

This is a summary of the policy and does not contain the full terms and conditions of the cover, which can be found in your policy booklet. It is important that you read your policy booklet carefully when you receive it.

Name of the insurer

The insurer is Norwich Union Insurance Limited.

Type of insurance and cover

The Norwich Union Single Trip Travel Insurance policy protects you while on holiday in the area you have selected and for the duration stated on your policy schedule.

A holiday in the UK is covered under this policy if this includes two or more consecutive nights stay in pre-booked holiday accommodation.

Some of the covers are optional and these are clearly marked as such. If you have selected any of these options, they will be itemised on your policy schedule.

Pre-existing medical conditions

It is important that you tell us at the start date and/or date of booking any trip if any insured person, your travelling companion or any person upon whom the travel plans would depend e.g. a close relative or close business associate, suffers from a medical condition. If you do not provide this information we may not pay claims due to these medical conditions.

You must advise us if between buying your policy and the departure date you or anyone upon whose good health the trip depends receives medical advice for a potentially serious illness or injury and we will advise you how this affects your cover.

Significant features and benefits

Your policy includes the following features and benefits, which are explained in detail in your policy booklet. Limits apply per person (except under Pet Care).

- **Cancellation Charges up to £5,000** – refund of non-recoverable travel and accommodation costs should you have to cancel your trip due to any of the reasons stated in your policy booklet
- **Emergency Medical and Associated Expenses up to £5,000,000** – payment of expenses for emergency medical treatment outside the UK following accidental injury or illness during your trip. Repatriation and other necessary travel and accommodation expenses are also included. Reduced benefits apply for a UK holiday
- **24 hour Worldwide Medical Emergency Assistance Service** – our 24 hour Worldwide Medical Emergency Assistance Service will provide immediate help with any emergency medical situation you have when you are on a trip outside the UK
- **Hospital Benefit up to £1,000** – a benefit of £25 for each 24 hours you are being treated as an in-patient in a hospital outside the UK during your trip towards incidental expenses you have to pay, such as telephone calls
- **Abandonment up to £5,000** – proportionate refund of unused non-recoverable accommodation costs should you have to abandon your trip due to any of the reasons stated in your policy booklet and reasonable additional travel and accommodation costs to allow you to return home early
- **Personal Accident up to £30,000** – a benefit is paid for death or loss of limb / sight or permanent total disablement following accidental injury, solely and independently of any other cause during your trip. A reduced death benefit applies to persons under 16 years and reduced loss of limb / sight and permanent total disability benefits apply if over 70 years.
- **Personal Liability up to £2,000,000** – cover for your legal liability if you cause accidental injury or death to third parties or damage to their property during your trip
- **Delayed Departure up to £250** – compensation if the international ship, aircraft or train in which you are booked to travel is delayed from or to the UK. Also provides cover up to £5,000 if you abandon your trip after being delayed more than 24 hours at your international departure point of your outward journey. This cover does not operate for journeys within the UK

- **Missed Departure up to £1,000** – additional travel and accommodation costs if you miss your international departure from or to the UK due to any of the reasons stated in your policy booklet.
- **Legal Expenses up to £25,000** – for legal costs incurred following your personal injury or death while you are on your trip
- **Hijack and Mugging up to £1,000** – cover for each full 24-hour period you cannot reach your destination as a result of the transport you are travelling on being hijacked. Also provides cover for each 24-hour period you receive in-patient treatment due to injury caused by a mugging during your trip
- **Pet Care up to £250 per incident** – a benefit for each 24-hour period your cat or dog receives in-patient veterinary treatment as a result of suffering accidental injury while you are on your trip
- **Loss of Passport up to £350** – cover for additional travel, accommodation and communication expenses you have to pay to obtain a temporary passport if yours is lost or stolen while you are abroad
- **Personal Money up to £500** – cover for loss or theft of your personal money including cash and travellers' cheques plus travel tickets, passport or driving licence during your trip. A £300 limit applies to cash and banknotes (a reduced benefit of £100 applies to cash and bank notes for insured persons under 16 years)
- **Delayed Baggage up to £150** – a benefit for temporary loss of baggage on your outward journey
- **Leisure activities** – you are automatically covered for certain leisure activities and these are listed in your policy booklet.

Optional covers

Your policy schedule will indicate if any of these optional covers have been selected:

- **Baggage up to £1,500** – cover for loss of or damage to personal belongings during your trip. A limit of £300 applies for single articles and £400 for valuables
- **Extended Golfing up to £1,000** – additional cover for loss or damage to golfing equipment and refund of non-recoverable green fees if you cannot play golf due to accidental injury or illness during your trip
- **Winter Sports** – cover for loss or damage to winter sports equipment, and compensation if an avalanche delays your arrival or departure from your resort, or if you cannot ski or snowboard due to piste closures or accidental injury or illness during your trip. You are automatically covered for certain winter sports activities and these are listed in your policy booklet
- **Business Travel** – extends the policy to cover a maximum of 4 persons travelling on business for clerical and administrative tasks only. Personal liability does not extend to cover claims arising from your job
- **Hazardous Activities** – extends the policy for up to a maximum of 21 days during the period of insurance to cover you for accidental injury or illness while you are taking part in your chosen activity during your trip.

Significant and unusual exclusions or limitations

Your policy excludes some situations. Please refer to the exclusions under each section of your policy booklet and the General Exclusions for full details. Your policy excludes:

- The first part of any claim this is known as the 'excess'. For most types of claims the excess is £50. Refer to your policy booklet for full details
- Cancellation, Medical Expenses or Abandonment claims
 - if you travel against medical advice
 - for a serious, chronic or recurring illness, injury or disease which you have received advice, medication or treatment for in the last 12 months unless disclosed to and accepted by us
 - if anyone upon whose good health your trip depends has a serious, chronic or recurring illness, injury or disease, unless disclosed to and accepted by us
 - if you are planning to get medical treatment during your trip
 - if you are on a waiting list for in-patient treatment or are aware of the need for in-patient treatment or are under investigation or awaiting results, unless disclosed to and accepted by us
 - for any diagnosed anxiety state, depression, mental or nervous disorder
 - for pregnancy or childbirth where the expected delivery date is less than 12 weeks (16 weeks in the case of a multiple pregnancy) before the planned return date of your trip
 - for the cost of travel and accommodation you arranged using Air Miles or similar promotions
 - for management fees, maintenance costs or exchange fees associated with timeshares and similar arrangements
 - for refund of any costs for persons not named on this policy
- Medical Expenses, Abandonment or Personal Accident claims
 - that result from your participation in manual work of any kind
 - that result from you motorcycling as a rider or passenger on a machine over 125cc, or on a motorcycle 125cc or less unless you wear a crash helmet and, as a rider, you hold a full UK motorcycle licence
 - that result from your participation in a leisure activity not listed in your policy booklet
 - that result from your participation in any winter sports activity unless the activity is listed in your policy booklet and winter sports cover is shown on your policy schedule
 - that result from your participation in any hazardous activity unless the activity you have chosen is listed in your policy booklet and the appropriate level of hazardous activities cover is shown on your policy schedule
 - that result from a tropical disease where you have not had the recommended inoculations or taken the recommended medication
 - for hospital or repatriation costs that have not been authorised by our Medical Emergency Assistance Service
 - any additional costs after you refuse to move hospital or return to the UK when our Medical Emergency Assistance Service think it is safe for you to do so
 - any treatment after you have returned to the UK
- Baggage and Personal Money claims
 - if property is left unattended
 - if a loss is not reported to the police within 24 hours of discovery and a written police report obtained
 - for loss of valuables and personal money not carried in your hand baggage whilst you are travelling
 - for contact lenses or medical and dental fittings
- Personal Liability claims arising out of
 - your job (this exclusion still applies when your policy has been extended to cover business travel)
 - manual work of any kind
 - your ownership or occupation of land or buildings (except occupation of temporary holiday accommodation)
 - the use of animals, firearms, motorised vehicles, vessels or aircraft (except where mentioned under leisure, winter sports or hazardous activities in your policy booklet)
 - that result from your participation in a leisure activity not listed in your policy booklet
 - that result from your participation in any winter sports activity unless the activity is listed in your policy booklet and winter sports cover is shown on your policy schedule
 - that result from your participation in any hazardous activity unless the activity you have chosen is listed in your policy booklet and the appropriate level of hazardous activities cover is shown on your policy schedule

- Delayed Departure and Missed Departure claims if your trip is solely within the UK.
- Legal Expenses, the insurer will only cover claims:
 - which have reasonable prospects of succeeding
 - reported within 180 days of the event giving rise to the claim.

The insurer will not pay any costs incurred before your claim has been accepted.

The insurer will not cover any claim arising from or relating to:

- a dispute between you and the insurer or any member of the Aviva group of companies
 - death or personal injury as a result of an accident involving a vehicle you were driving without a valid licence and / or insurance
 - any claim resulting from Deep Vein Thrombosis (DVT) or its symptoms that result from travelling by air.
- Mugging and Loss of Passport claims where the incident has not been reported to the police within 24 hours of discovery and a written police report obtained
 - Hazardous Activities – please refer to the policy booklet for full details of the exclusions which apply to this section and to the activity under the level of cover you have chosen
 - Any claim for death, injury, illness or disability resulting from you being under the influence or effect of alcohol or drugs
 - Any specific exclusion or limitation shown on your policy schedule.

Duration of Policy

The policy will remain in force for the period stated on your policy schedule.

Cancellation Rights

You have the right to cancel your policy within 14 days of receipt of your policy documentation. A full explanation of your cancellation rights can be found in your policy booklet.

How to Claim

For medical and other emergencies call **(+44) 1738 635 566**.

For legal expenses call **01603 208 447**.

For other claims call **(+44) 1603 208 073** from abroad or **0800 015 1091** from the UK.

24 hours a day, 365 days a year.

Complaints

We hope that you will be very happy with the service that we provide. However, if for any reason you are unhappy with it, we would like to hear from you.

In the first instance, please contact your usual insurance adviser.

We are covered by the Financial Ombudsman Service. If you have complained to us and we have been unable to resolve your complaint, you may be entitled to refer it to this independent body.

Following the complaints procedure does not affect your right to take legal action. Further details of our complaints procedure can be found in your policy booklet or may be obtained from your insurance adviser.

Financial Services Compensation Scheme

Our obligations are covered by the Financial Services Compensation Scheme (FSCS). If we were unable to meet our obligations you could be entitled to compensation from this scheme, depending on the type of insurance and the circumstances at the time.

Further information about the compensation scheme arrangement is available from the FSCS website www.fscs.org.uk or write to Financial Services Compensation Scheme, 7th floor Lloyds Chambers, Portsoken Street, London, E1 8BN.