

Pick and Protect.

Optional cover terms and conditions.



Local banking
for Britain



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About this booklet

This booklet gives you the full terms and conditions for the optional covers available. These are in addition to the general terms and conditions in your policy document. Cover only applies if it is shown on your schedule.

Definitions

Wherever the following words or phrases appear in **bold** in this policy or on **your** schedule, they will have the following meanings unless otherwise shown for any policy section:

abandon / abandonment

Returning to the **UK** before **your** scheduled return date (including being transported back to a **UK** hospital by **us**) or being an in-patient in hospital for more than 24 hours during **your trip**.

area covered

The area covered shown on **your** schedule which will be one of the following:

- **UK**
- **Europe** - Albania, Algeria, Andorra, Austria, Azores, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Canary Islands, the Channel Islands, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Faroe Islands, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Ireland (Eire), the Isle of Man, Italy, Latvia, Liechtenstein, Lithuania, Luxembourg, Macedonia, Madeira, Malta, Moldova, Monaco, Montenegro, Morocco, Netherlands, Norway, Poland, Portugal, Romania, Russia (West of the Ural Mountains), San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland, Tunisia, Turkey and Ukraine.
- **Worldwide excluding** USA, Canada and all Caribbean Islands.
- **Worldwide including** USA, Canada and all Caribbean Islands.

close business colleague

Someone **you** work with in the **UK** who has to be in work in order for **you** to be able to go on or continue a **trip**. A senior manager or director of the business must confirm this in the event of a claim.

close relative

Your mother, father, sister, brother, marital / civil or domestic partner who lives with **you**, fiancé(e), daughter, son, grandparent, grandchild, parent-in-law, daughter-in-law, son-in-law, brother-in-law, sister-in-law, step-parent, step-child, step-sister, step-brother, aunt, uncle, cousin, nephew, niece, legal guardian or foster child.

doctor

A registered member of the medical profession practising in the **UK** who is not related to **you** or anyone **you** are travelling with.

excess / excesses

The amount(s) as shown on **your** schedule that **you** will have to pay towards any claim by an **insured person** under the section. If any one incident results in an **insured person** claiming under more than one section of the policy **you** will only have to pay a maximum of one excess per **insured person**.

excursions

Day trips and outings arranged through **your** travel or accommodation provider. This also includes **your** ski pack if Winter sports cover is shown on **your** schedule and green fees if Golfing cover is shown on **your** schedule.

home

Your home address in the **UK**.

loss of one or more limbs

Loss of **your** hand or foot at or above the wrist or ankle, or the total and permanent loss of use of **your** entire hand, arm, foot or leg.

period of insurance

The below dates are shown on your schedule

- Cancellation cover begins from the cancellation cover start date and ends when **you** leave **your home** on the **trip** start date.
- Cover under all other sections starts when **you** leave **your home** on the **trip** start date and continues until the **trip** end date.

permanent total disablement

A permanent and total disability that means **you** cannot do any kind of job.

personal money

Cash (including foreign currency), travellers' cheques, non-refundable pre-paid event and entertainment tickets, travel tickets, passports, visas and driving licences.

point of international departure

The airport, port or station from which **you** will undertake international travel from or into the **UK**.

pre-booked holiday accommodation

A commercially run premises where a fee is charged which has been booked prior to the departure of **your trip**, including a pre-booked tent or caravan pitch but not including residential homes belonging to family or friends.

resident

An **insured person** whose main **home** is in England, Scotland, Wales or Northern Ireland, where they are registered with a **doctor** and liable to pay taxes. **You** must have been a resident for at least 6 months at the time of buying **your** policy.

total loss of sight

Complete and permanent loss of sight.

travelling companion

A person **you** travel with, without whom **you** cannot make or continue **your trip**.

trip(s)

Journeys beginning and ending in the **UK** that are either:

- holidays outside the **UK**;
- business travel outside the **UK** (Business travel is optional and is only covered if shown on **your** schedule);
- holidays within the **UK**, which include two or more consecutive nights' stay in **pre-booked holiday accommodation**.

UK

England, Scotland, Wales, Northern Ireland, the Channel Islands and the Isle of Man.

unattended

- Not in **your** full view or positioned where **you** are unable to prevent unauthorised taking of **your** property, unless it is left in a locked room or safe.
- Property left in a motor vehicle is unattended unless the vehicle is locked and the items are placed out of view in an enclosed storage compartment, boot or luggage space.

valuables

Jewellery, costume jewellery, watches, items made of or containing gold, silver, precious metal or precious stones, binoculars, hand held games consoles and equipment, mobile phones, audio visual, photographic, video camera, computer and television equipment, portable in-car and handheld satellite navigation devices. (Baggage cover is optional and is only covered if shown on **your** schedule).

we, us, our, Aviva

Aviva Insurance Limited.

Registered in Scotland, No. 2116. Registered Office: Pitheavlis, Perth PH2 0NH. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority.

winter sports equipment

Skis, snowboard, boots, helmets, bindings or poles.

(Winter sports cover is optional and is only covered if shown on **your** schedule).

you, your, yours, yourself, insured person(s)

The person or people named on **your** schedule.

Baggage

If this happens...	Am I covered?
Picture the scene. You've parked your holiday hire car somewhere nice and quiet and gone off to do some sightseeing. But when you get back you find it's been broken into and your luggage stolen from the boot.	With Pick and Protect you needn't panic. If the car was locked, your luggage concealed in the boot and entry has been forced, you can claim for your stolen belongings. Just make sure that you tell the police or your hire car company and get written proof.

We'll cover you for loss, theft or accidental damage to **your** baggage, personal belongings and **valuables** during **your trip**, up to the limits shown on **your** schedule.

Special conditions

1.	You must take reasonable care to keep your personal belongings, baggage and valuables safe. If your personal belongings or valuables are lost or stolen, you must take all reasonable steps to get them back.
2.	If your personal belongings, baggage or valuables are lost or damaged by an authority, a transport company or accommodation provider you must report the details of the loss or damage to them in writing and request written confirmation.
3.	If your personal belongings, baggage or valuables are lost or damaged by an airline, you must: <ol style="list-style-type: none"> get a property irregularity report give written notice of the claim to the airline within the time limit in their conditions of carriage (you should also keep a copy) keep all travel tickets and tags if you claim under this policy.
4.	It may affect your claim if you cannot prove the value of, and that you were responsible for, the lost, stolen or damaged items, for example a receipt or credit card / bank statement showing evidence of purchase or the broken item if you are claiming for damage.
5.	You must report any loss or theft to the police within 24 hours or as soon as reasonably possible following discovery and get a written report (where it is not possible to obtain a police report you must provide other independent proof of the loss or theft such as a letter from your transport company, accommodation provider, vehicle hire company or repairer).
6.	You should not dispose of any damaged items as we may ask you to send them to us at your cost.
7.	At our option, we will settle any claim by payment or replacement. We will pay claims for personal belongings, baggage and valuables based on their value at the time of loss. We will not pay the cost of replacing them with new items, and we will not pay more than the original purchase price of any lost or damaged item.
8.	If you have also made a claim under the Delayed baggage section, in your policy document, this amount will be deducted from the amount claimed under this section.

Excess

The **excess** is shown on **your** schedule.

What is not covered

1.	Anything mentioned in the General exclusions section.
2.	Theft of personal belongings, baggage or valuables which you have deliberately left unattended .
3.	Loss, accidental damage or theft of valuables not carried in your hand baggage and fully accessible to you while you are travelling.
4.	Cracking, scratching or breaking of glass (except lenses in cameras, binoculars, telescopes or spectacles), china or similar fragile articles.
5.	Wear and tear, loss of value and damage caused by moths or vermin, or any process of cleaning, repairing or restoring.
6.	Theft of personal belongings, baggage or valuables from a locked room, safe, motor vehicle or caravan unless there is evidence of forcible and violent entry.
7.	Pedal cycles, contact lenses, hearing aids, medical and dental fittings.
8.	Any loss or theft which you do not report to the police within 24 hours or as soon as reasonably possible following discovery and get a written report (where it is not possible to obtain a police report you must provide other independent proof of loss such as a letter from your transport company, accommodation provider, vehicle hire company or repairer).
9.	Winter sports equipment , scuba diving, golf and fishing equipment.
10.	Any goods delayed, detained or confiscated by customs or other officials.
11.	Items used in connection with your job which are not owned by you .
12.	Personal money , bonds, securities or documents of any kind.

Winter sports cover

Winter sports activities

If this happens...	Am I covered?
The weather's perfect. The snow conditions are ideal. The only problem is your skis have been stolen.	Thankfully, with our optional winter sports cover we will cover the replacement of your skis (see table below). We will also cover the cost of hiring skis for the rest of your trip – up to the limit on your schedule.

The following winter sports activities are only covered if Winter sports cover has been selected by you for all insured persons and this is shown on your schedule.

Winter sports activity	Limitations
Cross country skiing	Recognised paths only
Dog sledding	
Dry slope skiing	
Glacier walking	Accompanied by a qualified guide at all times
Indoor skiing/snowboarding	
Off-piste skiing/snowboarding	Accompanied by a qualified guide at all times and only in areas that the resort management consider to be safe
Skiing/snowboarding	Recognised pistes only
Sledging	
Sleigh rides	
Snow mobiling	No cover under the Personal liability section and on recognised paths only
Snow shoeing	

What is not covered

1.	There is no cover at all for any injury or death if, during your trip , you take part in any Winter sports activity: <ol style="list-style-type: none"> that is NOT shown in the above table either as a professional or where you receive any financial reward or gain for the purpose of practising for or taking part in: <ol style="list-style-type: none"> any speed or time trial or race of any kind any organised team competition or tournament if you suffer from a medical condition which would normally prohibit you from participating in that activity where you have failed to follow all safety guidelines and use the necessary safety equipment
2.	There is no cover under the Cancellation or Abandonment sections for: <ol style="list-style-type: none"> any course or tuition fees, project costs, sponsorship fees or similar. cancellation of a pre-paid winter sports activity by the organiser of that activity.

Winter sports equipment

1.	If your winter sports equipment is lost, stolen or damaged by accident during your trip , we will pay for their replacement or repair, whichever is lower, after making an allowance for wear and tear and loss of value using the scale below. The most we will pay is shown on your schedule. <ul style="list-style-type: none"> ● Up to one year old, 90% of the purchase price ● Up to two years old, 70% of the purchase price ● Up to three years old, 50% of the purchase price ● Up to four years old, 30% of the purchase price ● Over four years old, 20% of the purchase price
2.	If you hire winter sports equipment and it is lost, stolen or damaged by accident during your trip , we will pay for its replacement or repair up to the limit shown on your schedule.
3.	If we pay under items 1 or 2 above, we will also pay to hire replacement winter sports equipment for the rest of your trip up to the limit shown on your schedule.
4.	We will pay up to the limit shown on your schedule to replace your lift pass if it is lost or stolen during your trip .

Special conditions

1.	You must take reasonable care to keep the winter sports equipment safe. If the winter sports equipment is lost or stolen, you must take all reasonable steps to get it back.
2.	If the winter sports equipment is lost or damaged by an authority, a transport company or hotel, you must report the details of the loss or damage to them in writing and request written confirmation.

3.	If the winter sports equipment is lost or damaged by an airline, you must: <ol style="list-style-type: none"> get a property irregularity report give written notice of the claim to the airline within the time limit in their conditions of carriage (you should also keep a copy) keep all travel tickets and tags if you claim under this policy.
4.	It may affect your claim if you cannot prove the value of, and that you were responsible for, the lost, stolen or damaged items, for example a receipt or credit card / bank statement showing evidence of purchase or the broken item if you are claiming for damage.
5.	You must report any loss or theft to the police within 24 hours or as soon as reasonably possible following discovery and get a written report (where it is not possible to obtain a police report you must provide other independent proof of the loss or theft such as a letter from your transport company, hotel or resort management.

Excess

The **excess** is shown on **your** schedule.

What is not covered

1.	Anything mentioned in the General exclusions section.
2.	Deliberate or malicious damage to winter sports equipment caused by the insured person .
3.	Loss or damage to winter sports equipment caused by the insured person's carelessness or neglect.
4.	Wear and tear, loss of value and damage caused by moths or vermin, or any process of cleaning, repairing or restoring.
5.	Losses from motor vehicles.
6.	Any loss or theft which you do not report to the police within 24 hours or as soon as reasonably possible following discovery and get a written report for (where it is not possible to obtain a police report you must provide other independent proof of loss such as a letter from your transport company or resort management).
7.	Winter sports equipment that is damaged while it is being used.

Delay due to avalanche

We will cover **you** up to the limit shown on **your** schedule for the cost of extra travel and accommodation if an avalanche delays **your** arrival at or departure from the booked resort.

What is not covered

Anything mentioned in the General exclusions section.

Piste closure

This section does not apply to cross-country skiing

If all pistes at the resort **you** have booked are closed because of lack of snow, excessive snow or high winds **we** will pay **you** a daily benefit up to the limit shown on **your** schedule.

Special condition

You must provide evidence that confirms the piste closures from either **your** tour operator or resort management.

What is not covered

Anything mentioned in the General exclusions section.

Ski pack

If, due to illness or injury, **you** are medically certified as being unable to ski or board **we** will pay the proportionate cost of **your** non-refundable ski pack up to the limit shown on **your** schedule. The ski pack comprises lessons from a ski school, ski hire and the cost of any lift pass.

What is not covered

See exclusions listed after the inability to take part in winter sports activities section.

Inability to take part in winter sports activities

If, due to injury or illness during **your** trip, **you** cannot take part in winter sports activities, **we** will pay **you** a daily benefit up to the limit shown on **your** schedule for each day **you** are prevented from doing so.

What is not covered under the Ski pack and Inability to take part in winter sports activities sections

1.	Anything mentioned in the General exclusions section.
2.	Any claim for a medical condition if any insured person has travelled against the advice of a doctor or purposely travelled without medical advice when it was reasonable for you to have consulted a doctor .
3.	Any claim for a medical condition if any of the following applied when you took out your policy, you : <ol style="list-style-type: none">had received advice, medication or treatment for any serious, chronic or recurring illness, injury or disease in the last 12 months unless the condition was disclosed to and accepted by uswere under investigation or awaiting results for any diagnosed or undiagnosed condition unless disclosed to and accepted by uswere on a waiting list for in-patient treatment or were aware of the need for in-patient treatment for any diagnosed or undiagnosed condition unless disclosed to and accepted by ushad been told you have a terminal illness.
4.	Any claim for a medical condition where you have been referred to a Consultant/Specialist, attend A&E or admitted to a hospital between buying your policy and the departure date unless disclosed to and accepted by us .

Golfing cover

If this happens...	Am I covered?
You've been looking forward to a golfing holiday for ages. You've got the shoes, the natty trousers and you're eager to tee-off. But what if your all-important clubs get delayed in transit?	Don't worry. With our optional Golfing Cover we will cover the cost of hiring new clubs, up to the limit on your schedule. Bear in mind that cover only applies to the insured person(s) named under this section on your schedule.

We will cover **you** for the following, up to the limits shown in **your** schedule:

1.	If your golf equipment (not including clothing) is lost, stolen or damaged during your trip , we will pay for its replacement or repair, whichever is lower, after making an allowance for wear and tear and loss of value using the scale below. The most we will pay is shown on your schedule. <ul style="list-style-type: none"> ● Up to one year old, 90% of the purchase price ● Up to two years old, 70% of the purchase price ● Up to three years old, 50% of the purchase price ● Up to four years old, 30% of the purchase price ● Over four years old, 20% of the purchase price
2.	If your golf equipment is lost, stolen, damaged or temporarily delayed for more than 12 hours on the outward journey, we will pay the daily benefit up to the limit shown on your schedule for hiring replacement golf equipment.
3.	If you are unable to play golf due to injury or illness we will pay the non-refundable, pre-booked green fees up to the limit shown on your schedule.

Special conditions

1.	If claiming under item 2 above, you must get written confirmation from the carrier of the number of hours you were without your golf equipment.
2.	You must take reasonable care to keep your golf equipment safe. If your golf equipment is lost or stolen, you must take all reasonable steps to get it back.
3.	If your golf equipment is lost or damaged by an authority, a transport company or accommodation provider, you must report the details of the loss or damage to them in writing and request written confirmation.
4.	If your golf equipment is lost or damaged by an airline, you must: <ol style="list-style-type: none"> a. get a property irregularity report b. give written notice of the claim to the airline within the time limit in their conditions of carriage (you should also keep a copy) c. keep all travel tickets and tags if you claim under this policy.
5.	It may affect your claim if you cannot prove the value of, and that you were responsible for, the lost, stolen or damaged items, for example a receipt or credit card / bank statement showing evidence of purchase or the broken item if you are claiming for damage.
6.	You must report any loss or theft to the police within 24 hours of discovery or as soon as reasonably possible and get a written report (where it is not possible to obtain a police report you must provide other independent proof of the loss or theft such as a letter from your transport company, hotel or resort management).

Excess

The excess is shown on your schedule.

What is not covered

1.	Anything mentioned in the General exclusions section.
2.	Deliberate or malicious damage to golf equipment caused by the insured person .
3.	Loss or damage to golf equipment caused by the insured person's carelessness or neglect.
4.	Wear and tear, loss of value and damage caused by moths or vermin, or any process of cleaning, repairing or restoring.
5.	Losses from motor vehicles.
6.	Any loss or theft which you do not report to the police within 24 hours of discovery or as soon as reasonably possible and get a written report for (where it is not possible to obtain a police report you must provide other independent proof of loss such as a letter from your transport company or resort management).
7.	Golf equipment that is damaged while it is being used
8.	Any claim for a medical condition if any insured person has travelled against the advice of a doctor or purposely travelled without medical advice when it was reasonable for you to have consulted a doctor .
9.	Any claim for a medical condition if any of the following applied when you took out your policy, you : <ol style="list-style-type: none"> a. had received advice, medication or treatment for any serious, chronic or recurring illness, injury or disease in the last 12 months unless the condition was disclosed to and accepted by us b. were under investigation or awaiting results for any diagnosed or undiagnosed condition unless disclosed to and accepted by us c. were on a waiting list for in-patient treatment or were aware of the need for in-patient treatment for any diagnosed or undiagnosed condition unless disclosed to and accepted by us d. had been told you have a terminal illness.
10.	Any claim for a medical condition where you have been referred to a Consultant/Specialist, attend A&E or admitted to a hospital between buying your policy and the departure date unless disclosed to and accepted by us

Scuba diving up to 30 metres

Cover only applies to insured person(s) named under this section on your schedule.

If this happens...	Am I covered?
You had great plans for some scuba diving during your holiday, but slipped on the boat and broke your ankle.	With the optional Scuba diving cover, we will cover any medical expenses which occur whilst you are scuba diving.

Emergency medical and associated expenses and Abandonment sections of **your** policy document are extended to cover **you** while scuba diving to the maximum depth for which **you** are qualified, but not more than 30 metres, provided **you** are accompanied by a qualified diving instructor or dive master.

Special conditions

1.	When you are scuba diving you must follow all the safety guidelines provided by your instructor or dive master, who must be certified by a recognised diving body such as PADI, NAUI, PSAC, SAA and SSI.
2.	The cover given by this section only applies to recreational scuba diving up to a total of 31 days during the period of insurance .
3.	Cover does not extend to the Personal accident or Personal liability sections of your policy document.

What is not covered

1.	Anything mentioned in the General exclusions section.
2.	Any claim caused by you suffering from any medical condition which would normally prohibit you from diving.
3.	Any claim where you do not follow all diving safety warnings and guidelines.
4.	Any claim where you have booked a trip for the main purpose of scuba diving.
5.	Any claim arising from your participation in any professional, commercial or technical diving including, but not limited to, enriched air diving, tutor diving, ice diving, free diving, solo diving and wreck, cave or cavern diving.
6.	Any claim where you travel by air within 24 hours of completing a dive.

Airspace closure cover

If this happens...	Am I covered?
You've had a great holiday, but on the day you are leaving to come home, you find the airport has been closed and there are no flights for at least 48 hours.	If you have Airspace closure cover, we'll pay a benefit for each full 24-hour period that you are unable to return home. Or, we'll cover additional travel and accommodation costs if you need to get home urgently and have to make alternative arrangements to get back home.

Extended cancellation cover

We will pay for costs that each insured person has paid, and cannot get back, or which legally have to be paid for their own personal travel and accommodation (including excursions and unused kennel, cattery or professional pet sitter fees), up to the limits shown on your schedule if after the date of buying your policy, you unavoidably have to cancel your trip for one of the following reasons.	
1.	Airspace being closed.
2.	An airport or port you are scheduled to travel from or through being closed and no suitable alternative transport being available to you for more than 24 hours from the date and time of your scheduled departure, as shown on your ticket/itinerary.
3.	Your flight being cancelled as a direct result of volcanic ash in the atmosphere and no suitable alternative flight being available to you within 24 hours of the date and time of your scheduled departure, as shown on your ticket/itinerary.

Special condition

All claims must be supported by documentary evidence that you have been unable to obtain a refund from your travel and/or accommodation provider.

What is not covered

1.	Anything mentioned in the General exclusions section.
2.	Any claim where you knew at the time of buying the insurance that: <ol style="list-style-type: none"> a. you would be unable to travel b. where it had been publicly announced and/or reported by the media that the occurrence of an anticipated event could result in: <ol style="list-style-type: none"> i. the closure of airspace or an airport or port that you are scheduled to travel from or through, or ii. cancellation of your flight

Enforced stay abroad

This cover does not apply for holidays within the UK.

If you are unable to return home on your scheduled return date due to:	
1.	Airspace being closed; or
2.	An airport or port that you are scheduled to travel from or through being closed; or
3.	Your flight being cancelled as a direct result of volcanic ash in the atmosphere,
We will pay you either <ol style="list-style-type: none"> i. the benefit shown on your schedule for each full 24 hour period you are unable to return home; or ii. the necessary and reasonable additional travel and accommodation expenses, up to the limits shown on your schedule, where after a period of 24 hours or more, you unavoidably have to make immediate alternative arrangements to return home. 	
We will also pay for emergency medical supplies that you require to prevent a deterioration or exacerbation of an existing medical condition.	

Special condition

1.	Where you claim under item i. above, <ol style="list-style-type: none"> a. we will work out the length of your enforced stay abroad from the date and time of your scheduled departure, as shown on your ticket/itinerary b. you must obtain written confirmation from your carrier or handling agents of the actual time and date of your return to the UK
2.	Payment under item ii. will only be considered where your carrier or handling agents have not been able to offer you suitable alternative accommodation and/or travel arrangements. All claims must be supported by documentary evidence of the costs you have incurred.

What is not covered

1.	Anything mentioned in the General exclusions section.
2.	More than 1 item under this section
3.	Any claim under item ii where you fail to provide documentary evidence of the costs incurred.
4.	Any claim for travel and/or accommodation expenses if: <ol style="list-style-type: none"> a. you have not purchased your return ticket before you depart on your trip, or b. you are travelling on an open-ended ticket and have not scheduled a return date to the UK with the airline.

Travel disruption

If this happens...	Am I covered?
Imagine you're just four days away from heading off somewhere, only to find that the Foreign and Commonwealth Office is now advising people not to travel there.	With our optional Travel Disruption cover you would be able to claim for cancellation of your trip.

Extended cancellation cover

We will pay for costs that each **insured person** has paid, and cannot get back, or which legally have to be paid for their own personal travel and accommodation (including **excursions** and unused kennel, cattery or professional pet sitter fees), up to the limits shown on **your** schedule if, after the date of buying **your** policy **you** unavoidably have to cancel **your** trip for one of the reasons listed below.

1.	Strike or industrial action on the day of your scheduled departure results in the cancellation of your pre-booked travel arrangements.
2.	Severe snowfall prevents you from leaving home on your scheduled departure date
3.	In the seven days before your scheduled departure date: <ol style="list-style-type: none"> the Foreign and Commonwealth Office advise against all travel or all but essential travel to the area in which you were due to stay An avalanche, earthquake, explosion, fire, flood, landslide, storm or tsunami renders the accommodation in which you were due to stay uninhabitable your pre-booked holiday accommodation is directly affected by a food poisoning outbreak the area in which you were due to stay is affected by pandemic or epidemic influenza.

Special conditions

1.	You must provide written confirmation from the accommodation provider that you could not use your pre-booked holiday accommodation and the reason for this.
2.	Where you have been unable to leave home due to severe snowfall, you must provide evidence that travel was not possible, such as local police, press or traffic reports.

Excess

The excess is shown on your schedule.

What is not covered

1.	Anything mentioned in the General exclusions section.
2.	Any claim where the accommodation provider has offered reasonable alternative accommodation.
3.	Any claim where you knew, at the time of buying your policy that you would be unable to travel.
4.	Any claim caused by strike or industrial action which was public knowledge at the time of buying your policy.

Extended abandonment cover

If **you** have to unavoidably **abandon your trip** and return **home** early **we** will pay up to the limits shown on **your** schedule for:

- additional travel costs (if **you** cannot use **your** return ticket); and/or
- accommodation costs (of a similar standard to the travel and/or accommodation **you** had booked for **your** trip); and
- unused accommodation costs that each **insured person** has paid and cannot get back (including **excursions** and unused kennel, cattery or professional pet sitter fees)

if any of the following happen after **you** have left **home**.

1.	Severe snowfall prevents you from reaching your point of international departure on your outward journey from the UK or pre-booked holiday accommodation within the UK
2.	You reach your point of international departure on your outward journey from the UK and discover that your pre-booked travel arrangements have been cancelled due to a strike, industrial action or severe snowfall and your carrier or their handling agent is unable to provide suitable alternative travel arrangements within 24 hours
3.	The Foreign and Commonwealth Office advise UK residents to leave the area in which you are staying and return home
4.	An avalanche, earthquake, explosion, fire, flood, landslide, storm or tsunami renders the accommodation in which you are staying uninhabitable
5.	Your pre-booked holiday accommodation is directly affected by a food poisoning outbreak
6.	The area in which you are staying is affected by pandemic or epidemic influenza.

Special conditions

1.	If you need to return home and intend to make a claim under this section you must phone the claims helpline immediately
2.	Where you have been unable to reach your point of international departure or pre-booked holiday accommodation within the UK , you must provide evidence that travel was not possible, such as a report from a breakdown service provider, local police, press or traffic reports.

Excess

The excess is shown on your schedule.

What is not covered

1.	Anything mentioned in the General exclusions section.
2.	Any claim for abandonment due to severe snowfall where you have not allowed sufficient time to reach your point of international departure , taking into account the weather forecast for the journey
3.	Any claim caused by a strike or industrial action for which the dates had been publicly announced or reported by the media at the time you took out your policy.
4.	Any claim for abandonment due to Foreign and Commonwealth Office advice where this advice was already in place prior to your departure from the UK .
5.	Any claim for abandonment after you have chosen to move to alternative accommodation.
6.	Any claim which was not authorised by our Claims helpline before you returned home .
7.	Any claim where you knew prior to departure on your trip that you may need to return home early.
8.	Any claim for additional travelling costs if, prior to departure from the UK , you have not purchased a return ticket to the UK .

Delay outside of the UK

If a scheduled transport service on which you are booked to travel whilst outside the UK is delayed or cancelled, we will pay you a benefit for each 12 hour period you are delayed.

Special condition

We will work out the length of the delay from the date and time of your scheduled departure. You must have checked in at the specified time and provide written confirmation from the carrier or their handling agents of the actual date and time of the departure and the reason for the delay.
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What is not covered

1.	Anything mentioned in the General exclusions section.
2.	Any claim resulting from a delayed departure occurring at your point of international departure .
3.	Any claim for delayed departure in relation to a journey that was not pre-booked before you left the UK .
4.	Any claim caused by strike or industrial action which was public knowledge at the time of buying your policy.
5.	Any claim where a possible reason for delay was public knowledge at the time of buying your policy.

General exclusions and conditions

As with all travel insurance policies, there are some exclusions and conditions that you should be aware of and these apply to the whole policy.

General exclusions

This policy does not cover the following:

1.	Any consequence whatsoever which is the direct or indirect result of any of the following, or anything connected with any of the following, whether or not contributed to by any other cause or event: <ol style="list-style-type: none"> war; invasion; act of a foreign enemy; hostilities or warlike operation or operations (whether war has been declared or not); civil war; revolution, rebellion or insurrection; civil commotion which is of such severity or magnitude that it can amount to or be likened to an uprising; military power (even if properly authorised by the duly elected government); usurped power; or any action taken to prevent, control or suppress, or which in any way relates to a) above.
2.	Claims directly or indirectly caused by: <ol style="list-style-type: none"> ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from burning nuclear fuel; or the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear part of an assembly; or pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
3.	Any claim for your death, injury or disability resulting from: <ol style="list-style-type: none"> your suicide or attempted suicide; or your misuse of alcohol or drugs or your consumption of alcohol or drugs (other than drugs taken under medical supervision and not for treating alcohol or drug addiction) to an extent which causes immediate or long-term physical or mental harm, or where your judgement is affected causing you to take actions you would not usually take; or any exacerbation of an accepted medical condition caused by your misuse of alcohol or drugs.
4.	Any claim where during the trip you deliberately put yourself at risk of death, injury, illness or disability (unless you were trying to save human life).
5.	Any loss that is not specifically described in the cover sections of this policy, e.g. we will not pay for loss of earnings if you are unable to return to work due to injury or illness during your trip , or any payment which you would normally have made during your travels.
6.	Claims resulting from any tour operator, travel agent, airline or other service provider becoming insolvent and not being able or willing to carry out any part of their duty to you .
7.	Any claim for an incident which happens during the trip that results from: <ol style="list-style-type: none"> you flying an aircraft or taking part in other aerial activities not listed in the Leisure activities and Activity based holidays sections; you riding or being a passenger on a scooter, moped or motorcycle;: <ul style="list-style-type: none"> ● 125cc or under; unless you wear a crash helmet and, as a rider, you are fully licensed to use such a vehicle in the UK; or ● over 125cc; unless this is your mode of transport from the UK and you wear a crash helmet and appropriate protective clothing; and, as a rider, you are fully licensed and insured to use this vehicle in the UK. There is no cover for trips taken outside of Europe. you riding or being a passenger on a quad bike, all terrain vehicle or similar on or off road; you driving any motorised vehicle, unless you are fully licensed to drive such a vehicle in the UK; you driving or being a passenger in any motorised vehicle unless you have complied with all laws applying to use of that vehicle in the country you are visiting, for example, you must wear a seat belt where this is required by law; your involvement in paid or unpaid manual work or physical labour of any kind, other than charity and conservation work as shown in the Activity based holidays section; business travel unless this is shown on your schedule; business travel if your job is not wholly an office based role and your journey involves dealing with members of the public or any tasks other than clerical or administrative duties; you taking part in a leisure activity, activity based holiday or winter sports activity not listed in the Leisure activities, Activity based holidays or Winter sports activities sections; you taking part in any winter sports activity unless Winter sports cover is shown on your schedule; you taking part in exploration or scientific expeditions or being a crew member on a vessel travelling from one country to another; you sitting on any balcony railing; jumping from or climbing on or over any balcony railing, ledge or wall, regardless of its height, other than artificial wall climbing listed in the Leisure activities section.
8.	Any claim resulting from a tropical disease where you have not had the recommended inoculations and/or taken the recommended medication.

9.	Any claim for: <ul style="list-style-type: none"> a. unused travel or accommodation arranged by using air miles, loyalty or points based ownership schemes, timeshares or similar promotions; b. management fees, maintenance costs or exchange fees associated with loyalty or points based ownership schemes, timeshares or similar promotions; c. costs where these are recoverable from your travel and/or accommodation provider; d. the refund of any costs you have paid for on behalf of persons not named on your schedule; e. administration costs charged by your travel and/or accommodation provider in respect of obtaining a refund for unused travel and accommodation.
10.	Any claim for refund of any course or tuition fees, project costs, sponsorship fees or similar (other than your pre-paid ski pack if Winter sports cover is shown on your schedule).
11.	Any claim because you do not feel like travelling, or you are not enjoying your trip.

General conditions

1.	<p>You must take reasonable care to provide complete and accurate answers to the questions we ask when you take out or make changes to your policy.</p> <p>If the information provided by you is not complete and accurate, we may:</p> <ul style="list-style-type: none"> ● revise the premium and/or amend the medical underwriting decision(s) for any declared pre-existing medical condition(s) which may result in an accepted condition being excluded; or ● not pay any claim in full; or ● cancel your policy and refuse to pay any claim.
2.	You must take reasonable precautions to protect yourself and your property against any accident, injury, theft, loss or damage.
3.	If we make a payment before cover is confirmed and our claims investigation reveals that no cover exists under the terms of the policy, you must pay us back any amount we have paid, which you are not covered for.
4.	You must tell us as soon as possible after any injury, illness, incident or redundancy, or if you discover any loss or damage which may lead to a claim under this policy. You must also tell us if you are aware of any writ, summons or prosecution. You must send us every communication relating to a claim immediately.
5.	You , or any person acting for you , must not negotiate, admit or reject any claim without our permission in writing.
6.	We may refuse to pay any expenses for which you cannot provide receipts or bills.
7.	You or your legal representative must pay for any relevant certificates, information and evidence, which we may need to deal with your claim; for example death or medical certificates, police reports or purchase receipts. When there is a claim for injury or illness, we may ask for, and will pay for, any insured person to be medically examined on our behalf. We may also ask for, and will pay for, a post-mortem examination if any insured person dies.
8.	If, at the time of an incident which results in a claim under this policy, there is any other insurance covering the same loss, damage, expense or liability, we are entitled to approach that insurer for a contribution towards the claim, and will only pay our share. This condition does not apply to the Personal accident or Holiday disruption benefit sections.
9.	We are entitled to take over and carry out in your name the defence or settlement of any legal action. We may also take proceedings at our own expense and for our own benefit, but in your name, to recover any payment we have made under this policy to anyone else.
10.	<p>You cannot transfer your rights under this policy.</p> <p>A person, partnership (whether limited or not) or company who is not insured under the policy has no rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any of its terms.</p>
11.	If you make a medical claim you will be asked to supply your doctor's name to enable us to access your medical records. This will help the treating doctors, and us , to provide you with the most appropriate treatment and assess whether cover applies. If you do not agree to provide this we may not deal with your claim.
12.	Following the expiry of your 14 day statutory cooling off period you continue to have the right to cancel your policy at any time by contacting us , but no refund of premium will be available.
13.	<p>We (or any agent we appoint and who acts with our specific authority) may cancel this policy by sending at least 7 days' written notice to your last known postal and/or email address setting out the reason for cancellation.</p> <p>Valid reasons include but are not limited to the following:</p> <ul style="list-style-type: none"> ● Where we reasonably suspect fraud. ● Where you fail to co-operate with us or provide us with information or documentation we reasonably require and this affects our ability to process a claim or defend our interests. ● Where you have not taken reasonable care to provide complete and accurate answers to the questions we ask. See the 'Contract of insurance' and 'Information and changes we need to know about' wordings in the 'Information about your travel insurance policy' section in the policy document and the separate 'Important Information' notices supplied. <p>If we cancel the policy, you will not be entitled to a refund of the premium paid in respect of the cancelled cover. Where our investigations provide evidence of fraud or a serious non-disclosure we may cancel the policy immediately, backdate the cancellation to the date of the fraud or cancel the policy from the date you took it out.</p>
14.	The most we will pay for any claim is shown on your schedule; we will not pay more than the amount shown for any one incident.
15.	If your claim is in any way dishonest or exaggerated we will not pay any benefit under this policy or return any premium to you and we may cancel your policy immediately and backdate the cancellation to the date of the fraudulent claim. We may also take legal action against you .

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