

The time of your life

Cover is for residents of the UK, the Channel Islands or the Isle of Man and only applies when the trip starts and ends in the UK, the Channel Islands or the Isle of Man. This policy does not cover claims relating to all pre-existing medical conditions. Please refer to page 3 for further information.

CONTENTS	PAGE
DEMANDS AND NEEDS STATEMENT	1
ABOUT THIS POLICY	1
RECIPROCAL HEALTH ARRANGEMENTS	1
COVER SUMMARY	1
DEFINITIONS	2
HEALTH DECLARATION AND HEALTH EXCLUSIONS	3
WHEN YOUR COVER BEGINS AND ENDS	3
AREA OF VALIDITY	3
DESCRIPTION OF COVER:	3-7
A. TRIP CANCELLATION	
B. TRIP INTERRUPTION	
C. TRAVEL DELAY	
D. BAGGAGE	
E. BAGGAGE DELAY	
F. EMERGENCY MEDICAL/DENTAL COVER ABROAD	
G. EMERGENCY TRANSPORT	
H. PERSONAL LIABILITY	
I. TRAVEL ACCIDENT	
J. TRAVEL SERVICES DURING YOUR TRIP	
K. LOSS OF TRAVEL DOCUMENTS	
L. PERSONAL MONEY	
M. LEGAL EXPENSES	
GENERAL EXCLUSIONS	7
GENERAL CONDITIONS	7
24-HOUR EMERGENCY MEDICAL ASSISTANCE INFORMATION	8
CLAIMS INFORMATION	8
COMPLAINTS INFORMATION	8
PRIVACY NOTICE	9
IMPORTANT CONTACT DETAILS	9

Our client GLENTON HOLIDAYS Travel Insurance is available to eligible passengers travelling on our holidays which is arranged by Wrightsure Services (Hampshire) Limited and underwritten by AWP P&C SA and administered in the UK by Allianz Partners, a trading name of AWP Assistance UK Ltd, Registered in England. Registration no. 1710361 Registered office: PO Box 74005, 60 Gracechurch Street, London EC3P 3DS

DEMANDS AND NEEDS STATEMENT

GLENTON HOLIDAYS Travel Insurance is typically suitable for travel customers who wish to insure themselves for medical emergencies, delayed or missed departures, cancellation, interruptions, lost, stolen or delayed possessions, personal accident and personal liability.

The levels of cover may vary depending on where you travel (whether in your country of residence or abroad). Travel insurance does not cover everything. You should read this policy wording document carefully to make sure it provides the cover you need.

You may already possess alternative travel insurance for some or all of the features and benefits provided by this Travel Insurance policy. It is your responsibility to investigate this.

We and GLENTON HOLIDAYS have not provided you with any recommendation or advice about whether this product meets your specific insurance requirements.

ABOUT THIS POLICY

This policy is our contract with you. Please read it carefully. We have tried to make it simple and easy to understand while also clearly describing the terms and conditions of your cover. If you have any questions, just visit us online or give us a call using the information shown under 'Important contact details' at the end of this policy. If your travel arrangements change, please be sure to let the GLENTON HOLIDAYS know so they can make any necessary updates to your policy.

This policy has been issued based on the information you provided at the time of purchase. We will provide the insurance described in this policy in return for payment of the premium and your compliance with all provisions of this policy. You will also notice that some words are in bold italics. These words are defined in the 'Definitions' section. Words that are capitalised refer to the document and cover names found in this policy. Headings are provided for convenience only and do not affect your cover in any way.

WHAT THIS POLICY INCLUDES AND WHOM IT COVERS

This travel insurance policy covers only the sudden and unexpected specific situations, events and losses included in this policy wording document, and only under the conditions described. Please review this policy wording carefully.

Your policy consists of two parts:

1. Your booking confirmation invoice, which shows who is insured under the policy
2. This policy wording document, which shows the full terms and conditions of your policy as well as the cover provided.

Note:

Not every loss is covered, even if it is due to something sudden, unexpected or out of your control. Only those losses meeting the conditions described in this policy document may be covered. Please refer to the General Exclusions section of this document for exclusions applicable to all cover under your policy.

GOVERNING LAW

Unless agreed otherwise, the laws of England and Wales will apply and all communications and documentation in relation to this policy will be in English. In the event of a dispute concerning this policy the laws of England and Wales shall have exclusive jurisdiction.

CANCELLATION RIGHTS

If your cover does not meet your requirements, please GLENTON HOLIDAYS within 14 days of receiving your insurance confirmation for a refund of your premium.

You can contact them by calling 08000 24 24 24 or writing to: Glenton Holidays, 30 Gordon Street, Glasgow, G1 3PU or email: enquiries@glentonholidays.com.

If during this 14 day period you have travelled, made a claim or intend to make a claim then we will not refund your premium.

Note: Your cancellation rights are no longer valid after this initial 14 day period.

CONTRACTS (RIGHTS OF THIRD PARTIES) ACT 1999

We, the insurer and you do not intend any term of this contract to be enforceable by any third party pursuant to the Contracts (Rights of Third Parties) Act 1999.

FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)

For your added protection, the Insurer are covered by the FSCS. You may be entitled to compensation from the scheme if the insurer cannot meet our obligations to you, such as not being able to pay a claim.

The scheme covers 90% of any claim to do with the broker or agent advising on and arranging this policy, with no upper limit. You can get more information about the compensation scheme from the FSCS by phoning 0800 678 1100 or 020 7741 4100, or by visiting their website at www.fscs.org.uk.

EXCESS

Under some sections of cover, you will be responsible for the first portion of a claim, which is commonly known as an excess.

The excess is the sum we will deduct from the amount otherwise payable under this policy for each person insured, for each section, for each claim incident. For example a couple that both have baggage stolen from their bag and both incur a medical expense during the same journey, will have a total of four excesses deducted. Two of these will be for the two claims for stolen baggage (under Section D) and two of these will be for the two claims for medical treatment (under Section F).

RECIPROCAL HEALTH ARRANGEMENTS

European / Global Health Insurance Card (EHIC and GHIC)

- If you already have a valid EHIC, it will continue to entitle you to reduced-cost, sometimes free, medical treatment that becomes necessary while you are in a European Economic Area (EEA) country or Switzerland. The EEA consists of the European Union (EU) countries plus Iceland, Liechtenstein and Norway. Cover will end on the expiry date of your EHIC.
- *If you do not have a valid EHIC or it is due to expire before you travel, you can apply for a GHIC. This entitles you to reduced-cost, sometimes free, medical treatment that becomes necessary while you are in a European Union (EU) country.
- *These cards give access to state-provided medical treatment only. Remember, this might not cover all the things you would expect to get free of charge from the NHS in the UK. You may have to make a contribution to the cost of your care.
- You may apply for an GHIC online at www.ghic.org.uk or by calling 0300 330 1350.

Note:

The EHIC/GHIC does not cover the cost of medical treatment in a private hospital or clinic, the additional cost of returning to your country of residence or for a relative to stay or fly out to be with you. In a medical emergency you may have no control over the hospital you are taken to and the closest hospital may be private.

COVER SUMMARY

COVER SECTION	LIMIT	EXCESS
A. Trip Cancellation	£3,000	£60*
B. Trip Interruption	£3,000	£60*
- Extra accommodation sub-limit	£500 (but no more than £100 per day)	
- Trip Curtailment	Up to the above section limit	
- Early/Delayed return	Up to the above section limit	
- Trip Continuation	Up to the above section limit	
- Extended Stay	Up to the above section limit	
C. Travel Delay (after a minimum delay of 12 complete hours)	£60	Nil
- With receipts daily limit	£60 per day	
- No receipts daily limit	£10 per day	
D. Baggage	£1,500	£60
- High Value Items sub-limit	£200	
E. Baggage Delay (after a minimum delay of 12 complete hours)	£100	Nil
F. Emergency Medical/Dental Cover Abroad	£2,000,000 £250	£60
- Dental care sub-limit		
G. Emergency Transport	No Limit (reasonable costs)	£60
- Search & Rescue sub-limit	£1,000	
H. Personal Liability	£2,000,000	£60
I. Travel Accident	£15,000 in the event of permanent disability or death	Nil
J. Travel Services During Your Trip	Included	Nil
K. Loss of Travel Documents		
- Emergency replacement costs	£200	Nil
- Remaining value of lost passport	Actual value	
L. Personal Money	£200	£60
M. Legal Expenses	£25,000	Nil

*Excess for *trips* solely within the UK, Channel Islands or Isle of Man (except Air & Cruise Holidays) is reduced to £30. The above is only a summary of the main cover limits. *You* should read the rest of the *policy* for the full terms and conditions. Cover limits, sub-limits and excesses apply per insured person.

DEFINITIONS

Throughout this *policy*, words and any form of the word appearing in bold italics are defined in this section.

Accident: An unexpected and unintended event that causes *injury*, property damage or both.

Accommodation: A hotel or any other kind of lodging for which *you* make a reservation or where *you* stay and incur an expense.

Act of war - Any act which is associated with and occurring in the course of war or directly triggering it.

Adoption proceeding: A mandatory formal proceeding or other meeting required by law to be attended by *you* as a prospective adoptive parent(s) in order to legally adopt a minor child.

Agent/ Broker - the party who arrange the sale of the policy

Baggage: Personal property *you* take with *you* or buy on *your trip*.

Civil disorder - Any public protest, strike, riot, demonstration, unlawful assembly, or disturbance within a community, region, state, or nation involving acts of violence, destruction of public or private property, lawlessness, disobedience, or obstruction of free access or movement in public areas by assemblages of people. It does not include any such occurrence that rises to the level of or is connected with **any political risk, terrorist event, war, or act of war**.

Climbing sports: An activity using harnesses, ropes, belays, crampons or ice axes. It does not include supervised climbing on artificial surfaces intended for recreational climbing.

Cohabitant: A person *you* currently live with and have lived with for at least 12 consecutive months and who is at least 18 years old.

Computer system: Any computer, hardware, software, communication system or electronic device (including but not limited to smart phone, laptop, tablet, wearable device), server, cloud, microcontroller or similar system, including any associated input, output, data storage device, networking equipment or backup facility.

Country of residence: The country where *you* have **your primary residence**, which must be either the UK, within the Channel Islands or the Isle of Man.

Covered reasons: The specifically named situations or events for which *you* are covered under this *policy*.

Cyber risk: Any loss, damage, liability, claim, cost or expense of any nature directly or indirectly caused by, contributed to by, resulting from or arising out of or in connection with, any one or more instances of any of the following:

1. Any unauthorised, malicious or **illegal act**, or the threat of such act(s), involving access to or the processing, use or operation of any **computer system**;
2. Any error or omission involving access to or the processing, use or operation of any **computer system**;
3. Any partial or total unavailability or failure to access, process, use or operate any **computer system**; or
4. Any loss of use, reduction in functionality, repair, replacement, restoration or reproduction of any data, including any amount pertaining to the value of such data.

Departure date: The date on which *you* are originally scheduled to begin **your travel**, as shown on **your** travel itinerary.

Doctor: Someone who is legally authorised to practise medicine or dentistry and is licensed if required. This cannot be *you*, a *travelling companion*, *your family member*, a *travelling companion's family member*, the sick or injured person or that person's *family member*.

Epidemic: A contagious disease recognised or referred to as an epidemic by a representative of the World Health Organization (WHO) or an official government authority.

Family member:

Your:

1. Spouse (by marriage, domestic partnership or civil union) ;
2. **Cohabitants**;
3. Parents and stepparents;
4. Children, stepchildren, foster children, adopted children or children currently in the adoption process;
5. Siblings;
6. Grandparents and grandchildren;
7. The following in-laws: mother, father, son, daughter, brother, sister and grandparent;
8. Aunts, uncles, nieces and nephews;
9. Legal guardians and wards; and
10. Paid, live-in caregivers.

First responder: Emergency personnel (such as a police officer, paramedic or firefighter) who are among those responsible for going immediately to the scene of an **accident** or emergency to provide aid and relief.

High-altitude activity: An activity that includes or is intended to include, going above 4,500 metres above sea level, other than as a passenger in a commercial aircraft.

High value items: Collectibles, jewellery, watches, gems, pearls, furs, cameras (including video cameras) and related equipment, musical instruments, professional audio equipment, binoculars, telescopes, **sporting equipment**, mobile devices, smartphones, computers, radios, drones, robots and other electronics, including parts and accessories for the aforementioned items.

Hospital: An acute care facility that has a primary function of diagnosing and treating sick and **injured** people under the supervision of *doctors*. It must:

1. Be primarily engaged in providing inpatient diagnostic and therapeutic services;
2. Have organised departments of medicine and major surgery; and
3. Be licensed where required.

Illegal act: An act that violates law where it is committed.

Injury: Physical bodily harm.

Insurer - means AWP P&C acting through its UK branch

Local public transportation: Local, commuter or other urban transit system carriers (such as commuter rail, city bus, subway, ferry, taxi, for-hire driver or other such carriers) that

transport *you* or a *travelling companion* less than 150 kilometres.

Mechanical Breakdown: A mechanical issue, which prevents the vehicle from being driven normally, including an electrical issue, flat breakdown tyre or running out of fluids (except fuel).

Medical escort: A professional person contracted by our medical team to accompany an ill or **injured** person while they are being transported. A **medical escort** is trained to provide medical care to the person being transported.

This cannot be a friend, *travelling companion* or *family member*.

Medically necessary: Treatment that is required for **your** illness, **injury** or medical condition, consistent with **your** symptoms and can safely be provided to **you**. Such treatment must meet the standards of good medical practice and is not for **your** or the provider's convenience.

Natural disaster: A large-scale extreme weather or geological event that damages property, disrupts transportation or utilities, or endangers people, including without limitation: earthquake, fire, flood, hurricane or volcanic eruption.

Pandemic: An **epidemic** that is recognised or referred to as a pandemic by a representative of the World Health Organization (WHO) or an official government authority.

Personal money: Any of the following that are held for personal and not business purposes: cash, postal or money orders, current postage stamps, traveller's cheques, admission tickets, travel tickets, coupons, gift cards or vouchers which have a monetary value.

Policy: The travel insurance cover purchased.

Political risk: Any kind of events, organised resistance or actions intending or implying the intention to overthrow, supplant or change the existing ruler or constitutional government, including but not limited to:

- Nationalisation;
- Confiscation;
- Expropriation (including Compulsory Purchase Orders, Selective Discrimination and Forced Abandonment);
- Deprivation;
- Requisition;
- Revolution;
- Rebellion;
- Insurrection;
- Civil commotion assuming to proportion of or amounting to an uprising;
- Military and usurped power.

Primary residence: *Your* permanent home address for legal and tax purposes.

Pre-existing medical condition: Any medical condition for which in the 12 months before purchasing this *policy* *you* have:

1. Had symptoms;
2. Consulted a *doctor* or other professional medical practitioner; or
3. Received treatment (including being prescribed regular medication);

Please refer to the 'Health Declaration and Health Exclusions' section for further details.

Quarantine: Mandatory involuntary confinement by order or other official directive of a government, public or regulatory authority, or the captain of a commercial vessel on which *you* are booked to travel during *your trip*, which is intended to stop the spread of a contagious disease to which *you* or a *travelling companion* have been exposed.

Reasonable and customary costs: The amount usually charged for a specific service in a particular geographic area. The charges must be appropriate to the availability and complexity of the service, the availability of needed parts / materials /supplies / equipment and the availability of appropriately-skilled and licensed service providers.

Refund: Cash, credit or a voucher for future travel that *you* are eligible to receive from a **travel supplier**, or any credit, recovery or reimbursement *you* are eligible to receive from *your* employer, another insurance company, a credit card issuer or any other entity.

Return date: The date on which *you* are originally scheduled to end **your** travel, as shown on **your** travel itinerary.

Service animal: Any dog that is individually trained to do work or perform tasks for the benefit of an individual with a mples of work or tasks include, but are not limited to guiding people who are blind, alerting people who are deaf and pulling a wheelchair. Guard dogs and emotional support animals as well as any other animal species (whether trained or untrained) are not included under this definition.

Severe weather: Hazardous weather conditions including, but not limited to: windstorms, hurricanes, tornados, fog, hailstorms, rainstorms, snow storms or ice storms.

Sporting equipment: Equipment or goods used to participate in a sport.

Terrorist event: An act carried out by an organised terrorist group, which has been recognised as terrorism by the government authority in *your country of residence*, that injures people or damages property to achieve a political, ethnic or religious result. It does not include general civil protest, unrest, rioting or acts of war

Traffic accident: An unexpected and unintended traffic-related event, other than **mechanical breakdown**, that causes *injury*, property damage or both.

Travel carrier: A company licensed to commercially transport passengers between destinations for a fee by land, air or water. It does not include:

1. Rental vehicle companies;
2. Private or non-commercial transportation carriers;
3. Chartered transportation, except for group transportation chartered by *your* tour operator; or
4. **Local public transportation**.

Travel supplier: A travel agent, tour operator, airline, cruise line, hotel, railway company or other travel service provider.

Travelling companion: A person or *service animal* travelling with *you* or travelling to accompany *you* on *your trip*. A group or tour leader is not considered a *travelling companion* unless *you* are sharing the same room with the group or tour leader.

Trip: *Your* travel originally scheduled to begin on *your departure date* and end on *your return date* to, within and/or from a location:

- at least 100 kilometres away from *your primary residence*; or
 - abroad; and
 - outside *your* city/town of residence, provided that *your* travel includes an overnight stay.
- It cannot include travel with the intent to receive health care or medical treatment of any kind or moving or commuting to and from work and each *trip* cannot last longer than 70 days.

Uninhabitable: A natural disaster, fire, flood, burglary or **vandalism** that has caused enough damage (including extended loss of power, gas or water) to make a reasonable person find their home or destination inaccessible or unfit for use.

Vandalism - Any *illegal act* that intentionally causes damage to or destruction of public or private tangible property. This does not include damage or destruction of public or private tangible property by *terrorist acts, war, acts of war, political risk, or civil disorder*.

War - A state or period of hostile armed conflict, civil war, or military or paramilitary action, between two or more of the following: a nation, a state, a government, a territory, or an organised political or ruling group. This includes any acts or events directly associated with and occurring in the course of such conflict or action, or directly triggering such conflict or action. This definition applies regardless of whether war has been officially or formally declared.

Work strike - An organised and intentional stoppage or slowdown of work by a group of employees, or withdrawal of employees' services, intending to make their employer comply with or accede to the demands of those employees. This does not include any broad or general strike of workers or the public in a community, state, region, or nation. This also does not include any strike that rises to the level of or is connected with any **civil disorder** or **political risk**.

We, Us or Our: Allianz Assistance, acting on behalf of the Insurer, and/or the broker/agent

You or Your: All persons listed as being insured on the holiday confirmation invoice.

HEALTH DECLARATION AND HEALTH EXCLUSIONS

It is very important that *you* read the following and, where necessary, declare any *pre-existing medical conditions* to us.

For UK, Channel Islands and Isle of Man trips only (except Air & Cruise Holidays)

You will not be covered under this *policy* for any claims arising as a direct or indirect of any *pre-existing medical condition*, unless *you* can comply with the following:

1. *You* are fit to travel and undertake *your* planned *trip* when *you* take out this *policy*, book *your* *trip* or at the time *you* travel (whichever is later).
2. Following any claim investigation, *your* *doctor* confirms they would have agreed with or recommended *your* travel plans when *you* took out this *policy*, booked *your* *trip* or at the time *you* travelled (whichever is later).
3. *You* are not travelling for the purpose of having medical treatment or a consultation during *your* *trip*.
4. *You* are not awaiting any medical tests, investigations or surgery, or the outcome of any tests or investigations when *you* take out this *policy* or book *your* *trip* (whichever is later).

For trips outside of the UK plus all Air & Cruise Holidays

You will not be covered for any claims arising as a direct or indirect result of any *pre-existing medical condition* if, in the 12 months before taking out this *policy* or booking *your* *trip* (whichever is later), *you*:

1. were prescribed medication;
2. received treatment or consulted a *doctor* or other medical practitioner for any medical condition;
3. attended a *hospital* or a clinic as an outpatient or inpatient;
4. were referred for tests, investigations, treatment or surgery, or are waiting for either results or a diagnosis;
5. had any symptoms of an undiagnosed medical condition or have had a terminal illness; unless *you* told us about the *pre-existing medical condition* and we have agreed in writing to cover it.

If *you* have not already done so, *you* should contact our confidential medical screening service as soon as possible after taking out this insurance *policy* and/or booking *your* *trip* to declare a *pre-existing medical condition* (or conditions):

Phone: 02392 419 063

Based on the medical information *you* provide, we will confirm if cover can be offered for *your* declared *pre-existing medical condition* (or conditions), and if an extra premium needs to be paid. Occasionally, we may need *you* to get extra medical information (at *your* cost) from *your* *doctor* to enable us to make a decision.

If an extra premium is required, cover will not start until this has been paid in full and we have issued written confirmation.

If we are unable to cover the *pre-existing medical condition* (or conditions), this will mean that *you* and any other person insured by us will not be covered for any directly or indirectly related claims arising from the *pre-existing medical condition* (or conditions). This applies even if the person with the *pre-existing medical condition* (or conditions) decides to buy cover from another provider.

Each person insured by us would still be covered for any unrelated (or conditions), subject to the terms and conditions of this *policy*.

For all trips:

You will not be covered if:

- Following any claim investigation, *your* *doctor* confirms they would not have agreed with or recommended *you* travel as planned either when *you* took out this *policy*, booked *your* *trip* or at the time *you* travelled (whichever is later).
- *You* know *you* will need medical treatment or a consultation at a medical facility during *your* *trip*.
- *You* are travelling specifically for the purpose of having surgery, medical procedures or *hospital* treatment, whether medically necessary or not.
- *You* had been diagnosed with a terminal illness prior to the date *you* took out this *policy* or booked *your* *trip* (whichever is later).

Exclusions relating to the health of someone not insured on this *policy*, but whose health may affect *your* decision whether to take or continue with *your* *trip*:

You will not be covered for any directly or indirectly related claims (see note at the end of this section) arising from the health of a *travelling companion*, someone *you* were going to stay with, a *family member* or a business associate if at the time *your* *policy* was issued:

- *you* were aware they had undiagnosed medical condition(s) for which they were awaiting tests, investigations or the results of these;
- *you* were aware that their medical condition(s) were unstable, were likely to get worse in the next 12 months or they had been diagnosed as having a terminal condition.

Note: Only claims relating to a medical condition where any of the above apply will be affected. This includes indirectly related claims. For example, if someone breaks a bone and a *doctor* confirms it is related to an existing diagnosis of osteoporosis (brittle bone disease), this would not be covered if we have not agreed in writing to cover the osteoporosis.

Level of medical cover provided

This is not a private medical insurance policy and only gives cover for emergency medical treatment and/or transport in the event of an *accident* or unexpected illness occurring during *your* *trip*.

This also means that any other person insured by us will not be covered for any directly or indirectly related claims arising from the *pre-existing medical condition* (or conditions). This applies even if the person with the medical condition (or conditions) decides to buy cover from another provider.

Each person insured by us would still be covered for any unrelated medical condition (or conditions), subject to the terms and conditions of this *policy*.

WHEN YOUR COVER BEGINS AND ENDS

The *policy* is effective the day the insurance is purchased and the full premium is paid. The purchase must be made and the full premium be paid on or before the *departure date*. In all cases this must be before *you* leave *your* *primary residence* to start *your* *trip*.

Cover is only provided for losses that occur while *your* *policy* is in effect.

The *departure date* and *return date* that *you* provided at time of purchase are counted as two separate days of travel when we calculate the duration of *your* *trip*.

Your *policy* ends on the cover end date listed in *your* *policy* schedule. However, there are situations where *your* *policy* may end on a different date. *Your* *policy* will end on the earliest of:

1. At 23:59 on the day *you* cancel *your* *policy*;
2. At 23:59 on the day *you* cancel *your* *trip* or file a *trip* cancellation claim with us (whichever is earlier);
3. At 23:59 on the day *you* end *your* *trip*, even if *you* end *your* *trip* early;
4. At 23:59 on the day *you* arrive at a medical facility in *your* *country of residence* for further care if *you* end *your* *trip* due to a medical reason; or
5. At 23:59 on the 70th day of the *trip*.

However, if *your* return travel is delayed due to a reason covered under this *policy*, we will extend *your* cover period until the earlier of when *you* are able to return to *your* point of origin or *primary residence*, or until *you* arrive at a medical facility for further care following a medical repatriation or *trip* interruption.

Note: This *policy* applies for a specific *trip* and cannot be renewed.

AREA OF VALIDITY

Provided *you* follow any travel advice issued by the government in *your* *country of residence* and in any country *you* are travelling from, to or through, *you* will be covered in the area or country shown on *your* holiday confirmation invoice.

DESCRIPTION OF COVER

In this section, we will describe the many different types of cover which is included in *your* *policy*. We explain each type of cover and the specific conditions that must be met for the cover to apply.

Note: Exclusions may apply.

A. TRIP CANCELLATION

If *your* *trip* is cancelled or rescheduled for a *covered reason* listed below, we will reimburse *you* for *your* non-refundable *trip* payments, deposits, cancellation fees and change fees (less any available *refunds*), up to the maximum benefit for 'Trip Cancellation' shown in the 'Cover Summary' less the excess.

Note: This benefit only applies before *you* have left for *your* *trip*.

We will not reimburse *you* for any trip costs and/or fees that are *your* *travel carrier's* or *travel supplier's* responsibility.

Also, if *you* prepaid for shared *accommodation* and *your* *travelling companion* cancels their *trip* due to one or more of the *covered reasons* listed below, we will reimburse any additional *accommodation* fees *you* are required to pay.

Important: *You* must notify all of *your* *travel suppliers* as soon as practicable once *you* know that *you* will need to cancel *your* *trip* (this includes being advised to cancel *your* *trip* by a *doctor*). If *you* notify any *travel suppliers* later than that and get a smaller *refund* as a result, we will not cover the difference. If a *serious illness, injury* or medical condition prevents *you* from being able to notify *your* *travel suppliers* within that period, *you* must notify them as soon as *you* are able.

Covered reasons:

1. *You* or a *travelling companion* becomes ill or *injured*, or develops a medical condition disabling enough to make *you* cancel *your* *trip* (including being diagnosed with an *epidemic* or *pandemic* disease such as COVID-19).

The following condition applies:

- a. A *doctor* advises *you* or a *travelling companion* to cancel *your* *trip* before *you* cancel it.

2. A *family member* who is not travelling with *you* becomes ill or *injured*, or develops a medical condition (including being diagnosed with an *epidemic* or *pandemic* disease such as COVID-19).

The following condition applies:

- a. The illness, *injury*, or medical condition must be considered life threatening by a *doctor* or require hospitalisation.
3. *You*, a *travelling companion*, *family member* or *your* *service animal* dies on or after the date *your* *policy* was issued.
 4. *You* or a *travelling companion* is *quarantined* before *your* *trip* due to having been exposed to:
 - a. A contagious disease other than an *epidemic* or *pandemic*; or

b. An *epidemic or pandemic* (such as COVID-19), but only when the following conditions are met:

- i. The *quarantine* is specific to *you* or a *travelling companion*, meaning that *you* or a *travelling companion* must be specifically and individually designated by name in an order or directive to be placed in *quarantine* due to an *epidemic or pandemic*; and
- ii. The *quarantine* does not apply generally or broadly (a) to some segment or all of a population, geographical area, building or vessel (including shelter-in-place, stay-at-home, safer-at-home or other similar restriction), or (b) based on to, from or through where the person is travelling. This condition (ii) applies even if the *quarantine* order or directive specifically designates *you* or a *travelling companion* by name to be *quarantined*.

5. *You* or a *travelling companion* is in a *traffic accident* on the *departure date*.

One of the following conditions must apply:

- a. *You* or a *travelling companion* need medical attention; or
- b. *Your* or a *travelling companion's* vehicle needs to be repaired because it is not safe to operate.

6. *You* are legally required to attend a legal proceeding during *your trip*.

The following condition applies:

- a. The attendance is not in the course of *your* occupation (for example, if *you* are attending in *your* capacity as an attorney, court clerk, expert witness, law enforcement officer or other such occupation, this would not be covered).

7. *Your primary residence* becomes *uninhabitable*.

8. *Your travel carrier* cannot get *you* to *your* original itinerary's destination for at least 24 consecutive hours from the originally scheduled arrival time due to one of the following reasons:

- a. a *natural disaster*;
- b. *severe weather*.

However, if *you* can get to *your* original destination another way, we will reimburse *you* for the following, up to maximum benefit for 'Trip Cancellation' shown in the 'Cover Summary':

- i. The necessary cost of the alternative transportation, less available *refunds*; and
- ii. The cost of any lost prepaid *accommodation* caused by *your* delayed arrival, less available *refunds*.

The following condition applies:

- a. Alternative transportation arrangements must be in a similar or lower class of service as *you* were originally booked with *your travel carrier*.

9. *You* or a *travelling companion* is terminated or laid off by a current employer after *your trip* booking date.

The following conditions apply:

- a. The termination or layoff is not *your* or *your travelling companion's* fault.
- b. The employment must have been permanent (not temporary or contract).
- c. The employment must have been for at least 12 continuous months.

10. *You* or a *travelling companion* secures new permanent, paid employment, after *your trip* booking date, that requires presence at work during the originally scheduled *trip* dates.

11. *You* or a *travelling companion's* primary residence is permanently relocated by at least 150 kilometres due to a transfer by *your* or a *travelling companion's* current employer. This cover includes relocation due to transfer by *your spouse's* current employer.

12. *You* or a *travelling companion* serving as a *first responder* is called in for duty due to an *accident* or emergency (including a *natural disaster*) to provide aid or relief during the originally scheduled *trip* dates.

13. *You* or a *travelling companion* receive a formal notice to attend an *adoption proceeding* during *your trip*.

14. *You*, a *travelling companion* or a *family member* serving in the armed forces is reassigned or has personal leave status changed, except because of war or disciplinary action.

15. *You* or a *travelling companion* is medically unable to receive an immunisation required for entry into a destination.

16. *Your* or *travelling companion's* travel documents required for the *trip* are stolen.

The following condition applies:

- a. *You* must make diligent efforts and provide documentation of *your* efforts to obtain replacement documents that would allow *you* to keep the originally scheduled *trip* dates.

B. TRIP INTERRUPTION

If *you* have to interrupt *your trip* or end it early due to one or more of the covered reasons listed below, **we** will reimburse *you*, less available *refunds*, up to the maximum benefit for Trip Curtailment cover listed in the Cover Summary, for the prorated portion of *your* insured unused non-refundable *trip* payments and deposits.

IMPORTANT: *You* must notify all of *your travel suppliers* as soon as practicable once you know that *you* will need to interrupt *your trip* (this includes being advised to interrupt *your trip* by a *doctor*). If *you* notify any *travel suppliers* later than that and get a smaller refund as a result, **we** will not cover the difference. If a *serious illness, injury*, or medical condition prevents *you* from being able to notify *your travel suppliers* at the time you discover *you* need to interrupt *your trip*, you must notify them as soon as *you* are able.

NOTE: **We** will not reimburse *you* for the unused non-refundable portion of *your* original return ticket under Trip Curtailment cover if **we** have paid or reimbursed *you* for a *travel carrier* ticket(s) for *your* return travel to *your primary residence* under Early/Delayed Return cover.

Early/Delayed Return

If *you* have to return earlier or later than your original *return date* due to one or more of the covered reasons listed below, **we** will reimburse *you*, less available *refunds*, for a *travel carrier* ticket(s) for *your* return travel to *your primary residence* in the same class of service

that *you* originally booked, up to the maximum benefit for Early/Delayed Return cover listed in *your Cover Summary*.

NOTE: **We** will not pay or reimburse *you* for a *travel carrier* ticket(s) for *your* return travel to *your primary residence* under early/delayed return cover if **we** have reimbursed *you* for the unused non-refundable portion of *your* original return ticket under Trip Curtailment cover.

Trip Continuation

If *you* have to interrupt *your trip* due to one or more of the covered reasons listed below, **we** will:

- i. pay or reimburse *you*, less available *refunds*, for the necessary transportation expenses *you* incur to continue *your trip*, up to the maximum benefit for Trip Continuation cover listed in *your Cover Summary*; or
- ii. reimburse *you* for additional *accommodation* fees *you* are required to pay, less available *refunds*, up to the maximum benefit for Trip Continuation cover listed in *your Cover Summary*, if *you* prepaid for shared accommodation and *your travelling companion* has to end their *trip*.

Extended Stay

If *you* have to interrupt *your trip* due to one or more of the covered reasons listed below and the interruption causes *you* to stay at *your* destination (or the location of the interruption) longer than originally planned, **we** will reimburse *you*, less available *refunds*, up to the maximum benefit for Extended Stay cover listed in *your Cover Summary*, for additional *accommodation* and *local public transportation* expenses.

Covered reasons:

1. *You* or a *travelling companion* becomes ill or *injured*, or develops a medical condition that is disabling enough to make *you* interrupt *your trip* (including being diagnosed with an *epidemic or pandemic* disease such as COVID-19).

The following conditions apply:

a. A *doctor* must either examine or consult with *you* or the *travelling companion*

before *you* make a decision to interrupt the *trip*.

b. *You* must not have travelled against the advice of the government in *your country of residence* or against local authority advice at *your trip* destination.

2. A *family member* who is not travelling with *you* becomes ill or *injured*, or develops a medical condition (including being diagnosed with an *epidemic or pandemic* disease such as COVID-19).

The following condition applies:

a. The illness, *injury* or medical condition must be considered life threatening by a *doctor* or require hospitalisation.

3. *You*, a *travelling companion*, *family member* or *your service animal* dies during *your trip*.

4. *You* or a *travelling companion* is *quarantined* during *your trip* due to having been exposed to:

- a. A contagious disease other than an *epidemic or pandemic*; or
- b. An *epidemic or pandemic* (such as COVID-19), but only when the following conditions are met:

i. The *quarantine* is specific to *you* or a *travelling companion*, meaning that *you* or a *travelling companion* must be specifically and individually designated by name in

an order or directive to be placed in *quarantine* due to an *epidemic or pandemic*; and

ii. The *quarantine* does not apply generally or broadly (a) to some segment or all of a population, geographical area, building or vessel (including shelter-in-place, stay-at-home, safer-at-home or other similar restriction), or (b) based on to, from or

through where the person is travelling. This condition (ii) applies even if the *quarantine* order or directive specifically designates *you* or a *travelling companion* by name to be *quarantined*.

5. *You* or a *travelling companion* is in a *traffic accident*.

One of the following conditions must apply:

a. *You* or a *travelling companion* needs medical attention; or

b. The vehicle needs to be repaired because it is not safe to operate.

6. *You* are legally required to attend a legal proceeding during *your trip*.

The following condition applies:

a. The attendance is not in the course of *your* occupation (for example, if *you* are attending in *your* capacity as an attorney, court clerk, expert witness, law enforcement officer or other such occupation, this would not be covered).

7. *Your primary residence* becomes *uninhabitable*.

8. *Your travel carrier* cannot get *you* to *your* original itinerary's destination for at least 24 consecutive hours from the originally scheduled arrival time due to one of the following reasons:

- a. A *natural disaster*; or
- b. *Severe weather*.

However, if *you* can get to *your* original destination another way, we will reimburse *you* for the following, up to maximum benefit for 'Trip Interruption' shown in the 'Cover Summary':

- i. The necessary cost of alternative transportation, less available *refunds*; and
- ii. The cost of any lost prepaid *accommodation* caused by *your* delayed arrival, less available *refunds*.

The following condition applies:

a. Alternative transportation arrangements must be in a similar or lower class of service as *you* were originally booked with *your travel carrier*.

9. You or a travelling companion serving as a first responder is called in for duty due to an accident or emergency (including a natural disaster) to provide aid or relief during the originally scheduled trip dates.

10. You or a travelling companion is a traveller on a hijacked aircraft, train, vehicle, or vessel.

11. You, a travelling companion or a family member serving in the armed forces is reassigned or has personal leave status changed, except because of war or disciplinary action.

12. You miss at least 50% of the length of your trip due to one of the following:

a. a travel carrier delay (this does not include a travel carrier's cancellation prior to your departure date);

b. a work strike or industrial action, unless threatened or announced prior to the date your trip was booked;

c. a natural disaster;

d. roads are closed or impassable due to severe weather;

e. lost or stolen travel documents that are required and cannot be replaced in time for continuation of your trip

Note: You must make diligent efforts and provide documentation of your efforts to obtain replacement documents;

f. Civil disorder, unless it rises to the level of political risk.

13. A travel carrier denies you or a travelling companion boarding based on a suspicion that you or a travelling companion has a contagious medical condition (including an epidemic or pandemic disease such as COVID-19). This does not include being denied boarding due to your refusal or failure to comply with rules or requirements to travel or of entry to your destination.

C. TRAVEL DELAY

If your or a travelling companion's trip is delayed for one of the covered reasons listed below, we will reimburse you for the following expenses, less available refunds, up to the maximum benefit for 'Travel Delay' shown in the 'Cover Summary':

1. Your lost prepaid trip expenses and additional expenses you incur while and where you are delayed for meals, accommodation, communication and transportation, subject to a minimum delay of 12 complete hours. A daily limit applies, as

shown in the 'Cover Summary', as follows:

• If you provide receipts, the 'With receipts' daily limit applies; or

• If you do not provide receipts or do not incur expenses, the 'No receipts' daily limit applies.

2. If the delay causes you to miss the departure of your cruise or tour, necessary transportation expenses to either help you rejoin your cruise/tour or reach your destination.

3. If the delay causes you to miss the departure of your flight or train due to a local public transportation delay on your way to the departure airport or train station, necessary transportation expenses to either help you reach your destination or return home.

Under benefit 1. above the delay must be for at least the 'Minimum required delay' shown in the 'Cover Summary' and due to one of the following covered reasons.

Covered reasons:

1. A travel carrier delay (this does not include a travel carrier's cancellation prior to your departure date).

2. A work strike, unless threatened or announced prior to date of booking your trip.

3. Quarantine during your trip due to having been exposed to:

a. A contagious disease other than an epidemic or pandemic; or

b. An epidemic or pandemic (such as COVID-19), but only when the following conditions are met:

i. The quarantine is specific to you or a travelling companion, meaning that you or a travelling companion must be specifically and individually designated by name in an order or directive to be placed in quarantine due to an epidemic or pandemic; and

ii. The quarantine does not apply generally or broadly (a) to some segment or all of a population, geographical area, building or vessel (including shelter-in-place, stay-at-home, safer-at-home, or other similar restriction), or (b) based on to, from or through where the person is travelling. This condition (ii) applies even if the quarantine order or directive specifically designates you or a travelling companion by name to be quarantined.

4. A natural disaster.

5. Lost or stolen travel documents.

6. Hijacking, except when it is a terrorist event.

7. Civil disorder

8. A traffic accident.

9. A travel carrier denies you or a travelling companion boarding based on a suspicion that you or a travelling companion has a contagious medical condition (including an epidemic or pandemic disease such as COVID-19). This does not include being denied boarding due to your refusal or failure to comply with rules or requirements to travel or of entry to your destination.

D. BAGGAGE

If your baggage is lost, damaged or stolen while you are on your trip, we will pay you, less available refunds, the lesser of the following, up to the maximum benefit for 'Baggage' as shown in the 'Cover Summary':

1. Cost to repair the damaged baggage; or

2. Cost to replace the lost, damaged or stolen baggage with the same or similar item, reduced by 10% for each full year since the original purchase date, up to the maximum of 50% reduction.

The following conditions apply:

a. You have taken necessary steps to keep your baggage safe and intact and to recover it.

b. You have filed and retained a copy of a report giving a description of the property and its value with the appropriate local authorities, travel carrier, hotel or tour operator within 24 hours of discovery of the loss.

c. You must file and retain a copy of a police report in the case of theft of any items.

d. You must provide original receipts or another proof of purchase for each lost, damaged, or stolen item. For items without an original receipt or a proof of purchase, we will only cover 50% of the cost to replace the lost, damaged, or stolen item with the same or similar item.

e. You must report theft or loss of a mobile phone to your network provider and ask them to block the device.

The following items are not covered:

1. Animals, including remains of animals.

2. Cars, motorcycles, motors, aircraft, watercraft and other vehicles and related accessories and equipment.

3. Bicycles, skis and snowboards (except while they are checked with a travel carrier).

4. Hearing aids, prescription eyewear and contact lenses.

5. Artificial teeth, prosthetics and orthopaedic devices.

6. Wheelchairs and other mobility devices.

7. Consumables, medicines, medical equipment/supplies and perishables.

8. Tickets, passports, deeds, blueprints, stamps and other documents.

9. Money, currency, credit cards, notes or evidences of debt, negotiable instruments, travellers' cheques, securities, bullion and keys.

10. Rugs and carpets.

11. Antiques and art objects.

12. Fragile or brittle items.

13. Firearms and other weapons, including ammunition.

14. Intangible property, including software and electronic data.

15. Property for business or trade.

16. Property you do not own.

17. High value items stolen from a vehicle, locked or unlocked.

18. Baggage while it is:

a. Shipped, unless with your travel carrier;

b. In or on a car trailer;

c. Unattended in an unlocked motor vehicle; or

d. Unattended in a locked motor vehicle, unless baggage cannot be seen from the outside.

E. BAGGAGE DELAY

If your baggage is delayed by a travel supplier during your trip, we will reimburse you for expenses you incur for the essential items you need until your baggage arrives, up to the maximum benefit for 'Baggage Delay' shown in the 'Cover Summary'.

The following conditions apply:

1. Your baggage must be delayed for at least the 'Minimum required delay' listed under 'Baggage delay' as shown in the 'Cover Summary'.

2. You must provide purchase receipts for all essential items claimed. Cover will not be provided for items if you cannot produce the receipt.

3. Only available for your outbound travel (not your return travel).

F. EMERGENCY MEDICAL/DENTAL COVER ABROAD

If you receive emergency medical or dental care while you are on your trip abroad for one of the following covered reasons, we will reimburse the reasonable and customary costs of that care for which you are responsible, up to the maximum benefit for 'Emergency medical/dental cover abroad' shown in the 'Cover Summary' (dental care is subject to the maximum sublimit listed for 'Dental Care'):

1. While on your trip abroad, you have a sudden, unexpected illness, injury or medical condition that could cause serious harm if it is not treated before your return home (including being diagnosed with an epidemic or pandemic disease such as COVID-19).

2. While on your trip abroad, you have a dental injury or infection, a lost filling or a broken tooth that requires immediate treatment.

If you need to be admitted to a hospital as an inpatient, we may be able to guarantee or advance payments, where accepted, up to the limit of the Emergency medical/dental cover abroad section.

The following conditions and additional exclusions apply:

a. The care must be medically necessary to treat an emergency condition and such care must be provided by a doctor, dentist, hospital or other provider authorised to practice medicine or dentistry.

b. We will not pay for any care provided after your trip ends.

c. We will not pay for any care for any illness, injury or medical condition that did not originate during your trip abroad.

d. We will not pay for any non-emergency care or services in general and the following care and services in particular:

1. Elective cosmetic surgery or care;

2. Annual or routine examinations or consultations;

3. Long-term care;

4. Allergy treatments (unless life threatening);

5. Examinations, consultations or care related to or loss of/damage to hearing aids, dentures, eyeglasses and contact lenses;

6. Physiotherapy, rehabilitation or palliative care (except as necessary to stabilise you);

7. Experimental treatment; and

8. Any other non-emergency medical or dental care.

e. You must not have travelled against the orders or advice of any government or other public authority at any location to, from or through which you are travelling on your trip.

G. EMERGENCY TRANSPORT

Important:

• If your emergency is immediate or life threatening, seek local emergency care at once.

• We are not and shall not be deemed to be a provider of medical or emergency services.

• We act in compliance with all national and international laws and regulations. Our services are subject to approval by appropriate local authorities as well as active travel and regulatory restrictions.

Emergency Evacuation (Transporting you to the nearest appropriate medical facility)

If you become seriously ill or injured or develop a medical condition (including being diagnosed with an epidemic or pandemic disease such as COVID-19) while on your trip, we will pay for local emergency transportation from the location of the initial incident to a local doctor or local medical facility. If we determine that the local medical facilities are unable to provide appropriate medical treatment:

1. our medical team will consult with the local doctor to obtain information necessary to make appropriate decisions regarding your overall medical condition;
2. we will identify the closest appropriate available hospital or other appropriate available facility, make arrangements to transport you there and pay for that transport; and
3. we will arrange and pay for a medical escort if we determine one is necessary.

The following conditions apply to items 1 and 2 above:

- a. You or someone on your behalf must contact us and we must make all transportation arrangements in advance. If we did not authorise and arrange the transportation, we will only pay up to what we would have paid if we had made the arrangements. We will not assume any responsibility for any transport arrangements that we did not authorise or arrange.
- b. All decisions about your evacuation must be made by medical professionals licensed in the countries where they practice.
- c. You must comply with the decisions made by our assistance and medical teams. If you do not comply, you effectively relieve us from any responsibility and liability for the consequences of your decisions and we reserve the right to not provide cover.
- d. One or more emergency transportation providers must be willing and able to transport you from your current location to the identified hospital or facility.
- e. You must not have travelled against the orders or advice of any government or other public authority at any location to, from or through which you are travelling on your trip.

Medical Repatriation (Getting you home after you receive care)

If you become seriously ill or injured or develop a medical condition (including being diagnosed with an epidemic or pandemic disease such as COVID-19) while on your trip and our medical team confirms with the treating doctor that you are medically stable to travel, we will:

1. Arrange and pay for you to be transported via regularly scheduled service on a common carrier in the same class of service that you originally booked (unless otherwise medically necessary), for the return leg of your trip, less available refunds for unused tickets. The transport will be to one of the following:

- a. Your primary residence;
 - b. A location of your choice in your country of residence; or
 - c. A medical facility near your primary residence or in a location of your choice in your country of residence. In either case, the medical facility must be willing and able to accept you as a patient and must be approved by our medical team as medically appropriate for your continued care.
2. Arrange and pay for a medical escort if our medical team determines that one is necessary.

The following conditions apply:

- a. Special requirements must be medically necessary for your transport (for example, if more than one seat is medically necessary for you to travel).
- b. You or someone on your behalf must contact us and we must make all transport arrangements in advance. If we did not authorise and arrange the transport, we will only pay up to what we would have paid if we had made the arrangements. We will not assume any responsibility for any transport arrangements that we did not authorise or arrange.
- c. All decisions about your repatriation must be made by medical professionals licensed in the countries where they practice.
- d. You must comply with the decisions made by our assistance and medical teams. If you do not comply, you effectively relieve us from any responsibility and liability for the consequences of your decisions and we reserve the right to not provide cover.
- e. One or more emergency transportation providers must be willing and able to transport you from your current location to your chosen destination.
- f. You must not have travelled against the orders or advice of any government or other public authority at any location to, from or through which you are travelling on your trip.

Transport to Bedside (Bringing a friend or family member to you)

If you are told by the treating doctor that you will be hospitalised for more than 72 hours during your trip or that your condition is immediately life-threatening, we will arrange and pay for round-trip transport in economy class on a travel carrier for one friend or family member to stay with you.

The following conditions apply:

- a. You or someone on your behalf must contact us and we must make all transportation arrangements in advance. If we did not authorise and arrange the transport, we will only pay up to what we would have paid if we had made the arrangements.
- b. You must not have travelled against the orders or advice of any government or other public authority at any location to, from or through which you are travelling on your trip.

Return of Dependents (Getting minors and dependents home)

If you die or are told by the treating doctor you will be hospitalised for more than 24 hours during your trip, we will arrange and pay to transport your travelling companions who are under the age of 18 or are dependents requiring your full-time supervision and care to one of the following:

1. Your primary residence; or
2. A location of your choice in your country of residence.

We will arrange and pay for an adult family member to accompany your travelling companions who are under the age of 18 or are dependents requiring your full-time supervision and care, if we determine that it is necessary.

Transport will be on a travel carrier in the same class of service that was originally booked. Available refunds for unused tickets will be deducted from the total amount payable.

The following conditions apply:

a. This benefit is only available while you are hospitalised or if you die and if you do not have an adult family member travelling with you that is capable of caring for the travelling companions under the age of 18 or dependents.

b. You or someone on your behalf must contact us and we must make all transport arrangements in advance. If we did not authorise and arrange the transport, we will only pay up to what we would have paid if we had made the arrangements.

c. You must not have travelled against the orders or advice of any government or other public authority at any location to, from or through which you are travelling on your trip.

Repatriation of Remains (Getting your remains home)

We will arrange and pay for the reasonable and necessary services and supplies to transport your remains to one of the following:

1. A funeral home near your primary residence; or
2. A funeral home located in your country of residence.

The following conditions apply:

- a. Someone on your behalf must contact us and we must make all transportation arrangements in advance. If we did not authorise and arrange the transport, we will only pay up to what we would have paid if we had made the arrangements; and
- b. The death must occur while on your trip.

If a family member decides to make funeral, burial or cremation arrangements for you at the location of your death, we will reimburse the necessary expenses up to the amount it would have cost us to transport your remains to a funeral home near your primary residence.

Search and Rescue

We will pay the cost of search and rescue activities by a professional rescue team, up to the maximum benefit for 'Search and rescue' shown in the 'Cover Summary', if you are reported missing during your trip or have to be rescued from a physical emergency.

H. PERSONAL LIABILITY

Important:

If you are hiring or using a motorised or mechanical vehicle or machinery while on your trip, you must make sure that you get the necessary insurance from the hire company or owner. We do not cover this under our policy.

If you are legally liable for something you do that results in one of the following, we will pay up to the maximum benefit for 'Personal Liability' shown in the 'Cover Summary', plus any other costs we agree to in writing:

1. Bodily injury to any person, except you, a family member or a travelling companion.
2. Loss of or damage to property which you do not own and which you or a family member have not hired, loaned or borrowed.
3. Loss of or damage to the accommodation you are using on your trip that does not belong to you or a family member.

The following cover exclusions apply:

1. Any liability for something which:
 - a. is suffered by anyone employed by you or a family member and is caused by the work they are employed to do;
 - b. is caused by something you deliberately did;
 - c. is caused by something you deliberately did not do, but should have;
 - d. is caused by your employment or the employment of a family member;
 - e. is caused by you using any firearm or weapon;
 - f. is caused by any animal you own, look after or control; or
 - g. you agree to take responsibility for, if you would not have otherwise been held responsible for it.
2. Any contractual liabilities.
3. Any liability for bodily injury suffered by you, a family member or a travelling companion.
4. Compensation or other costs caused by accidents arising from you owning, hiring or using:

- a. any land or building (except for you staying in the accommodation you are using on your trip);
- b. motorised or mechanical vehicles and any trailers attached to them; or
- c. aircraft, motorised watercraft or sailing vessels.

The following conditions apply:

1. You must give us a detailed account of the circumstances surrounding the claim, including photographs and video evidence (if appropriate).
2. You must give us any writ, summons or other correspondence you receive from a third party.

Note: You must not admit liability, offer to make any payment or correspond with any third party without our permission in writing.

17. You must give us full details of any witnesses and any written statements, if possible.

I. TRAVEL ACCIDENT

If you have an accident during your trip that causes physical bodily injury to you, we will pay you or your personal representatives up to the amount for 'Personal Accident' shown in the 'Cover Summary' if the accident results in one of the following:

1. your death within a year of the accident; or
2. your permanent disability (including permanent loss of your sight or loss of use of a hand or foot) within three months of the accident.

Important: Compensation under this cover will not be paid to a personal representative who either caused the accident or is convicted in court for your murder, manslaughter or for causing your permanent disability.

The following cover exclusions apply:

In addition to the general exclusions that apply to all cover, this policy will not provide cover for accidents directly or indirectly caused by the following:

1. operating motorcycles with 125cc or larger engine capacity;
2. performing manual labour as a part of your occupation; or
3. participation in military exercises.

J. TRAVEL SERVICES DURING YOUR TRIP

If you need medical information services during *your trip*, our Emergency Assistance team is available. With our global reach and multi-lingual staff, we are here to help you.

Finding a Doctor or Medical Facility

If you need care from a *doctor* or medical facility while you are travelling, we can assist you in finding one.

Important: Assistance is provided on a strictly non-advised basis using public information available for your location. We will not provide recommendations for specific providers and it remains your choice whether or not to use the information provided.

K. LOSS OF TRAVEL DOCUMENTS

If your passport or visa is lost, stolen or destroyed while you are on your trip, we will reimburse you, up to the maximum benefit for 'Loss of Travel Documents' shown in the 'Cover Summary' for the following:

1. the cost of your necessary extra travel and accommodation expenses as well as administration costs for the issuing of the emergency passport and/or visa you need to continue your trip or return to your primary residence; and
2. the equivalent cost (based on the current standard replacement costs) of the period remaining on your passport that is lost or has been stolen or destroyed.

The following conditions apply:

You must:

- a. have taken necessary steps to keep your passport and/or visa safe and to recover it, where possible;
- b. file and retain a copy of a police report in the case of theft;
- c. have filed and retained a copy of a loss report from the consulate or embassy you reported it to; and
- d. provide receipts for all expenses, including from the consulate or embassy confirming the cost of the replacement or emergency passport or visa.

The following exclusions apply:

1. Reimbursement, unless you can provide receipts for the expenses claimed.
2. Losses caused by differences in exchange rates.
3. Passports or visas left unattended in a motor vehicle or a public area.
4. Foreign currency transaction fees imposed by your bank or credit card issuer.
5. The cost of any upgrades, pre-checking services or postage fees.

L. PERSONAL MONEY

If your personal money is lost or stolen while you are on your trip, we will reimburse you, up to the maximum benefit for 'Personal Money' shown in the 'Cover Summary' (but no more than the amount for 'Cash' in total shown in the 'Cover Summary', whether jointly owned or not).

The following conditions apply:

You must:

- a. have taken necessary steps to keep your personal money safe and to recover it;
- b. file and retain a copy of a police report in the case of theft;
- c. have filed and retained a copy of a report giving the details of the personal money and its value with the appropriate local authorities, travel carrier, hotel or tour operator within 24 hours of discovery of a loss; and
- d. provide documentary evidence of the value of the lost or stolen personal money as well as the original source for cash.

The following exclusions apply:

1. This policy will not pay for personal money if one of the following apply:
 - a. it is not being carried by you;
 - b. it is not locked in the secure private accommodation you are using on your trip; or
 - c. it is not locked in a safe or security deposit box.
2. Reimbursement, unless you can provide evidence of the amount of currency you had, from the place where you got the currency.
3. Losses caused by a drop in exchange rates or any shortage caused by mistakes made when exchanging currency.
4. Personal money left in a motor vehicle.
5. Loss or theft of traveller's cheques or other payment means if the issuing agent provides replacements or reimburses you.
6. More than the lowest market value of equivalent personal money (except cash), if paid for using frequent-flyer points, loyalty-card points, vouchers or another similar scheme.

N. LEGAL EXPENSES

You can call our 24-hour legal helpline for advice on travel-related legal problems to do with your trip. Phone +44 (0) 208 603 9804.

The advice you get will always be according to the law of England and Wales. We may record the calls for your and our mutual protection and our training purposes.

If you die, fall ill or are injured during your trip and you (or your personal representative) take legal action against a third party to claim damages or compensation for negligence, we will do the following:

1. Nominate an appointed adviser to act for you. This could be a solicitor or a suitably qualified person or company (including us). If you and we cannot agree on an appointed adviser, the matter can be referred to an alternative resolution facility.
2. Pay legal costs of up to the amount shown in the Cover Summary for you (but not more than twice this amount in total for all people insured under this policy) for each event giving rise to a claim.

The following conditions apply:

a. You must:

- i. conduct your claim in the way specified by the appointed adviser.
 - ii. keep us and the appointed adviser fully aware of all facts and correspondence, including any offers you receive to settle the claim.
- b. We will not be bound by any promises you give to the appointed adviser, or which you give to any person about payment of fees or expenses, unless we have given our permission.

GENERAL EXCLUSIONS

This section describes the general exclusions applicable to all cover under this policy. An 'exclusion' is something that is not covered and therefore no payment or service would be available.

This policy does not provide cover for any loss that results directly or indirectly from any of the following general exclusions if they affect you, a travelling companion or a family member:

1. Any loss, condition or event that was known, foreseeable, intended or expected when your trip was booked.
2. Pre-existing medical conditions.
3. Your intentional self-harm or if you attempt or commit suicide.
4. Normal, complication-free pregnancy or childbirth.
5. Fertility treatments.
6. The use or abuse of alcohol or drugs, or any related physical symptoms. This does not apply to drugs prescribed by a doctor and used as prescribed.
7. Acts committed with the intent to cause loss or damage.
8. Operating or working as a crew member (including as a trainee or learner/student) aboard any aircraft or commercial vehicle or commercial watercraft.
9. Participating in or training for any professional or semi-professional sporting competition or event.
10. Participating in or training for any amateur sporting competition while on your trip. This does not include participating in informal recreational sporting competitions and tournaments organised by hotels, resorts or cruise lines to entertain their guests.
11. Participating in extreme, high-risk sports and activities in general and the following activities in particular:
 - a. BASE jumping, hang gliding or parachuting;
 - b. Caving, rappelling or spelunking;
 - c. Skiing or snowboarding outside marked trails or in an area accessed by helicopter;
 - d. Climbing sports or free climbing;
 - e. Any high-altitude activity;
 - f. Personal combat or fighting sports;
 - g. Racing or practising to race any motorised vehicle or watercraft;
 - h. Free diving; or
 - i. Scuba diving at a depth greater than 20 metres or without a certified dive master.

In all cases, for your sporting activities to be covered, they must be:

- Arranged as a part of your trip;
- Provided by a company that is regulated or licensed where required; and
- Not otherwise prohibited by law.

You must wear all recommended safety equipment while participating in your sporting activities in order for cover to apply.

12. An illegal act, except when you, a travelling companion, a family member or your service animal is the victim of such an act.
13. An epidemic or pandemic, except when an epidemic or pandemic is expressly referenced in and covered under Trip Cancellation, Trip Interruption, Travel Delay or Emergency Medical/Dental Cover Abroad.
14. Natural disaster, except when and to the extent that a natural disaster is expressly referenced in and covered under Trip Cancellation, Trip Interruption or Travel Delay.
15. Air, water or other pollution, or the threat of a pollutant release, including thermal, biological and chemical pollution or contamination.
16. Nuclear reaction, radiation or radioactive contamination.
17. War or acts of war.
18. Military duty, except when expressly referenced and covered under Trip Cancellation or Trip Interruption.
19. Political risk.
20. Cyber risk.
21. Civil disorder or unrest, except when expressly referenced in and covered under Trip Interruption or Travel Delay.
22. Terrorist events except under the 'Emergency medical / dental cover abroad' and 'Emergency transportation' sections.
23. Acts, travel alerts/bulletins or prohibitions by any government or public authority, except when expressly referenced in and covered under Trip Cancellation or Trip Interruption.
24. Any travel supplier's complete cessation of operations due to financial reasons, with or without involving insolvency or bankruptcy.
25. A travel supplier's restrictions on any baggage, including medical supplies or equipment.
26. Ordinary wear and tear or defective materials or workmanship.
27. An act of gross negligence by you or a travelling companion.
28. Travel against the orders or advice of any government or other public authority.

This policy does not provide any cover, benefit or services for any activity that would violate any applicable law or regulation, including without limitation any economic/trade sanction or embargo.

Important: You are not eligible for reimbursement under this policy if:

1. Your travel carrier tickets do not show travel date(s);
2. You intend to receive health care or medical treatment of any kind while on your trip.

GENERAL CONDITIONS

The following conditions apply to the whole of your policy. Please read these conditions carefully as we can only pay your claim if you meet them.

1. You must:

- a. have your primary residence in and be registered with a doctor in the UK, the Channel Islands or the Isle of Man; and
- b. have not spent more than six months abroad during the 12 months before this policy was issued or your trip was booked (whichever is later).

2. You must take reasonable care to protect yourself and *your* property against accident, injury, loss and damage, as if *you* were not insured, and to keep any potential claim to a minimum.
3. You must have a valid insurance *policy* schedule.
4. You must contact *us* as soon as possible with full details of anything which may result in a claim, and give *us* all the information and documentation *we* ask for throughout the claims process. Please see 'Claims Information' for more information.
5. You accept that the terms and conditions of the *policy* cannot be changed by *you* unless *we* agree to the change in writing.

We have the right to do the following:

6. *Your trip* must not exceed 70 days.

1. Cancel the *policy* if *you* tell *us* something that is not true and this influences our decision to provide cover.
 7. Cancel the *policy* and make no payment if *you* or anyone acting for *you*:
 - a. make a claim that is dishonest, intentionally exaggerated or fraudulent in any way; or
 - b. provide any false or misleading information when supporting a claim.
 In these circumstances *we* may report the matter to the police.
 8. Only cover *you* for the whole *trip* and not provide cover if *you* have started *your trip* before *your policy* was issued.
 9. Only provide cover if *your trip* starts and ends in *your country of residence*.
 10. Take over and deal with, in *your* name, any claim *you* make under this *policy*.
 11. Take legal action in *your* name (but at *our* expense) and ask *you* to give *us* any details *we* need, and to fill in any necessary forms, which will help *us* to recover any payment *we* have made under this *policy*.
 12. With *your* or *your* personal representative's permission, get information from *your* medical records to help *us* or *our* representatives deal with any claim. This could involve *you* being medically examined or having a post-mortem after *your* death.
- We* will not give personal information about *you* to any other organisation without *your* permission.
13. Return *you* to *your country of residence* at any time during *your trip* if *you* are taken ill or injured. *We* will only do this if the *doctor* treating *you* and *our* medical advisers agree. If there is a dispute, *we* will ask for an independent medical opinion.
 14. Not accept liability for the costs of repatriation or treatment if *you* refuse to follow advice from the *doctor* treating *you* and *our* medical advisers.
 15. Refuse to pay any claim under this *policy* for any amounts covered by another insurance or by anyone or anywhere else (for example, any amounts *you* can get back from private health insurance, any reciprocal health agreement, *travel suppliers*, home contents insurers or any other claim amount that can be recovered by *you*). In these circumstances *we* will only pay *our* share of the claim.
 16. Ask *you* to pay *us* back any amounts that *we* have paid and which are not covered under this *policy*.
 17. If *you* cancel *your trip* or cut it short for any reason other than those specified as being covered in section A - Trip Cancellation or section B - Trip Interruption, *we* will cancel all cover provided by *your policy* for that *trip*, without *refunding* *your* premium.

24-HOUR EMERGENCY MEDICAL ASSISTANCE INFORMATION

Please tell *us* immediately about any serious illness or accident **abroad** where *you* have to go into hospital or *you* may have to return home early or extend *your* stay because of any illness or **injury**. If *you* are unable to do this because the condition is life, limb, sight or organ threatening, *you* should contact *us* as soon as *you* can. *You* can call 24 hours a day 365 days a year or email.

- Phone: **UK +44 (0)20 8603 9856**
- Email: **medical@allianz-assistance.co.uk**

Please give *us* *your* age and *your* insurance confirmation number. Say that *you* are insured with GLENTON HOLIDAYS Travel Insurance. In a life or death situation call the emergency services in the country *you* are visiting for example 112 within the European Union or 911 in the USA.

CLAIMS INFORMATION

To make a claim, please contact *us* by phoning: 0208 603 9958

You should provide *us* as soon as possible with all the information and documents *we* ask for. *You* must give *us* as much detail as possible so *we* can handle *your* claim quickly. Please keep copies of all the information *you* send *us*. *You* will need to obtain some information to support *your* claim. Below is a list of actions *you* will need to take and documents *we* will need in order to deal with *your* claim. Further information and/or evidence may be required by *us* after *your* claim has been submitted. If this is the case, *we* will inform *you* as quickly as possible.

For all claims

- *Your* original *trip* booking invoice(s) and travel documents showing the dates and times of travel.
- Original receipts and accounts for all out-of-pocket expenses *you* have to pay.
- Original bills or invoices *you* are asked to pay.
- Details of any other insurance *you* may have that may cover the same loss, such as household or private medical.
- As much evidence as possible to support *your* claim.

Trip Cancellation

- Original cancellation invoice(s) detailing all cancellation charges incurred.
- For claims relating to illness or *injury* a medical certificate will need to be completed by the treating *doctor*.

A certified copy of the death certificate is required in the event of death.

- If *your* claim results from any other circumstances, please provide independent evidence of these circumstances.

Trip Interruption

- If *you* need to cut short *your* journey, please call UK +44 (0)20 8603 9856 as soon as possible to get our prior agreement.

- *Your* original booking invoice(s) showing *your* revised time and date of departure and detailing whether any *refunds* can be provided.

- For claims relating to illness or *injury* a medical certificate will need to be completed by the treating *doctor*.

A copy of the death certificate is required in the event of death.

- If *your* claim results from any other circumstances, please provide independent evidence of these circumstances.

Travel Delay

- Written confirmation from the airline, rail company, shipping line or their handling agent of the scheduled and actual departure times and why the departure was delayed.

- Detailed account of the circumstances causing *you* to miss *your* departure together with supporting evidence from the public transport provider or *accident* / breakdown authority attending the private vehicle *you* were travelling in.

- If *your* claim results from any other circumstances, please provide independent evidence of these circumstances.

Baggage and Personal Money

- Report the theft, damage or loss to the police within 24 hours of discovery and ask them for a written police report.

- If applicable, *you* should also report the theft, damage or loss to *your travel carrier*, tour operator, handling agent or *accommodation* manager and ask for a written report.

- For delays losses and damage whilst in the care of a *travel carrier*, report this as soon as possible and obtain a written report from them. For airlines specifically, *you* must obtain a Property Irregularity Report (PIR) from the airline or their handling agent. This should be done within 7 days of any delay, loss or damage. *You* then have 21 days to write to the airline confirming the details of any essential replacement items purchased.

- Original receipts, vouchers or other suitable evidence of purchase / ownership / value for lost, stolen or damaged *baggage*.

- Keep any damaged items as *we* may need to inspect them. If *we* make a payment or *we* replace an item, the item will then belong to *us*.

- Obtain an estimate for repair for all damaged items.

- Block lost or stolen mobile phones with *your* network provider and obtain written confirmation of this action from them.

- Documentary evidence of the value of the lost or stolen *personal money* as well as the original source for cash.

Baggage Delay

- Report the loss to the *travel carrier* and obtain a written report from them. For airlines, *you* must obtain a Property Irregularity Report (PIR) from the airline or their handling agent.

- This should be done within 7 days of any delay, loss or damage. *You* then have 21 days to write to the airline confirming the details of any essential replacement items purchased.

- Original receipts, vouchers or other suitable evidence of purchase for essential replacement items.

Emergency Medical/Dental Benefits Abroad and Emergency Transport

- Always contact *our* 24-hour emergency medical service when *you* are *hospitalised*, require repatriation or where medical fees are likely to exceed £500.

- Medical evidence from the treating *doctor* to confirm the illness or *injury* and treatment given, including *hospital* admission and discharge dates, if this applies.

Personal Liability

- A detailed account of the circumstances surrounding the claim(s), including photographs and video evidence (if this applies).

- Any writ, summons or other correspondence received from any third party.

- **Note:** *You* should not admit liability, offer to make any payment or correspond with any third party without our written consent.

- Full details of any witnesses, providing written statements where available.

Personal *Accident*

- A detailed account of the circumstances surrounding the event, including photographs and video evidence (if this applies).

- Medical evidence from the treating *doctor* to confirm the extent of the *injury* and treatment given including *hospital* admission /discharge.

- Full details of any witnesses, providing written statements where available.

- A certified copy of the death certificate, if this applies.

Loss of Travel Documents

- A receipt from the consulate or embassy confirming the cost of the emergency replacement passport or visa and a written report from the police if *your* passport or visa is stolen.

Legal Expenses

- A detailed account of the circumstances surrounding the event, including photographs and video evidence (if this applies).

- Any writ, summons or other correspondence *you* receive from any third party in connection with *your* claim. *You* should not reply to any correspondence without our permission in writing.

- The full details of any witnesses and any available written statements from them.

COMPLAINTS INFORMATION

We aim to provide *you* with a first class *policy* and service. However, there may be times when *you* feel *we* have not done so. If this is the case, please tell *us* about it so that *we* can do our best to solve the problem. If *you* make a complaint *your* legal rights will not be affected.

Step 1: For complaints relating to the sale of the *policy* (excluding claims handling):

Write to: The Managing Director, Wrightsure Services (Hampshire) Limited, Unit D2, Fareham Heights, Standard Way, Fareham, Hampshire PO16 8XT
Phone: 01329 828 228

Email: paulr@wrightsure.com

All other complaints:

Write to: Customer Service, Allianz Partners, 102 George Street, Croydon CR9 6HD
Phone: 020 8603 9853

Email: customersupport@allianz-assistance.co.uk

Step 2: If you are not satisfied with the final response you receive, you can refer the matter to the UK Financial Ombudsman Service for independent arbitration.

Visit: www.financial-ombudsman.org.uk

Write to: Financial Ombudsman Service, Exchange Tower, London E14 9SR

Phone: 0800 023 4567 or 0300 123 9 123 or

Email: complaint.info@financial-ombudsman.org.uk

PRIVACY NOTICE

We and Wrightsure Services (Hampshire) Limited care about your personal data.

This summary and our full privacy notice explain how Allianz Partners protects your privacy and uses your personal data.

Our full privacy notice is available at www.allianz-assistance.co.uk/privacy-notice/

If a printed version is required, please write to Customer Service (Data Protection), Allianz Assistance, 102 George Street, Croydon CR9 6HD.

Change to Wrightsure's Privacy Policy

www.wrightsure.com/assets/files/WrightsurePrivacyNotice.pdf

• How will we obtain and use your personal data?

We will collect your personal data from a variety of sources including:

- Data that you provide to us; and
- Data that may be provided about you from certain third parties, such as your doctor in the event of a claim.

We will collect and process your personal data to comply with our contractual obligations and/or for the purposes of our legitimate interests including:

- Entering into or administering contracts with you;
- Informing you of products and services which may be of interest to you.

• Who will have access to your personal data?

We may share your personal data:

- With public authorities, other Allianz Group companies, industry governing bodies, regulators, fraud prevention agencies and claims databases, for underwriting and fraud prevention purposes;
- With other service providers who perform business operations on our behalf;
- Organisations who we deal with which provide part of the service to you such as in the event of a claim;

- To meet our legal obligations including providing information to the relevant ombudsman if you make a complaint about the product or service that we have provided to you.

We will not share information about you with third parties for marketing purposes unless you have specifically given us your consent to do so.

• How long do we keep your personal data?

We will retain voice recordings for a maximum of two years and your other personal data for a maximum of seven years from the date the insurance relationship between us ends. If we can do so, we will delete or anonymise certain areas of your personal data as soon as that information is no longer required for the purposes for which it was obtained.

• Where will your personal data be processed?

Your personal data may be processed both inside and outside the United Kingdom (UK) and the European Economic Area (EEA). Whenever we transfer your personal data outside the UK and the EEA to other Allianz Group companies, we will do so on the basis of Allianz's approved binding corporate rules (BCR). Where Allianz's BCR do not apply, we take steps to ensure that personal data transfers outside the UK and the EEA receive an adequate level of protection.

• What are your rights in respect of your personal data?

You have certain rights in respect of your personal data. You can:

- Request access to it and learn more about how it is processed and shared;
- Request that we restrict any processing concerning you, or withdraw your consent where you previously provided this;
- Request that we stop processing it, including for direct marketing purposes;
- Request that we update it or delete it from our records;
- Request that we provide it to you or a new insurer; and
- File a complaint.

• Automated decision making, including profiling

We carry out automated decision making and/or profiling when necessary.

• How can you contact us?

If you would like a copy of the information that we hold about you or if you have any queries about how we use your personal data, you can contact us as follows:

For Allianz Partners

By post: Customer Service (Data Protection), Allianz Assistance, 102 George Street, Croydon CR9 6HD

By telephone: 020 8603 9853

By email: AzPUKDP@allianz.com

For Wrightsure Services (Hampshire) Limited By post : Data Protection Officer, Wrightsure Services

(Hampshire) Limited, Unit D2, Fareham Heights, Fareham, Hampshire PO16 8XT By email :

fareham@wrightsure.com

IMPORTANT CONTACT DETAILS

Customer Services	02392 419 855
24-hr Emergency Medical Assistance UK (for medical emergency or trip interruption requests)	+44 (0)20 8603 9856
Claims (Monday to Friday – 8am to 6pm)	020 8603 9958

This policy is available in large print, audio or Braille. Please contact GLENTON HOLIDAYS on 08000 24 24 24 and we will be pleased to organise an alternative version for you.

This insurance is arranged by Wrightsure Services (Hampshire) Limited who are authorised and regulated by the Financial Conduct Authority, on behalf of Glenton Holidays Limited T/A Glenton & Glenton Holidays, Registered address: 30 Gordon Street, Glasgow, G1 3PU. Registered No. SC323818.

GLENTON HOLIDAYS is an Appointed Representative of Wrightsure Services (Hampshire) Ltd, which is authorised and regulated by the Financial Conduct Authority.

This insurance is underwritten by AWP P&C SA registered in France with ID no 519490080 RCS Paris Registered Office: 7 Rue Dora Maar, 93400 Saint-Ouen, France acting through its UK Branch, AWP P&C (UK Branch), registered in the United Kingdom. Registered Branch No. BR015275. Registered Office: 102 George Street, Croydon CR9 6HD

AWP Assistance UK Ltd is authorised and regulated by the Financial Conduct Authority (FCA).

AWP P&C SA is authorised and regulated by L'Autorité de Contrôle Prudentiel et de Résolution in France. Authorised by the Prudential Regulation Authority. Subject to regulation by the FCA under registration no. 534384 and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request.

AWP Assistance Ltd Registered in England, registration no 1710361, registered office: 102 George Street, Croydon CR9 6HD. AWP Assistance Ltd is authorised and regulated by the FCA under registration no 311909. AWP Assistance UK Ltd trades as Allianz Partners and acts as an agent for AWP P&C for the handling of claims and complaints under this insurance.

The issuing agent acts as an agent for AWP P&C for the receipt of customer money and handling premium refunds.

Wrightsure Services (Hampshire) Ltd, Unit D2 Fareham Heights, Standard Way, Fareham, Hampshire PO16 8XT Registered Office: Rutland House, 90-92 Baxter Avenue, Southend-on-Sea, Essex SS2 6HZ. Registered Number: 2845229 (Registered in England and Wales) and Authorised and regulated by the Financial Conduct Authority.