



# Short Stay International Student Studying in the UK travel insurance policy

## Introduction

This is **Your** Endsleigh travel insurance **Policy**. It contains details of cover, conditions and exclusions relating to each **Insured Person** and is the basis on which all claims will be settled. It is validated by the issue of the **Statement of Insurance**.

In return for having accepted **Your** premium **We** will in the event of **Bodily Injury**, death, illness, disease, loss, theft, damage, legal liability or other specified events happening within the **Period of Insurance** provide insurance in accordance with the operative sections of **Your Policy** as referred to in **Your Statement of Insurance**.

The **Statement of Insurance** and any endorsements form the basis of the **Policy**. The information **You** have supplied forms part of the contract of insurance with **Us**. **Your Policy** is evidence of that contract. **Your** contract of insurance and all communications before and during **Your** contract of insurance will be provided in English.

### International students

This **Policy** is only available to **You** if **You** have completed the first inbound journey to the **United Kingdom**.

**You MUST** be an international student (or immediate family travelling with an international student) studying for a degree or other recognised qualification at a College or University in the **United Kingdom** or studying language course at an accredited Language School in the **United Kingdom**.

### The Law applicable to this policy

**You** and **We** can choose the law which applies to this **Policy**. **We** propose the English law applies. Unless **We** and **You** agree otherwise English law will apply to this **Policy**.

### Age eligibility

This **Policy** is not available to anyone aged 66 or over at the time of departure. Some benefits may be subject to age limitations.

### Policy excess

Under most sections of the **Policy**, claims will be subject to an excess. This means that **You** will be responsible for paying the first part of each and every claim per incident claimed for under each section for each **Insured Person**.

### Policy information or advice

If **You** would like more information or if **You** feel the insurance may not meet **Your** needs, telephone **Our** customer helpline on 0800 030 4510.

Please carry this **Policy** with **You** in case of an emergency.

### Your Insurer

This **Policy** is underwritten by Zurich Insurance plc, which is authorised by the Central Bank of Ireland and authorised and subject to limited regulation by the Financial Conduct Authority. Details about the extent of **Our** regulation by the Financial Conduct Authority are available from **Us** on request.

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## Definitions

Any word or expression to which a specific meaning has been attached will bear the same meaning throughout this **Policy**. For ease of reading the definitions are highlighted by the use of bold print and will start with a capital letter.

**You/Your/Insured Person** – means each person travelling on a **Trip** whose name appears in the **Statement of Insurance**.

**We/Us/Our** – means Zurich Insurance plc or Endsleigh Insurance Services Limited acting as administrator on its behalf.

**Baggage** – means luggage, clothing, personal effects, **Valuables** and other articles which belong to **You** (or for which **You** are legally responsible) which are worn, used or carried by **You** during any **Trip** but excluding **Personal Money** and documents of any kind.

**Bodily Injury** – means an identifiable physical injury sustained by **You** caused by sudden, unexpected, external and visible means. Injury as a result of **Your** unavoidable exposure to the elements shall be deemed to have been caused by bodily injury.

**Close Business Associate** – means any person whose absence from business for one or more complete days at the same time as **Your** absence prevents the proper continuation of that business.

**Close Relative** – means mother, father, sister, brother, wife, husband, daughter, son, grandparent, grandchild, parent-in-law, son-in-law, daughter-in-law, sister-in-law, brother-in-law, step parent, step child, step sister, step brother, foster child, legal guardian, partner, civil partner or fiancé/fiancée.

**Curtailment/Curtail** – means either:

a) abandoning or cutting short the **Trip** by immediate direct early return to **Your** normal country of residence, in which case claims will be calculated from the day **You** returned to **Your** normal country of residence and based on the number of complete days of **Your Trip You** have not used, or

b) by attending a hospital outside **Your Home Country** as an in-patient or being confined to **Your** accommodation abroad due to compulsory quarantine or on the orders of a **Medical Practitioner**, in either case for a period in excess of 48 hours. Claims will be calculated from the day **You** were admitted to hospital or confined to **Your** accommodation and based on the number of complete days for which **You** were hospitalised, quarantined or confined to **Your** accommodation.

**Emergency Assistance Service** - means the emergency assistance service provider, appointed by Zurich Insurance plc.

**Europe** – means Republic of Ireland, The Continent of Europe west of the Ural Mountains including all countries with a Mediterranean coastline (except Algeria, Israel, Lebanon and Libya), Iceland, The Mediterranean Islands, Madeira, Azores and the Canary Islands.

**Home** – means **Your** normal place of residence.

**Home Country** – means **Your** normal country of residence.

**Immediate Family** – means wife, husband, daughter, son, step child, foster child, partner, civil partner or fiancé/fiancée.

**Medical Condition** – means any disease, illness or injury.

**Medical Practitioner** – means a registered practising member of the medical profession who is not related to **You** or any person with whom **You** are travelling.

**Period of Insurance** – means the period of the **Trip** and terminating upon its completion, but not in any case exceeding the period shown in the **Statement of Insurance**. For all sections of the **Policy**, the insurance can only commence once **You** have completed the first inbound journey to the **United Kingdom** to commence the **Trip** and terminates at the time of **Your** return to **Your Home** in **Your Home Country** on completion of the **Trip**.

The period of insurance is automatically extended for the period of the delay in the event that **You** return to **Your Home Country** is unavoidably delayed due to an event insured by this **Policy**.

**Personal Money** – means bank notes currency notes and coins in current use, travellers' and other cheques, postal or money orders, pre-paid coupons or vouchers, travel tickets, event and entertainment tickets, phonecards and credit/debit or charge cards all held for private purposes.

**Policy** - means the documents consisting of this policy wording the **Statement of Insurance** and any applicable endorsements.

**Statement of Insurance** – means the document detailing the Insurer, the **Policy** number, the **Period of Insurance**, the sections of **Your** travel insurance **Policy** which are operative in **Your** case, **Your** sums insured for each section of cover and any special terms and conditions which may apply to **Your Policy**. The **Statement of Insurance** includes all the information **You** provided when **We** prepared **Your** quotation and forms the basis of **Your** contract.

**Terrorism** – means an act, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisations(s) or governments, committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public, or any section of the public, in fear.

**Trip** – mean any trip or journey made by **You** to the **United Kingdom** during the **Period of Insurance** but excluding one way trips or journeys.

**Unattended** – means when **You** are not in full view of and not in a position to prevent unauthorised interference with **Your** property or vehicle.

**United Kingdom** – means England, Scotland, Wales and Northern Ireland.

Once **You** have completed the first inbound journey to the **United Kingdom** cover will be automatically extended to include:-

- **Your** return journey to **Your Home**

- a **Trip** to **Europe** if it is a required part of **Your** study course.

**Valuables** – means jewellery, watches, furs, precious and semi-precious stones and articles made of or containing gold, silver or other precious metals; mobile phones, smartphones and other telecommunications equipment; cameras and other photographic equipment, telescopes and binoculars; audio/video equipment (including radios, cassette/compact disc players, mp3 and mp4 players, camcorders, DVD, video, televisions, and other similar audio and video equipment and headphones); satellite navigation equipment; computers and computer equipment (including tablets, PDAs, personal organisers, laptops, notebooks, netbooks and the like); computer games equipment (including consoles, games and peripherals); CDs, DVDs and recordable media including USB sticks, SD cards, tapes, films, cassettes, cartridges and the like.

## General conditions applicable to the whole policy

**You MUST** comply with the following conditions to have the full protection of **Your Policy**.

If **You** do not comply **We** may at **Our** option cancel the **Policy** or refuse to deal with **Your** claim or reduce the amount of any claim payment.

### 1. Dual insurance

If at the time of any incident which results in a claim under this policy, there is another insurance covering the same loss, damage, expense or liability **We** will not pay more than **Our** proportional share.

### 2. Reasonable precautions

**You MUST** take and cause to be taken all reasonable precautions to avoid injury, illness, disease, loss, theft or damage and also take and cause to be taken all practicable steps to safeguard **Your** property from loss or damage and to recover property lost or stolen.

### 3. Cancellation

#### 14 Day Cooling Off Period

**You** may cancel this **Policy** and all associated cover sections within 14 days starting from the day **You** receive **Your Policy** documents (the cancellation period) by writing to the address shown in **Your Statement of Insurance** during the cancellation period. **We** will refund **Your** premium less a charge for the period **You** have been insured. **We** will also charge a cancellation fee as shown in **Your Policy** summary. In the event **You** have travelled or a claim or an incident likely to give rise to a claim has occurred during the current **Period of Insurance**, no refund of premium will be given.

#### Cancellation Outside the 14 Day Cooling Off Period

This **Policy** may be cancelled:

a) by **You** sending **Us** notice to the address shown on **Your Statement of Insurance**. **We** will return a proportionate refund of the premium **You** have paid in respect of the unexpired term of this **Policy**. **We** will also charge a cancellation fee as shown in **Your Policy** summary. In the event **You** have travelled or a claim or an incident likely to give rise to a claim has occurred during the current **Period of Insurance**, no refund of premium will be given.

b) by **Us** or **Our** authorised underwriting agents where there is a valid reason for doing so by giving **You** 21 days' notice in writing to **Your** last known address. **We** will refund any premium which may be due to **You** in accordance with the terms of this condition. Valid reasons for cancellation may include but are not limited to:

- If **You** advise **Us** of a change of risk under **Your Policy** which **We** are unable to insure;
- Where **You** fail to respond to requests from **Us** for further information or documentation;
- Where **You** have given incorrect information and fail to provide clarification when requested;
- Where **You** breach any of the terms and conditions which apply to **Your Policy**;
- Where **We** reasonably suspect fraud; or
- The use of threatening or abusive behaviour or language, or intimidation or bullying of **Our** staff or suppliers, by **You** or any person acting on **Your** behalf

c) by **Us** or **Our** authorised underwriting agents if **We** have been unable to collect a premium payment. In this case **You** will be notified in writing requesting payment by a specific date. If payment is not received by this date **You** will be written to again notifying **You** that payment has not been received and giving **You** seven days' notice for a final payment. If payment is not received by that date **We** will cancel **Your Policy** with immediate effect and notify **You** in writing that such cancellation has taken place.

### 4. Sanctions

**We** will not be held liable to provide cover or make any payments or provide any service or benefit to **You** or other party to the extent that such cover, payment, service, benefit and/or business or **Your** activity would violate any applicable trade or economic sanctions law or regulation.

## Claims conditions

**You MUST** comply with the following conditions to have the full protection of **Your Policy**.

If **You** do not comply **We** may at **Our** option cancel the **Policy** or refuse to deal with **Your** claim or reduce the amount of any claim payment.

### 1. Claims

Depending on the type of claim **You** should notify **Us** preferably via **Our** website [www.endsleigh.co.uk](http://www.endsleigh.co.uk). Alternatively notify **Us** by email, phone or write to **Us** at the address given below:

#### All claims except legal expenses:

Endsleigh Insurance, Shurdington Road

Cheltenham Spa, Gloucestershire GL51 4UE

Tel: 0800 923 4046 or from abroad Tel: +44(0) 1242 217301

Email: [travel.claims@endsleigh.co.uk](mailto:travel.claims@endsleigh.co.uk)

#### Legal expenses only

Lyons Davidson Limited, Victoria House

51 Victoria Street, BS1 6AD

Tel: 0800 923 4046 or from abroad Tel: +44(0) 1242 217301

The notification **MUST** be made within 31 days or as soon as possible thereafter following any **Bodily Injury**, illness, disease, incident, event, redundancy or the discovery of any loss, theft or damage which may give rise to a claim under this **Policy**.

**You MUST** also inform **Us** if **You** are aware of any writ, summons or impending prosecution. Every communication relating to a claim **MUST** be sent to **Us** without delay. **You** or anyone acting on **Your** behalf **MUST** not negotiate admit or repudiate any claim without **Our** written consent.

**You** or **Your** legal representatives **MUST** supply at **Your** own expense all information, evidence, details of household insurance and medical certificates as required by **Us**. **We** reserve the right to require **You** to undergo an independent medical examination at **Our** expense. **We** may also request and will pay for a postmortem examination.

**You MUST** retain any property which is damaged, and, if requested, send it to **Us** at **Your** own expense. If **We** pay a claim for the full value of the property and it is subsequently recovered or there is any salvage then it will become **Our** property. **We** may refuse to reimburse **You** for any expenses for which **You** cannot provide receipts or bills or proof of ownership such as an original receipt, a valuation, original user manual or bank credit card statements.

### 2. Transferring of rights

**We** are entitled to take over any rights in the defence or settlement of any claim and to take proceedings in **Your** name for **Our** benefit against any other party.

### 3. Fraud

**You MUST** not act in a fraudulent manner. If **You** or anyone acting for **You**

- a) Make a claim under the **Policy** knowing the claim to be false or fraudulently exaggerated in any respect or
- b) Make a statement in support of a claim knowing the statement to be false in any respect or
- c) Submit a document in support of a claim knowing the document to be forged or false in any respect or
- d) Make a claim in respect of any loss or damage caused by **Your** wilful act or with **Your** connivance

Then

- a) **We** shall not pay the claim
- b) **We** shall not pay any other claim which has been or will be made under the **Policy**
- c) **We** may at **Our** option declare the **Policy** void
- d) **We** shall be entitled to recover from the **Insured Person** the amount of any claim already paid under the **Policy**
- e) **We** shall not make any return of premium
- f) **We** may inform the Police of the circumstances.

### 4. Paying Claims

#### 1. Death

- a) If **You** are 18 years old or over, **We** will pay the claim to **Your** estate and the receipt given to **Us** by **Your** personal representatives shall be a full discharge of all liability by **Us** in respect of the claim.
- b) If **You** are aged under 18 years **We** will pay any claim for death to **Your** parent or legal guardian. **Your** parent or legal guardian's receipt shall be a full discharge of all liability by **Us** in respect of the claim.

#### 2. All other claims

- a) If **You** are 18 years or over, **We** will pay the claim to **You** and **Your** receipt shall be a full discharge of all liability by **Us** in respect of the claim.
- b) If **You** are aged under 18 **We** will pay the appropriate benefit amount to **Your** parent or legal guardian for **Your** benefit. **Your** parent or legal guardian's receipt shall be a full discharge of all liability by **Us** in respect of the claim.

## Important conditions relating to health

**You MUST** comply with the following conditions to have full protection of **Your Policy**. If **You** do not comply **We** may at **Our** option cancel the **Policy** or refuse to deal with **Your** claim or reduce the amount of any claim payment.

It is a condition of this **Policy** that **You** will not be covered under section 1 – Emergency medical and other expenses, section 2 – Private emergency medical cover, section 3 – Personal accident and section 9 - Course fees for any claims arising directly or indirectly from:

### A) At the time of taking out this policy:

1. Any **Medical Condition** **You** have or have had for which:
  - a) symptoms or diagnosis has occurred within the last 12 months or
  - b) there has been a change in treatment (including medication, dosage, surgery, tests, investigations or diet) in the last 12 months
2. Any **Medical Condition** where **You**, a **Close Relative** or a **Close Business Associate** is waiting for an operation, hospital consultation (other than for regular check ups), or other hospital treatment or investigation.
3. Any **Medical Condition** where **You**, a **Close Relative** or a **Close Business Associate** has, within the last 6 months, been seen by a specialist (other than for regular check ups), had an operation or other hospital treatment or investigation.
4. Any **Medical Condition** where **You**, a **Close Relative** or a **Close**

**Business Associate** have received a terminal prognosis.

5. Any **Medical Condition** where **You**, a **Close Relative** or a **Close Business Associate** have not had a diagnosis.

6. Any circumstances **You** are aware of that could reasonably be expected to give rise to a claim on this policy.

### B) At any time:

1. Any **Medical Condition** **You** have in respect of which a **Medical Practitioner** has advised **You** not to travel (or would have done so had **You** sought his/her advice) but despite this **You** still travel.
  2. Any surgery, treatment or investigations for which **You** intend to travel outside **Your Home Area** to receive (including any expenses incurred due to the discovery of other **Medical Conditions** during and/or complications arising from these procedures).
  3. Any **Medical Condition** for which **You** are not taking the recommended treatment or prescribed medication as directed by a **Medical Practitioner**.
  4. **Your** travel against any health requirements stipulated by the carrier, their handling agents or other **Public Transport** provider.
- You** should also refer to the general exclusions below.

## General exclusions applicable to all sections of the policy

**We** will not pay for claims arising directly or indirectly from:

1. a) War, invasion, acts of foreign enemies, hostilities or warlike operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power.  
b) **Terrorism**, but this exclusion shall not apply to losses under section 2 – Emergency medical and other expenses and section 3 – Personal accident unless such losses are caused by nuclear, chemical or biological attack, or the disturbances were already taking place at the beginning of any **Trip**.
2. Ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste, from combustion of nuclear fuel, the radioactive, toxic, explosive or other hazardous properties of any nuclear assembly or nuclear component of such assembly.
3. Loss, destruction or damage directly occasioned by pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
4. **Your** pursuit of winter sports.
5. **Your** participation in or practice of any professional entertaining or professional sports.
6. **Your** participation in or practice of any other sport or activity, manual work or racing unless:
  - a) shown as covered without charge in the list on page 6 or
  - b) shown as covered in **Your Statement of Insurance**.

7. **Your** wilfully, self-inflicted injury or illness, suicide or attempted suicide, sexually transmitted diseases, solvent abuse, alcohol abuse, the use of drugs (other than drugs taken in accordance with treatment prescribed and directed by a **Medical Practitioner**, but not for the treatment of drug addiction), self-exposure to needless peril (except in an attempt to save human life).

8. **Your** own unlawful action or any criminal proceedings against **You**.

9. Unless **We** provide cover under this insurance, any other loss, damage or additional expense following on from the event for which **You** are claiming.

Examples of such loss, damage or additional expense would be the cost of replacing locks after losing keys, costs incurred in preparing a claim or loss of earnings following **Bodily Injury** illness or disease.

10. Operational duties of a member of the Armed Forces (other than claims arising from authorised leave being cancelled due to operational reasons, as provided for under sub section 4. of Section 1 – Cancellation or **Curtailed** charges).

11. **Your** use of a motorised vehicle unless a full international driving licence is held permitting the use of such vehicles in the **United Kingdom**.

12. **Your** travel to a country or specific area or event to which the Travel Advice Unit of the Foreign & Commonwealth Office or the World Health Organisation has advised the public not to travel.

13. Any circumstances **You** are aware of at the time of taking out this **Policy** that could reasonably be expected to give rise to a claim.

## Sports and activities covered

The following lists detail the sports and activities that this **Policy** will cover. If **You** are participating in any other sports or activities not mentioned, please telephone **Our** customer helpline on 0800 030 4510 as **We** may be able to offer cover for an additional premium. Details of those sports and activities for which **You** have purchased cover will be added to **Your Statement of Insurance**.

### Covered as standard

#### \*No cover under section 6 - Personal Liability for these sports or activities

administrative, clerical or professional occupations

aerobics

archery

badminton

banana boating

baseball

basketball

bmx biking (no stunting or racing)

body boarding (boogie boarding)

bowls

bungee jumping (1 jump only within professional organiser's guide lines and wearing appropriate safety equipment)

\*camel riding

canoeing (up to grade 2 rivers )

\*catamaran sailing ( if qualified or accompanied by a qualified person)

\*clay pigeon shooting

climbing (on climbing wall only)

cricket

croquet

curling

cycling (not racing)

deep sea fishing

\*dinghy sailing

\*driving any motorised vehicle for which **You** are licensed to drive in the **United Kingdom** (other than in motor rallies or competitions)

elephant riding

fell walking/running

fencing

fishing

flying (as a fare paying passenger in a fully licensed passenger carrying aircraft)

football (amateur only and not main purpose of **Trip**)

glacier walking

\*go karting (within organisers guidelines)

golf

hiking

horse riding (wearing a helmet and excluding competitions, racing, jumping and hunting)

hot air ballooning (organised pleasure rides only)

hydro zorbing

indoor climbing (on climbing wall)

\*jet boating ( no racing)

\*jet skiing (no racing)

jogging

kayaking (up to grade 2 rivers)

netball

octopush

open water swimming ( professionally escorted tours only)

orienteering

overlanding

\*paint balling (wearing eye protection)

pony trekking (wearing a helmet)

\*quad biking (wearing a helmet and not racing)

racket ball

rambling

\*rifle range shooting

ringos

roller skating and blading (wearing pads & helmets)

rounders

rowing (except racing)

running (non-competitive and not marathon of any type)

safari trekking in a vehicle (**MUST** be organised tour)

safari trekking on foot (**MUST** be organised tour)

\*sailing ( if qualified and no racing)

sandboarding

sand dune surfing/skiing

\*sand yachting

scuba diving to max depth 18 metres below sealevel ( if qualified scuba diver and not diving alone, or accompanied by qualified instructor)

\*shooting/small bore target shooting (within organisers guidelines)

skateboarding (wearing pads & helmets)

snorkelling

softball

squash

students working as counsellors or university exchanges for practical course work (non manual)

surfing

swimming

swimming with dolphins

Sydney harbour bridge walk

table tennis

ten pin bowling

tennis

trampolining

trekking up to 2,500 metres above sea level

tug of war

volleyball

wake boarding

walking

\*war games (wearing eye protection)

water polo

water skiing

whale watching

wind surfing

\*yachting (if qualified or accompanied by a qualified person and no racing)

zorbing

## Emergency and medical services

In the event of a serious illness or accident which may lead to in-patient hospital treatment or before any arrangements are made for repatriation or in the event of **Curtalement** necessitating **Your** early return to **Your Home** **You MUST** contact the **Emergency Assistance Service**. The service is available to **You** and operates 24 hours a day, 365 days a year for advice, assistance, making arrangements for hospital admission, repatriation and authorisation of medical expenses. If this is not possible because the condition requires immediate emergency treatment **You MUST** contact the **Emergency Assistance Service** as soon as possible. Private medical treatment is not covered unless authorised specifically by the **Emergency Assistance Service**.

### Medical assistance abroad

The **Emergency Assistance Service** has the medical expertise, contacts and facilities to help should **You** be injured in an accident or fall ill. The **Emergency Assistance Service** will also arrange transport to **Your Home Area** when this is considered to be medically necessary or when **You** have notice of serious illness or death of a **Close Relative** at **Home**.

### Payment for medical treatment abroad

If **You** are admitted to a hospital/clinic while abroad, the **Emergency Assistance Service** will arrange for medical expenses covered by the **Policy** to be paid direct to the hospital/clinic. To take advantage of this benefit someone **MUST** contact the **Emergency Assistance Service** for **You** as soon as possible.

For simple out-patient treatment, **You** should pay the hospital/clinic **Yourself** and claim back medical expenses from **Us**. Beware of requests for **You** to sign for excessive treatment or charges. If in doubt regarding any such requests, please call the **Emergency Assistance Service** for guidance.

## Reciprocal health agreements

### EU, EEA or Switzerland

If **You** are travelling to countries within the European Union (EU), the European Economic Area (EEA) or Switzerland **You** are strongly advised to check if **You** are entitled to benefit from the reciprocal health care arrangements which exist between countries within the EU/EEA or Switzerland.

In the event of liability being accepted for a medical expense which has been reduced by the use of either the reciprocal health care arrangements or private health insurance, **We** will not apply the deduction of excess under section 2 - Emergency medical and other expenses.

**Contact the Emergency Assistance Service on telephone number: +44 (0)845 271 4472**

If **You** are in a country that does not accept the above international phone number please call +44 (0)203 0609 671

## Section 1 – Cancellation or curtailment charges

### What is covered

**We** will pay **You** up to £3,000 for any irrecoverable unused travel and accommodation costs (including excursions up to £250) and other pre-paid charges which **You** have paid or are contracted to pay together with any reasonable additional travel expenses incurred if

- a) cancellation of the **Trip** is necessary and unavoidable or
- b) the **Trip** is curtailed before completion

as a result of any of the following events occurring:

1. The death, **Bodily Injury** or illness or complications arising as a direct result of pregnancy of:
  - a) **You**
  - b) any person with whom **You** are travelling or have arranged to travel with
  - c) any person with whom **You** have arranged to reside temporarily
  - d) **Your Close Relative**
  - e) **Your Close Business Associate**.
2. Compulsory quarantine, jury service attendance or being called as a witness at a Court of Law of **You** or any person with whom **You** are travelling or have arranged to travel with.
3. The Police requesting **You** to remain at or return to **Your Home** due to serious damage to **Your Home** caused by fire, aircraft, explosion, storm, flood, subsidence, malicious persons or theft.

### Special conditions relating to claims

1. **You MUST** obtain (at **Your** own expense) a medical certificate from a **Medical Practitioner** and prior approval of the **Emergency Assistance Service** to confirm the necessity to return **Home** prior to **Curtailment** of the **Trip** due to death, **Bodily Injury** or illness or complications arising as a direct result of pregnancy.
2. If **You** fail to notify the travel agent, tour operator or provider of transport/accommodation immediately it is found necessary to cancel the **Trip** the amount **We** will pay will be limited to the cancellation charges that would have otherwise applied.
3. If **You** cancel the **Trip** due to
  - i. Stress, anxiety, depression or any other mental or nervous disorder that **You**, any person with whom **You** are travelling or have arranged to travel with, any person with whom **You** have arranged to reside temporarily, **Your Close Relative** or **Your Close Business Associate** are suffering from **You MUST** provide a medical certificate from a consultant specialising in the relevant field or
  - ii. Any other **Bodily Injury**, illness or complications arising as a direct result of pregnancy **You MUST** provide a medical certificate from a **Medical Practitioner** stating that this necessarily and reasonably prevented **You** from travelling.

### What is not covered

1. The first £50 of each and every claim per incident claimed for under this section by each **Insured Person**.
  2. The cost of Airport Departure Duty.
  3. Any claims arising directly or indirectly from circumstances known to **You** prior to the date this insurance is purchased by **You** or the time of booking any **Trip** (whichever is the earlier) which could reasonably have been expected to give rise to cancellation or **Curtailment** of the **Trip**.
  4. Travel tickets paid for using any airline mileage reward scheme, for example Air Miles.
  5. Normal pregnancy, without accompanying **Bodily Injury**, illness, disease or complication. This section is designed to provide cover for unforeseen events, accidents, illnesses and diseases and normal childbirth would not constitute an unforeseen event.
  6. Anything mentioned in the general exclusions on page 5.
- You** should also refer to the important conditions relating to health on page 5.



## Section 2 - Emergency medical and other expenses

### What is covered

We will pay **You** up to £2,000,000 for the following expenses which are necessarily incurred within 12 months of the incident as a result of **Your** suffering unforeseen **Bodily Injury** or illness and/or compulsory quarantine:

1. Emergency medical, surgical, hospital, ambulance and nursing fees and charges incurred within the **United Kingdom**.
2. Emergency dental treatment for the immediate relief of pain (to natural teeth only) up to a limit of £250 incurred within the **United Kingdom**.
3. In the event of **Your** death within the **United Kingdom** the reasonable additional cost of funeral expenses up to a maximum of £3,000 plus the reasonable cost of conveying **Your** ashes to **Your Home**, or the additional costs of returning **Your** body to **Your Home**.
4. Reasonable additional transport or accommodation expenses incurred, up to the standard of **Your** original booking, if it is medically necessary for **You** to stay beyond **Your** scheduled return date. This includes, with the prior authorisation of the **Emergency Assistance Service**, reasonable additional transport or accommodation expenses for a friend or **Close Relative** to remain with **You** or travel to **You** from **Your Home Country** or escort **You** and additional travel expenses to return **You** to **Your Home** if **You** are unable to use the return ticket.
5. With the prior authorisation of the **Emergency Assistance Service**, the additional costs incurred in the use of air transport or other suitable means, including qualified attendants, to repatriate **You** to **Your Home** if it is medically necessary. Repatriation expenses will be in respect only of the identical class of travel utilised on the outward journey unless the **Emergency Assistance Service** agree otherwise.

### What is not covered

1. The first £50 of each and every claim per incident claimed for under this section by each **Insured Person**.
2. Any claims arising directly or indirectly in respect of:
  - a) Costs of telephone calls, other than:
    - i) calls to the **Emergency Assistance Service** notifying and dealing with the problem for which **You** are able to provide receipts or other reasonable evidence to show the cost of the calls and the numbers **You** telephoned.
    - ii) any costs incurred by **You** when **You** receive calls on **Your** mobile telephone from the **Emergency Assistance Service** for which **You** are able to provide receipts or other reasonable evidence to show the cost of the calls.
  - b) The cost of taxi fares, other than those for **You** travel to or from hospital relating to **Your** admission, discharge or attendance for outpatient treatment or appointments or for collection of medication prescribed for **You** by the hospital. However any costs incurred by **You** to visit another person in hospital are not covered.
  - c) The cost of treatment or surgery, including exploratory tests, which are not directly related to the **Bodily Injury** or illness which necessitated **Your** admittance into hospital.
  - d) Any expenses which are not usual, reasonable or customary to treat **Your Bodily Injury** or illness.
  - e) Any form of treatment or surgery which in the opinion of the **Medical Practitioner** in attendance and the **Emergency Assistance Service** can be delayed reasonably until **You** return to **Your Home Country**.
  - f) Expenses incurred in obtaining or replacing medication or obtaining treatment or ongoing regular therapy, which at the time of departure is known to be required or to be continued outside **Your Home Country**.
  - g) Additional costs arising from single or private room accommodation.
  - h) Treatment or services provided by a health spa, convalescent or nursing home or any rehabilitation centre unless agreed by the **Emergency Assistance Service**.
  - i) Any expenses incurred after **You** have returned to **Your Home Country**.
  - j) Expenses incurred as a result of a tropical disease where **You** have not had the recommended inoculations and/or taken the recommended medication.
  - k) **Your** decision not to be repatriated after the date when in the opinion of the **Emergency Assistance Service** it is safe to do so.
  - l) Any medical expense where **You** are entitled to NHS benefits.
  - m) Any cost incurred in returning to the **United Kingdom** following recovery.
  - n) Normal pregnancy, without accompanying **Bodily Injury**, illness, disease or complication. This section is designed to provide cover for unforeseen events, accidents, illnesses and diseases and normal childbirth would not constitute an unforeseen event.
3. Anything mentioned in the general exclusions on page 5.  
**You** should also refer to the important conditions relating to health on page 5.

### Special conditions relating to claims

1. **You** or someone on **Your** behalf **MUST** give notice as soon as possible to the **Emergency Assistance Service** or **Us** of any **Bodily Injury** or illness which necessitates **Your** admittance to hospital as an in-patient or before any arrangements are made for **Your** repatriation.
2. In the event of **Your Bodily Injury** or illness **We** reserve the right to relocate **You** from one hospital to another and arrange for **Your** repatriation to **Your Home Country** at any time during the **Trip**. **We** will do this if in the opinion of the **Medical Practitioner** in attendance or the **Emergency Assistance Service** **You** can be moved safely and/or travel safely to **Your Home Country** to continue treatment.

## Section 3 - Personal accident

Special Definitions relating to this section (which are shown in bold italics)

**Loss of limb** – means loss by permanent severance of an entire hand or foot or the total and permanent loss of use of an entire hand or foot.

**Loss of sight** – means total and irrecoverable loss of sight which shall be considered as having occurred:

- a) in both eyes if **Your** name is added to the Register of Blind Persons on the authority of a fully qualified ophthalmic specialist and
- b) in one eye if the degree of sight remaining after correction is 3/60 or less on the Snellen scale.

### What is covered

We will pay one of the benefits shown below if **You** sustain **Bodily Injury** which shall solely and independently of any other cause, result within two years in **Your** death, **Loss of limb**, **Loss of sight** or permanent total disablement.

### What is not covered

1. Anything mentioned in the general exclusions on page 5.

**You** should also refer to the Important conditions relating to health on page 5.

BENEFIT	Up to age 15 years inclusive	Age 16 years to 64 years inclusive	Age 65 years and over
i. Death	£1,000	£30,000	£1,000
ii. <b>Loss of one or more limbs</b> and/or <b>Loss of sight</b> in one or both eyes	£30,000	£30,000	Not covered
iii. Permanent total disablement	£30,000	£30,000	Not covered

### Special conditions relating to claims

1. **Our Medical Practitioner** may examine **You** as often as they deem necessary in the event of a claim.
2. **You MUST** provide (at **Your** own expense) the following evidence where relevant:
  - i) In the event of death, the original death certificate.
  - ii) A medical certificate or report in relation to claims for Loss of limb, Loss of sight or permanent total disablement

### Provisions

1. Benefit is not payable to **You**:
  - a) Under more than one of items 1., 2. or 3.
  - b) Under item 3. until one year after the date **You** sustain **Bodily Injury**
  - c) Under item 3. if **You** are able or may be able to carry out any relevant employment or relevant occupation.

## Section 4 - Baggage

### What is covered

1. **We** will pay **You** up to £1,000 for the accidental loss of, theft of or damage to **Your Baggage**.

The amount payable will be the value at today's prices less a deduction for wear tear and depreciation, (or **We** may at **Our** option replace, reinstate or repair the lost or damaged **Baggage**).

The maximum **We** will pay for the following items is:

- a) for any one article, pair or set of articles £200.
- b) up to £250 in total for for all **Valuables**.

### What is not covered

1. The first £50 of each and every claim per incident claimed for under this section by each **Insured Person**.

2. Loss, theft of or damage to **Valuables** left **Unattended** at any time (including in a vehicle, in checked in luggage or while in the custody of a carrier, tour operator or **Public Transport** operator) unless deposited in a hotel safe, safety deposit box or left in **Your** locked accommodation.

3. Loss, theft of or damage to **Baggage** contained in an **Unattended** vehicle:

- a) overnight between 9 p.m. and 9 a.m. (local time) or
- b) at any time between 9 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 locked in the vehicle and covered from view.

4. Loss or damage due to delay, confiscation or detention by customs or any other authority.

5. Loss, theft of or damage to unset precious stones, contact or corneal lenses, hearing aids, dental or medical fittings, antiques, musical instruments, documents of any kind, bonds, securities, perishable goods, bicycles, ski equipment and damage to suitcases (unless the suitcases are entirely unusable as a result of one single incidence of damage).

6. Loss or damage due to cracking, scratching, breakage of or damage to china, glass (other than glass in watch faces, cameras, binoculars or telescopes), porcelain or other brittle or fragile articles unless caused by fire, theft, or accident to the aircraft, sea vessel, train or vehicle in which they are being carried.

7. Loss or damage due to breakage of sports equipment or damage to sports clothing whilst in use.

8. Loss, theft of or damage to business goods, samples, tools of trade, motor accessories and other items used in connection with **Your** business, trade, profession or occupation.

9. 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.

10. Anything mentioned in the general exclusions on page 5.

### Special conditions relating to claims

1. **You MUST** report to the local Police in the country where the incident occurred within 24 hours of discovery or as soon as possible after that and obtain (at **Your** own expense) a written report of the loss, theft or attempted theft of all **Baggage**.

2. If **Baggage** is lost, stolen or damaged while in the care of a carrier, transport company, authority or hotel or **Your** accommodation provider **You MUST** report to them, in writing, details of the loss, theft or damage and obtain (at **Your** own expense) written confirmation of the loss. If **Baggage** 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**.

3. **You MUST** provide (at **Your** own expense) an original receipt or proof of ownership for items lost, stolen or damaged to help **You** to substantiate **Your** claim.

## Section 5 - Personal money, passport and documents

### What is covered

1. **We** will pay **You** up to the amounts shown below for the accidental loss of, theft of or damage to **Personal Money** and documents (including passports, visas and driving licence). In respect of foreign currency cover is also operative during the 72 hours immediately preceding **Your** departure on the outward journey.

The maximum **We** will pay for the following items is:

- a) For bank notes and coins £50.
  - b) For all other **Personal Money** and documents £500.
2. **We** will pay **You** £100 for reasonable additional travel and accommodation expenses incurred necessarily abroad to obtain a replacement of lost or stolen passport or visa.

### What is not covered

1. The first £50 of each and every claim per incident claimed for under this section by each **Insured Person**.
2. Loss, theft of or damage to **Personal Money** and passport left **Unattended** at any time (including in a vehicle or in the custody of a carrier, tour operator or **Public Transport** operator) unless deposited in a hotel safe, safety deposit box or left in **Your** locked accommodation.
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 on page 5.

### Special conditions relating to claims

1. **You** **MUST** report to the local Police within 24 hours of discovery and obtain (at **Your** own expense) a written report of the loss, theft or attempted theft of all **Personal Money**, passport and documents.
2. If **Personal Money** or passports are lost, stolen or damaged while in the care of a hotel or **Your** accommodation provider **You** **MUST** report details of the loss, theft or damage to them in writing and obtain written confirmation of the loss.
3. If documents are lost, stolen or damaged in the care of a carrier, transport company, authority, hotel or **Your** accommodation provider **You** **MUST** report details of the loss, theft or damage to them in writing and obtain written confirmation of the loss.
4. If documents are lost, stolen or damaged whilst in the care of an airline **You** **MUST**:
  - a) give formal written notice of the claim to the airline within the time limit set out in their conditions of carriage (please retain a copy).
  - b) retain all travel tickets and tags for submission if a claim is to be made under this **Policy**.
5. **You** **MUST** provide (at **Your** own expense) an original receipt or proof of ownership for items lost, stolen or damaged to help **You** to substantiate **Your** claim.

## Section 6 - Personal liability

### What is covered

**We** will pay up to £1,000,000 (inclusive of legal costs and expenses) against any amount **You** become legally liable to pay as compensation for any claim or series of claims arising from any one event or source of original cause in respect of accidental:

1. **Bodily Injury**, death, illness or disease to any person who is not in **Your** employment or who is not a **Close Relative** or member of **Your** household.
2. Loss of or damage to property that does not belong to and is neither in the charge of or under the control of **You**, a **Close Relative**, anyone in **Your** employment or any member of **Your** household other than any temporary holiday accommodation occupied (but not owned) by **You**.

### What is not covered

1. Compensation or legal costs arising directly or indirectly from:
  - a) Liability which has been assumed by **You** under agreement unless the liability would have attached in the absence of such agreement.
  - b) Pursuit of any business, trade, profession or occupation or the supply of goods or services.
  - c) Ownership, possession or use of vehicles aircraft or watercraft (other than surfboards or manually propelled rowboats and punts).
  - d) The transmission of any communicable disease or virus.
  - e) Ownership or occupation of land or buildings (other than occupation only of any temporary holiday accommodation where **We** will not pay for the first £100 of each and every claim arising from the same incident).
2. Anything mentioned in the general exclusions on page 5.

### Special conditions relating to claims

1. **You** **MUST** give **Us** written notice as soon as possible of any incident, which may give rise to a claim.
2. **You** **MUST** send **Us** every writ, summons, letter of claim or other document as soon as **You** receive it.
3. **You** **MUST** not admit any liability or pay, offer to pay, promise to pay or negotiate any claim without **Our** written consent.
4. **We** will be entitled if **We** so desire to take over and conduct in **Your** name the defence of any claims for indemnity or damages or otherwise against any third party. **We** shall have full discretion in the conduct of any negotiation or proceedings or in the settlement of any claim and **You** shall give **Us** all necessary information and assistance which **We** may require.
5. In the event of **Your** death, **Your** legal representative(s) will have the protection of this cover provided that such representative(s) comply(ies) with the terms and conditions outlined in this **Policy**.

## Section 7 – Missed departure

### What is covered

We will pay **You** up to £250 for reasonable additional accommodation (room only) and travel expenses necessarily incurred in reaching the **United Kingdom** or returning to **Your Home Country** if **You** fail to arrive at the international departure point in time to board the **Public Transport** on which **You** are booked to travel on the initial international journey of the **Trip** as a result of:

1. the failure of other **Public Transport** or
2. an accident to or breakdown of the vehicle in which **You** are travelling or
3. an accident or breakdown occurring ahead of **You** on a motorway or dual carriage way which causes an unexpected delay to the vehicle in which **You** are travelling or
4. strike, industrial action or adverse weather conditions.

### Special conditions relating to claims

1. In the event of a claim arising from any delay occurring on a motorway or dual carriage way **You** **MUST** obtain (at **Your** own expense) written confirmation from the Police or emergency breakdown services of the location, reason for and duration of the delay.
2. **You** **MUST** allow sufficient time for the public transport or other transport to arrive on schedule and to deliver **You** to the departure point.

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## Section 8 - Overseas legal expenses and assistance

### What is covered

We will pay up to the following amount:

- Essential £10,000
- Comprehensive £50,000

for legal costs to pursue a civil action for compensation if someone else causes **You Bodily Injury**, illness or death whilst on **Your Trip**.

Where there are two or more **Insured Persons** insured by this **Policy**, then the maximum amount payable by **Us** for all such claims shall not exceed the maximum benefit shown below:

#### Maximum Benefit

- Essential £10,000
- Comprehensive £50,000

### Special conditions relating to claims

1. Unless **You** have made a nomination in accordance with Special condition 2. below, **We** or **Our** suitably qualified person will decide the point to which **Your** legal case cannot be usefully pursued further.
2. If **You** do not want **Our** suitably qualified person to assess whether or not **Your** claim can be pursued, **You** are free to nominate a suitably qualified person to conduct this assessment by sending **Us** the name and address of such suitably qualified person. **You** **MUST** confirm either:
  - that the person **You** nominate will not charge more than the suitably qualified person **We** would have appointed; or
  - the **You** are willing to pay the difference between the cost of using **Your** suitably qualified person and the cost of using **Our** choice of suitably qualified person
3. On acceptance of a claim, if appropriate, **We** will appoint a suitably qualified person to act on **Your** behalf unless **You** have nominated **Your** own suitably qualified person in accordance with Special Condition 4 below.

### What is not covered

1. The first £50 of each and every claim per incident claimed for under this section by each **Insured Person**.
2. Claims arising directly or indirectly from:
  - a) Strike or industrial action existing or declared publicly by the date this insurance is purchased by **You**.
  - b) An accident to or breakdown of the vehicle in which **You** are travelling for which a professional repairers report or other evidence is not provided.
  - c) Breakdown of any vehicle in which **You** are travelling if the vehicle is owned by **You** and has not been serviced properly and maintained in accordance with manufacturer's instructions.
  - d) Withdrawal from service (temporary or otherwise) of an aircraft or sea vessel on the recommendation of the Civil Aviation Authority or a Port Authority or any similar body in any country.
  - e) **Your** failure to arrive at the departure point in time to board any connecting **Public Transport** after **Your** departure on the initial international outbound and return legs of the **Trip**.
3. Additional expenses where the scheduled public transport operator has offered reasonable alternative travel arrangements.
4. Anything mentioned in the general exclusions on page 5.

### What is not covered

We shall not be liable for:

1. Any claim where in **Our** opinion or the opinion of the suitably qualified person appointed by **Us** there is insufficient prospect of success in obtaining reasonable compensation.
2. Legal costs and expenses incurred in pursuit of any claims against a travel agent, tour operator, carrier, **Us**, the **Emergency Assistance Service** or their agents, someone **You** were travelling with, a person related to **You**, or another **Insured Person**.
3. Legal costs and expenses incurred prior to **Our** written acceptance of the case.
4. Any claim where the legal costs and expenses are likely to be greater than the anticipated amount of compensation.
5. Any claim where legal costs and expenses are based directly or indirectly on the amount of compensation awarded (for example a Contingency Fee Agreement).
6. Legal costs and expenses incurred in any claim which is capable of being pursued under a Conditional Fee Agreement.
7. Legal costs and expenses incurred if an action is brought in more than one country.
8. Any claim where in **Our** opinion the estimated amount of compensation payment is less than £1,000 for each **Insured Person**.
9. Travel, accommodation and incidental costs incurred to pursue a civil action for compensation.
10. Costs of any Appeal.
11. Claims occurring within the **Your Home Country**.
12. Claims by **You** other than in **Your** private capacity.
13. Anything mentioned in the general exclusions on page 5.

## Section 8 - Overseas legal expenses and assistance continued

4.
  - i) If there is a conflict of interest; or
  - ii) If it is necessary to start court proceedings and proceedings are being issued within the United Kingdom; or
  - iii) **You** are unhappy with **Our** suitably qualified person

**You** are free to nominate a suitably qualified person by sending **Us** the name and address of such suitably qualified person. **You** **MUST** confirm either:

- that the person **You** nominate will not charge more than the suitably qualified person **We** would have appointed; or
- that **You** are willing to pay the difference between the cost of using **Your** suitably qualified person and the cost of using **Our** choice of suitably qualified person

5. If **We** do not agree to **Your** choice of suitably qualified person under Special Condition 2 or 4 above, **You** may choose another suitably qualified person.
6. If there is still a disagreement with regard to this suitably qualified person **We** will ask the president of a relevant national law society to choose a suitably qualified person to represent **You**. **We** and **You** **MUST** accept such choice.
7. Where **You** have not notified **Us** of a nominated suitably qualified person in accordance with Special condition 2 and/or Special Condition 4 **We** will be free to choose a suitably qualified person.
8. Where **We** appoint a suitably qualified person to represent **You** such an appointment will be in accordance with **Our** standard terms of appointment.
9. **We** will have direct access to the suitably qualified person who will, upon request, provide **Us** with any information or opinion on **Your** claim.
10. **You** **MUST** co-operate fully with **Us** and the suitably qualified person and **MUST** keep **Us** up to date with the claim.
11. At **Our** request **You** **MUST** give the suitably qualified person any instructions that **We** require.
12. **You** **MUST** notify **Us** immediately if anyone offers to settle a claim or makes a payment into court.
13. If **You** do not accept the recommendation of the suitably qualified person to accept a reasonable offer or payment into court to settle a claim, **We** may refuse to pay further costs and expenses.
14. No agreement to settle on the basis of both parties paying their own costs is to be made without **Our** prior approval.
15. If **You**
  - i) settle a claim or withdraw a claim without **Our** prior agreement;
  - ii) do not give suitable instructions to the suitably qualified person;
  - iii) dismiss a suitably qualified person without **Our** prior consent, **Our** consent not to be withheld without good reason;

the cover **We** provide will end immediately and **We** will be entitled to re-claim any costs and expenses **We** have incurred from **You**.

16. **You** **MUST** take every available step to recover costs and expenses that **We** have to pay and **MUST** pay **Us** any costs and expenses that are recovered.

17. **We** may, at **Our** own expense, take proceedings in **Your** name to recover compensation from any third party in respect of any indemnity paid under this **Policy** including **Our** legal costs and other related costs. **You** **MUST** give such assistance as **We** shall reasonably require and any amount recovered shall belong to **Us**.

### Claims evidence

**We** will require (at **Your** own expense) the following evidence where relevant:

- Relevant documentation and evidence to support **Your** claim, including photographic evidence.
- Any other relevant information relating to **Your** claim under this section that **We** may ask for.

## Section 9 - Course Fees

### What is covered

**We** will pay **You** up to £5,000 for any irrecoverable pre-paid College/University/Language School course fees **You** have paid or are contracted to pay if:

- a) cancellation of the **Trip** is necessary and unavoidable or
- b) the **Trip** is curtailed before completion as a result of the death, **Bodily Injury** or illness of:
  - a) **You**
  - b) **Your Close Relative**

### What is not covered

1. The first £50 of each and every claim per incident claimed for under this section by each **Insured Person**.
2. Any claims arising directly or indirectly from circumstances known to **You** prior to the date this insurance is purchased by **You** or the time of booking any **Trip** (whichever is the earlier) which could reasonably have been expected to give rise to cancellation or **Curtailement** of the **Trip**.
3. More than the cost of that proportion of the course missed.
4. Anything mentioned in the general exclusions on page 5.  
**You** should also refer to the important conditions relating to health on page 5.

### Special conditions relating to claims

1. **You** **MUST** obtain a medical certificate from a **Medical Practitioner** and prior approval of the **Emergency Assistance Service** to confirm the necessity to return **Home** prior to **Curtailement** of the **Trip** due to death, **Bodily Injury** or illness.
2. If **You** fail to notify the travel agent, tour operator or provider of transport/accommodation immediately it is found necessary to cancel the **Trip** **Our** liability shall be restricted to the cancellation charges that would have applied had failure not occurred.
3. If **You** cancel the **Trip** due to:
  - i. Stress, anxiety, depression or any other mental or nervous disorder that **You** are suffering from **You** **MUST** provide a medical certificate from a consultant specialising in the relevant field
  - ii. Any other illness or a **Bodily Injury** **You** **MUST** provide a medical certificate from a **Medical Practitioner** stating that this necessarily and reasonably prevented **You** from travelling.
4. **You** **MUST** provide **Your** invoice and receipts for unused course fees, charges or expenses claimed for.
5. **You** **MUST** provide written confirmation from **Your** College/University/Language School that the course or any part of it needs to be repeated as a direct result of:
  - a) death, **Bodily Injury** or illness to a **Close Relative** making it necessary for **You** to return to **Your Home** or,
  - b) **Bodily Injury** or illness to **You** which strictly necessitates absence from the course.

## How to make a complaint

**We** aim to provide a high level of service and pay claims fairly and promptly under the terms of **Your** Travel Insurance **Policy**.

If **You** are unhappy with any aspect of **Our** service, contact **Us** by:

Telephone: 0800 085 8698

Post: Customer Liaison Department  
Endsleigh Insurance Services Limited  
Shurdington Road  
Cheltenham  
Gloucestershire GL51 4UE.

If **We** have given **You** **Our** final response and **You** remain dissatisfied **You** have the right to ask the Financial Ombudsman to review **Your** case. The Ombudsman can be contacted at the following address:–

The Financial Ombudsman Service  
Exchange Tower  
Harbour Exchange Square  
London E14 9SR

Telephone 0800 023 4567 or + 44 20 7964 0500 from outside the UK

Fax: 020 7964 1001

Please note **You** have six months from the date of **Our** final response in which to refer **Your** complaint to the Ombudsman. Contacting the Ombudsman will not affect **Your** right to take legal action against **Us**.

### Compensation Scheme

Zurich Insurance plc is a member of the Financial Services Compensation Scheme (FSCS). The FSCS is a safety net for customers of financial services firms should they not be able to meet their liabilities and **You** may be entitled to claim compensation in such event. Further information can be obtained from the FSCS.

Their contact details are Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU, United Kingdom. Website: [www.fscs.org.uk](http://www.fscs.org.uk)

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## The Endsleigh Group of Companies ("Endsleigh, We, Us") Privacy Policy

It is Endsleigh's **Policy** to take all necessary steps to ensure that **Your** personal data held is processed fairly and lawfully in accordance with the Data Protection Act 1998 ("the Act").

**We** hold personal data relating to **You** in connection with insurance products and services **You** have asked **Us** to provide. Except to the extent **We** are required or permitted by law, personal data provided to or obtained by **Us** will be used for the purposes of providing **You** with the products and services **You** have requested. It may also be shared within other Endsleigh group companies, (full details of which are available on request). In the process of gathering **Your** details **We** may collect sensitive information such as about **Your** health or in relation to motoring offences. If **You** purchase products or services from **Us**, **You** will have given **Us** **Your** consent to use this personal data as detailed in this Privacy Policy. **We** may wish to contact **You** from time to time by telephone, e-mail or post about other products and services that may be of interest to **You**. If at any time **You** do not wish to receive this information then please write to

Endsleigh's Group Data Protection Officer at: Endsleigh Insurance Services Limited, Shurdington Road, Cheltenham, Glos GL51 4UE. Under the Act, as a data subject, **You** are granted certain rights. If **You** would like to know what information **We** hold about **You**, **You** can write to **Us** as above. **We** may charge **You** a statutory administration fee to comply with **Your** request.

Should **You** have any other queries in connection with data protection then please contact Endsleigh's Group Data Protection Officer as above.

Endsleigh will share the personal details **You** provide with Zurich Insurance plc. To administer **Your** **Policy** Zurich Insurance plc will hold and use information about **You** supplied by **You** (and by medical providers). Zurich Insurance plc may send it in confidence for processing to other companies acting on Zurich Insurance plc instructions including those located outside the European Economic Area. Applications for further information should be addressed to Endsleigh's Group Data Protection Officer as above.