

# **FOGG INTERNET ANNUAL MULTI-TRIP TRAVEL INSURANCE POLICY**

*for the under 65s*



FOGG TRAVEL INSURANCE SERVICES LIMITED  
[www.foggtravelinsurance.com](http://www.foggtravelinsurance.com)

# FOGG INTERNET ANNUAL UNDER 65s MULTI-TRIP INSURANCE



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

Arranged by:

**Fogg Travel Insurance Services Ltd**

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

Underwritten by:

**Union Reiseversicherung AG**

**Master Policy No.**

**AMSIA40074-01 A & B**

**Valid only for issue between 28<sup>th</sup> April 2011 to 30<sup>th</sup> April 2012**

## SUMMARY OF POLICY COVER

### A. PRE-TRAVEL POLICY

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

### B. TRAVEL POLICY

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

\* only valid between 15<sup>th</sup> December and 15<sup>th</sup> April \*\*increased to £250 in respect of rented property damage only.

## PRE-TRAVEL POLICY

**Note 1.** Your policy does not provide cover for re-occurring or **pre-existing health conditions**. If you have **ever** had a heart or circulatory related problem, a stroke, cancer, any breathing problems, diabetes, **or** any other health condition which has been treated in hospital or has been referred to a specialist in the last **2** years you should phone **our** Referral Helpline quoting **FOGG INTERNET ANNUAL UNDER 65s** on **0845 1300 198** to see if cover is available. **We** will confirm any special terms in writing.

## PRE-TRAVEL & TRAVEL POLICY

**Note 2.** Your policy does not provide cover for re-occurring or **pre-existing health conditions**. You must also tell us if **your** health or medication **changes between buying this policy and travelling** and if you have **ever** had a heart or circulatory related problem, a stroke, cancer, any breathing problems, diabetes, **or** any other health condition which has been treated in hospital or has been referred to a specialist in the last **2** years you should phone **our** Referral Helpline quoting **FOGG INTERNET ANNUAL UNDER 65s** on **0845 1300 198** to see if cover is available. **We** will confirm any special terms in writing.

## TRAVEL POLICY

**Note 3.** Cover for accidental death is reduced to **£15,000**, and **£2,500** if you are under **16** years of age.

## POLICY INFORMATION

Your insurance is covered under master policy number **AMSIA40074-01 A & B** specially arranged through Fogg Travel Insurance Services Limited and insured by Union Reiseversicherung AG. Cover is provided for each passenger who is shown as having paid the insurance premium and whose name is shown on the insurance schedule. This insurance wording is a copy of the master policy and is subject to the terms, conditions and exclusions of the master policy.

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

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

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

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

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

**We** are unable to provide any cover on psychological conditions such as stress, anxiety, depression, eating disorders or mental instability.

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

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

## AGE LIMITS

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

## GEOGRAPHICAL AREAS

- Area 1** - Europe, including the **Channel Islands** (where it is not **your home country**), and all countries west of the Ural Mountains, Republic of Ireland, Iceland, Algeria, Morocco, Tunisia, Turkey, the Azores, Canary Islands, Madeira and Mediterranean islands.
- Area 2** - Worldwide *including* the United States of America and Canada.

## WHERE TO OBTAIN A CLAIM FORM

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

### Fogg Travel Insurance Services Limited

Crow Hill Drive, Mansfield, Notts. NG19 7AE on telephone : 01623 631331

in all circumstances **you** should quote **FOGG INTERNET ANNUAL UNDER 65s**, advising the section under which **you** wish to claim. Normally, if **you** contacted the emergency medical assistance service during **your trip** a claim form will have already been sent to **your home**.

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

## OUR PLEDGE TO YOU

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

## YOUR RIGHT TO COMPLAIN

**We** sincerely hope **you** will not need to complain about **your** insurance policy or claims settlement. However, if **you** do wish to complain please forward details of **your** complaint in the first instance to:

- a) The General Manager,  
Fogg Travel Insurance Services Limited, Crow Hill Drive, Mansfield, Notts. NG19 7AE

Should **you** still remain dissatisfied **you** may then pursue the following options:

- b) Write to the  
Branch Manager, URV, Oast Business Centre, North Frith Farm, Ashes Lane, Hadlow, Kent TN11 9QU  
who will review the claims office decision.

If **we** are still unable to resolve **your** complaint **you** may ask the Financial Ombudsman Service (FOS) to review **your** case.

- c) Their address is South Quay Plaza, 183 Marsh Wall, London, E14 9SR .  
Telephone: 0845 080 1800.

## A. YOUR PRE-TRAVEL POLICY

### HOW YOUR PRE-TRAVEL POLICY WORKS

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

**We** are unable to provide any cover on psychological conditions such as stress, anxiety, depression, eating disorders or mental instability.

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

*All numbers and letters shown under 'For each insured-person this insurance will not cover:' refer to the same numbers and letters under 'For each insured-person this insurance will pay:' Where no letters or numbers are shown it applies to the whole section.* **You** are required to disclose any **material facts** otherwise **your** policy will not cover **you** and it may invalidate it altogether.

### WHEN YOUR PRE-TRAVEL POLICY STARTS AND ENDS

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

### DISCLOSURE OF MATERIAL FACTS AND PRE-EXISTING HEALTH CONDITIONS

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

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

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

If **you** have answered 'Yes' to any of the above questions **we** may be able to offer some cover and may be able to cover **your** health condition, although an increased premium may be required. To enable **us** to consider **your** health condition please contact the Referral Helpline quoting **FOGG INTERNET ANNUAL UNDER 65s** on **0845 1300 198** (this will be charged as a local call from wherever **you** are calling in the **United Kingdom** or the **Channel Islands**) to see if cover is available. All calls will be treated in the strictest confidence.

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

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

**Your** failure to disclose any **material facts** may mean that **your** policy will not cover **you** and it may invalidate it altogether.

**We** reserve the right to charge an increased premium, decline, withdraw, increase the policy excess, cancel or restrict cover for any person where the facts disclosed are considered unacceptable to **us**.

Should **we** require any additional premium, and **you** accept **our** offer, this should be paid to Fogg Travel either by credit card or cheque, made payable to URV, and sent within **14** days of receipt. Should **you** decide not to pay the additional premium the declared health condition will not be covered. Full confirmation of **our** terms and conditions will be sent out to **your** address after **your** call. Any additional health conditions not declared to **us** will not be covered.

All terms and conditions declared under this pre-travel policy will also be recorded under **your** travel policy so that **you** do not need to declare these twice.

**Please note:**

- **We** are unable to provide any cover on psychological conditions such as stress, anxiety, depression, eating disorders or mental instability.
- **We** are unable to provide cover for any claim arising from a recognised complication of a known **pre-existing health condition** of a **close relative** or a close **business associate**.

## CHANGE IN MEDICAL CONDITION OR ONGOING MEDICATION

If **your** health or **your** ongoing medication changes between the date the policy was bought and the date of travel **you** should advise **our** Referral Helpline quoting **FOGG INTERNET ANNUAL UNDER 65s** on **0845 1300 198** as soon as possible. **We** will advise **you** what cover **we** are able to provide after the date of diagnosis. **We** reserve the right to charge an additional premium, increase the excess, exclude the condition or withdraw cover if the condition declared makes this necessary.

## DEFINITION OF WORDS APPLICABLE TO YOUR PRE-TRAVEL POLICY

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

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

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

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

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

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

**Hazardous activity** - means mountaineering, **rock climbing** unless the appropriate additional premium has been paid *but* limited to **rock climbing** with the use of ropes and/or guides only (all safety equipment and clothing to be used and worn) *and* excluding climbing without a trained guide, solo climbing or free climbing, pot-holing, racing (other than on foot), **winter sports** of any kind unless the appropriate winter sports premium has been paid but excluding any form of ski racing, competition or training therefore, ski jumping, ski flying, ski acrobatics, stunting, bob sleighing or skeletoning, heliskiing (unless the helicopter lands at a designated site to allow **you** to disembark), scuba diving below **9** metres, parachuting, gliding, canyoning, go-karting, hot-air ballooning, rugby, football, any other activity that requires skill and involves increased risk of injury. If **you** are taking part in any sport not listed above please contact **us** to ensure **you** are covered.

**Home** - means one of **your** normal places of residence in the **United Kingdom** or the **Channel Islands**.

**Home country** – means both the country **you** live in within the **United Kingdom** or the **Channel Islands** and **your** country of nationality.

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

**Material fact** – a piece of important information that would increase the likelihood of a claim under **your** policy.

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

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

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

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

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

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

**We/our/us** - means Union Reiseversicherung AG.

## POLICY EXCESS APPLICABLE TO YOUR PRE-TRAVEL POLICY

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

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

## POLICY CONDITIONS APPLICABLE TO YOUR PRE-TRAVEL POLICY

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

### 1. OBSERVING THE FOLLOWING:

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

### 2. RECOGNISING OUR RIGHTS TO:

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

## GENERAL EXCEPTIONS APPLICABLE TO YOUR PRE-TRAVEL POLICY

**This insurance will not cover:**

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

## SECTION A1 - CANCELLATION CHARGES

### For each insured-person this insurance will pay:

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

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

### For each insured-person this insurance will not cover :

- the first **£75** (reduced to **£20** on claims for deposits only) of any loss, charge or expense made on each claim under this section.
- **you** if **you** are aged **65** or over.
- any claim where **you** have not obtained a written statement at the time of the cancellation confirming the necessity to cancel **your trip**.
- any payment or part payment made using frequent flyer vouchers, Air Miles vouchers or other vouchers that have no financial face value.
- any payment where **you** have not suffered any financial loss.
- any claim that is due to:
  - the withdrawal of previously approved leave by **your** employer unless it is due to the death or serious illness of a close **business associate**.
  - **your** failure to obtain the required passport, visa or ESTA.
  - **your** carriers refusal to allow **you** to travel for whatever reason.
  - the operation of law or as a result of an unlawful act or criminal proceedings against anyone included in **your** booking.
  - the failure of any transport or accommodation provider, their agent or anybody who is acting as **your** agent.
  - the cancellation of **your trip** by the tour operator.
  - the failure of **your** travel agent or tour operator.
  - the cancellation of any conference or business **trip** onto which **your trip** was to be an add-on.
  - financial circumstances or unemployment except when it is due to **redundancy** that **you** received or were aware of after buying this insurance.
  - **your** disinclination to travel.
  - **your** loss of enjoyment of the **trip** however caused.
  - **you** travelling in an aircraft (other than as a passenger in a fully licensed passenger carrying aircraft and for no other purpose).
  - **your** suicide, self-injury or any wilful act of self exposure to peril (except where it is to save human life).
  - **you** being under the influence of drugs (except those prescribed by **your** registered doctor but not when prescribed for treatment of drug addiction).
  - **your** abuse or prior abuse of solvents or alcohol.
  - death or illness of any pets or animals.
  - terrorism, riot, civil commotion, strike or lock-out.
- any event that is due to **you** participating in a **hazardous activity** unless an additional premium has been paid and the policy endorsed.
- cancellation due to the fear of an epidemic or pandemic.
- cancellation of the **trip** on the advice or recommendations published by the Foreign and Commonwealth Office and applicable at the time of departure.
- the cost of Air Passenger Duty or equivalent and airport charges.
- cancellation for any claim arising from a recognised complication of a known **pre-existing health condition** of a **close relative** or **close business associate**.
- any payments made or charges levied after the date of diagnosis of any change in **your** health or medication after the policy was bought unless this has been advised to **us** and any revised terms or conditions have been confirmed in writing.
- cancellation of **your trip** due to a health condition of a person travelling with **you**, and included on **your** booking where the risk attaching to that health condition has not been accepted by **us** in writing.
- any **pre-existing health condition** or health condition that has been diagnosed, been in existence or for which **you** have received treatment from a hospital or specialist consultant during the last **2** years or for which **you** are awaiting or receiving treatment or under investigation unless **we** have agreed cover in writing and any additional premium has been paid.

- any claim arising from a **material fact** known by **you** at the time of buying this policy or which occurs between booking and travel unless it has been disclosed to **us** and **we** have agreed in writing any terms applicable.
- any claim for damage for loss, or deterioration of, or damage to property.
- (iv) any event that is the result of leave being cancelled because of war, terrorism, biological or chemical warfare, invasion, act of foreign enemy, hostilities (whether war has been declared or not), civil war, rebellion, revolution, insurrection or military or usurped power.
  - any claim where **you** have not obtained prior authority to take leave.
  - any claim where leave has been cancelled on disciplinary grounds.

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

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

**SECTION A2 – TIMESHARE EXTENSION  
(APPLICABLE ONLY IF APPROPRIATE PREMIUM PAID)**

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

**For each timeshare property this insurance will pay:**

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

**For each insured-person this insurance will not cover :**

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

**PLEASE NOTE:**

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

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

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

## B. YOUR TRAVEL POLICY

### HOW YOUR TRAVEL POLICY WORKS

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

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

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

**We** are unable to provide any cover on psychological conditions such as stress, anxiety, depression, eating disorders or mental instability.

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

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

### WHEN YOUR TRAVEL POLICY STARTS AND ENDS

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

### EXTENSION OF PERIOD

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

### CHANGE IN MEDICAL CONDITION OR ONGOING MEDICATION

If **your** health or **your** ongoing medication changes between the date the policy was bought and the date of travel **you** should advise **our** Referral Helpline quoting **FOGG INTERNET ANNUAL UNDER 65s** on **0845 1300 198** as soon as possible. **We** will advise **you** what cover **we** are able to provide after the date of diagnosis. **We** reserve the right to charge an additional premium, increase the excess, exclude the condition or withdraw cover if the condition declared makes this necessary.

### USE AN EHIC - NIL EXCESS IF MEDICAL COSTS ARE REDUCED

Avoid paying the excess - travellers to European countries, including Norway and Switzerland are strongly advised to apply and obtain the European Health Insurance Card (EHIC). Applications for the EHIC can be made online at [www.ehic.org.uk](http://www.ehic.org.uk) - the quickest route, or by telephone on **0845 606 2030**, or by post - application forms are available from the Post Office - so please allow sufficient time prior to **your** departure date. This will entitle **you** to benefit from the reciprocal health arrangements which exist between European Union countries. In other countries where reciprocal health arrangements exist all reasonable steps should be made to utilise them. Please see Section **B4**.

Contact the 24 hour emergency medical assistance service:

**FOGG ASSIST on +44 (0)845 658 9899 or +44 (0)20 7902 7409**

#### **IN CASE OF SERIOUS EMERGENCY**

First call an ambulance using the local equivalent of a **999** call. While **you** wait for the ambulance contact **our** emergency medical assistance service which is open **24** hours a day and **7** days a week to offer **you** advice in this emergency situation. **We** strongly suggest **you** put **FOGG ASSIST's** telephone number **+44 (0)845 658 9899** into **your** mobile phone before **you** travel so that it is to hand should **you** need it. Speak to the ambulance driver and get details of the hospital **you** are being taken to so that **our** emergency medical assistance service's doctor will be able to obtain a medical report at the earliest possible opportunity.

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

#### **WHAT THE MEDICAL ASSISTANCE COMPANY NEEDS FROM YOU**

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

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

#### **MINOR ILLNESS OR INJURY**

If **you** need to see or visit a doctor or hospital in Europe or Scandinavia then ask **your** hotel reception or **your** tour operator representative for the address of the nearest public medical facility. In Europe **you** should show them **your** EHIC card, medical treatment will be free or at a reduced cost and **you** will not be required to contribute towards the claim as the policy excess will be reduced to **NIL**. **You** will only be covered for the cost of private medical treatment where adequate state facilities are not available in these countries. **You** must have this is approved in advance by **FOGG ASSIST** on **+44 (0)845 658 9899**. Elsewhere it is advisable to seek advice on where to go for treatment from **our** emergency medical assistance service if possible, as standards of medical facilities vary greatly and many apparently acceptable clinics which have been set up to target the tourist market and will ruin **your trip** by insisting on unnecessary admissions and treatment at inflated prices. In some circumstances it may be necessary for **our** emergency medical assistance service to move **you** to a more suitable facility.

#### **HOW TO PAY FOR YOUR TREATMENT**

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

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

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

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

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

#### **WHAT IF YOU WANT TO COME HOME EARLY?**

This policy covers **you** to come **home** early because **you** are ill or injured only if medical treatment is not available locally. If **you** are thinking of cutting short **your trip** because **you** are not well then **you** must contact **FOGG ASSIST** on **+44 (0)845 658 9899** for advice first before making any arrangements. If **you** need to come **home** for any other reason, such as the illness of a **close relative** in the UK then **you** should make **your** own arrangements, bearing in mind **your** duty to act at all times as if uninsured.

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

## DEFINITION OF WORDS APPLICABLE TO YOUR TRAVEL POLICY

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

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

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

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

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

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

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

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

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

**Hazardous activity** - means mountaineering, **rock climbing** unless the appropriate additional premium has been paid *but* limited to **rock climbing** with the use of ropes and/or guides only (all safety equipment and clothing to be used and worn) *and* excluding climbing without a trained guide, solo climbing or free climbing, pot-holing, racing (other than on foot), **winter sports** of any kind unless the appropriate winter sports premium has been paid but excluding any form of ski racing, competition or training therefore, ski jumping, ski flying, ski acrobatics, stunting, bob sleighing or skeletoning, heliskiing (unless the helicopter lands at a designated site to allow **you** to disembark), scuba diving below **9** metres, parachuting, gliding, canyoning, go-karting, hot-air ballooning, rugby, football, any other activity that requires skill and involves increased risk of injury. If **you** are taking part in any sport not listed above please contact **us** to ensure **you** are covered.

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

**Home** - means one of **your** normal places of residence in the **United Kingdom** or the **Channel Islands**.

**Home country** – means both the country **you** live in within the **United Kingdom** or the **Channel Islands** and **your** country of nationality.

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

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

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

**Material fact** – a piece of important information that would increase the likelihood of a claim under **your** policy.

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

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

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

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

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

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

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

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

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

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

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

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

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

**Valuables** - means cameras, photographic equipment, camcorders, video, satellite navigation equipment, television equipment, radios, cassette players, CD players, Ipods, MP3 players, audio equipment, laptops, mac or web books, personal computers, computer games machines, binoculars, telescopes, antiques, jewellery, watches, furs, precious or semi-precious stones, articles made of or containing gold silver or other precious metals, films, tapes, cassettes, cartridges, discs or Compact Discs.

**We/our/us** - means Union Reiseversicherung AG.

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

#### POLICY EXCESSES APPLICABLE TO YOUR TRAVEL POLICY

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

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

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

#### POLICY CONDITIONS APPLICABLE TO YOUR TRAVEL POLICY

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

##### 1. OBSERVING THE FOLLOWING:

###### In respect of all sections of the policy

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

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

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

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

- (r) providing full details of any House Contents and All Risks insurance policies **you** may have.
- (s) retaining **your** tickets and luggage tags and notifying the Police within **24** hours of any loss or theft or to the carriers when the loss or damage has occurred in transit. **You** should obtain either a Police report or a carrier's Property Irregularity Report (PIR) form within **24** hours and enclose this with **your** claim form.
- (t) complying with the carrier's conditions of carriage.
- (u) not abandoning any property to **us** or Fogg Travel.

### **2. RECOGNISING OUR RIGHTS TO:**

- (a) make **your** policy void where a false declaration is made or any claim is found to be fraudulent.
- (b) take over and deal with in **your** name the defence or settlement of any claim made under the policy.
- (c) subrogate against the responsible party and take proceedings in **your** name but at **our** expense to recover for **our** benefit the amount of any payment made under the policy.
- (d) give **7** days notice of cancellation of this policy by recorded delivery to **you** at **your** last known address. In this case **we** will refund to **you** the pro-rata proportion of any unexpired premium **you** have paid.
- (e) obtain information from **your** medical records (with **your** permission) for the purpose of dealing with any medical claims. No personal information will be disclosed to any outside person or organisation without **your** prior approval.
- (f) cancel all benefits provided by **your** policy without refund of premium when a payment has been made for cancellation or **curtailment** of the **trip**.
- (g) not to refund the policy premium after the policy has been issued, unless after receipt of the document **you** find that the terms and conditions do not meet **your** requirements, in which case the policy and any other relevant documents must be returned to the point of sale within **14** days of receipt for any refund to be considered.
- (h) not make any payment under sections **B1, B2, B3, B4 B5, B6, B7, B8, B9, B10, B11, B12** and **B13** for any event that is covered by another insurance policy.
- (i) settle all claims under the Law of the country that **you** live in within the **United Kingdom** or the **Channel Islands** unless **we** agree otherwise with **you**.
- (j) maintain **your** personal details in connection with an anti-fraud claims checking system.

## **GENERAL EXCEPTIONS APPLICABLE TO YOUR TRAVEL POLICY**

### **A. This insurance will not pay for:**

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

- (1) war, terrorism, biological or chemical warfare, invasion, act of foreign enemy, hostilities (whether war has been declared or not), civil war, rebellion, revolution, insurrection or military or usurped power.
- (2) participation in a **hazardous activity** unless an additional premium has been paid and the policy endorsed.
- (3) any **pre-existing health condition** or health condition that has been diagnosed, been in existence or for which **you** have received treatment from a hospital or specialist consultant during the last **2** years or for which **you** are awaiting or receiving treatment or under investigation unless **we** have agreed cover in writing and any additional premium has been paid.
- (4) any payments made or charges levied after the date of diagnosis of any change in **your** health or medication after the policy was bought unless this has been advised to **us** and any revised terms or conditions have been confirmed in writing.
- (5) **your** carriers refusal to allow **you** to travel for whatever reason.
- (6) **curtailment** of **your trip** due to a health condition of a person travelling with **you** and included on **your** booking, where the risk attaching to that health condition has not been accepted by **us** in writing.
- (7) delay, confiscation, detention, requisition, damage, destruction or any prohibitive regulations by Customs or other government officials or authorities of any country.
- (8) **you** being under the influence of drugs (except those prescribed by **your** registered doctor but not when prescribed for treatment of drug addiction).
- (9) **your** abuse or prior abuse of solvents or alcohol.
- (10) any claim arising from a **material fact** known by **you** at the time of buying this policy or which occurs between booking and travel unless it has been disclosed to **us** and **we** have agreed in writing any terms applicable.
- (11) any deliberate or criminal act by an **insured-person**.

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

## SECTION B1 - DEPARTURE DELAY AND MISSED DEPARTURE

### For each insured-person this insurance will pay :

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

**You** will need to obtain independent confirmation of the circumstances.

### For each insured-person this insurance will not cover:

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

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

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

## SECTION B2 - PERSONAL POSSESSIONS

### For each insured-person this insurance will pay:

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

### For each insured-person this insurance will not cover:

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

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

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

## SECTION B3 - PERSONAL MONEY

### For each insured-person this insurance will pay:

(a) up to **£500** for the loss or theft of **your personal money** during **your trip**.

(b) up to **£250** for additional travel and accommodation expenses necessarily incurred to obtain replacement **travel documents** whilst on **your trip** if **your travel documents** are lost or stolen during **your trip**.

### For each insured-person this insurance will not cover:

- the first **£75** of each and every incident giving rise to a claim.
- any claim for loss or theft where **you** have not notified the Police, **your** carrier or tour operator's representative and obtained a written report.
- loss or theft of **personal money, travel documents** that are not :
  - on **your** person.
  - held in a safe or safety deposit box where one is available
  - left out of sight in **your locked** personal **trip** accommodation.
- loss or theft of **personal money** due to depreciation in value, currency changes or shortage caused by any error or omission
- loss or theft of travellers' cheques where the bank provides a replacement service.
- any financial loss suffered as a result of **your** debit/credit card being lost or stolen.
- more than the unused portion of **your** passport.

(a) more than **£250** in total in cash or currency, whether solely or jointly owned.

(b) - any costs which are due to any errors or omissions on **your travel documents**.

- the cost of replacement **travel documents**.
- **your** failure to obtain the required passport, visa or ESTA.
- any expenses for food or drink.
- any costs incurred before departure or after **you** return **home**.

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

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

## SECTION B4 - EMERGENCY MEDICAL AND ASSOCIATED EXPENSES

### PLEASE NOTE:

- If it seems likely that you will require treatment at a hospital please contact our emergency medical assistance service who will help you to locate the most appropriate local state/public facility for your particular medical problem.
- In case of extreme urgency please call the local ambulance service and notify the emergency medical assistance service as soon as you are able.
- If you are admitted to a hospital this must be reported to our appointed emergency medical assistance service as soon as it is practically possible and at the latest within 24 hours.
- If your medical bills are likely to exceed **£500** you must contact the emergency medical assistance service within 24 hours.

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

### For each insured-person this insurance will pay:

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

(a) up to **£5,000,000** for reasonable:

- (i) fees or charges to be paid outside **your home country** for medical, surgical, hospital nursing home or nursing services.
- (ii) additional transport and accommodation costs and repatriation costs to be made for or by **you** and for any *one other person who is required for medical reasons* to stay with **you**, to travel to **you** or to travel with **you**
- (iii) *either* (a) up to **£2,500** to cover charges following **your** death outside **your home country** for **your** burial or cremation in the locality where **your** death occurs and the cost of returning **your** ashes to **your home country** or  
(b) the cost of returning **your** body to **your home** when arranged by **us**.

(b) up to **£250** to cover emergency dental treatment only to cure sudden pain.

(c) **£20** for each full day that **you** are in a state hospital as an in-patient during the period of the **trip** in addition to the fees and charges paid under (a) above.

(d) up to **£150** for the loss of excursions that **you** pre-booked and pre-paid for in **your home country** and are unable to take because **your** confinement to bed either in a hospital or in **your trip** accommodation, and on which **you** are unable to obtain a refund.

**For each insured-person this insurance will not cover:**

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

**FOR PRACTICAL ASSISTANCE IN A MEDICAL EMERGENCY CONTACT:  
FOGG ASSIST ON +44 (0)845 658 9899**

**PLEASE NOTE:**

1. If travelling within Europe you should carry an EHIC and use this state registered doctors and state hospitals to save costs.
2. If travelling in Australia you should register with Medicare on arrival. There is a Medicare office in all major towns and cities in Australia. Registration is free and this will entitle you to reduced medical charges from doctors, reduced prescription charges and access to Medicare hospitals.

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

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

## SECTION B5 - CURTAILMENT CHARGES (CUTTING SHORT YOUR TRIP)

### For each insured-person this insurance will pay:

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

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

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

***In addition to your valid claim under (a) or (b) above provided the additional premium has been paid and accepted by us:***

proportionate refund up to **5%** of the original purchase price paid for the period of the timeshare **you** are unable use, up to a maximum of **£3,000** in total, following a valid claim under section (a) above, and where **you** are unable to exchange **your** timeshare in **your** operator's timeshare bank.

#### **PLEASE NOTE:**

All claims will be paid in Sterling at the exchange rate applicable at the time of **curtailment**. Payment will be made on the number of full days of **your trip** that are lost from the day **you** are repatriated.

### For each insured-person this insurance will not cover :

- the first **£75** of any loss, charge or expense made on each claim under this section.
- any payment or part payment made using frequent flyer vouchers, Air Miles vouchers or other vouchers that have no financial face value.
- any payment where **you** have not suffered any financial loss.
- any claim that is due to:
  - the withdrawal of previously approved leave by **your** employer unless it is due to the death or serious illness of a close **business associate**.
  - **your** failure to obtain the required passport, visa or ESTA.
  - the operation of law or as a result of an unlawful act or criminal proceedings against anyone included in **your** booking.
  - the failure of any transport or accommodation provider, their agent or anybody who is acting as **your** agent.
  - the **curtailment** of **your trip** by the tour operator.
  - the failure of **your** travel agent or tour operator.
  - the cancellation of any conference or business **trip** onto which **your trip** was to be an add-on.
  - financial circumstances.
  - **your** disinclination to travel.
  - **your** loss of enjoyment of the **trip** however caused.
  - **you** travelling in an aircraft (other than as a passenger in a fully licensed passenger carrying aircraft and for no other purpose).
  - **your** suicide, self-injury or any wilful act of self exposure to peril (except where it is to save human life).
  - **curtailment** for any claim arising from a recognised complication of a known **pre-existing health condition** of a **close relative or close business associate**.
  - death or illness of any pets or animals.
  - terrorism, riot, civil commotion, strike or lock-out.
- any event that is due to **you** participating in a **hazardous activity** unless an additional premium has been paid and the policy endorsed.
- any unused portion of **your** original ticket where repatriation has been made.
- cutting short **your trip** unless the emergency medical assistance service have agreed.
- any event caused by **your** failure to get a medical certificate from the treating doctor near to where **you** are staying that states the necessity to return **home** due to death, injury or illness.
- **curtailment** cover where the **trip** is of two days duration or less or is a one-way **trip**.
- **curtailment** due to the fear of an epidemic or pandemic.
- **curtailment** due to any event caused by:
  - **you** driving a motorcycle for which **you** do not hold a full licence to ride in **your home country**.
  - **you** riding on a motorcycle without wearing a crash helmet, whether legally required locally or not.
- (b) - more than **£3,000** in total.
  - any claim that is not part of a valid claim under (a) of the **curtailment** charges section of the policy.
  - any loss by exchanging **your** timeshare for a different date or different location.
  - any part of the management charges.

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

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

### TIMESHARE EXTENSION

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

## SECTION B6 - PERSONAL LIABILITY

### For each insured-person this insurance will pay:

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

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

### For each insured-person this insurance will not cover:

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

(a) & (b) the first **£75** in respect of each and every event that causes a claim.

(c) the first **£250** in respect of each and every event that causes a claim.

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

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

## SECTION B7 - PERSONAL ACCIDENT BENEFIT

### For each insured-person this insurance will pay:

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

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

all occurring within **12** months of the event happening.

### For each insured-person this insurance will not cover:

- any event that is due to:
  - **you** travelling in an aircraft (other than as a passenger in a fully licensed passenger carrying aircraft and for no other purpose)
  - **you** driving a motorcycle for which **you** do not hold a full licence to ride in **your home country**.
  - **you** riding on a motorcycle without wearing a crash helmet, whether legally required locally or not.
  - **your** suicide, self-injury or any wilful act of self-exposure to peril (except where it is to save human life).
  - **your** participation in a **hazardous activity** unless an additional premium has been paid and the policy endorsed.
  - more than one of the benefits that is a result of the same injury.
- (a) more than **£2,500** death payment when **your** age is under sixteen (**16**) years at the time of the incident
- (c) any payment when **your** age is sixty-five (**65**) years or over at the time of the incident.

### PLEASE NOTE:

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

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

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

**SECTION B8 - LEGAL ADVICE AND EXPENSES****For each insured-person this insurance will pay:**

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

**For each insured-person this insurance will not cover:**

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

**PLEASE NOTE:**

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

**How to obtain legal advice:**

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

**Pannone LLP, 123 Deansgate, Manchester, M3 2BU**

They will arrange for up to thirty minutes of advice to be given to **you** by a lawyer.

To obtain this service **you** should telephone: **0161 228 3851** or fax: **0161 909 4444**.

## **WINTER SPORTS EXTENSION - only applicable if appropriate premium paid**

### **FOGG TRAVEL MEDI-CARD - Winter sports holidays only.**

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

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

### **IMPORTANT ADVICE**

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

### **OFF PISTE COVER**

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

### **SECTION B9 – SKI EQUIPMENT**

#### **For each insured-person this insurance will pay:**

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

#### **For each insured-person this insurance will not cover:**

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

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

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

### **SECTION B10 – UNUSED SKI PACK**

#### **For each insured-person this insurance will pay:**

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

#### **For each insured-person this insurance will not cover:**

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

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

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

### **SECTION B11 - WEATHER EXTENSION**

#### **For each insured-person this insurance will pay:**

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

#### **For each insured-person this insurance will not cover :**

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

### **SECTION B12 – PISTE CLOSURE**

#### **For each insured-person this insurance will pay:**

**(a)** up to **£25** per day for each full day **you** are unable to ski due to either adverse weather conditions or a lack of snow that results in the total closure of skiing facilities in the resort where **you** are booked to ski or

**(b)** up to **£10** per day for each full day of such total closure of skiing facilities for the cost of transfer to an alternative ski area during the period of **your** holiday plus up to **£5** per day for the purchase of a lift pass for such alternative ski area.

#### **For each insured-person this insurance will not cover:**

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

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

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

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

**For each Insured-Person this Insurance will pay:**

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

**For each insured-person this insurance will not cover:**

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

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

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

URV, Branch Office of Union Reiseversicherung AG for the United Kingdom and the Republic of Ireland.

Registered in England & Wales. Company No. FC024381. Branch No. BR006943.

A public body corporate with limited liability. Registered Office: Maximilianstrasse 53, D-80530 Munich, Germany.

Registered with Amtsgericht Munich, Germany. Registered Number: HRB 137918.

URV are authorised in Germany with BaFin and regulated in the United Kingdom by the Financial Services Authority.

The URV Branch office is administered in the United Kingdom and Ireland by Travel Insurance Facilities plc.

Registered Office: 10 Victoria Road South, Southsea, Hampshire, PO5 2DA. Registered in England.

Registered Number: 3220410.



Travel Insurance Facilities plc are authorised and regulated by the Financial Services Authority.

Fogg Travel Insurance Services Limited is authorised and regulated by the Financial Services Authority. Our FSA Register reference is 307304. This can be checked at [www.fsa.gov.uk/pages/register](http://www.fsa.gov.uk/pages/register)

## **Quick find numbers**

(these are given within the full policy )

### **Fogg Travel Insurance Services Limited**

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Tel: 01623 631331

Fax: 01623 420450

E-mail: [sales@foggtravelinsurance.com](mailto:sales@foggtravelinsurance.com)

Website: [www.foggtravelinsurance.com](http://www.foggtravelinsurance.com)

### **Medical Referral Helpline**

Tel: 0845 1300 198      *(quote FOGG INTERNET ANNUAL UNDER 65s)*

### **24 hour Medical Assistance Service**

Tel: ++ 44 (0)845 658 9899      *(quote FOGG INTERNET ANNUAL UNDER 65s)*

### **Foreign and Commonwealth Office website**

[www.fco.gov.uk](http://www.fco.gov.uk)

Arranged by



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Financial Services Authority.

Our FSA Register reference is 307304.

This can be checked at [www.fsa.gov.uk/pages/register](http://www.fsa.gov.uk/pages/register)

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