

Coach Holiday Travel Insurance

This is your insurance document No: ERV/BC/18

Valid in respect of certificates issued 1/11/2017 to 31/10/2018

Summary of Cover Cover limits and applicable excesses per person

Section and Cover	Benefit Limit	Excess
1. Cancellation and Curtailment Loss of Deposit/ Holidays under £100	£2,000	£50 £10/£20
2. Travel delay and disruption - Delay - Abandonment after 12 hours - Missed Departure	£20 per 12hrs (max £60) £2,000 £100UK/£300EU	Nil £50 £50
3. Emergency medical and repatriation expenses - Hospital confinement benefit UK - Hospital confinement benefit outside of the UK - Funeral expenses and body repatriation - Emergency dental treatment	£1,000,000 EU £1,500 UK Only £10 per 24hrs (max £100) £15 per 24hrs (max £450) £5,000 EU £1,500 UK Only £250	£50 £50 Nil Nil £50 £50
4. Personal accident - Death (aged over 18) - Death (under 18) - Permanent total disablement - Loss of limb (s) or total and irrecoverable Loss of sight	£10,000 £1,000 £10,000 £10,000	Nil Nil Nil Nil
5. Personal effects and money - Single Item limit - Valuables limit - Personal Money-Cash - Loss of passport/travel documents	£1,000 £200 £200 £200 (under 18 £50) £200	£50 £50 £50 £50 £35
6. Luggage delay	£75 per 24hrs (max £100)	Nil
7. Personal liability	£1,000,000	Nil
8. Legal costs and expenses	£25,000	Nil

Welcome to **Your** coach Travel Insurance, underwritten by **ERV** the United Kingdom branch of Europäische Reiseversicherung A.G., an Ergo Group Company incorporated and regulated under the laws of Germany, (ERV) Companies House Registration FC 25660 and Branch Registration BR 007939. Authorised by the Bundesanstalt für Finanzdienstleistungsaufsicht (BAFIN - www.bafin.de) and subject to limited regulation by the Financial Services Authority (FCA - www.fsa.gov.uk). Details of the extent of Our regulation by the FCA are available on request. Our FCA registration number is 220041. This insurance is available only to residents of the United Kingdom who purchase their cover before they travel.

Demands and Needs

This travel insurance **Policy** will suit the Demands and Needs of an individual, or group (where applicable) who have no excluded medical conditions, are travelling to countries included within the **Policy** terms and who wish to insure themselves against the unforeseen circumstances/events detailed within this insurance **Policy**. Subject to terms and conditions and maximum specified sums insured

Pre-existing medical conditions Applying to travel to all destinations

It is a condition that at the time of taking out this **Policy** and between that time and **Your** departure **You** must comply with each of the following:

If You are travelling within England, Scotland, Wales, Northern Ireland, Isle of Man or the Isles of Scilly You are not required to declare Your medical conditions. However, You must be able to comply with the following:

- You** are not aware of any reason why the trip could be cancelled or cut short.
- You** are not travelling
 - against the advice of a medical practitioner.
 - for the purpose of obtaining medical treatment.
 - If You** have been given a terminal prognosis.
- You** are not receiving or awaiting tests, treatment or investigations for any illness or injury as a hospital day case or inpatient as any claim arising from the illness or injury will not be covered.
- If You** are on medication at the time of travel **Your** medical condition must be stable and well controlled.

If **Your** medical condition cannot comply with these terms then any claim related to that medical condition will not be covered.

If You are travelling outside of England, Scotland, Wales, Northern Ireland, Isle of Man or the Isles of Scilly this insurance carries Health Conditions so You need to inform Medical Screening of any medical condition (s) that may affect the Underwriters acceptance of Your cover. If anyone to be covered by this You or anyone upon whose health the Trip depends:

- Has any existing or on-going medical condition (s)
- Is taking any prescribed medication
- Has or has had any medical condition (s) still requiring periodic review
- Is awaiting any tests, treatment, investigation, referral or the results of these, then **You** must telephone Medical Screening on 01403 288 423 to inform them of **Your** medical condition (s). Office hours are 9am to 5pm Monday to Friday excluding Bank Holidays. An additional premium may be requested. Failure to notify them may cause **Your** circumstances to fall within a **Policy** exclusion.

PLEASE NOTE **You** must also notify Medical Screening immediately of any changes in **Your** medical circumstances arising between the date the **Policy** is issued and the time of departure for the **Trip**, i.e. **You** develop a new medical condition or an existing medical condition worsens. If **You** do not tell **Us** about **Your** medical conditions **We** have the right to amend, restrict or cancel **Your** cover under this **Policy**.

Important Information: Please read - We strongly recommend that You keep a record of all information given to Us.

EMERGENCY ASSISTANCE

Call us immediately if you have been
HOSPITALISED, or require REPATRIATION

Tel. 01403 288167 (anytime)

For CANCELLATION, BAGGAGE OR OTHER Non-Medical Claims

Tel. 01403 288170 (weekdays 9-5pm)

Important Information

This insurance **Policy** will have been sold to **You** on a non-advised basis. It is therefore for **You** to read this insurance **Policy** (paying particular attention to the terms, conditions and exclusions) and ensure that it meets all of **Your** requirements. If upon reading this **Policy** **You** find it does not meet all of **Your** requirements, please refer to the relevant Option To Cancel section. This **Policy** is a legal contract based on the information **You** supplied when **You** applied for this insurance. **We** rely on that information when **We** decide what cover to provide and how much **You** will pay. Therefore it is essential that all the information given to **Us** is accurate. **You** must tell **Us** immediately if there are any relevant changes in **Your** circumstances or to the information already given. Accurate information about Pre-existing medical conditions relating to the health of the people travelling and others upon whose health the travel may depend is particularly important as the **Policy** contains specific conditions and exclusions.

The **Policy Wording** together with **Your Policy Schedule** and any endorsements that apply sets out the insurance protection being provided in return for **Your** premium. It also tells **You** how to make a claim and how to contact **Us**. **You** must read all of these documents carefully. Please contact **Us** immediately if this insurance does not meet **Your** requirements.

Option to Cancel

You may cancel this **Policy** within 14 days of its issue (provided **You** have not commenced the **Trip**) and, subject to **You** not having or intending to make a claim, a full refund of premium will be made.

If **You** choose to cancel and a claim has been made or the **Trip** has commenced, **You** will not be entitled to any premium refund.

We may cancel this **Policy** by giving **You** at least 30 days' notice (or in the event of non-payment of premium, seven days' notice) in writing at **Your** last known address. If **We** do, the premium **You** have paid for the rest of the current Period of Cover will be refunded pro rata.

Words with Special Meanings

The words and phrases shown in bold have the same meaning wherever they appear. They are either defined below or more specifically elsewhere in this **Policy**.

Europe - all countries in mainland Europe West of the Ural Mountains, Mediterranean Islands, Algeria, Morocco, Tunisia, Turkey, Canary Islands, Madeira, the Azores and Eire.

Family and Couples - the insured and married spouse, or couples (including same sex) who have been cohabiting partners for more than 6 months and unmarried dependent children (including adopted, foster and step-children) aged up to 18 (or under age 23 if in full-time education), living in the same household (except children when attending full-time education). Children are only covered when travelling with **You** or **Your** spouse or partner.

Illness - a sudden and unexpected deterioration in health not caused by Bodily Injury.

Insured Journey/Trip - a Leisure Trip not exceeding the maximum number of days for which **You** have paid premium and which is shown on **Your Policy Schedule**, commenced and ended during the Period of Cover from or within the **United Kingdom**.

Insured/Insured Person/You/Your - any person named on the **Policy Schedule** who is eligible to be insured and for whom premium has been paid.

Insurer/ERV/We/Us/Our - ERV trading as ETI International Travel Protection, other than where exceptionally defined elsewhere in the **Policy**.

Nuclear, Chemical or Biological Terrorism Act - the use of any nuclear weapon or device or the emission, discharge, dispersal, release, or escape of any chemical agent and, or biological agent during the period of this insurance. "Chemical" agent shall mean any compound which when suitably disseminated produces incapacitating, damaging or lethal effects on people, animals, plants or material property. "Biological" agent shall mean any pathogenic (disease-producing) micro-organism (s) and/or biologically produced toxin (s) (including genetically modified organisms and chemically synthesised toxins) which cause **Illness** and/or death in humans, animals or plants.

Period of Cover - the period to which the **Policy** applies, as indicated by the **Period of Cover** on **Your Policy Schedule**.

Policy Schedule - the invoice issued by **Your** Tour Operator or Travel Agent which shows important details including **Your** premium amount and details of Insured Persons who are covered by this **Policy**. Please keep it with the **Policy Wording**.

Policy Wording/Policy - this document that contains full details of the cover provided plus the conditions and exclusions that apply. **You** must read this **Policy Wording** carefully.

Strike or Industrial Action - any form of Industrial Action taken by workers, which is carried on with the intention of preventing, restricting, or otherwise interfering with the production of goods or the provision of services.

United Kingdom - England, Scotland, Wales, Northern Ireland, Isle of Man and the Isles of Scilly.

Valuables - jewellery, antiques, articles made of gold or silver or other precious metals, precious or semi-precious stones, musical instruments, furs or leather clothing, watches, binoculars, telescopes, photographic equipment, electronic audio or video equipment including tapes, CDs, DVDs, and other digital media, games consoles, computer equipment and hand-held electronic devices including but not limited to iPods, iPads, Kindles and the like and associated software.

War Risks and Civil Hazards

A. Any sort of war, hostility, invasion, revolution, act of foreign enemy, civil war or unrest, rebellion, insurrection, or military usurped power (whether declared or not) or United Nations or NATO enforcement action

B. Explosion of war weapon (s), utilisation of chemical weapons or biological weapons, the release of weapons of mass destruction, or the hostile act of an enemy foreign to the nationality of the Insured Person or of the country in which the act occurs.

Section 1 - Cancellation and Curtailment

This section of the **Policy** sets out the cover **We** provide to each **Insured Person** in total per **Insured Journey**, not exceeding the sum insured shown in the **Summary of Cover**, following necessary and unavoidable cancellation of a **Trip** in relation to all travel charges that **You** have paid and/or are contracted to pay before the departure date and cannot recover in respect of any part of the **Trip** that **You** are necessarily and unavoidably required to cancel due to an event which is outside of **Your** control:

Your accidental Bodily Injury or Illness or death (or that of a relative, a close business associate or a friend with whom **You** have arranged to travel or stay).

Your pregnancy, where confirmation of **Your** pregnancy by a hospital or registered medical practitioner is announced to **You** after **You** have bought the **Policy** and booked the **Trip** and the cancellation is certified by a medical practitioner as necessary due to the complications of Pregnancy or Childbirth provided **You** cancel **Your Trip** within seven days.

Exclusions applying to this Section - What is not covered

Any cancellation or curtailment arising from:

1. Circumstances that could reasonably have been anticipated at the time **You** booked **Your Trip** or purchased this insurance.
2. **Your** disinclination to travel or to continue with **Your Trip** or **Your** loss of enjoyment of the **Trip**.
3. Terrorism that has not been advised by the Foreign and Commonwealth Office, including **Your** fear of travelling.
4. Any additional costs or expenses due to **Your** failure to notify the travel agent, tour operator or provider of transport immediately it is found necessary to cancel **Your Trip**.
5. Any additional costs or expenses arising by virtue of failure to check in or comply with the itinerary supplied or to obtain the required passport.
6. Psychological / mental Illness suffered by **You** unless it has been investigated and diagnosed as such by a consultant specialising in the relevant field.
7. Policy Excess may apply. Please refer to the Summary of Cover.

Section 2 - Travel delay and disruption

This section of the **Policy** sets out the cover **We** provide to each **Insured Person** in total per **Insured Journey**, not exceeding the sum insured shown in the **Summary of Cover** following travel delay and disruption.

A. Travel delay on outward journey

Delay to departure of at least 12 hours due to failure or delay of pre-booked public means of transport on which **You** are scheduled to travel

1. The amount as shown in the **Summary of Cover** for each full twelve-hour period that **You** are delayed or

2. The full deposit or cancellation charges (non-recoverable) if, after 12 hours delay to **Your** outward journey from the **United Kingdom**.

B. Missed departure

Disruption of **Your** scheduled travel itinerary due to the failure or delay of any pre-booked public transport to the trip destination point.

1. Reasonable additional accommodation and travel expenses of an equivalent standard (up to the sum insured) to the original booking, necessarily incurred to reach the booking destination.

Exclusions applying to this Section - What is not covered

1. Travel delay caused by **Strike or industrial action** that started or was announced before **Your Trip** was booked or the insurance was purchased.

2. Costs or charges for which the airline or the provider of transport or accommodation will compensate **You**.

3. Circumstances that could reasonably have been anticipated at the date the **Policy** was bought or the trip was booked.

4. Payment shall not be made under both this section and Section 3 respect of the same event.

Section 3 - Emergency medical and repatriation expenses

This section of the **Policy** sets out the cover **We** provide to each **Insured Person** in total per **Insured Journey**. If an **Insured Person** sustains actual bodily injury or suffers **Illness** outside the **United Kingdom** (unless specifically covered below), **We** will indemnify/pay the reasonable and/or customary costs/expenses up to but not exceeding the sum insured shown in **Summary of Cover** on page 2, which are necessarily incurred in respect of the following:

A. Emergency medical and repatriation expenses as a direct result of Bodily Injury or Illness

1. Medical and surgical treatment, and prescribed medication

2. Hospitalisation charges, nursing home and additional accommodation during recuperation.

3. Emergency (or doctor-ordered) ambulance charges for conveyance to a hospital.

4. The cost of taxi fares necessarily incurred.

Exclusions applying to this Section - What is not covered

1. Admission to a private hospital/clinic unless approved by **ERV's Assistance Company**.

2. Private room accommodation in a hospital/clinic.

3. Any expense that **You** incur more than 12 months after the occurrence of the bodily injury or **Illness**.

4. Any expenses not usual, reasonable or customary for the medical services and/or supply.

5. Any claims for costs related to Pregnancy or Childbirth unless the claim is certified by a medical practitioner as necessary due to complications of Pregnancy or Childbirth.

6. Costs of medical treatment provided and covered under a state insurance or private health scheme.

7. Costs of medications that were known to be required or continued during the trip.

B. Emergency repatriation or evacuation of the Insured Person as a consequence of Illness or Bodily Injury

1. Costs of **Your** repatriation to the **United Kingdom** or nearest qualified medical facility as determined by **Us** provided **You** are fit to travel from a medical perspective.

2. The expense of a qualified medical attendant or other person authorised by **Us** required on medical advice to escort **You** home.

3. Repatriation of accompanying **Family** and **Couple** members where an **Insured Person** has been hospitalised or has died.

4. Cover in the **United Kingdom** applies but is limited to the amount shown in the **Summary of Cover**.

C. Funeral expenses and body repatriation

1. Cost of returning **Your** body or ashes to **Your** home address and, or the cost of cremation or burial in the country where death occurs.

2. Return travel and reasonable accommodation (room only) expenses for one relative to travel out and accompany the remains.

3. Cover in the **United Kingdom** applies but is limited to the amount shown in the **Summary of Cover**.

Exclusions applying to this Section - What is not covered

1. Any costs of repatriation or evacuation as a result of **Your** taking part in any excluded Hazardous Activities and Sports including dangerous expeditions or from an area which is considered by **Us** to be a **War Risk or Civil Hazard** area.

2. Any expense that **You** incur more than 12 months after the occurrence of the bodily injury or **Illness** to which the claim refers.

Additional conditions applying to this Section

1. All cover under this section must be prescribed or recommended by a medical practitioner. If **You** are admitted as an in-patient in a hospital, or clinic **You** must notify **ERV's Assistance Company** immediately and prior to incurring any medical costs. If costs are incurred without notification, then **We** are only liable for such costs, as **We** would have incurred had such a notification taken place based on existing price agreements and provided the claim is valid.

2. **ERV's Assistance Company's** doctors have the authority on **Our** behalf to decide whether or not a repatriation is preferable based on an evaluation of **Your** medical condition.

3. Where repatriation, or evacuation is required, **We** will decide on the mode of transport taking into consideration **Your** medical condition, any medical requirements and the accessibility of **Your** location. The transport can be carried out by air ambulance, helicopter, scheduled or charter aeroplane, train, taxi and, or with other persons e.g. on scheduled or charter flights (economy class).

4. **You** are required to ensure that **You** have received the vaccinations recommended by the World Health Organisation "WHO" or United Kingdom public health authority prior to **Your** travel including malaria medication. If **You** fail to take such precautions and it is determined that the illness is a result of **Your** negligence, **Our** cover under this Section may be void.

Section 4 - Personal Accident

This section of the **Policy** sets out the cover **We** provide in total per **Insured Journey** to each **Insured Person** up to the sum insured shown in the **Summary of Cover**, who sustains bodily injury as a sole and direct result of an accident during the trip giving rise to Death occurring within 12 months of the accident; loss of one or more limbs, or one or both eyes 50%, Permanent total disablement 100%

Exclusions applying to this Section - What is not covered

1. Any insurance event arising as a consequence of a nuclear, chemical or biological **Terrorism** act

2. Any bodily injury which is a consequence of **Terrorism** or which occurs in an area which is regarded by **Us** as a **War Risk and Civil Hazard** area

i. Any insurance event arising from **You** being the driver, rider or passenger of a quad bike, all-terrain vehicle or motorcycle when **You** are not wearing a crash helmet, whether legally required locally or not.

ii. **Your** participation in any excluded Hazardous Activities and Sports.

Section 5 - Personal Effects and Money

loss of or damage to luggage and personal effects, cash, travel tickets all being owned and taken on the **Trip**, or purchased during the **Trip**, by **You**
Conditions: **You** shall

1. Take all reasonable care for the supervision of the property

2. Immediately report all loss or damage to property to either the police or other relevant authority and obtain from them a written report in substantiation of the claim. All necessary action to recover the property should be undertaken and produce receipts or other evidence of value and ownership should be provided where possible and in any event in respect of any item valued in excess of £100. Where this is not done liability shall be limited to £100.

3. Retain all damaged items.

The amount payable will be the value at today's prices less a deduction for wear, tear and depreciation (loss of value), or **We** may at **Our** option replace, reinstate or repair the lost or damaged items.

4. Loss or damage to spectacles or sunglasses will be limited to £150 in total.

Exclusions applying to Luggage and Personal Money

1. Loss of or damage to money and **Valuables** whilst unattended or in/from luggage in transit

2. Telecommunications and motor vehicle related equipment and accessories

3. Loss or damage to:-

(a) Dentures, or hearing aids, dental or medical fittings

(b) Sports equipment and protective clothing - whilst in use.

4. Loss or damage in the custody of an airline or other carrier

recoverable from such carrier

5. Any damage to, caused by or resulting from, fragile or perishable articles whilst in transit.

Section 6 - Luggage Delay

If **You** entire luggage is temporarily lost or delayed in transit on the outward journey and not returned to **You** within 12 hours of the discovery of same **We** will pay **You** up to the Sum Insured with a payment up to £100 for each full 24 hours without luggage in respect of receipted emergency essential replacements purchased by **You**.

Section 7 - Personal Liability

This section of the Policy sets out the cover **We** provide in total, per **Insured Journey**, not exceeding the sum insured shown in the **Summary of Cover**, in relation to personal liability.

A. Costs and expenses which You are legally liable in a personal capacity to pay in respect of accidents happening during the Period of Cover resulting in

1. Loss of or damage to material property not belonging to **You** or in the charge of or under the control of **You** or a member of **Your Family and Couple** or household or of a person in **Your** service.

2. Bodily injury, death or disease to any third party who is not an **Insured Person**, a member of **Your Family and Couple** or household or in **Your** Service.

The indemnity provided by this section extends to cover costs and expenses recoverable by **You**, provided they were incurred before the date on which **We** paid or offered to pay either the full amount of the claim or the total amount recoverable, in respect of any one occurrence and also to costs and expenses incurred by **You** with **Our** written consent. In the event of **Your** death **Your** personal representative will receive the benefit of cover provided by this section.

Exclusions applying to this Section - What is not covered

1. Where legal liability arises directly or indirectly out of
 - i. **Your** trade profession or business contractual liability unless such liability would have attached in any event in the absence of such contract
 - ii. ownership, possession or use (other than as a passenger having no right of control) of any motor vehicle, caravan, trailer, aircraft, model aircraft, watercraft, or any mechanically or electrically propelled vehicle or lift
 - iii. **You** having transmitted disease to other persons via infection or otherwise
 - iv. wilful, malicious or criminal acts ownership, possession or use of animals or firearms ownership of any land or buildings.
2. Any fines or other penalties.
3. Legal liability in respect of loss or damage to any property owned or held in trust by **You** or in **Your** custody or control other than use of a hotel and other similar temporary accommodation.
4. Any liability arising out of actions between **Insured Persons**

Additional conditions applying to this Section

1. If **You** know of any insurance event, which may result in a claim under this section **You** must
 - i. inform **Us** in writing without delay
 - ii. send all correspondence and legal documents to **Us** unanswered
 - iii. not discuss liability with any third party.
2. No admission, offer, promise, payment or indemnity may be made by **You** without **Our** prior written agreement.
3. **We** are entitled to take over the defence and settlement of any claim against **You** in **Your** name and have full discretion in the conduct of any proceedings and the settlement of any claim.
4. **We** may at **Our** own expense take proceedings in **Your** name with full discretion to recover compensation or indemnity from any third party in respect of any loss, damage or expense.
5. Where more than one **Insured Person** is involved in the same insurance event, the maximum **We** will pay in total is £2,000,000. If this limit is reached, this amount will be allocated in proportion to each **Insured Person**.

Section 8 - Legal Costs and Expenses

This section is underwritten and administered by DAS Legal Expenses Insurance Company Limited.

Words with special meanings applicable to this section:

Appointed Representative: the Preferred Law Firm, law firm or other suitably qualified person which **We** will appoint to act on **Your** behalf.

Costs and Expenses

a) All reasonable and necessary costs charged by **Your** Appointed Representative and agreed by **Us** in accordance with **Our Standard Terms of Appointment**

b) The costs incurred by opponents in civil cases if **You** have been ordered to pay them, or **You** pay them with **Our** agreement.

DAS / We / Our / Us: DAS Legal Expenses Insurance Company Limited.

Insured Incident: a specific or sudden accident during an **Insured Journey** which causes **Your** death or bodily injury.

Preferred Law Firm: a law firm or barristers' chambers which **We** choose to provide legal services. These legal specialists are chosen based on their proven expertise to deal with claims like **Yours** and must comply with **Our** agreed service levels, which **We** audit regularly. They are appointed according to **Our** Standard Terms of Appointment.

Reasonable Prospects: for civil cases, the prospects that **You** will recover losses or damages (or obtain any other legal remedy that **We** have agreed to, including an enforcement of judgment), make a successful defence or make a successful appeal or defence of an appeal, must be at least 51%. **We**, or a **Preferred Law Firm** on **Our** behalf, will assess whether there are **Reasonable Prospects**

Standard Terms of Appointment: the terms and conditions (including the amount **We** will pay to **Your** Appointed Representative) that apply to the relevant type of claim, which could include a conditional fee agreement (no win, no fee).

What is covered

In the event of an **Insured Incident** which causes **Your** death or bodily injury **We** will pay up to £25,000 for the Costs and Expenses of an **Appointed Representative**, to provide legal advice and where there are **Reasonable Prospects** to take legal action on **Your** behalf to recover losses or damages against negligent third-parties.

What is not covered - Exclusions applying to this section

We will not pay for the following:

- 1) A claim where at any point, **We** or the **Appointed Representative** assess that there are not **Reasonable Prospects** of success.
- 2) Any legal proceedings not dealt with by a court of law or by another body agreed by **Us**
- 3) A claim where **You** have failed to notify **Us** of the **Insured Incident** within a reasonable time of it occurring and where this failure adversely affects the **Reasonable Prospects** of a claim or **We** consider that **Our** position has been prejudiced.
- 4) An **Insured Incident** arising before the start, or after the end of an **Insured Journey**.
- 5) Costs and Expenses incurred before **Our** written acceptance of a claim.
- 6) In the event that **You** decide not to use the services of a **Preferred Law Firm**, any **Costs and Expenses** in excess of those which **We** would have incurred had **You** done so under **Our Standard Terms of Appointment**
- 7) Any claim relating to any illness or bodily injury that happens gradually or is not caused by a specific or sudden accident.
- 8) Any claim relating to psychological injury or mental illness unless the condition follows a specific or sudden accident that has caused **Your** physical bodily injury.
- 9) Defending **Your** legal rights (**We** will however, cover defending a counter-claim.)
- 10) Any claim relating to clinical negligence.
- 11) Fines, penalties, compensation or damages that a court or other authority orders **You** to pay.
- 12) Any legal action which **You** take that which **We** or the **Appointed Representative** have not agreed to, or where **You** do anything that hinders **Us** or the **Appointed Representative**.
- 13) A dispute with **Us** which is not otherwise dealt with under Section condition 7.

14) Costs and Expenses arising from or relating to judicial review, coroner's inquest or fatal accident inquiry.

15) Any Costs and Expenses which are incurred where the **Appointed Representative** handles the claim under a contingency fee arrangement.

16) A claim against **Us, Our agent, tour operator or travel agent.**

17) Any claim where **You** are not represented by a law firm or barrister.

Additional conditions applying to this section

1) a) On receiving a claim, if legal representation is necessary, **We** will appoint a **Preferred Law Firm** or in-house lawyer as the **Appointed Representative** to deal with **Your** claim. They will try to settle **Your** claim by negotiation without having to go to court.

b) If the appointed **Preferred Law Firm** or **Our** in-house lawyer cannot negotiate settlement of **Your** claim and it is necessary to go to court and legal proceedings are issued or there is a conflict of interest, then **You** may choose a law firm to act as **Your Appointed Representative**.

c) If **You** choose a law firm as the **Appointed Representative** who is not a **Preferred Law Firm, We** will give **Your** choice of law firm the opportunity to act on the same terms as a **Preferred Law Firm**.

However if they refuse to act on this basis, the most **We** will pay is the amount **We** would have paid if they had agreed to **Our Standard Terms of Appointment**.

d) The **Appointed Representative** must co-operate with **Us** at all times and must keep **Us** up to date with the progress of the claim.

2) a) **You** must co-operate fully with **Us** and with the **Appointed Representative**.

b) **You** must give the **Appointed Representative** any instructions that **We** ask **You** to.

3) a) **You** must tell **Us** if anyone offers to settle a claim. **You** must not negotiate or agree to a settlement without **Our** written consent.

b) If **You** do not accept a reasonable offer to settle a claim, **We** may refuse to pay any further Costs and Expenses.

c) **We** may decide to pay **You** the reasonable value of **Your** claim, instead of starting or continuing legal action. In these circumstances **You** must allow **Us** to take over and pursue or settle any claim on **Your** behalf. **You** must also allow **Us** to pursue at **Our** own expense and for **Our** own benefit, any claim for compensation against any other person and **You** must give **Us** all the information and help **We** need to do so.

d) Where a settlement is made on a without-costs basis **We** will decide what proportion of that settlement will be regarded as Costs and Expenses and payable to **Us**.

4) a) **You** must instruct the **Appointed Representative** to have costs and expenses taxed, assessed or audited if **We** ask for this.

b) **You** must take every step to recover Costs and Expenses and court attendance that **We** have to pay and must pay **Us** any amounts that are recovered.

5) If the **Appointed Representative** refuses to continue acting for **You** with good reason, or if **You** dismiss the **Appointed Representative** without good reason, the cover **We** provide will end immediately, unless **We** agree to the appointment of another **Appointed Representative**.

6) If **You** settle or withdraw a claim without **Our** agreement, or do not give suitable instructions to the **Appointed Representative, We** can withdraw cover and will be entitled to reclaim from **You** any **Costs and Expenses We** have paid.

7) In respect of an appeal or the defence of an appeal, **You** must tell **Us** within the time limits allowed that **You** want to appeal. Before **We** pay the **Costs and Expenses** for appeals, **We** must agree that **Reasonable Prospects** exist.

8) For an enforcement of judgment to recover money and interest due to **You** after a successful claim under this section, **We** must agree that **Reasonable Prospects** exist, and where an award of damages is the only legal remedy to a dispute and the cost of pursuing legal action is likely to be more than any award of damages, the most **We** will pay in **Costs and Expenses** is the value of the likely award.

9) If there is a disagreement between **You** and **Us** about the handling of a claim and it is not resolved through **Our** internal complaints procedure, **You** can contact the Financial Ombudsman Service for help. Alternatively there is a separate arbitration process. The arbitrator will be a barrister chosen jointly by **You** and **Us**. If there is a disagreement over the choice of arbitrator, **We** will ask the Chartered Institute of Arbitrators to decide.

10) **We** may require **You** to obtain, at **Your** expense, an opinion on the merits of the claim or proceedings or on a legal principle from a legal expert. The expert must be approved in advance by **Us** and the cost agreed in writing between **You** and **Us**. Subject to this, **We** will pay the cost of getting the opinion if the expert's opinion indicates that it is more likely than not that **You** will recover damages (or obtain any other legal remedy that **We** have agreed to) or make a successful defence.

11) **You** must:

a) keep to the terms and conditions of this section

b) take reasonable steps to avoid and prevent claims

c) take reasonable steps to avoid incurring unnecessary costs

d) send everything **We** ask for, in writing.

e) report to **Us** full and factual details of any claim as soon as possible.

f) give **Us** any information **We** need.

12) **We** will, at **Our** discretion, void this section (make it invalid) from its start date or from the date of claim, or alleged claim, or **We** will not pay the claim if:

a) a claim **You** have made to obtain benefit under this section is fraudulent or intentionally exaggerated, or

b) a false declaration or statement is made in support of a claim.

13) If any claim covered under this section is also covered by another **Policy**, or would have been covered if this section did not exist, **We** will only pay **Our** share of the claim even if the other insurer refuses the claim.

14) In the event of **Your** death as a result of an Insured Incident the benefits of this cover will attach to **Your** personal representative (next of kin).

15) This section is governed by the law that applies in the part of the United Kingdom, Channel Islands or Isle of Man where the **Insured Person** normally lives. Otherwise, the law of England and Wales applies.

All Acts of Parliament mentioned in this section include equivalent laws in Scotland, Northern Ireland, the Isle of Man and the Channel Islands as appropriate.

16) Apart from **DAS**, an **Insured Person** is the only person who may enforce all or any part of this section and the rights and interests arising from or connected with it. This means that the Contracts (Rights of Third Parties) Act 1999 does not apply to this section in relation to any third-party rights or interest.

Eurolaw Legal Advice

We will give **You** confidential legal advice over the phone on any personal legal problem under the laws of the member countries of the European Union, Isle of Man, the Channel Islands, Switzerland and Norway. **You** can contact **Our** UK-based call centres 24 hours a day, seven days a week. However, **We** may need to call **You** back depending on the enquiry. Advice about the law in England and Wales is available 24 hours a day, seven days a week. Legal advice for the other countries is available 9am-5pm, Monday to Friday, excluding public and bank holidays. If **You** call outside these times, a message will be taken and **We** will call **You** back within operating hours.

To help check and improve service standards, **We** records all inbound and outbound calls.

To contact the above service, phone **Us** on +44 (0) 117 934 0548. When phoning, please quote **Your Policy** number. **We** will not accept responsibility if the Helpline Service fails for reasons which **We** cannot control. These are the conditions of the insurance **You** will need to meet as **Your** part of this contract. Certain sections of cover have additional conditions, which must also be complied with.

General Policy Conditions

Commencement of cover

Cover for cancellation commences for Single Trip policies on the 'issue date' shown on **Your Policy** Schedule, cover commences from the effective date when **You** leave **Your** usual place of residence to commence the trip, and continues until the time of **Your** return to **Your** usual place of residence on completion of the trip or expiry of the Period of Cover (whichever is the earlier).

Third party contracts act - A person or company who is not a party to this **Policy** has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this **Policy** but this does not affect any right or remedy of a third party which exists or is available from that Act.

Transferring Your interest in the Policy - **You** cannot transfer **Your** interest in this **Policy** to anyone else.

War Risks and Civil Hazards

The **Policy** covers **You** provided **You** are not in Active Service/Taking Part (see General **Policy** Exclusions below) and

A. provided that **Your** presence in such country or area is

i. attributable to the unscheduled transit or stopover not exceeding 24 hours of an aircraft or sea vessel in which **You** are travelling or

ii. attributable to involuntary diversion or transit due to Hijack, Kidnap or other occurrence beyond **Your** control, provided always that at the time of such Hijack, Kidnap or occurrence **You** were not within the confines of any country or area to which events such as war, invasion, civil war, armed hostility, rebellion, revolution, overthrow of a legally constituted government, insurrection of military or usurped power was applicable, nor travelling to or from such country or area

B. for a maximum period of three days from the start of the hostilities or of the insurrection, where **You** are surprised by such events whilst out of **Your** country of residence in a country which, until that time was in a state of peace.

These exclusions apply to all sections of **Your Policy**. The sections of cover in this **Policy** have additional specific exclusions, which apply only to those sections of cover in which they are expressly referred to. This **Policy** does not cover Active Service/ Taking part - active service in any of the armed forces of any nation or as a hired or voluntary part of a terrorist group, a revolutionary force or as part of a voluntary peacekeeping force.

Making a Claim

1. Before making a claim, please check the **Policy** Schedule and **Policy** wording to see whether **You** have cover.
2. Please remember to keep relevant original receipts and reports (not photocopies), as they will be required for any claim. You must be able to document all expenses incurred.
3. Remember to quote Your Policy number.

For medical emergency, medical related expenses, repatriation and evacuation claims Please call Our **Assistance Company Tel. 01403 288167** at any time of the day or night

1. Please call ERV's Assistance Company as soon as possible for cases involving hospitalisation or if You need a medical referral.
2. If costs are incurred without notification, then We are only liable for such costs as We would have incurred had such a notification taken place, based on existing price agreements and provided the claim is valid.

For all other Non medical claims Tel. 01403 288 170 or download a claims form via www.erv.co.uk/coach
Alternatively You can request a claim form by writing to:
ERV Insurance Services
PO Box 9, Mansfield, Nottinghamshire NG19 7BL

Claims should be notified as soon as possible but no later than 30 days after the Insurance Event.

For Legal Costs and Expenses claims

Please contact DAS Legal Expenses Insurance Company Limited.
DAS House, Quay Side, Temple Back, Bristol BS1 6NH
tel. +44 (0)117 934 0548 fax+44 (0)117 934 2109
email newclaims@das.co.uk

Claims should be notified as soon as possible but no later than 30 days of You becoming aware of the Insurance Event.

No interest shall be added to any claims payments.

Further Information

Other insurance

If any **Insured Person** claims under this **Policy** for something which is also covered by another insurance policy or by credit card insurance, the **Insured Person** must provide **Us** with full details of the other insurance policy. **We** will only pay Our pro rata share of any claim apart from a valid personal accident claim, which **We** will pay in full.

Rights and responsibilities

We will be entitled to take over and conduct in **Your** name (at **Our** expense) the defence or settlement of any claim or to prosecute in **Your** name to **Our** own benefit in respect of any claim for indemnity or damage or otherwise, and will have full discretion in the conduct of any proceedings or in settlement of any claim and **You** will give all such information and reasonable assistance as **We** require.

Complaints

We aim to provide the highest service standards at all times, however, if for any reason **You** are not satisfied, **We** would like to hear from **You**. The procedure below has been put in place to ensure that **Your** concerns are dealt with promptly and fairly. Please remember to quote **Your** name as shown on **Your Policy Schedule** and the **Policy** number and, if **Your** complaint is about a claim, the claim number in all correspondence and telephone calls. In the first instance, **We** would encourage **You** to write to **Us** and ask for **Your**

complaint to be investigated:

ERV - Afon House, Worthing Road Horsham RH12 1TL, England

If **You** wish to make a specific complaint about the legal expenses section of **Your Policy**:

Section 8 - Legal Costs and Expenses, please forward details of **Your** complaint to:

The Managing Director
DAS Legal Expenses Insurance Company Ltd.,
DAS House, Quay Side Temple Back, Bristol BS1 6NH.

If a complaint still cannot be resolved to **Your** satisfaction, **You** have the right to refer to:

The Financial Ombudsman Service Exchange Tower, London E14 9SR.
The Financial Ombudsman Service can only deal with **Your** claim after **You** have followed the full complaints procedure.

Data Protection - Information uses

To set up and administer **Your Policy We** will hold and use information about **You** supplied by **You** and by medical providers. **We** may send it in confidence for processing to other companies acting on **Our** instructions including those located outside the European Economic Area. Please note insurers exchange information with various databases to help check the information provided and prevent fraudulent claims.

Fraud detection, prevention and claims history

You, or anyone acting for **You** must not act in a fraudulent manner.

In order to prevent and detect fraud **We** may at any time:

1. Share information about **You** with other organisations and public bodies including the Police, loss adjustors and other third parties that **We** engage to investigate claims
2. Check and, or file **Your** details with fraud prevention agencies and databases, and if **You** give **Us** false or inaccurate information and **We** suspect fraud, **We** will record this. **We**, and other organisations involved in the administration of **Your Policy**, may also search these agencies and databases to:-
 - a. Help make decisions about the provision and administration of insurance, credit and related services for **You** and members of **Your** household
 - b. Trace debtors or beneficiaries, recover debt, prevent fraud and to manage **Your** accounts or insurance policies
 - c. Check **Your** identity to prevent money laundering, unless **You** furnish **Us** with other satisfactory proof of identity
 - d. Undertake credit searches and additional fraud searches.

We can supply on request further details of the databases **We** access or contribute to.

When **We** investigate claims, **We** may conduct searches of publicly accessible information about **You** available on the internet, including using sources such as search engines and social media.

Financial Services Compensation Scheme

You are protected by the Financial Services Compensation Scheme "FSCS", which acts as a safety net in the unlikely event that **We** are unable to pay claims due to insolvency. The FSCS will meet the first £2,000 of the claim and then 90% of the balance, in both cases without any upper limit. Full details of the scheme can be obtained from FSCS website www.fscs.org.uk or by writing to Financial Services Compensation Scheme, 7th Floor Lloyds Chambers, Portoken Street, London E1 8BN.

