Travel Insurance

Insurance Product Information Document

Inter Partner Assistance S.A. is incorporated in France as a "société anonyme" and registered at Nanterre commercial registry with registered number 316 139 500 RCS Nanterre. The head office address is 8-10 rue Paul Vaillant Couturier 92240 Malakoff, France. Inter Partner Assistance S.A. UK Branch is registered in England and Wales with registered number BR000947 and with registered address at 106-118 Station Road, Redhill, RH11PR. The liability of the company's members is limited.
Inter Partner Assistance S.A. is authorised and regulated by the Autorité de Contrôle Prudentiel et de Résolution (ACPR). Authorised by the Prudential Regulation Authority (firm reference number 1035181). Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request. Inter Partner Assistance S.A. is part of the AXA Group.

Company: Inter Partner Assistance S.A.

Product: Trusted Travel Insurance, Emerald Single Trip Travel Insurance

This is a summary of the key features and exclusions of the policy. It does not form part of the contract between us. Complete pre- contract and contractual information about the policy is provided in your policy documents.

What is this type of Insurance?

Travel Insurance provides cover for losses or events that may happen when you are on a trip.
A Single Trip Policy will provide cover for one trip.

What is insured?

✓ **Who is covered**
You and/or any named person.

✓ **Cancelling or cutting short a trip**
You and/or any named person.
Cancelling or cutting short a trip
We will pay you up to £2,000 per person for your share of:
- unused travel and accommodation costs and
- other pre-paid charges

that you cannot recover from another company if you need to cancel or cut short a trip due to a number of listed reasons.

✓ **Medical emergency and repatriation expenses**
If you are ill or injured we will pay up to £5,000,000 for hospital, ambulance, medical fees and to bring you home. A limit of £500 applies for emergency dental costs.

✓ **Baggage**
We will pay up to £1,000 if your personal belongings are lost, damaged or stolen. The maximum we will pay for:
- one item is £300,
- all your valuable items is £300.

✓ **Personal money**
If your personal money is lost stolen or damaged we will pay up to:
- £250 for cash
- for £50 cash if you are aged under 18, and
- £250 for all other personal money

If your passport is lost, stolen or damaged and you need a replacement we will pay up to £250 for travel and accommodation.

✓ **Delayed arrival**
We will pay up to £250 if you arrive at least 12 hours late because your public transport is delayed.

✓ **Missed departure**
If you miss your public transport to or from the UK because of a number of listed reasons we will pay up to £250 for your extra travel costs.

✓ **Gadgets**
If your electronic **gadgets** are lost, damaged or stolen we will pay you up to £750.

Optional covers
Excess waiver, Gadget add-on, Winter sports cover, Golf Cover and Cruise cover.

What is not insured?

✗ Taking part in a sport or activity which is not listed in your policy wording, unless you have told us and we have agreed to cover it.

✗ If your physical ability and/or judgement has been affected because of alcohol abuse, or if you have taken drugs or used solvents.

✗ Any costs that you can get back from another company. Such as your airline, accommodation provider, ATOL bond or debit/credit card provider.

✗ The cost of Air Passenger Duty even if you cannot claim this back.

✗ Any claim for regional quarantine.

✗ Loss, theft or damage to valuables, cash, important documents or personal money which:
- you have left unattended, or
- that were in your luggage which was checked in with an airline.

✗ Any claim where you cannot travel or choose not to travel because the Foreign, Commonwealth & Development Office (or any other equivalent government body in another country) advises against travel due to terrorism, a pandemic or war.

Are there any restrictions on cover?

! You may need to pay an excess of £75. This is the amount you pay when you make a claim. If more than one insured person is claiming the most you will pay is £150, per trip.

! Children are only covered when travelling with the policyholder or a responsible adult.

! This policy is only available to people who:
- live in the UK and
- are registered with a GP in the UK.

! You can only buy this insurance before you travel.

Where am I covered?

- ✓ The area you chose when you bought this policy which is listed in your policy schedule, providing:
- ✓ You told us all the countries you plan to visit, and
- ✓ All policies, there is no cover for any claims that relate to you travelling against advice issued by:
  - the Foreign Commonwealth & Development Office (FCDO), or
  - a regulatory body

What are my obligations?

- When you buy this policy you must tell us about the pre-existing medical conditions of anyone to be insured.
- You must take reasonable steps to protect yourself and your property.
- You must not be planning to have medical treatment while you are on a trip.
- You must not travel against the advice of a medical practitioner or your public transport provider.
- If you make a claim you must provide us with the evidence needed to substantiate your loss and you will need to pay for this.
- You should check that you do not have any other insurance policies that may cover the same events and costs as this policy.

When and how do I pay?

You will need to pay in full when you buy this insurance.

When does the cover start and end?

Cover in case you need to cancel your trip starts from the day you buy a policy. The remaining cover starts when you start your trip and ends when you return to your home.

How do I cancel the contract?

You can cancel this policy at any time by contacting us on 0330 053 4259 or emailing travel.sales@trustedinsurances.com.

- We will give you a full refund if you cancel within 14 days of the start date or the date you get the policy documents, whichever is the latest date then as long as you have not travelled and no claim has been made and you don't intend to make a claim.
- If you cancel after more than 14 days of getting the policy documents:

We will refund 65% of the premium, as long as you have not:

- travelled, and
- made a claim and do not intend to make a claim.

Gadget Insurance

Insurance Product Information Document

Company: AmTrust Europe Ltd Registered in England & Wales. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority under firm reference number 202189

Product: Mandatory Gadget Insurance & TIGA Gadget Add-on Insurance Policy

This document is a summary of the policy and does not contain the full terms and conditions of the cover which can be found in the policy document. It is important that you read the policy document along with your schedule carefully.

What is this type of Insurance?

This product is designed to protect multiple types of portable electronic devices if they are lost, accidentally or maliciously damaged or stolen.

The portable electronic devices (gadgets) include: mobile phones, smart phones, laptops (including custom built), tablets, digital cameras, games consoles, video cameras, camera lenses, Bluetooth headsets, Bluetooth speakers, satellite navigation devices, e-readers, head/ear phones, smart watches or a wrist worn health and fitness trackers.

What is insured?

✓ **Accidental Damage**
If your gadget is damaged accidentally, we will repair your gadget.
Where your gadget is beyond economical repair, we will replace your gadget with a refurbished device of the same specification.

✓ **Loss**
If you have accidentally left your gadget somewhere and you no longer have it, we will replace your gadget with a refurbished device of the same specification

✓ **Malicious Damage**
If your gadget is maliciously damaged by someone else, we will repair your gadget.
Where your gadget is beyond economical repair, we will replace your gadget with a refurbished device of the same specification.

✓ **Theft**
If your gadget is stolen we will replace your gadget with a refurbished device of the same specification.

What is not insured?

- ✗ The excess which is payable for any claim. The amount is shown in your schedule of benefits
- ✗ Any loss, theft or accidental damage if the gadget is left as checked-in baggage or if it is confiscated or kept by customs, other officials or authorities, or where you deliberately leave your gadget where you can't see it.
- ✗ Any theft or loss where the manufacturer security, such as Apples Find My, is not switched on at the time of the incident and throughout the claims process.
- ✗ Any theft or loss unless it is reported to the appropriate local police authorities within 24 hours of discovering it is gone and you have a Police Crime Reference number.
- ✗ Any claim that happens while you are not on a trip.
- ✗ Any claim where proof of usage cannot be given if you are claiming for a device which has a SIM.
- ✗ Any claim involving theft or loss unless reported to your network provider (if applicable) within 24 hours of discovering it has gone and getting a blacklist placed on the IMEI of the gadget.
- ✗ Theft of the gadget from an unoccupied premises or vehicle, unless there is evidence of violent or forcible entry.
- ✗ Any claim for loss of data or accessories.
- ✗ Any claim for cosmetic damage
- ✗ Any claim where you leave your gadget somewhere unattended for example - where your gadget is left in a coach or bus while you are sightseeing or at the side of a pool

Are there any restrictions on cover?

- ! Cover is only available to residents of the UK, Channel Islands or Isle of Man.
- ! The most we will pay for any one claim will be the replacement value of your gadget and it will not exceed the maximum liability shown in the policy documentation.
- ! Replacement gadgets are issued with 12 months warranty, repairs with 3 months warranty.

Where am I covered?

- ✓ Cover will apply whilst you travel in the area that you have chosen for your travel insurance. The area you have chosen will be shown on your insurance certificate or schedule.
- ✓ You will not be covered if you travel to a country or region where the Foreign and Commonwealth Office has advised against all travel or all but essential travel. For further details, visit gov.uk/foreign-travel-advice.

What are my obligations?

- You must take reasonable care to protect your gadgets against accident, theft or loss.
- You must give us accurate and complete answers to all questions we may ask you.
- In the event of a claim, you will need to provide:
  - Proof of purchase
  - Proof that your gadget has been in use before the event giving rise to the claim.
  - Photographic ID
  - Proof of Address
  - A Police Report in the event of theft, loss or malicious damage by a third party
  - Proof of travel
  - Travel insurance documents

When and how do I pay?

The premium can be paid using one of the payment options given to you by the provider of this insurance.

When does the cover start and end?

Your policy provides cover during the period shown on your travel insurance certificate or schedule.

How do I cancel the contract?

This policy cannot be cancelled on its own but only along with the main travel insurance you bought it with. If you wish to cancel, please see the cancellation section within your main travel insurance policy.

Flight Delay Insurance Policy

Financial & Legal

Insurance Product Information Document
Financial & Legal Insurance Company Limited, Registered in England & Wales under Company No. 03034220. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under firm reference number 202915

This document provides only a policy summary of the key information. It does not contain the full terms and conditions of the policy, which can be found in the Flight Delay Insurance Policy Wording.

What is this type of insurance?
This is a Flight Delay Insurance Policy, which covers you for delays suffered on your outbound and/or homebound flight.

What is insured?

Delayed departure - A benefit after a delay to your outbound and/or homebound flight at the departure point for reasons that are not excluded under What you are not covered for in the policy wording. Covered reasons include:

- ✓ Strike, industrial action or staff shortages;
- ✓ bad weather;
- ✓ mechanical breakdown or the grounding of the aircraft due to a mechanical or a structural defect;
- ✓ the anti-social behaviour of someone other than you or a travelling companion;
- ✓ the closure of airspace, for example as a result of volcanic activity;
- ✓ a serious fire, storm or flood damage to the departure airport or arrival point of your flight.

What is not insured?

- ✗ Anything which is caused by you not checking in at the departure airport when you should have done.
- ✗ Any missed connections.
- ✗ Claim circumstances you were aware of before your policy was issued or journey was booked (whichever is the later) and which could reasonably have been expected to be the reason for a claim, unless we agreed to it in writing.
- ✗ Claims that are caused as a direct or indirect result of something you are claiming for such as loss of earnings as a result of being delayed in returning.

Are there any restrictions on cover?

- ! **Delay** - A delay must be for more than 3 hours.
- ! **Amount Payable** - The amount payable is specified in your policy schedule.
- ! **Residency** - Cover is only available to residents of the UK.
- ! **Conditions** - There are General Conditions that you have to meet for cover to apply.
- ! You are unable to cancel within 24 hours of flight

Where am I covered?

✓ Cover is available for flights to/from any worldwide country from/ to your home country. The flights you have chosen to cover will be shown on your policy schedule.

✓ You will not be covered if you do not follow any advice or recommendation made by any of the following: the Foreign, Commonwealth and Development Office (FCDO), World Health Organization (WHO) or any government or other official authority at any destination you are travelling from, through or to. For further details on FCDO travel advice, visit **gov.uk/foreign-travel-advice**

What are my obligations?

- Answer any pre-sale questions as truthfully and accurately as possible.
- Read your policy carefully to ensure you have the cover you need.
- Tell us as soon as possible if there are any changes to your circumstances that may affect your cover, or if it is likely you will need to make a claim.
- Provide an accurate flight number.

When and how do I pay?

You will need to pay your policy premium in full for cover to apply. All cover will end if payment is incomplete or rejected, or if the policy is cancelled.
The premium can be paid using one of the payment options given to you by the seller of this insurance.

When does the cover start and end?

- Your policy provides cover during the period shown on your policy schedule.

How do I cancel the contract?

- You have 14 days from the date of receiving your policy documents, to ensure that they meet your requirements.
- If you wish to cancel the contract during this period, you should contact Assured Travel Solutions Ltd, Bath House, 6-8 Bath Street, Bristol, BS1 6HL or telephone 0117 235 9933.
- Your premium will be refunded in full, although if you have travelled, made a claim or intend to make a claim, we will recover the costs for providing these services.
- You may still cancel the contract after this 14 day cancellation period but no refund will be made unless agreed by us.
- If we agree to refund, then we will refund 75% of the total premium paid, but no refund will be provided if the cancellation request is made 24 hours or less before the scheduled departure time of the first pre-registered flight.