

Policy Summary - VIP SKI Winter Sports Single trip travel insurance 2018.2019

This document provides a guide to the cover provided. It is however, only a summary of the terms of cover and does not contain full details of the insurance policy terms, conditions and exclusions which are contained in the insurance policy itself. You should refer to your own policy document, your policy certificate and any endorsements that apply to your policy for full detail of your cover. Please take time to read the policy to make sure you understand the cover it provides.

About your insurance

This insurance is arranged by Fogg Travel Insurance Services Limited (Fogg), who is authorised and regulated by the Financial Conduct Authority and whose FCA registered number is 307304. This can be checked on the financial services register held on the FCA's website (www.fca.org.uk). A copy of the policy wording is held by Fogg. This insurance is underwritten by Union Reiseversicherung AG, UK Branch and who are authorised in Germany by BaFin and subject to limited regulation by the Financial Conduct Authority.

This insurance is Winter Sports Single Trip cover and under A. Pre-Travel Policy, is valid from the date of purchase until you leave home at the start of your trip. The cover under the B. Travel Policy starts when you leave home at the start of your trip and ends when you return home or the expiry of the policy whichever is first. This insurance is arranged for departures between 1st November 2018 and 31st May 2019.

Cancellation

If the terms of the policy are not suitable for your needs please return your documentation to the place where you purchased it within 14 days of receipt of your insurance document provided no claims have been made, you intend to make any claim and that you return your policy prior to your departure date.

24 Hour Assistance

We want to take all the worry out of your holiday so that you have the best time possible. If problems do occur you be sure that help will be on hand wherever possible. This is why we have arranged a special 24 hour service for emergency medical assistance. Through FOGG ASSIST we provide immediate help in the event of an Insured Person's illness or injury arising outside the United Kingdom.

You must notify FOGG ASSIST immediately of any serious illness or accident abroad where you are admitted to hospital or you are anticipating having to return home early or having to extend Your stay or costs are likely to exceed £500 because of any illness or injury. We provide a 24 hour multi-lingual emergency service, 365 days per year and can be contacted by telephone or fax. Emergency Tel. No. +44 (0)20 7118 1444. You will need to quote your scheme name FOGG - VIP SKI.

Significant Features and Benefits

Your policy will show the full cover provided, the following is a summary of the main benefits, applicable to each Insured-person:

A. PRE-TRAVEL POLICY

| Policy section | Maximum benefit | Excess |
|-----------------|-----------------|--------|
| 1. Cancellation | up to £5,000 | £75 |
| Loss of deposit | up to £5,000 | £20 |

B. TRAVEL POLICY

| Policy section | Maximum benefit | Excess |
|--|----------------------|--------|
| 1. Delayed arrival | up to £100 | Nil |
| Delay abandonment | up to £5,000 | £75 |
| Missed Departure | up to £500 | Nil |
| 2. Weather Extension | up to £500 | Nil |
| 3. Piste Closure* | up to £300 | Nil |
| 4. Personal possessions | up to £1,500 | £75 |
| Single article/valuable limits | up to £250 | |
| Delayed possessions | up to £150 | Nil |
| Ski equipment | up to £700 | £75 |
| Single/set limit | up to £500 | |
| Hired skis | up to £400 | |
| Ski hire charges | up to £150 | Nil |
| 5. Personal money | up to £500 | £75 |
| Cash limit | up to £250 | |
| Loss of travel documents | up to £200 | £75 |
| 6. Emergency medical expenses | up to £5,000,000 | £75 |
| Unused ski pack | up to £400 | Nil |
| Hospital benefit | up to £300 @ £20/day | Nil |
| 7. Curtailment | up to £5,000 | £75 |
| 8. Personal liability | up to £1,000,000 | £75** |
| 9. Accidental death & disability benefit | up to £25,000 | Nil |
| 10. Legal advice and expenses | up to £10,000 | £250 |

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

Claims

If you believe that you have a claim please refer to your policy and "What you need to do if you wish to make a claim". You can obtain a claim form online at

www.foggtravelinsurance.com

or alternatively if you do not have internet access you can contact: Fogg Travel Insurance Services Limited, Crow Hill Drive, Mansfield, Notts NG19 7AE Telephone: 01623 631331 Fax: 01623 420450. When you notify a claim you will need to quote your scheme VIP SKI.

Legal Advice

Should you have an accident abroad and require legal advice this is available through Slater & Gordon LLP, 58 Moseley Street, Manchester, M2 3HZ, telephone: 0161 228 3851 or fax: 0161 909 4444. They will arrange for up to thirty minutes of advice to be given to you by a lawyer. You cannot use this service to sue a member of your family, the tour operator, the insurer or anyone acting as their agent.

Law Applicable to the Insurance

This insurance is governed by the law of the country that you live in within the United Kingdom or the Channel Islands unless you and your insurers have agreed otherwise.

Referral Helpline

If you need to make a medical declaration and/or for any relevant information please refer to your policy and "Disclosure of Existing Health Conditions" under the pre-travel policy and 'New Medical Condition or Change in Medical Condition or Ongoing Medication' under the travel policy and also refer to Significant Limitations, Conditions and Exclusions section of this document and heading Existing health Conditions. You should contact the Referral Helpline on telephone number 01623 635958 during office hours Monday to Friday, 9am to 5pm quoting scheme name VIP SKI.

Significant Limitations, Conditions and Exclusions

This is not an exhaustive list. Please take time to read the full insurance policy to make sure you understand the cover it provides.

| | Significant restrictions and exclusions applying to all parts of the policy |
|---|---|
| Residency | This policy is only available to persons who have lived in the United Kingdom or the Channel Islands including British Forces Posted Overseas (BFPO) for at least 6 months in the last 12 months. Please read Definition of Words section in the policy – Home, Resident, Insured-person/you/you. |
| Insurance Policy | This contains full details of the cover provided plus the conditions and exclusions which apply to it. You must read the insurance policy carefully. There are conditions and exceptions which apply to individual sections and general policy conditions, exceptions which apply to the whole policy. |
| Policy Limits | Most sections of the policy have limits on the amount the insurer will pay under that section. Some sections also include inner limits e.g.: for any one item, or for valuables in total. Please read Section B1 Departure Delay, B2 Weather Extension, B3 Piste Closure, B4 Personal Possessions, B5 Personal Money, B6 Emergency Medical Expenses, Section B9 Accidental death & disability benefit. |
| Excesses | An excess is the amount you have to pay towards each claim. All excesses are payable by each insured person for each incident giving rise to a separate claim under each section of cover. Under Section B6 – Emergency Medical Expenses your excess will reduce to Nil if you save money by using an European Health Insurance Card (EHIC) at a state hospital and/or with a registered doctor. |
| Age Restrictions | Cover is available for persons under 85 years at the date of departure. This duration is reduced to 31 days if you are aged 65 years and under 75 years and 24 days if you are aged 75 and under 85 years at the date of departure. |
| In-patient Treatment | There is no cover for in-patient treatment that has not been notified to the 24 hour Emergency Assistance Service. Read If you need emergency medical assistance abroad' section in the policy and see 24 Hour Assistance section heading above. |
| Existing health conditions Changes in health or medication after booking : | Your policy may not cover claims arising from your existing health conditions so you need to tell the Referral Helpline of anything you know that is likely to affect our acceptance of your cover. <ul style="list-style-type: none"> There is no cover for any claim connected to any existing health condition, any condition awaiting treatment or investigation, any terminal condition or any condition where medication has been changed, unless this has been agreed in writing by the Referral Helpline. If you have ever had a heart condition, diabetes, a stroke, breathing problems, high blood pressure, any irritable bowel disease, any psychological conditions and do not notify the Referral Helpline we reserve the right to refuse any claim on your policy. If you have been referred to a specialist or treated as an in patient in the last two years and do not declare that fact to the Referral Helpline we reserve the right to refuse any claim on your policy. This includes any one who is travelling with you, is who is not insured under this insurance, who may cause you to cancel or curtail your trip. We require you to notify the Referral Helpline if your health or your ongoing medication changes or you have had a new diagnosis between the date the policy was bought and the date of travel. <p>If when you buy this policy you are aware of anyone travelling with you, or you are visiting or staying with, or anything that could increase the risk or result in a claim you must tell us. If you do not tell us, your policy may not cover you, and might be invalidated altogether. We reserve the right to charge an increased premium, decline, withdraw cover or increase the policy excess as well as cancel or restrict cover for any person.</p> <p>There is no cover provided for claims caused by existing health conditions of close relatives or close business associates.</p> <p>Please read Disclosure of Existing health Conditions section, New Medical Condition or Change in medical condition or ongoing medication section and Definition of Words section in the policy for full details.</p> |
| Alcohol or Drugs | There is no cover for any claim caused by your past or present use or abuse of drugs, solvents or alcohol |
| Sports and Activities | A list of sports and activities covered as standard with no additional premium are listed in the policy. If your activity is not listed, you can contact Fogg to see if cover can be provided. An additional premium may apply. Please refer to the Sports and Activities Cover section, and the hazardous activity definition under the Definition of Words section in the policy for full details. |
| Hazardous activities | Any claim caused by you taking part in a hazardous activity (as defined in the policy) unless listed under the Sports and Activities listed in the policy, or an additional premium has been paid and the policy endorsed. Hazardous activities include competitive events, sports, pastimes and any other activity that requires skill and involves increased risk of injury. (If you are unsure prior to travel, if your activity is covered by this policy, please telephone us for advice). Please refer to the Sports and Activities Cover section, and the hazardous activity definition under the Definition of Words section in the policy for full details. |
| Manual work | There is no cover for any claim arising from any manual work, or any liability arising from your trade business or profession. |
| Terrorism, war, civil disorder | The policy does not cover claims arising from terrorism, war, civil disorder or fear of any of these. |
| Proof of claim | If you have to make a claim under any section of these policies it is for you to produce sufficient evidence of the cause of the claim and the losses connected to it before we will meet the claim. For eg. Police, reps report confirming the loss, theft, damage or written medical confirmation confirming the need to curtail your holiday. Please also see the 'If you need Emergency Medical Assistance Abroad' Section headed in the policy, and see 24 hour Assistance heading above. Read the sections in the policy and under the headings "What you need to do if you wish to make a claim under this section of the policy:" |
| Property Claims | These are settled on an indemnity basis (initial purchase price less a deduction for age, wear and tear and depreciation) – not on a "new for old" or replacement cost basis. Claims will not be considered unless substantiated by proof of purchase or existing valuation for any item, pair or set above £50. You should note that there is: <ul style="list-style-type: none"> no cover for items such as mobile telephones and all accessories, and cover for 'valuables', for e.g. photographic, ipods, mp3 players, ipads, tablets and jewellery, smart watches is limited. <p>Read Section B4 – Personal Possessions in the policy headed 'What is not covered' and "What you need to do if you wish to make a claim under that section of the policy:"</p> |
| Unattended | There is no cover for Valuables, Personal Money left unattended, carried in suitcases or similar containers when left unattended. Personal Possessions are not covered if left unattended from your personal trip accommodation. Certain exceptions apply. Ski Equipment is not covered if stolen from an unattended vehicle. Read Section B4 Personal Possessions, Section B5 Personal Money in the policy headed 'What is not covered' and Definitions section in the policy under Valuables, Personal Possessions, Ski Equipment and Personal Money. |
| Personal Liability | There is no cover for claims arising from ownership, possession, control of or use of any mechanically propelled vehicles, aircraft, motorised skis, motorised waterborne craft or sailing vessel or animals, land or buildings other than your trip accommodation or caused by your profession, any member of your family, or deliberate act or omission by you. |
| Subrogation and contribution | We reserve the right to ask for a contribution from any other relevant insurances you may hold and to take legal action in your name to recover losses against any third party. |

Complaints

We sincerely hope you will not need to complain about your insurance policy or claims settlement.

- If your complaint is regarding the selling of your policy please forward details of your complaint in the first instance as follows: Managing Director, Fogg Travel Insurance Services Ltd, Crow Hill Drive, Mansfield, Notts. NG19 7AE Telephone: 01623 631331 Email: complaints@foggtravelinsurance.com
- Or if, your complaint is about the outcome of your claim or assistance provided please forward details of your complaint in the first instance as follows:
Write to the Customer Insights Manager, URV, 1 Tower View, Kings Hill, West Malling, ME19 4UY Telephone 020 3829 6604 email: complaints@tif-plc.co.uk who will review the claims office decision.
- If you are still not satisfied with the outcome you may ask the Financial Ombudsman Service (FOS) to review your case. Their address is Exchange Tower, London, E9 5SR, telephone advice line is 0800 023 4567.

Compensation

URV is a member of the Financial Services Compensation Scheme, which offers you protection in the event that the Insurer is not financially able to meet its liabilities in respect of your claim, the FSCS can cover 90% of the claim without any upper limit.