



# Travel Shield<sup>®</sup>

## Travel Insurance

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### Policy Summary

**Please note that this Summary document does not contain the full terms and conditions of the contract, which can be found in the Policy document. This Policy Summary does not form part of the Policy document. A copy of the Policy is available on request.**

The Policy is a travel insurance contract that provides cover for residents of the United Kingdom flying out of and returning to the United Kingdom. The sections that apply to your insurance will be stated in the Schedule. The Schedule also states the period of insurance.

Cover applies in respect of a trip commencing within the period of insurance as shown in the schedule. If your period of insurance is more than one year you may need to review and update this cover periodically to ensure it remains adequate.

The policy is underwritten by Canopus Underwriting Limited on behalf of Syndicate 4444 at Lloyd's.



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## Significant features, benefits and exclusions

The Section Schedules describe when the contract operates together with the benefits and limits that apply to each person insured.

Significant cover	Significant features	Limitations and exclusions
<b>Section 1 Cancellation and Disruption – page 6</b>		
Loss of unused travel and accommodation	Up to £3,000 – Single Trip (Single) Up to £5,000 – Annual Trip (Annual)	Conditions known to you when booking the trip or buying the insurance.
Expenses following missed departure and transport diversion	Up to £500	Claims from events that had occurred, commenced or been announced before you buy the insurance.
Travel delay inconvenience following late departure of publicly licensed transport	£20 for the first 12 hours followed by £10 per subsequent 12 hour period to a maximum of £100	You must have written confirmation from your carrier or travel agent of delayed departure dates.
Additional travel and accommodation expenses for alteration of itinerary	Reasonable additional expenses up to £1,500	You must obtain garage or motor breakdown reports confirming mechanical breakdown. £50 excess - Annual; £75 excess - Single.
<b>Section 2 Medical, Repatriation and Other Expenses – page 7</b>		
Expenses outside the UK	Up to £5,000,000	Costs which would have been foreseen by you at the start of the trip.
Hospitalisation daily benefit if confined as a hospital inpatient	£25 for each completed 24 hours spent as a hospital in-patient to a maximum of £1,500	Medical expenses in the UK or 12 months after your accident or illness.
Funeral costs	Up to £5,000	£50 excess - Annual; £75 excess - Single.
<b>Section 3 Personal Accident – page 8</b>		
Lump sum following accidental death or an injury resulting in loss of limb, sight or permanent total disablement	Death, loss of 1 limb or 1 eye £25,000 Loss of 2 limbs or both eyes and permanent total disablement £50,000	Accidental death of a person under 16 years is limited to £2,500 over 65 years to £5,000, all other benefits are reduced by 50%, with the exception of permanent total disablement for over 65 years which is deleted
<b>Section 4 Baggage and Personal Effects – page 8</b>		
Loss of or damage to baggage and personal effects	Up to £1,500	Hired clothing or equipment, wear and tear, household effects, electrical or mechanical breakdown.
Essential clothing and toiletries are mislaid for 12 hours or more	Up to £100	You must take reasonable precautions for the safety of your property. £35 excess - Annual; £50 excess - Single.
<b>Section 5 Money, Travel Documents and Credit Cards – page 9</b>		
Money and travel documents and Fraudulent use of lost credit cards	Up to £750 Cover commences upon collection or receipt up to 72 hours prior to the trip and concludes whilst in your custody up to 72 hours after the trip finishes.	Currency devaluation, errors or omissions, transactional shortages. Loss of theft not reported to the police within 48 hours of discovery. £35 excess - Annual; £50 excess - Single.

<b>Significant cover</b>	<b>Significant features</b>	<b>Limitations and exclusions</b>
<b>Section 6 Legal Expenses and Personal Liability – page 9</b>		
Legal expenses in pursuit of a claim against third parties for your death, injury or illness	Up to £25,000	Expenses without our prior written approval. Claims against us or anyone acting for us, travel agents, tour operators or carrier.
Personal liability for bodily injury or damage to third party property	Up to £2,000,000	Bodily injury to a family member or a person under a contract of service or apprenticeship with you. Use of or ownership or possession of aircraft, water craft, firearms, mechanically propelled or horse drawn vehicles, animals, caravans or vehicular trailers. Employer's or Contractual liabilities. Connected with the ownership or occupancy of land or building; carrying on of any trade, business or profession; participant to participant injury; or any fine or penalty. Punitive and exemplary damages in respect of the USA or Canada. Any participant to participant injury whilst participating or practicing for any sporting or similar event. Any fine or penalty. £75 excess - Annual; £100 excess - Single
<b>Section 7 Hi-jack and Kidnap – page 10</b>		
	£50 each day you are detained to a maximum of £1,000	
<b>Section 8 Winter Sports – page 10</b>		
Equipment Hire	£25 per day to a maximum of £250 if your skis, poles, snowboards, boots or bindings are lost or delayed for more than 12 hours	As a result of theft. Must have written report from the carrier responsible for the delay or damage. Cover relates only to the outward or onward trip.
Ski Equipment	Up to £500 for theft or accidental damage to ski equipment	Limit of £250 - single article or pair. Theft from an unattended public place. Accidental damage whilst in use. £50 excess.
Lift Pass	Up to £200 for loss or theft of your lift pass	Calculated on the unexpired period. £50 excess.
Piste Closure	£25 per day to a maximum of £250 for pre-booked ski resort closure due to lack of snow	If the piste closure was public knowledge prior to the trip. Written confirmation from the resort must be obtained. Ski resorts less than 1,000 metres above sea level.
Avalanche Cover	£250 for necessary and reasonable extra travel and accommodation if you are delayed by more than 12 hours	Ski resorts less than 1,000 metres above sea level. £50 excess.

<b>Significant cover</b>	<b>Significant features</b>	<b>Limitations and exclusions</b>
Business Equipment	Up to £1,000 for loss, damage or theft	£35 excess - Annual; £50 excess - Single.
<b>Section 9 Business Cover – page 11</b>		
Business Money	Up to £500 for loss, stolen or destroyed	£35 excess - Annual; £50 excess - Single.
Replacement Staff	Up to £2,500 to send a substitute person if an insured person is injured or becomes ill during the trip	Expenses paid or budgeted to pay before the commencement of the trip.
<b>Activity and Sports List – page 12</b>		
Refer to the policy for the list of activities and sports.		

### **Geographical Areas** – as shown in the schedule

- United Kingdom – England, Scotland, Wales, Northern Ireland, The Isle of Man and the Channel Islands. Cover only applies if your trip is away from your home and at least two nights stay in pre-booked accommodation or involves a pre booked flight.
- Europe – including Republic of Ireland, Canary Islands, Madeira and countries bordering the Mediterranean.
- Worldwide excluding USA and Canada
- Worldwide including USA and Canada

### **General exclusions that apply to all sections** – page 4

- War and Terrorism
- Flying other than as a passenger
- Weapons of mass destruction
- Professional sports
- Manual labour
- Attempting self injury or suicide
- Travelling against medical advice
- Nuclear or radioactive contamination
- Armed Forces operational duties
- HIV and AIDS
- Age limit 75 years
- Travelling for the purpose of receiving treatment
- Travelling to a country where Foreign and Commonwealth Office have advised against all but essential travel
- Winter Sports for Single Trip Travel unless the appropriate additional premium is paid and shown on the schedule
- Pregnancy – cover provided for complications only see pages (page 3 (Important Information) and 5 (Definitions) of the policy)
- Health – pre-existing medical conditions as described by exclusion 4 (page 4 of the policy)

### **Annual Multi Trip policies** – page 2

- Maximum trip duration 60 days, persons under 18 years must be accompanied for an entire trip by an adult insured by the policy, 17 days Winter Sports is provided any one period of insurance

### **Conditions** – page 3

All material facts should be disclosed (These are facts which are likely to influence our acceptance or assessment of your insurance). If you are in any doubt about facts considered material you should disclose them.

The parties are free to choose the law applicable to the insurance contract. Unless specifically agreed to the contrary this shall be subject to English Law.

## Claims notification – page 3

On the happening of any occurrence likely to give rise to a claim under the policy, it is a condition precedent to our liability under the policy that you will ensure that notice is given to us in writing as soon as reasonably possible after the date of the occurrence and in any event within ninety (90) days. Such notice shall include full particulars of the occurrence.

You should contact your insurance intermediary who sold you the policy at the address and telephone number that will appear on the intermediary's correspondence.

## Medical Assistance Notification

In the event of a illness or injury during your trip which will require hospitalisation, in the first instance you must notify our Medical Assistance company:

Tel: +44 (0)20 7111 1100

Fax: +44 (0)1243 773 169

E-mail: [travelassist@canopius.com](mailto:travelassist@canopius.com)

## Cooling-off Period – page 1

If the cover does not meet your requirements within fourteen (14) days of the cover starting or the day on which you receive the documents, whichever is the later we will refund all premiums paid provided you have not made a claim.

## Cancellation – page 3

Only you and us may cancel the policy or any cover. We will give 30 days written notice and you will give 30 days written notice. Any unearned portion of the premium paid will be returned, subject to a minimum retention of one half of the risk premium or £50 whichever is the lesser.

## Disputes and Complaints – page 1

We are dedicated to providing you with a high quality service and want to ensure that this is maintained at all times. If you feel that we have not offered a first class service please write and tell us and we will do our best to resolve the problem. Our contact details are:

Head of Accident & Health

Canopius Underwriting Limited, Gallery 9, One Lime Street, London EC3M 7HA

If you have any questions or concerns about the insurance or the handling of a claim you should, in the first instance, contact your insurance intermediary. If you have a problem concerning any aspect of your insurance please contact your insurance intermediary.

In the event you remain dissatisfied and wish to make a complaint it may be possible in certain circumstances for you to refer that matter to the Policyholder & Market Assistance team at Lloyd's. Their address is:

Policyholder & Market Assistance

Lloyd's Market Services, One Lime Street, London EC3M 7HA

Tel No: 020 7327 5693

Fax No: 020 7327 5225

E-mail: [complaints@lloyds.com](mailto:complaints@lloyds.com)

In the event that the Policyholder & Market Assistance team is unable to resolve your complaint, it may be possible for you to refer it to the Financial Ombudsman Service (FOS). Following the complaints procedure with the FOS does not affect your rights to take legal action. Further details will be provided at the appropriate stage of the complaints process.

## **Financial Services Compensation Scheme** – page 1

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we are unable to meet our obligations under this contract. A claim under this contract of general insurance is covered for 100% of the first £2,000 and 90% of the remainder of the claim without any upper limit.

Further information about the scheme is available from the Financial Services Compensation Scheme at the below address or on their website: [www.fscs.org.uk](http://www.fscs.org.uk):

7<sup>th</sup> Floor, Lloyds Chambers, Portsoken Street, London, E1 8BN

## **Canopius Underwriting Limited - Gallery 9, One Lime Street, London, EC3M7HA**

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