

Travel Insurance

Insurance Product Information Document

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Towergate Active Travel Annual Multi Trip, Single Trip.

This is your Insurance Product information document only and does not contain the full details of the contract. Full terms & conditions can be found in your policy wording and policy schedule.

What is this type of insurance?

This is an insurance policy which will cover you for your journey, for various unforeseen events such as, medical emergencies, cancellation/curtailment of your journey or lost and stolen property



What is insured?

- ✓ **Trip Cancellation and Curtailment** - for the loss of pre-paid travel and accommodation.
- ✓ **Emergency Medical Expenses** – hospital fees, repatriation, in-patient benefit, funeral and dental.
- ✓ **Personal Liability** – Costs for damage you cause to a third party or their property (including your Journey accommodation if not owned by you, a family member or friend).
- ✓ **Personal Accident** – Compensation if you die, lose your sight, lose your limbs or if you are unable to work again following an accident on your journey.
- ✓ **Financial Failure Protection** – Will cover the cost of travel following the collapse of a travel operator.
- ✓ **Travel Disruption** – A benefit after a major delay to outbound or return transport at the departure point. Also covers the costs to abandon the trip and/or if you have missed your outbound travel due to circumstances specified in the policy. Benefit also payable in respect of delay per 12 hours and abandonment after 24 hours.
- ✓ **Legal Expenses** – Legal Costs and representation to pursue a compensation claim against a negligent third party responsible for your death injury or illness.
- ✓ **Hijack** – Payable for every 24 hours you are the victim of a hijack.
- ✓ **Political Unrest and Natural Catastrophe Evacuation** – Arranging a security team to ensure you are escorted safely from a country in the event of a political change/Natural Disaster.
- ✓ **Uninhabitable Accommodation** - Provides alternative accommodation (room only) if your accommodation is uninhabitable because of fire, flood, earthquake or storm.
- ✓ **Baggage & Personal Belongings** – Reimbursement for baggage and valuables which have been delayed, stolen, lost, damaged or destroyed.
- ✓ **Money & Documents** – Reimbursement of money which has been accidentally lost or stolen whilst being carried by you or left in a safety deposit box.
- ✓ **Loss of passport and/or Driving License expenses** – Compensates expenses incurred in arranging the replacement of a lost or stolen passport.
- ✓ **Missed Departure/Missed Connection** – Cover reasonable additional expenses for accommodation & Transport incurred in reaching your overseas destination, or returning to the UK if you fail to arrive at your departure point in time or connecting transport as a result of delayed public transport, your own vehicle breaking down, an accident or breakdown affecting the roads you are travelling on, your connecting flight being late and/or adverse weather conditions making it impossible to make your departure point.
- ✓ **Additional Hospital Benefit** – A benefit payable for each 24 hours you spend in hospital outside of the UK following a valid medical claim.
- ✓ **Kidnap Ransom and Extortion Expenses** – Expenses/ransom incurred if you are kidnapped or you are being extorted.
- ✓ **Optional Covers** – Subject to additional premium being paid cover is also available for inclusion of sports and activities also Winter Sports Cover for winter sports equipment or hired winter sports equipment if they are lost, stolen or damaged during your trip. Subject to additional premium being paid cover is also available for inclusion of golf cover extension.



What is not insured?

- ✗ This is not a private medical health insurance policy. We will pay for private treatment only if there is no appropriate reciprocal health agreement in existence and no public service available and we reserve the right to organise a transfer from a private medical facility to a public medical facility where appropriate.
- ✗ Claims where you cannot provide sufficient supporting evidence.
- ✗ Any criminal acts committed by you and any insured persons included under cover.
- ✗ Claims circumstances you were aware of before your policy was issued or your journey was booked whichever is the later.
- ✗ Does not cover normal costs or losses otherwise associated with pregnancy (including multiple pregnancies) or childbirth.
- ✗ You will not be covered for additional costs incurred as a result of any delay in telling your travel provider that you need to cancel your trip.
- ✗ The Policy excess that is applicable to each section, person and/or claim
- ✗ Any trip for the purpose of obtaining medical treatment.
- ✗ The policy will not cover valuables, jewellery or money unless kept on the person or stored in a locked safety deposit box or safe.
- ✗ We will only cover up to the maximum limits of cover. Any additional amounts exceeding these limits will not be covered.
- ✗ Travel disruption cover for Backpacker policies.



Are there any restrictions on cover?

- ! Your policy contains a limit on the age of the insured persons and certain levels of cover may be restricted according to age. The maximum age of an insured person is 74 for Annual Multi Trip and 79 for Single Trip.
- ! There are general conditions that you have to meet for cover to apply.
- ! The policy automatically provides cover for some sporting and leisure activities. Losses resulting from participation in sports outside of the automatic cover are excluded and may be provided subject to an additional premium being paid.
- ! There is a limit on the length of the Journey that can be covered.
- ! General Exclusions apply to the whole policy and each section contains exclusions specific to that section.
- ! Claims relating to existing medical conditions may be excluded.
- ! Cover within the United Kingdom is available is limited to pre-booked trips of two nights or more in paid accommodation
- ! There is a time limit for when claims can be submitted once you return to the United Kingdom.



Where am I covered?

- ✓ You can select the region that is most appropriate for your travel plans. The details of where you can travel will be shown on your Schedule/ Certificate of insurance. You will be able to select the area of cover which is most suitable for you. No cover will apply if you travel outside these selected regions. Please refer to your schedule of insurance for details.
- ✓ We will not cover you to travel to a country or region where the FCO has advised against all or all but essential travel. For further details visit: www.gov.uk/fco



What are my obligations?

- Answer any pre-sale questions as truthfully and accurately as possible.
- Read your policy carefully to ensure you have the cover you need.
- Tell us as soon as possible if there are any changes to your circumstances that may affect your cover, or if it is likely you need to make a claim.
- You should take reasonable care to protect yourself and your property against accident, injury, loss and damage to minimise your claim.
- You may have to disclose your medical records at point of claim if relevant to your claim.



When and how do I pay?

You will need to pay your policy premium in full in order for cover to apply. All cover will end if payment is incomplete or rejected, or if the policy is cancelled.

The premium can be paid using one of the payment options given to you by the seller of this insurance.



When does the cover start and end?

Your policy provides cover during the period shown on your insurance policy.



How do I cancel the contract?

If your cover does not meet your requirements, please notify us within 14 days of receiving your policy and return all your documents for a refund of your premium.

If during this 14 day period you have travelled, made a claim, or intend to make a claim then we are entitled to recover all costs for those services you have used. Please note that your cancellation rights are no longer valid after this initial 14-day period.