



# Fogg-Sure



## Prodrumou & Makriyiannis

### ANNUAL MULTI-TRIP TRAVEL INSURANCE

Underwritten by  
Certain Underwriters at Lloyd's of London

Arranged by  
Insurance Consultants International Limited  
Administered by  
Fogg Travel Insurance Services Limited

**This insurance is valid for Issue between  
1<sup>ST</sup> MAY 2015 and 30<sup>TH</sup> APRIL 2016**

#### AGE LIMITS

This insurance is not valid for persons aged 70 and over at date of purchase of this insurance.

#### SCHEDULE OF COVER

	COVER	SUMS INSURED	EXCESS
A	LOSS OF DEPOSIT / CANCELLATION	€ 4,250	€ 70
B	EMERGENCY MEDICAL & ASSOCIATED EXPENSES	€ 2,500,000	€ 70
C	HOSPITAL INCONVENIENCE EXPENSES	€ 300	NIL
D	ABANDONMENT OF JOURNEY/TRIP	€ 4,250	€ 70
E	PERSONAL ACCIDENT Death limit	€ 30,000 € 20,000*	NIL
F	BAGGAGE Single Article Limit / Valuables Limit TRAVEL DOCUMENTS DELAYED LUGGAGE	€ 2,500 € 300 € 300 € 300	€ 70 € 70 NIL
G	MONEY CASH LIMIT CASH LIMIT FOR UNDER 18'S	€ 400 € 200 € 125	€ 70
H	PERSONAL LIABILITY	€ 2,500,000	€ 200
I	DELAYED DEPARTURE DELAY ABANDONMENT	€ 300 € 4,250	NIL € 70
J	MISSED DEPARTURE	€ 600	NIL

\* reduced to € 1,250 in respect of persons aged under 18 years or 66 years and over.

#### PLEASE READ THIS CERTIFICATE CAREFULLY

If the cover provided does not meet with your requirements you may return this certificate to the point of sale within 14 days of purchase. A full refund of premium will be made to you provided you have not travelled, made or are intending to make a claim.

#### PERIOD OF INSURANCE

The Period of Insurance under the Cancellation Section starts from the date of issue of the certificate or date of booking the journey whichever the later and terminates upon the start of each planned journey or trip.

All other Sections shall start at the time of leaving the normal place of residence or business (whichever is the later) in Cyprus at the beginning of your planned trip or journey as shown on your travel itinerary and shall terminate on return thereto on completion of the journey or trip as specified in the itinerary or expiry of the certificate, whichever is the first up to a maximum 30 days. In any event cover will start no more than 24 hours prior to the booked departure time from your Home Address and will cease no more than 24 hours after the booked return to your Home Address.

The cover operates only where all of the following conditions are satisfied:-

- all of the persons entitled to benefit under this certificate are normally resident in Cyprus at the date of issue of the certificate; and
- the trip is a conventional holiday or a business trip of a commercial nature; and
- it is a round trip commencing in and returning to Cyprus during the Period of Insurance.

#### EXTENSION OF PERIOD OF INSURANCE

If the homeward journey cannot be completed before the expiry of the Period of Insurance this certificate shall remain in force without additional premium as follows:

- Up to 14 days in the event of delay to any vehicle, vessel or aircraft in which you are travelling as a ticket holding passenger.
- Up to 30 days if the intended return journey is prevented due to your bodily injury or illness.

We will also continue to pay medical treatment under the Emergency Medical and Associated Expenses Section (up to the sum insured provided by the certificate) for this period or such extension of period as is medically certified as being necessary.

#### TERRITORIAL LIMITS

**AREA 1** The Continent of Europe including all countries west of the Ural Mountains, Mediterranean Islands, Morocco, Algeria, Tunisia, Turkey, Canary Islands, Madeira and the Azores (but excluding Cyprus).

**AREA 2** Worldwide including USA/Canada

#### PRE-EXISTING MEDICAL CONDITIONS

IT IS A CONDITION THAT YOU MUST CONTACT THE REFERRAL HELPLINE PRIOR TO EFFECTING THIS INSURANCE WHERE YOU:

- are aware of any known circumstance why the proposed journey or trip could be cancelled or abandoned or of any medical condition of any person whether travelling or not which could result in a claim or require treatment during the period of insurance
- have any serious and/or chronic pre-existing illness/infirmities or on-going medical conditions for which you including all persons whether travelling or not on whom the journey or trip plans depend, have received medication, treatment or advice or have visited/been referred to a specialist or have been a hospital patient for that illness/infirmity/medical condition in the last 12 months prior to issue of this certificate.

The Insured(s) must obtain medical advice on the advisability of taking a journey or trip where medical treatment as a hospital in-patient has been received during the 12 months preceding the holiday booking.

To enable us to consider your medical condition please contact the Referral Helpline quoting **FOGG-SURE CYPRUS - ANNUAL MULTI-TRIP TRAVEL SCHEME**, on ++ 44 (0)845 1300 198 (this will be charged as a local call from wherever you are calling in the United Kingdom) to see if cover is available. This will be charged as a local call from wherever you are calling in the United Kingdom. All calls will be treated in the strictest confidence. You need to keep copies of all letters we send you for future reference.

COVER FOR THESE CONDITIONS WILL ONLY BE PROVIDED FOLLOWING OUR ACCEPTANCE. UNLESS REPORTED AND AGREED BY THE MEDICAL HELPLINE IN WRITING THE ABOVE CONDITIONS WILL BE EXCLUDED.

You have a duty to take reasonable care to provide us with full and accurate information in relation to taking out this policy. Failure to fulfil this duty may impact any claim made on the policy.

#### CHANGE IN MEDICAL CONDITION OR ONGOING MEDICATION

Where the Insured has sought medical advice for a potentially serious illness or injury between purchasing this certificate and travelling you should advise our Referral Helpline quoting **FOGG-SURE CYPRUS - ANNUAL MULTI-TRIP TRAVEL SCHEME**, on +44 (0)845 1300 198 as soon as possible. We will advise you what cover we are able to provide after the date of diagnosis. We reserve the right to exclude the condition or withdraw cover if the condition declared makes this necessary.

#### CLAIMS

If you require a claim form please visit [www.foggtravelinsurance.com](http://www.foggtravelinsurance.com) and click on **claim forms** - you can print the relevant claim form required or alternatively you can contact:

**Fogg Travel Insurance Services Limited**

Crow Hill Drive, Mansfield, Notts. NG19 7AE or telephone : ++ 44 (0)1623 631331 or by email to [claims@foggtravelinsurance.com](mailto:claims@foggtravelinsurance.com)

in all circumstances you should quote **FOGG-SURE CYPRUS - ANNUAL MULTI-TRIP TRAVEL SCHEME**, advising the section under which you wish to claim. When returning the claim form please enclose this certificate of insurance together with your Certificate Schedule and if the claim is for cancellation, the tour operators cancellation invoice.

#### RECIPROCAL HEALTH AGREEMENT

In countries where reciprocal health arrangements exist all reasonable steps must be made to utilize them. Travellers to European Union countries and Switzerland and Norway are strongly advised to obtain the European Health Insurance Card (EHIC) from the appropriate issuing authority. This will entitle you to benefit from the reciprocal health arrangements which exist between European Union countries. In other countries where reciprocal health arrangements exist all reasonable steps should be made to utilise them.

#### WHAT IS NOT COVERED

Any payment which you would normally have made during your travel if nothing had gone wrong.

#### 24 HOUR WORLDWIDE EMERGENCY MEDICAL SERVICE

The cost of the Medical Emergency Service will be met under this insurance. The operation and availability of the service will be governed by the terms, conditions and exclusions in the Certificate Wording and will be operated by FOGG ASSIST. An experienced Assistance Coordinator will deal with your enquiry and will then ensure:

- where necessary hospitals are contacted
- necessary medical fees are guaranteed
- medical advisers are consulted
- where medically necessary in the opinion of our medical advisers make arrangements for repatriation to your Home Country and the best method of transportation to be adopted.

If you need help please phone: **FOGG ASSIST**

Tel : 44 (0)845 658 9899 Fax: 44 (0)20 7928 4748

quoting Scheme Name: **FOGG-SURE CYPRUS - ANNUAL MULTI-TRIP TRAVEL SCHEME**,

and your level of cover as stated on your valid Certificate Schedule.

Where any illness or injury necessitates admittance to a hospital it is imperative that FOGG ASSIST is contacted first prior to making any admission arrangements. If this is not possible because the condition is life, limb or organ threatening FOGG ASSIST must be contacted as soon as possible thereafter.

Failure to contact FOGG ASSIST may prejudice your claim.

This is not a general health insurance. It only covers the Insured in the event of any sudden and unexpected accident or the onset of sickness or illness and does not cover ELECTIVE (non-emergency) treatment.

#### SPECIAL CONDITIONS

- It is a condition precedent to any liability under this insurance that immediate notice must be given to FOGG ASSIST of any loss or injury which necessitates admittance to hospital as an in-patient or before any arrangements are made for repatriation.
- In the event of injury or illness to the Insured, Insurers reserve the right to:
  - repatriate you when, in the opinion of the treating doctor and the Assistance Service, you are fit to travel
  - avoid further liability in the event that you refuse repatriation when, in the opinion of the treating doctor and the Assistance Service, you are fit to travel
  - transfer you to the hospital, clinic or location of our choice when, in the opinion of the treating doctor and the Assistance Service, you are fit to be transferred.

## DEFINITIONS

- 'Abandonment' means returning to your home address prior to the scheduled return date or becoming an in-patient in hospital, in which case a proportionate refund will be made of unused travel and accommodation costs and pre-paid charges. The refund for accommodation will be based on each day you have lost but a proportionate refund of travel expenses will be paid only if you cannot use your return ticket.
- 'Bodily Injury' includes death or disablement as a direct result of exposure following a forced landing of any aircraft or a mishap to a vessel or vehicle in which you are travelling.
- 'Business Trip' means any trip outside your Home Country during the period of insurance to carry out commercial, non manual work/business only on behalf of your employer or your company. There is no cover for any manual work/business undertaken whilst on the Business Trip unless specifically agreed in advance by the Insurers.
- 'Close Business Associate' means an associate of the Insured in the same employment as the Insured whose absence from work or place of employment necessitates the cancellation or abandonment of the journey/trip as certified by a Senior Director of such company.
- 'Close Relative' means mother, father, sister, brother, wife, husband, daughter, son, grandparent, grandchild, parent-in-law, son-in-law, daughter-in-law, sister-in-law, brother-in-law, step-parent, step-child, step-sister, step-brother, aunt, uncle, cousin, nephew or niece.
- 'Couple' means the first insured person and their spouse who reside at the same address at the date of issue of this certificate. This includes common law relationships (including same sex relationships) who have resided at the same address as a couple for a minimum of 2 years.
- 'Family' means the first insured person and their spouse (including common law) and up to 2 dependant children under the age of 18 years (unless the appropriate additional premium has been paid for each additional dependant child as shown on your certificate schedule) at the date of issue of this certificate who reside at the same address. Children must travel with the first insured person or spouse.
- 'Fitness to Travel' means that it is unlikely you will require in-patient treatment whilst abroad.
- 'Home Address/Home Country' means your permanent place of residence in Cyprus.
- 'Immediate Relative' means mother, father, sister, brother, wife, husband, daughter or son.
- 'Loss of Limbs' means loss by physical severance at or above the wrist or ankle or the total and permanent loss of use of an entire hand, arm, foot or leg.
- 'Permanent Total Disablement' means permanent and total disablement from engaging in or attending to any kind of profession or occupation.
- 'The Insured/you' means the person or persons named in the certificate schedule.
- 'Total Loss of Sight' means complete and irrecoverable loss of sight.
- 'Travel documents' means current passports, valid visas, travel tickets.
- 'Travelling Companion' means an accompanying person without whom the journey or trip cannot start.
- 'United Kingdom' includes Isle of Man and Channel Islands.
- 'Valuables' means jewellery, gold/silver/precious metal or precious stone articles, furs and animal skins, watches, cameras, photographic apparatus and equipment, satellite navigation equipment, binoculars, telescopes, video equipment, camcorders and any audio or audio visual equipment including, but not limited to: tape recorders, cassettes and players, radios, compact discs and players, minidisks and players, Ipods, MP3 players, Ipads, Kindles, Tablets, e-book readers, computers and accessories and/or equipment, video games and TV sets, discs or Compact Discs, films, cassettes, cartridges, flash drives.
- 'We/Us/Our/Insurers' means Certain Underwriters at Lloyd's of London
- 'You/Your/Insured Person' means the first insured person and/or persons named in the certificate schedule

**Subject to the terms of this certificate Insurers will cover you, during the Period of Insurance for which we have accepted your premium, up to the sums insured provided in respect of:**

## SECTION A. CANCELLATION CHARGES

Refund of deposits which are not recoverable and any other amount which you are legally obliged to pay in respect of unused travel and accommodation costs and other pre-paid charges (purchased prior to the date of departure from your Home Address and prior to any occurrence giving rise to a claim) in the event of unavoidable cancellation of the journey or trip as a result of any of the following occurring after the date of issue of this insurance:

- (a) The accidental bodily injury to or illness or quarantine or death:
  - of yourself
  - of your Travelling Companion
  - of any person with whom you have arranged to stay.
- (b) The accidental bodily injury to or serious illness or death:
  - of any Close Relative residing in your Home Country
  - of any Immediate Relative residing elsewhere in the World
  - of your fiancé(e)
  - of any Close Business Associate in your Home Country or any Insured under this certificate.

**IMPORTANT** All claims resulting from accidental bodily injury, illness, quarantine or death must be supported by medical report(s) and/or death certificate as applicable.

- You or your Travelling Companion being summoned for Jury Service or called as a witness in a Court of Law during the Period of Insurance.
- You or your spouse being made redundant and certified as being such by the Employment Service.
- (a) Your Home Address becoming uninhabitable following fire, storm or flood.  
(b) Your presence being required by the Police following burglary at your Home Address or place of business.

## LIMIT OF AMOUNT PAYABLE

The total amount payable in respect of each Insured is up to the amount stated in the Schedule of cover.

## WHAT IS NOT COVERED

Exclusions are listed after Section E and under the General Exclusions.

## SECTION B. EMERGENCY MEDICAL AND ASSOCIATED EXPENSES

- Expenses itemised below if you suffer accidental bodily injury, illness or death during the Period of Insurance.
  - Emergency medical, surgical or hospital treatment (including rescue services to take you to).
  - Emergency dental treatment for the immediate relief of pain only up to a limit of € 250.
  - Costs of burial or cremation in the country abroad where your death occurred up to a limit of € 3,000 plus the cost of conveying the ashes to your Home Address.
  - Costs of transporting your body to your Home Address.

- Reasonable additional charges for accommodation of a similar standard to the accommodation which was enjoyed for the duration of the journey or trip if available if it is necessary for you to stay beyond the intended return date and travel expenses which you have to pay to get back to your Home Address if you cannot use your return ticket.

- Expenses incurred in the repatriation of the Insured to their Home Address if it is medically necessary following accidental bodily injury or illness during the Period of Insurance.

Items 1(e) and 2 include the reasonable travel and accommodation expenses of any one relative or friend who is required on medical advice to travel to, remain with or accompany you.

## LIMIT OF AMOUNT PAYABLE

The total amount payable in respect of each Insured shall not exceed the amount stated in the Schedule of cover. In respect of Item 1(a), 1(b) and 1(c) We shall only pay for costs incurred while you are abroad during the Period of Insurance unless your homeward journey cannot be completed before the expiry of the Period of Insurance, in which case the Extension of Period of Insurance clause automatically applies.

## SPECIAL CONDITIONS

- It is a condition precedent to any liability under this insurance that immediate notice must be given to FOGG ASSIST of any illness or injury which necessitates admittance to hospital as an in-patient or before any arrangements are made for repatriation.
- In the event of injury or illness to the Insured, Insurers reserve the right to:
  - repatriate you when, in the opinion of the treating doctor and the Assistance Service, you are fit to travel
  - avoid further liability in the event that you refuse repatriation when, in the opinion of the treating doctor and the Assistance Service, you are fit to travel
  - transfer you to the hospital, clinic or location of our choice when, in the opinion of the treating doctor and the Assistance Service, you are fit to be transferred

## WHAT IS NOT COVERED

Exclusions are listed after Section E and under the General Exclusions.

## SECTION C. HOSPITAL INCONVENIENCE EXPENSES

If the Insured is admitted as an in-patient to a hospital licensed for surgery abroad due to accidental bodily injury or illness sustained during the Period of Insurance an amount for incidental expenses will be paid in addition to any medical expenses covered under Section B.

## LIMIT OF AMOUNT PAYABLE

We will pay an amount of € 30 for every complete 24 hour period you are hospitalised. The total amount payable in respect of each Insured is up to the amount stated in the Schedule of cover.

## WHAT IS NOT COVERED

Exclusions are listed after Section E and under the General Exclusions.

## SECTION D. ABANDONMENT OF JOURNEY OR TRIP

- Proportionate refund of unused travel and accommodation costs or charges (purchased prior to the date of departure from your Home Address and prior to any occurrence giving rise to a claim)
  - the event of abandonment of the journey or trip where it is medically necessary as a result of any of the following occurring after the start of the journey or trip:
    - The accidental bodily injury to or illness or quarantine or death:
      - of yourself
      - of your Travelling Companion
      - of any person with whom you have arranged to stay.
    - The accidental bodily injury to or serious illness or death:
      - of any Close Relative residing in your Home Country
      - of any Immediate Relative residing elsewhere in the World
      - of your fiancé(e)
      - of any Close Business Associate in the Home Country or any Insured under this certificate.
  - In the event of the insured becoming an in-patient in hospital as a result of any accidental bodily injury or illness occurring after the start of the journey or trip

**IMPORTANT** All claims resulting from accidental bodily injury, illness, quarantine or death must be supported by medical report(s) and/or death certificate as applicable.

- Reasonable additional travel and accommodation expenses which you incur if it is necessary for you to return to your Home Address (and you cannot use your return ticket) due to the accidental bodily injury to or serious illness or death of a Travelling Companion; or
  - any Close Relative, fiancé(e) or Close Business Colleague of yours (or of a Travelling Companion) not travelling with you and resident in Cyprus or
  - Your Home Address becoming uninhabitable following fire, storm or flood or
  - Your presence being required by the Police following burglary at your Home Address or place of business.

Item 1(a) includes the reasonable travel and accommodation expenses of any one relative or friend who is required on medical advice to travel to, remain with or accompany you.

## LIMIT OF AMOUNT PAYABLE

The total amount payable in respect of each Insured is up to the amount stated in the Schedule of cover.

## WHAT IS NOT COVERED

Exclusions are listed after Section E and under the General Exclusions.

## SECTION E. PERSONAL ACCIDENT

Bodily injury suffered by you during the Period of Insurance *caused by accident* resulting solely and independently of other causes in death or disablement. The benefits shown below will be paid to you or your legal personal representative.

	Under age 18 years	Age 18 to 65 years inclusive	Age 66 years to 69 years
Item 1 Death	€ 1,250	€ 20,000	€ 1,250
Item 2 Loss of one or more limbs and/or total loss of sight in one or both eyes	€ 30,000	€ 30,000	€ 30,000
Item 3 Permanent TOTAL disablement after 104 weeks except when compensation is paid under Item 2	NIL	€ 30,000	NIL

## SPECIAL CONDITIONS APPLYING TO SECTION E

- Death or disablement must occur within one year of the injury.
- Benefit shall not be payable under more than one item and any such payment shall end this section of the Certificate in respect of the Insured concerned.
- The Death Benefit is limited to € 1,250 if aged under 18 years of age or 66 years and over.
- The Permanent Total Disablement Benefit is limited to 50% if not employed for the six months prior to the departure date of the trip in which the accident occurred.
- Permanent Total Disablement claims may be subject to the Continental Scale of Benefits.

## EXCLUSIONS TO SECTIONS A, B, C, D and E

- We shall not make any payment in respect of a medical condition of any Insured where the Insured travelled against the advice of a qualified medical practitioner or would be travelling against the advice of a qualified medical practitioner had advice been sought.
- We shall not make any payment arising from any known circumstances which could reasonably have been anticipated at the time you booked your holiday.
- We shall not make any payment in respect of a medical condition of any Insured for which (at the time of purchasing insurance) the Insured:
  - is receiving in-patient treatment or is on a waiting list for in-patient treatment
  - has received a terminal prognosis
  - is intending to obtain medical treatment during the Period of Insurance.
  - has suffered from, received medication, treatment or advice for that illness/infirmity in the last 12 months prior to issue of this certificate, unless declared to Insurers via Fogg Travel and accepted in writing by them'  
This includes in respect of 2 a), b) and d) all persons whether travelling or not on whom the journey or trip plans depend.
- We shall not make any payment in respect of a medical condition of any Insured for:
  - any expenses or fees for any in-patient treatment or repatriation which have not been notified to and authorised by Insurers or the Assistance Company
  - the cost of any elective treatment or surgery, including exploratory tests, which are not directly related to the illness or injury which necessitated the Insured's admittance into hospital
  - any form of treatment which in the opinion of the doctor in attendance and Insurer's medical advisers can reasonably be delayed until the Insured returns to your Home Country
  - cosmetic surgery
  - medication, which at the time of departure is known to be required or to be continued outside your Home Country.
  - any additional costs arising from single or private room accommodation
  - treatment or services provided by a health spa, convalescent or nursing home or any rehabilitation centre
  - emotional disorders
  - any treatment after the Insured has returned to your Home Country.
  - any Cancellation or Curtailment claims arising from the illness/infirmity of a Close Relative, Immediate Relative, Close Business Associate, Travelling Companion or Person with whom you have arranged to stay, who has suffered from, received medication, treatment or advice for that illness/infirmity in the last 12 months prior to issue of this certificate, unless declared to Insurers via Fogg Travel and accepted in writing by them'
- We shall not make any payment in respect of your death, injury, illness or disablement resulting from:
  - any psychological or mental disorder, depression, stress or anxiety, suicide or self-inflicted injury
  - or your carriers refusal to allow you to travel for whatever reason
  - flying or other aerial activities except while travelling in an aircraft as a passenger
  - motor cycling as a driver or passenger
    - on machines exceeding 125 cc engine capacity: and/or
    - where the Insured as a driver does not hold a full motor cycle licence applicable to your Home Country.
  - mountaineering or rock climbing ordinarily necessitating the use of ropes or guides, bungee jumping, scuba diving below 9 metres, pot-holing or organised team sports
  - engaging in or practising for speed or time trials, sprints or racing of any kind
  - manual work of any kind
  - winter sports or the use of dry ski slopes
  - participation in expeditions or the crewing of a vessel from one country to another.
- We shall not make any payment for Cancellation arising from unemployment caused by or resulting from misconduct on the part of the Insured leading to dismissal or from resignation or voluntary redundancy or where a warning or notification of redundancy was given prior to the application for insurance.
- We shall not pay the first € 70 of each claim per Insured in respect of Cancellation Charges, Loss of Deposit, Emergency Medical and Associated Expenses and Abandonment Charges.
- We shall not make any payment for the Insured's disinclination to travel or for the Insured's loss of enjoyment during the journey or trip.
- We will not cover items listed within the General Exclusions.  
Exclusions 5(c) to (i) do not apply to Cancellation and in respect of Abandonment they apply only to you.

## SECTION F. BAGGAGE AND LOSS OF TRAVEL DOCUMENTS

- Loss of or damage during the Period of Insurance
  - to personal effects (worn or carried as baggage)
  - to personal baggage  
in your custody and control and taken by you on your journey.
- If your baggage is temporarily lost in transit on any leg of the outward journey from your Home Country and not restored to you within 12 hours We will pay you € 30 for each full 12 hours this is not restored to you for the emergency purchase of essential replacement items, and supported by receipts, up to a maximum of € 300 per Insured in any one Period of Insurance. You must obtain written confirmation from the Carrier of the number of hours delay. If the baggage proves to be permanently lost the overall baggage sum insured shall apply.
- If Your Travel Documents are lost or stolen during the Period of Insurance We will pay up to € 300 for additional travel and accommodation expenses necessarily incurred to obtain replacement Travel Documents whilst on Your trip.

### LIMIT OF AMOUNT PAYABLE

The total amount payable in respect of each Insured is up to the amount stated in the Schedule of cover and within which the maximum sums insured stated shall apply in respect of any single article, pair or set of articles and/or overall in respect of Valuables

### SPECIAL CONDITIONS APPLYING TO SECTION F

- You must, at all times, take reasonable precautions to ensure the safety and supervision of your property. If it is lost or damaged while in the care of a transport company, authority or hotel you must report to them, in writing, details of the loss or damage and obtain written confirmation.  
If baggage is lost or damaged by an airline you must:
  - obtain a Property Irregularity Report
  - give formal written notice of the claim to the airline within the time limit contained in their conditions of carriage (and retain a copy)

- keep all travel tickets and tags for submission if a claim is to be made under this certificate.
- Reasonable precautions must, at all times, be taken to ensure the safety and supervision of your Baggage and you should take all practicable steps to recover Baggage lost or stolen.

### WHAT IS NOT COVERED

Exclusions are listed after Section G and under the General Exclusions.

### NOTE

This certificate provides cover up to the market value of the item, allowing for age, wear and tear and does not provide cover on a 'new for old' basis.

## SECTION G. PERSONAL MONEY

Loss of cash, travellers' cheques, letters of credit, travel tickets, hotel vouchers, passports and green cards held by you for social and domestic purposes during the Period of Insurance.

### LIMIT OF AMOUNT PAYABLE

The total amount payable in respect of each Insured is up to the amount stated in the Schedule of cover and within which the maximum sum stated payable for cash or banknotes.

### SPECIAL CONDITION APPLYING TO SECTION G

Reasonable precautions must, at all times, be taken to ensure the safety and supervision of your Personal Money and you should take all practicable steps to recover Personal Money lost or stolen.

## EXCLUSIONS TO SECTIONS F, G, L and N

The certificate does not insure:

- cracking, scratching or breakage of glass (other than lenses in cameras, binoculars, telescopes or spectacles), china or similar fragile articles
- pedal cycles, contact lenses, medical and dental fittings, mobile phones and/or accessories
- wear and tear, depreciation, deterioration or damage by moth, vermin or by any process of cleaning, repairing or restoring
- loss of Baggage, Valuables and Personal Money not reported to the Police within 24 hours of discovery and a written Police report obtained
- breakage of sports equipment while in use.
- household goods and anything shipped as freight
- delay, detention, seizure or confiscation by Customs or other officials
- items used in connection with your employment or occupation
- bonds, securities or documents of any kind
- loss, theft or damage of Valuables and Personal Money in a suitcase while in transit and outside your control
- loss, theft of Valuables, Personal Money unless at all times they are attended by You or deposited in a safe or safety deposit box where available or left in Your locked personal holiday or journey accommodation
- loss, theft of Baggage (but not Valuables) from an unattended vehicle unless
  - secured in the locked boot of the locked vehicle or
  - contained in the luggage space at the rear of a locked Estate car or locked Hatchback under a top cover and out of view
- shortages due to error omission or depreciation in value
- any costs which are due to any errors or omissions on Your Travel Documents and any costs incurred before departure or after You return home.
- the cost of replacement Travel Documents and any expenses for food or drink.
- your failure to obtain the required passport, visa or ESTA.
- the first € 70 of each claim per Insured under the Baggage, Money sections except in respect of temporary loss of baggage on the outward journey
- items listed within the General Exclusions.

## SECTION H. PERSONAL LIABILITY

All sums which you become personally legally liable to pay in the event of:

- death or bodily injury of any person
- loss of or damage to property  
arising from an accident occurring during the Period of Insurance.

### LIMIT OF AMOUNT PAYABLE

The total amount payable for all claims made against you arising from any one occurrence is the amount stated in the Schedule of cover. We will also pay any extra costs and expenses awarded against you or incurred by you with our written consent.

### SPECIAL CONDITION RELATING TO SECTION H

It is warranted that no liability shall be admitted and no admission, arrangement, offer, promise or payment shall be made by you without our written consent. We shall be entitled, if we so desire, to take over and conduct (in your name) your defence of any claim or to prosecute for your own benefit any claims for compensation, damages or otherwise against any third party. We shall have full discretion in the conduct of any negotiations, proceedings, or the settlement of any claims. You shall, wherever possible, give all such information and assistance as we require.

### WHAT IS NOT COVERED

- Punitive and exemplary damages.
- Liability arising from:
  - death or bodily injury of your employees or members of your family permanent resident with you
  - loss of or damage to property which belongs to or is under the control of you or a member of your family or household or a person employed by you
  - your trade, business or profession

### WHAT IS NOT COVERED

- the ownership or occupation of any land or building (other than occupation only of any temporary holiday accommodation)
- the ownership, possession or use of animals (other than domestic animals), firearms (other than sporting guns), mechanically propelled vehicles, vessels (other than manually propelled watercraft) or aircraft of any description
- mountaineering or rock climbing ordinarily necessitating the use of ropes or guides, bungee jumping, scuba diving below 9 metres, pot-holing or organised team football, engaging in or practising for speed or time trials, sprints or racing of any kind, winter sports or the use of dry ski slopes.
- The first € 200 of each claim per Insured.
- We will not cover items listed within the General Exclusions.

## SECTION I. DELAYED DEPARTURE

Delay in departure of the ship or aircraft in which you are booked to travel departing from or returning to your Home Country. We will:

- pay the sum of € 30 for the first full 12 hours of delay and € 30 for each subsequent full 12 hours of delay subject to a maximum payment of € 300 in all per Insured if you are delayed in departing from your Home Country on your outward journey or if delay occurs at the point of departure on the initial leg of your return journey to your Home Country or

## SECTION I. DELAYED DEPARTURE CONTINUED

- refund non-recoverable deposits and other pre-paid holiday charges up to a maximum amount stated in the Schedule of cover in respect of each Insured if after 24 hours delayed departure of the outward journey from your Home Country you choose to cancel the holiday.

The period of delay will be calculated from the date and time of departure of the ship or aircraft from the International Port or International Airport specified in your itinerary. You must check in according to such itinerary and obtain written confirmation from the Carrier or their handling agents stating the actual date and time of departure and reason for such delay.

### WHAT IS NOT COVERED

We shall not make any payment:

- in respect of strike or industrial action existing or notified by declaration of intent at or prior to the date this insurance is purchased
- under more than one item of this Section
- under item 2 in respect of the first € 70 of each claim per Insured
- for items listed within the General Exclusions.

## SECTION J. MISSED DEPARTURE

Additional accommodation and travel expenses necessarily incurred in reaching your overseas destination or returning to your Home Address should you fail to arrive at the International Port or International Airport in time to board the vessel or aircraft in which you are booked to travel on the initial international leg of the journey or trip as a result of:

- failure of public transport, or
- the vehicle in which you are travelling being the subject of an accident or breakdown.

### LIMIT OF AMOUNT PAYABLE

The total amount payable in respect of each Insured is up to the amount stated in the Schedule of cover.

### SPECIAL CONDITIONS

- The Insured must take all reasonable steps to arrive in time at the departure port or airport as specified in the itinerary.
- The Insured must supply a repairer's report in the event of an accident or breakdown to the vehicle in which they are travelling.

### WHAT IS NOT COVERED

We shall not make any payment for:

- claims arising from strike, riot, industrial action or civil commotion in respect of which a warning has been given prior to the start of the planned journey/trip
- items listed within the General Exclusions.

## GENERAL EXCLUSIONS WHICH APPLY TO THE WHOLE CERTIFICATE

This certificate does not insure:

- Any consequence of War, Invasion, Act of Foreign Enemy, Terrorism Activity of any kind, Hostilities (whether War be declared or not) Civil War, Rebellion, Revelation, Insurrection or Military or Usurped Power.
- Claims of whatever nature directly or indirectly caused by:
  - ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
  - the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component of such assembly
  - pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.
- Death, injury, illness or disablement resulting from suicide or attempted suicide or exposure to danger which is reasonably foreseeable (except in an attempt to save human life), venereal infection or the influence or effect of intoxicating liquor or drugs (other than drugs taken under medical supervision and not for the treatment of drug addiction).
- Any loss other than as specified in the certificate.
- Any trip or journey within your Home Country.
- Any trip that exceeds 30 days in duration and/or where the ticketed return journey exceeds 30 days.
- Any trip made by children under 18 residing at home of the principal certificate holder not travelling with to or to remain with the principal certificate holder or to return home having remained with the principal certificate holder.
- Any one way trip.
- Any claims arising, directly or indirectly, from or consisting of, the failure, or fear of failure or inability of any equipment or any computer program to recognise or correctly to interpret or process any date as the true or correct date, or to continue to function correctly beyond that date. This exclusion does not apply to the Emergency Medical and Associated Expenses, Hospital Inconvenience Expenses or Personal Accident Sections.
- Any claim arising from any sexually transmitted disease, HIV (Human Immunodeficiency Virus), the fear of HIV and/or any HIV-related illness including AIDS and/or any mutant derivative or variations thereof however caused.
- Any claims directly or indirectly occasioned by any criminal or illegal act committed by you or your travelling companion.
- Any loss which has not been conclusively proven and amount thereof substantiated

## CONDITIONS

- Your duty
  - You are not aware of any circumstances known at the time you purchase this Certificate which are likely to cause Cancellation or Abandonment of your holiday. This includes where you are aware of any existing sickness or injury of any relative which if this sickness or injury continued or deteriorated would mean you would have to cancel or abandon your holiday
  - You must provide Us with full and accurate information which is likely to influence Us in the assessment or acceptance of your insurance. If you have any doubt what you need to tell Us please contact the intermediary who arranged this insurance for you or us.
  - To take reasonable care not to make a misrepresentation to Us if We ask you a question in connection with your insurance or We ask you to confirm or amend details.
  - You must obtain medical advice prior to the holiday booking on the advisability of taking your holiday where medical treatment as a hospital in-patient has been received during the preceding 6 months. This includes a potentially serious illness or injury where any medical advice has been sought between purchasing this certificate and travelling. The Insured must obtain a medical certificate confirming Fitness to Travel.

If you fail in your duty it may impact your insurance. In the worst case scenario, refusal of any claims, cancellation of your insurance from the start and retaining all premium paid.

- No refund of premium shall be allowed after 14 days from the date of issue of this certificate.
- You must take all reasonable steps to prevent and minimise loss.
- You must notify Insurers in writing as soon as possible after any bodily injury illness, incident or unemployment or on the discovery of any loss or damage which may give rise to a claim under this certificate. You must also inform us if you are aware of any writ summons or impending prosecution. Every communication relating to a claim must be sent us without delay.
- You, or any person acting for you, must not negotiate, admit or repudiate any claim without our written consent.
- The Insured or the legal representative of the Insured must supply at their own expense information, evidence, details of household insurances and medical certificates required by Insurers.
- Insurers reserve the right to require the Insured to undergo an independent medical examination at the expense of Insurers. We may also request, and will pay for, a post mortem examination if any Insured dies.
- If at the time of any incident which results in a claim under this certificate, there is any other insurance covering the same loss, damage, expense or liability We will pay only our proportionate share. This condition does not apply to the Personal Accident or Hospital Inconvenience Expenses Sections.
- Insurers are entitled to take over and conduct 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 the certificate to anyone else.
- If you or anyone acting for you make a claim under this certificate knowing the claim to be dishonest or intentionally exaggerated or fraudulent in any respect, or if any false declaration or statement is made in support, we will not pay the claim and all cover under the certificate terminates.  
We reserve the right to notify the Police of any such claim.

### 11. Several Liability Clause

The liability of an insurer under this certificate is several and not joint with other insurers party to this certificate. An insurer is liable only for the proportion of liability it has underwritten. An insurer is not jointly liable for the proportion of liability underwritten by any other insurer. Nor is an insurer otherwise responsible for any liability of any other insurer that may underwrite this certificate.

The proportion of liability under this certificate underwritten by an insurer (or, in the case of a Lloyd's syndicate, the total of the proportions underwritten by all the members of the syndicate taken together) is shown in this certificate.

In the case of a Lloyd's syndicate, each member of the syndicate (rather than the syndicate itself) is an insurer. Each member has underwritten a proportion of the total shown for the syndicate (that total itself being the total of the proportions underwritten by all the members of the syndicate taken together). The liability of each member of the syndicate is several and not joint with other members. A member is liable only for that member's proportion. A member is not jointly liable for any other member's proportion. Nor is any member otherwise responsible for any liability of any other insurer that may underwrite this certificate. The business address of each member is Lloyd's, One Lime Street, London EC3M 7HA. The identity of each member of a Lloyd's syndicate and their respective proportion may be obtained by writing to Market Services, Lloyd's, at the above address.

Although reference is made at various points in this clause to "this certificate" in the singular, where the circumstances so require this should be read as a reference to certificates in the plural.

## WHAT TO DO IN THE EVENT OF A COMPLAINT

We care about the service that we provide for our customers. We make every effort to maintain the highest possible standards. Although we set ourselves high standards, if we do not meet your expectations and you are dissatisfied in some way, we would like to know. If you follow the guidelines below, your complaint will be dealt with in the most efficient way possible.

Any enquiry or complaint should be addressed in the first instance to:-

General Manager, Fogg Travel Insurance Services Limited  
Crow Hill Drive, Mansfield, Notts NG19 7AE ENGLAND Telephone: +44 (0)1623 631331 Fax: +44 (0)1623 420450

Email: [complaints@foggtravelinsurance.com](mailto:complaints@foggtravelinsurance.com)

If you are not satisfied with the way a complaint has been dealt with you may ask the Complaints and Advisory Department at Lloyd's to review your case without prejudice to your rights in law. The address is:- Complaints and Advisory Department, Lloyd's, One Lime Street, London EC3M 7HA ENGLAND Telephone: +44 (0)20 7327 5693 Fax: +44 (0)20 7327 5225 E-mail: [Complaints@Lloyds.com](mailto:Complaints@Lloyds.com)

Complaints that cannot be resolved by the Complaints Department at Lloyd's may be referred to the Financial Ombudsman Service. Further details will be provided at the appropriate stage of the complaints process.

This complaint procedure is without prejudice to your right to take legal proceedings.

## FINANCIAL SERVICES COMPENSATION SCHEME

"Lloyd's insurers are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the Scheme if a Lloyd's insurer is unable to meet its obligations to you under this contract. If you were entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of this contract. Further information about the Scheme is available from the Financial Services Compensation Scheme (Beaufort House, 15 St Botolph Street, London, EC3A 7QU, England) and on their website ([www.fscs.org.uk](http://www.fscs.org.uk)).

## IMPORTANT NOTE

United Kingdom law allows the parties to choose the law applicable to the contract. The contract will be subject to English law unless otherwise agreed.

This Insurance is administered by Fogg Travel Insurance Services Limited, who is authorised and regulated by the Financial Conduct Authority and whose FCA registered number is 307304. This can be checked on the financial services register held on the FCA's website ([www.fca.org.uk](http://www.fca.org.uk))

This insurance is underwritten by the Association of Underwriters known as Lloyd's. Their reference is ArchB0595PM0624115.

The cover is mediated by Besso Limited, known as the Coverholder, who is authorised and regulated by the Financial Conduct Authority and whose registered number is 309159.

Their address is 8-11 Crescent, London, EC3N 2LY, ENGLAND.

'Signature of Coverholder'