Schedule of Benefits**, for each 24 hour period, for the cost of necessary hire of Golf Equipment following:

- a. accidental loss, theft or damage to of Your Golf Equipment; or
- b. temporary loss in transit during the outward journey for at least 24 hours of Your Golf Equipment.

**Conditions:**

1. You must report to the local police in the country where the incident occurred within 24 hours of discovery and obtain a written report of the loss, theft or attempted theft of all **Golf Equipment**.
2. For items damaged whilst on **Your Trip** You must obtain an official report from an appropriate local retailer confirming the extent of damage, the cause of damage, the cost of repair or confirmation that the item is damaged beyond repair.
3. If **Your Golf Equipment** is temporarily lost You must obtain written confirmation from the carrier as to the exact nature and length of delay or temporary loss.
4. If **Your Golf Equipment** is lost, stolen or damaged while in the care of a carrier, transport company, authority or hotel You must report to them, in writing, details of the loss, theft or damage and obtain written confirmation.
5. If **Your Golf Equipment** is lost, stolen or damaged whilst in the care of an airline You must:
  - a. obtain a Property Irregularity Report from the airline.
  - b. give formal written notice of the claim to the airline within the time limit contained in their conditions of carriage (please retain a copy).
  - c. retain all travel tickets and tags for submission if a claim is to be made under this policy.
6. You must provide an original receipt or proof of ownership for items lost, stolen or damaged to help You to substantiate Your claim. The maximum payment for any **Single Item** for which an original receipt, proof of purchase or insurance valuation (obtained prior to loss) is not supplied is £/\$/€50, subject to a maximum of £/\$/€300 for all such items.

**Non Refundable Golfing Fees:** We will pay You up to the amount shown in the **Schedule of Benefits**, for the proportionate value of any non- refundable, pre-paid green fees, **Golf Equipment** hire or tuition fee necessarily unused due to the following:

- a. **Your Bodily Injury** or illness; or
- b. loss or theft of **Your** documentation which prevents **Your** participation in the pre-paid golfing activity.

**Conditions:**

1. You must report to the police in the country where the incident occurred within 24 hours of discovery and obtain a written report of the loss, theft or theft or attempted theft of golfing documentation.

**Exclusions: We shall not be liable for:**

1. Loss, theft of or damage to Golf Equipment contained in or stolen from an unattended vehicle:
  - a. overnight between 9 p.m. and 8 a.m. (local time) or
  - a. at any time between 8 a.m. and 9 p.m. (local time) unless it is in the locked boot which is separate from the passenger compartment, or for those vehicles without a separate boot, locked in the vehicle and covered from view and evidence of forcible and violent entry to the vehicle confirmed by a police report.
2. Claims arising from **Golf Equipment** left unattended in a place to which the general public has access (e.g. on a golf course) or left in the custody of anyone other than an **Insured Person**.
3. Loss or damage due to delay, confiscation or detention by customs or other authority.
4. Loss or damage caused by wear and tear, depreciation, deterioration, atmospheric or climatic conditions, moth, vermin, any process of cleaning repairing or restoring, mechanical or electrical breakdown.
5. Claims arising from damage caused by leakage of powder or liquid carried within personal effects or **Golf Equipment**.
6. Claims arising from loss or theft from **Your** accommodation unless there is evidence of forced entry which is confirmed by a police report.
7. Claims arising for loss, theft or damage of **Golf Equipment** carried on a vehicle roof rack.
8. Anything mentioned in the general exclusions.

**Exclusions: We shall not be liable for:**

1. Anything mentioned in the general exclusions.

## DEFINITIONS

Please note certain words used in this document have specific meanings.

1. **“Accident/Accidental”** means any sudden and unforeseen **Event** occurring during the **Policy Period**, resulting in bodily **Injury**, the cause or one of the causes of which is external to the victim’s own body and occurs beyond the victim’s control.
2. **“Business Equipment”** means items used by **You** in support of **Your** business activity including office equipment which is portable by design including, but not restricted to, personal computers, tablets and mobile phones.
3. **“Business Money”** means bank notes, currency notes and coins in current use, travellers’ and other cheques, travel tickets and credit/debit or charge cards all held specifically for business purposes.
4. **“Common Carrier”** means an individual, a company, or public utility which is in the regular business of transporting people and/or freight, for which a fare is paid.
5. **“Country of Residence”** means the place of residence at time of application.
6. **“Deductible” “Excess” or “Co-Pay”** means the amount payable by the Insured, before any costs are recoverable under this policy.
7. **“Dependent”** means an Insured’s lawful spouse or domestic partner; or an Insured’s unmarried child, from 14 days of age to age 21, who is chiefly dependent on the Insured for support. A child, for eligibility purposes, includes an Insured’s natural child; adopted child, beginning with any waiting period pending finalisation of the child’s adoption; or a stepchild who resides with the Insured or depends chiefly on the Insured for financial support. A **Dependent** may also include any person related to the Insured by blood or marriage and or appointed by the court, except for children in **Your** temporary foster care.
8. **“Diagnosis”** means the result of examination or test by a medical **Doctor** or licensed physician providing a specific international CPT or ICD9 code. Failure to obtain a **Diagnosis** will result in the denial of the claim.
9. **“Diving”** means leisure diving only. All participants, unless they are on a supervised resort course, must possess a valid dive certification such as Professional Association of Diving Instructors or its equivalent.
10. **“Doctor”** means a licensed health care provider acting within the scope of his license and rendering appropriate care or treatment to an **Insured Person**. It will not include an **Insured Person** or a member of the **Insured Person’s** family or household.
11. **“Emergency and Accidental Medical Treatment”** means medical care given to a patient for a condition caused by an **Injury** or **Sickness** that manifests itself by symptoms of sufficient severity that a prudent layperson possessing an average knowledge of health and medicine would reasonably expect that failure to receive immediate medical attention would place the health of the person in serious jeopardy. In order for a **Sickness** to be covered it must be unexpected, non-pre-existing, and if left untreated could cause deterioration in an **Insured Person’s** condition.
12. **“Event”** means an incident, following which the **Insured Person** requires care for acute, sudden and unforeseen Medical and Accidental Emergencies including the direct consequences of the incident.
13. **“Family Member”** means the spouse, parent, parent-in-law, grandparent, child, grandchild, brother, brother-in-law, sister, sister-in-law, fiancée; such person being resident in the **Country of Residence** of the **Insured Person**.
14. **“Golf Equipment”** means golf clubs, golf balls, golf bag, golf shoes and non-motorised golf trolley.
15. **“Hazardous Sports”** means any sport(s) requiring an increased skill set and a higher level of training to safely participate in or that may increase the risk of inherent danger. These activities may include but are not limited to activities involving: speed, height, elevation, a high level of physical exertion, and/or highly specialised equipment in which to compete or participate that if not properly executed could expose an individual to **Injury** or death.
16. **“Host Country”** means the country or countries other than the **Country of Residence** that the **Insured Person** is traveling to/in.
17. **“Hospital”** means an institution that:
  1. operates pursuant to law for the care, treatment, and providing of in-patient services for sick or injured persons;
  2. provides 24-hour nursing service by Registered Nurses on duty or call;
  3. has a staff of one or more licensed **Doctors** available at all times;
  4. provides organised facilities for **Diagnosis**, treatment and surgery, either:

- i. on its premises; or
  - ii. in facilities available to it, on a pre-arranged basis;
- 5. Is not primarily a nursing care facility, rest home, convalescent home, or similar establishment, or any separate ward, wing or section of a medical facility used as such; and
- 6. Is not a place solely for drug addicts, alcoholics, or the aged or any separate ward.
- 18. **“Injury”** means Accidental bodily harm sustained by an **Insured Person** that results directly and independently from all other causes from an **Accident**. All **Injuries** sustained by one person in any one **Accident**, including all related conditions and recurrent symptoms of these **Injuries** are considered a single **Injury/Event**.
- 19. **“Insured Person”** means any Insured and **Dependent** who has applied, and been accepted for this policy, whose name shows in the Certificate of Insurance.
- 20. **“Medically Necessary”** means a treatment, service or supply that is:
  - 1. required to treat an **Injury** or **Sickness**; prescribed or ordered by a **Doctor** or furnished by a **Hospital**; and
  - 2. Which is **Usual Reasonable and Customary**, consistent with **Insured Person’s** condition and location of treatment; and
  - 3. Consistent with the medical and surgical practices prevailing in the area for treatment of the condition at the time rendered.
- 21. **“Missing Bag Report”** means a formal report of loss as filed with the **Common Carrier** commonly known as a PIR (Passenger Irregularity Report) or PAWOB (Passenger arriving without baggage). This must include the 6 digit **“CLAIM NUMBER”** or the **“World Tracer Record Number”** as provided by the **Common Carrier**.
- 22. **“Missing Person”** means an **Insured Person** who disappeared for an unknown reason and whose disappearance was reported to the appropriate Authorities, including Police and the embassy of the **Insured Person** in both their **Country of Residence** and location of disappearance.
- 23. **“Natural Disaster”** means storm (wind, rain, snow, sleet, hail, lightning, dust or sand) earthquake, flood, volcanic eruption, wildfire that: 1. is due to natural causes; and 2. results in such severe and widespread damage that the area of damage is officially declared a disaster area by the government in which the **Insured Person’s Trip** occurs and the area is deemed to be uninhabitable or dangerous.
- 24. **“Necessities”** means personal hygiene items and clothing.
- 25. **“Occurrence”** means any of the following situations involving an **Insured Person**:
  - 1. expulsion from a **Host Country** or being declared persona non-grata on the written authority of the recognised government of a **Host Country**;
  - 2. political or military events involving a **Host Country**, if the Appropriate Authorities issue an Advisory stating that citizens of the **Insured Person’s Country of Residence** or citizens of the **Host Country** should leave the **Host Country**;
  - 3. deliberate physical harm of the **Insured Person** confirmed by documentation or physical evidence or a threat against the **Insured Person’s** health and safety as confirmed by documentation and/or physical evidence;
  - 4. **Natural Disaster** in the area **You** are travelling to and occurring after **Your** effective date;
  - 5. the **Insured Person** had been deemed kidnapped or a **Missing Person** by local or international authorities and, when found, his or her safety and/or well-being continues to be under threat.
- 26. **“One Way Trip”** means a **Trip** starting in **Your Country of Residence** with a known duration and destination country (as declared to **Us** at the time of **Your** application for cover).
- 27. **“Pandemic/Epidemic”** means a sudden outbreak that becomes widespread and affects a whole region, continent, or the world. Such disease will be deemed a “public emergency” either by the Center for Disease Control and Prevention (CDC), World Health Organisation (WHO), or appropriate governmental body.
- 28. **“Policy Period”** means the dates as shown on **Your** Policy for which premium has been paid.
- 29. **“Political Evacuation”** means the extrication of an **Insured Person** from the **Host Country** due to an **Occurrence** which could result in grave physical harm or death to the **Insured Person** and is certified by a governing authority via declaration or warning.
- 30. **“Pre-Existing Condition”** means any condition, disease, illness, **Sickness** or **Injury**, secondary or associated complaint where **You** have sought or received advice, Treatment, therapy, been submitted to a special diet or shown symptoms prior to the start of any **Trip** date (whether or not the condition has been diagnosed). Any treatment prior to each departure from the **Country of Residence** will be considered a

**Pre-Existing Condition** for Annual multi-Trip policies. (See General Exclusion 1 for details.)

31. **"Schedule of Benefits"** means the summary description of the available benefits, payment levels and Maximum Benefits, provided under this Policy. The **Schedule of Benefits** is included with and is part of this Policy.
32. **"Sedentary Occupation"** means employment performed by persons engaged in executive, administrative, or clerical duties the primary tasks of which can be undertaken seated, where You do not lift more than 5 kilos, and that doesn't require any safety or protective equipment.
33. **"Sickness"** means an illness, disease or condition of the **Insured Person** that causes a loss for which an **Insured Person** incurs medical expenses while covered under the Policy. All related conditions and recurrent symptoms of the same or similar condition will be considered one **Sickness**.
34. **"Single Trip"** means a **Trip** starting from **Your Country of Residence**, returning to **Your Country of Residence**, with a known duration at the commencement of the **Trip**, for which an itinerary is available.
35. **"Ski Equipment"** means skis (including bindings), ski boots, ski poles, snowboards (including bindings) and snowboard boots.
36. **"Strike or Industrial Action"** means any form of work stoppage taken by employees, carried on with the intention of preventing, restricting or otherwise interfering with the production of goods or the provision of services.
37. **"Territorial Waters"** means a body of water being no more than 12 nautical miles (14 statute miles) from a high water mark of a coastal state or border.
38. **"Travelling Companion"** means a person or persons with whom **You** have coordinated travel arrangements and share the same accommodations during a **Trip**.
39. **"Trip"** means travel to another Country by air, land, or sea from **Your Country of Residence**.
40. **"Underwriter"** means **Guardrisk Insurance Company Mauritius Ltd PCC**, authorised and regulated by the FSC in Mauritius (Registration number: C142417/C1/GBL).
41. **"Usual, Customary and Reasonable"** means the average amount charged by providers for treatment, service or supplies in the geographic area where provided.
42. **"Valuables/Electronics"** means photographic equipment, personal music players, hearing aids, telescopes, binoculars, antiques, jewellery, watches, furs and articles made of or containing gold, silver or other precious metals or animal skins or hides.
43. **"We", "Our" or "Us"** means Expatriate Group, which is a trading style of Strategic Insurance Services Limited who is authorised and regulated by the Financial Conduct Authority (FCA). FCA Firm reference Number is 307133. In accordance with authorities granted by the **Underwriter**.
44. **"Winter Sports"** means Big-Foot Skiing; Cross Country Skiing (Nordic Skiing / Langlauf); Glacier Skiing; Snowmobiling (maximum loss \$10,000); Mono Skiing; Off-Piste Skiing & Snowboarding (provided local safety guidelines and warnings are observed) except in areas considered to be unsafe by authorised resort management, unless with a qualified local guide. On Piste Skiing; Snowboarding; Snowblading; Sledging; Tobogganing; Glacier Walking (under 2000m). In all cases this policy excludes **injuries** and losses associated with any stunts in which the **Insured person** places themselves at an increased risk of **injury** such as jumping/ramping, aerials, half pipes, cliffing/cliff jumping, object railing and racing.
45. **"You" or "Your"** means the **Insured Person** covered under the Policy.



## GENERAL EXCLUSIONS

Unless specified in the **Schedule of Benefits**, in any written endorsement, or agreed by **Us** in writing, no claim can be made for compensation or payment for damage or expenses caused directly or indirectly by or as a result of the following:

1. **A Pre-Existing Condition;**
2. Costs related to medical examination, treatment, procedures, and surgical intervention which are not administered in a licensed healthcare facility;
3. Any medical services or procedures at a health hydro-spa or cosmetic treatment facility;
4. Costs related to medical examination, where no **Sickness** has been diagnosed or **Accident** has occurred (i.e. non specified pain);
5. Any visit to a medical provider that does not result in a covered **Diagnosis** code after medical review or testing;
6. Any treatment by a **Family Member**/family associate or any relation of the **Insured Person;**
7. In respect of **Accidental** Damage to Natural Teeth, no benefit is payable for **Injury**, normal wear and tear, tooth brushing or any other oral hygiene procedure or any means other than extra-oral impact, any form of restorative or remedial work, the use of precious metals, orthodontic treatment of any kind or dental treatment performed in a **Hospital** unless dental surgery is the only treatment available to alleviate pain.
8. Suicide or attempted suicide, or intentional **Self-Injury;**
9. Evacuation costs where the **Insured Person** is not being admitted to a **Hospital** for Treatment or where costs have not been approved by **Us** prior to travel commencing;
10. Any extension of a Policy to extend medical coverage;
11. Any costs arising after expiry of the Period of Insurance;
12. Any Policy extensions or renewals to pay for a **Pre-Existing Condition;**
13. Any expenses incurred due to a failure to obtain proper travel documents such as passports, visas, invitation letters, or any other document required for entry into a foreign country or port.
14. Any form of treatment or surgery which in the opinion of the **Doctor** in attendance and **Us** can be delayed until **Your** return to **Your Country of Residence;**
15. Any treatment for HIV / AIDS, or related conditions;
16. Claims for sexually transmitted diseases;
17. Any medication or drugs not prescribed by **Your** attending Physician or Specialist, or which are available without prescription;
18. **Pandemic:** This Policy does not cover any liability, loss, cost or expense arising out of, resulting from, caused or contributed to by a virus or bacteria that is declared to be an outbreak, **Epidemic**, or public emergency by the World Health Organization (WHO), Center for Disease Control and Prevention (CDC), or any other Government, Governmental Agency or ruling body of the country that the outbreak or **Epidemic** has occurred in;
19. Medical Expenses in excess of a limit stated in the **Schedule of Benefits;**
20. The amount of the Policy Excess or **Deductible** as stated in the Policy;
21. Any cost resulting in a **Sickness, Injury** or death from the misuse of drugs or being under the influence or effect of alcohol or any other intoxicating substance (other than a legally prescribed medication by a licensed medical professional and taken as directed);
22. Treatment for dependency on alcohol or any other intoxicating substance, narcotics, drug and substance abuse, or any addictive condition of any kind;
23. Needless self-exposure to peril except in an attempt to save human life;
24. Intentional or fraudulent acts on the **Insured Person's** part or their consequences;
25. **Trips** specifically made for the purpose of obtaining medical treatment;
26. Cosmetic surgery or remedial surgery, removal of fat or other surplus body tissue and any consequences of such treatment, weight loss or weight problems/eating disorders, whether or not for psychological purposes, unless required as a direct result of an **Accident** which occurs during the Period of Insurance;
27. Pregnancy, childbirth whether normal or complicated, including the transfer of a pregnant woman to **Hospital** to give routine childbirth or air travel when the **Insured Person** is more than 20 weeks pregnant and was NOT a result of an **Accident** or onset of complications relating from an **Accident.**
28. Treatment for mental or nervous disorders, including transitional life **Events**, homesickness,

fatigue, jet-lag or work related stress; the costs of psychotherapists, psychologists, family therapists or bereavement counsellors.

29. Use of any type of firearm or any device that discharges a projectile of any type.
30. Any expenses relating to search and rescue operations to find an **Insured Person** in mountains, at sea, in the desert, in the jungle and similar remote locations including air/sea rescue charges for evacuation to shore from a vessel or from the sea;
31. Charges or fees incurred for the completion of claim forms or any medical reports requested by **Us**;
32. Expeditions, mountaineering or trekking, which at any time, is above 3500M, including but not limited to Mt Everest, K2, Kilimanjaro, Antarctica, the Arctic, North Pole and Greenland;
33. Travel to/from any locations known to be under duress/alert, **Pandemic, Epidemic** or which are known to pose a higher risk prior to departing for a **Trip**; or a country or area which the UK Foreign and Commonwealth Office advise against "all" or "essential" travel to. This can be checked by visiting the FCO travel advice website here: [www.gov.uk/foreign-travel-advice/](http://www.gov.uk/foreign-travel-advice/);
34. Radioactive, toxic, explosive or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof.
35. War Insurrection and Terrorism: **We** shall not be liable for:
  - War means (whether war be declared or not): Warlike operations: hostilities; invasion; mutiny; riot; civil commotion assuming the proportions of or amounting to an uprising; civil war; rebellion; revolution; insurrection; conspiracy; military or usurped power; martial law or state of siege; act of an enemy foreign to the nationality of the insured

person or the country in or over which the act occurs; overthrow of the legally constituted government; explosions of war weapons; murder or assault subsequently proved beyond reasonable doubt to have been the act of agents of a state foreign to the nationality of the insured person whether war be declared with that state or not.

- Nuclear, and Weapons of Mass Destruction: means the use of any explosive nuclear weapon or device or the emission, discharge, dispersal, release or escape of fissile material emitting a level of radioactivity capable of causing incapacitating disablement or death amongst people or animals.
- Chemical Weapons: means the emission, discharge, dispersal, release or escape of any solid, liquid or gaseous chemical compound which, when suitably distributed, is capable of causing incapacitating disablement or death amongst people or animals.
- Utilization of Biological Weapons: means the emission, discharge, dispersal, release or escape of any pathogenic (disease producing) micro-organism(s) and/or biologically produced toxin(s) (including genetically modified organisms and chemically synthesized toxins) which are capable of causing incapacitating disablement or death amongst people or animals.
- Terrorism: Terrorist activity means an act, or acts, of any person, or group(s) of persons, committed for political, religious, ideological or similar purposes with the intention to influence any government and/or to put the public, or any section of the public, in fear. Terrorist activity can include, but not be limited to, the actual use of force or violence and/or the threat of such use. Furthermore, the perpetrators of terrorist activity can either be acting alone, or on behalf of, or in connection with any organization(s) or governments(s).

## SUBROGATION

The following provision applies to **Trip** Cancellation, **Trip** Interruption, Accident **Sickness** Medical Expense, Baggage Delay, Loss of Baggage and Personal Effects, and Emergency Evacuation & Repatriation of Remains:

To the extent **We** pay for a Loss suffered by an **Insured Person**, **We** will take over the rights and remedies the **Insured Person** had relating to the Loss. This is known as subrogation. The **Insured Person** must help **Us** preserve **Our** rights against those responsible for any Loss. This may involve signing any papers and taking any other steps **We** may reasonably require. If **We** take over an **Insured Person's** rights, the **Insured Person** must sign an

appropriate subrogation form supplied by **Us**. As a condition to receiving the applicable benefits listed above, as they pertain to this Subrogation provision, the **Insured Person** agrees, except as may be limited or prohibited by applicable law, to reimburse **Us** for any such benefits paid to or on behalf of the **Insured Person**, if such benefits are recovered, in any form, from any Third Party or Coverage.

## ADDITIONAL BENEFITS OF INSURANCE

### Disappearance:

If an **Insured Person** has not been found within one (1) year of the disappearance, stranding, sinking or wrecking of any conveyance in which the **Insured Person** was an occupant at the time of the **Accident**, then it will be assumed, subject to all other terms and conditions of the Policy, that an **Insured Person** has suffered a loss of life under the Policy.

## CLAIMS PROCEDURE

Any medical claim likely to exceed £/\$/€1,000 is required to be pre-authorised by **Us**. Failure to seek pre-authorisation will result in **Your** claims being denied. To have **Your** claim pre-authorised please contact Expat Assist on +44 203 285 7248 (24 hours a day / 7 days a week).

In the event of a claim please go to the claims portal [www.expatriate.claims](http://www.expatriate.claims).

### Required Documentation for all claims:

1. All claims must be submitted with proof of travel including flight records
2. Medical claims: **Doctors'** Notes Reports, Bills, Receipts including names and addresses
3. Loss/Theft: Proof of loss and detailed description of loss
4. Police Reports
5. Baggage Loss/Theft- Airline records **MUST INCLUDE** confirmation of claim including phone numbers and any applicable reports from the **Common Carrier**.
6. Any additional documentation requested by **Us** to support **Your** claim.

### Claims Appeal:

The Expatriate Group Manager, BP Business Centre, Little High Street, Shoreham-by-Sea BN43 5EG, United Kingdom. Appeals should be submitted within 60 days of receiving an **Insured Person's** processed claim. Upon appeal, the **Insured Person** will pay any fees associated with the request of medical records. The Appeals Committee will review the **Insured Person's** information and provide a response within 30 business days or will request additional time, if additional information is needed.

## REFUND PROCEDURE AND POLICY (Cooling-off period)

This plan may be refunded for 100% of premium and is contingent upon written notification to **Us** within 14 days of initial purchase and prior to any effective date and is subject to no claim being made against the policy; subject to the following:

### Single Trip Policies and One Way Trip Policies:

- Are **NON-REFUNDABLE** after the start of a **Trip** and may not be pro-rated for a refund.
- For policies where the cancellation and curtailment option is purchased then the Policy is considered in-force from the time of initial purchase and is not eligible for a refund.

### Annual Multi-Trip Policies:

- Are **NON-REFUNDABLE** after the start of the first **Trip** undertaken.
- For policies where the cancellation and curtailment option is purchased then the Policy is considered in-force from the time of initial purchase and is not eligible for a refund.

## CANCELLATION

**We** reserve the right to cancel any Policy as described below:

- This Policy will be cancelled automatically upon non-payment of the Premium.
- While **We** shall not cancel this Policy because of eligible claims made by any **Insured Person**, **We** may at any time terminate an individual /or any of their eligible **Dependents** or subject his coverage to different terms if she/he or the **Insured**

**Person** has at any time:

- a. Mised **Us** by misstatement or concealment;
- b. Knowingly claimed benefits for any purpose other than are provided for under this Policy;
- c. Agreed to any attempt by a third party to obtain an unreasonable pecuniary advantage to **Our** detriment;
- d. Failed to observe the terms and conditions of this Policy.

## COMPLAINTS

**We** aim to give **You** the highest standards of service and to meet any claims covered by this policy promptly and fairly. However if **You** feel that **We** have not met these standards **We** would like to hear from **You**. If **You** have cause for complaint **We** will investigate and review **Your** case immediately and respond to **You** in writing.

1. If **You** have a complaint please contact:

The Healthcare Manager, Expatriate Healthcare, BP Business Centre,  
Little High Street, Shoreham-by-Sea BN43 5EG, United Kingdom

Tel: +44 (0)20 3551 6634 Fax: +44 (0)870 428 5141

Email: [admin@expatriatehealthcare.com](mailto:admin@expatriatehealthcare.com)

2. Beyond Expatriate Group: If **You** are dissatisfied with the response **You** receive, **You** will also have the right to escalate the matter externally, in line with the process applicable to **Your Country of Residence**.

- a. If **You** purchased in the UK or the EU: **You** may refer **Your** case to the Financial Ombudsman Service, who can be contacted at:

The Financial Ombudsman Service, Exchange Tower  
London E14 9SR, United Kingdom

Tel: +44 (0) 800 023 4567 or +44 (0) 300 123 9123

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Online: [financial-ombudsman.org.uk](http://financial-ombudsman.org.uk)

Please note that **You** have six months from the date of **Our** final response in which to refer **Your** complaint to the Ombudsman.

- b. If **You** purchased **Your** policy outside of the UK or the EU: **You** may refer **Your** case to the Office of the Ombudsman for Financial Services. Contact details are as follows:

Office of Ombudsman for Financial Services, 8th Floor, SICOM Tower  
Wall Street, Ebene, Mauritius

Tel: +230 468 6475 Fax: +230 468 6473

Email: [ombudspersonfs@myt.mu](mailto:ombudspersonfs@myt.mu)

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**UK Office:**

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Shoreham-by-Sea  
West Sussex BN43 5EG  
United Kingdom  
Tel: +44 (0)20 3551 6634

**EU Office:**

SIB (Cyprus) Limited  
Androkleous 19a  
1061 Nicosia  
Cyprus  
Malaysia

**Asia Office:**

D4-6-9 Solaris Dutamas  
Jalan Dutamas 1  
50480, Kuala Lumpur  
Malaysia

Tel: +60(0)3 2708 1320

Email: [info@expatriategroup.com](mailto:info@expatriategroup.com)

*Serving Expatriates since 1997*