

## TRAVEL INSURANCE POLICY WORDING

This document is only valid when issued in conjunction with a Euroferries travel ticket.

### TABLE OF BENEFITS

Section	Benefit	Cover provided up to:	Excess*
A	Cancelling your trip	£1,500	£50
B1	Medical and other expenses	£10,000,000	£50
B2	Hospital benefit	£10 for every 24 hours up to £100	Nil
C	Cutting your trip short	£1,500	£50
D	Missed departure	£600	£50
E1	Travel delay	£15 for the first complete 12 hour delay and then £10 for each complete 12 hour period of delay up to £100	Nil
E2	Abandoning your trip	£1,500	£50
F1	Personal belongings and baggage	£1,500	£50
	Including: single article limit/pair or set of items limit	£200	
	Including: valuables and electronic/other equipment limit	£250	
F2	Personal money	£500	£50
	Including: cash limit	£250	
F3	Passport and travel documents	£200	Nil
G	Personal accident:		
	Loss of limb or sight	£5,000	Nil
	Permanent total disablement	£5,000	Nil
	Accidental death	Nil	Nil
H	Personal liability	£1,000,000	£50
I	Legal expenses	£15,000	£50
J	Catastrophe	£500	£50

The cover shown in the Table of benefits is available to each person who has bought a ticket to travel onboard a Euroferries sailing provided:

- they are 75 years of age or under
- the duration of the trip is for 8 days or less

It is important that you refer to the terms and conditions of the policy for full details of cover.

#### \* Excess

When claiming under certain sections listed in the table above, you have to pay the first part of a claim. The excess will apply to each person claiming, and to each incident and to each section of the policy which a claim is made under.

### SUMMARY OF IMPORTANT CONTACT DETAILS

**Helpline prior to travel – insurance related queries only**

**Phone: 0845 604 2373**

**E-mail: euroferriestravelinsurance@chartisinsurance.com**

**Phone lines are open Monday to Friday between 9am and 5pm**

**Medical Assistance – Travel Guard**

**Phone: +44 (0) 1273 400 610**

**Fax: +44 (0) 1273 376 935**

**Phone lines are open 24 hours a day, 7 days a week**

**Claims – Euroferries Claims Department**

**Travel Guard, PO Box 60108, London SW20 8US**

**Phone: 0845 603 9892**

**Fax: 01273 376 935**

**E-mail: uk.claims@travelguard.com**

**The claims department are open Monday to Friday between 9am and 5pm**

**Euroferries**

**Website: www.euroferries.co.uk**

**Email: customerservices@euroferries.co.uk**

**Phone: 0844 414 5355**

**Phone lines are open Monday to Friday between 8am and 8pm and weekends and Bank Holidays between 8am and 6.30pm**

### GENERAL INFORMATION ABOUT THIS INSURANCE

#### Insurance providers

This insurance is provided for Euroferries Limited by Chartis Insurance UK Limited. Euroferries Limited is an appointed representative of Braddons Limited which is authorised and regulated by the Financial Services Authority (FSA number 312399).

This insurance is underwritten by Chartis Insurance UK Limited which is authorised and regulated by the Financial Services Authority (FSA number 202628). This information can be checked by visiting the FSA website ([www.fsa.gov.uk/register](http://www.fsa.gov.uk/register)).

Registered in England: company number 1486260. Registered address: The Chartis Building, 58 Fenchurch Street, London EC3M 4AB.

#### Your travel insurance

This policy wording forms the basis of your contract of insurance and explains what you are covered for. The policy wording contains conditions and exclusions which you should be aware of. You must keep to all the terms and conditions of the insurance, otherwise any claims you make may not be paid.

Please read this policy wording to make sure that the cover meets your needs.

#### Law

This insurance will be governed by English Law, and you and we agree to submit to the exclusive jurisdiction of the courts of England and Wales, unless you reside in Scotland, Northern Ireland or the Isle of Man, in which case the law applicable to that jurisdiction will apply and its courts will have exclusive jurisdiction.

## Your right to cancel the policy

If this cover is not suitable for you and you want to cancel your policy, you must contact Euroferries customer services by e-mailing [euroferriestravelinsurance@chartisinsurance.com](mailto:euroferriestravelinsurance@chartisinsurance.com) or by phoning **0845 604 2373** or by writing to **Euroferries Travel Insurance, Travel Guard, PO Box 2157, Shoreham by Sea, West Sussex BN43 9DH** within 14 days of the date you buy your ticket with Euroferries.

## Our right to cancel the policy

We have the right to cancel this policy by giving at least 30 days notice in writing to the person who has made the Euroferries ticket booking at their last known address.

## Financial Services Compensation Scheme (FSCS)

We are covered by the FSCS. If we are unable to meet our financial obligations you may be entitled to compensation from the scheme, depending on the type of insurance and the circumstances of the claim.

For insurance required by law, 100% of your claim is covered, without any upper limit. For all other types of insurance, 90% of your claim is covered, without any upper limit.

Further information about compensation scheme arrangements is available at [www.fscs.org.uk](http://www.fscs.org.uk) and on **0207 892 7300**, or **0800 678 1100**.

## If you have any questions

If you have any questions about the cover provided under this policy or you would like more information, please contact Euroferries customer services on **0845 604 2373** or e-mail [euroferriestravelinsurance@chartisinsurance.com](mailto:euroferriestravelinsurance@chartisinsurance.com)

Amateur athletics, angling, archery, badminton, banana boating, basketball, boardsailing, bowling, bridge walking (supervised by a fully trained guide), bungee jumps (three jumps), cave tubing or river tubing, cricket, curling, cycling, fell walking, gymnastics, handball, husky sledge driving, jogging (not including marathons), mountain biking (not including downhill racing and extreme terrain), netball, orienteering, parasailing, parascending (over water), rambling, ringos, roller blading (inline skating and skateboarding), running (not including marathons), safari trekking in a vehicle or on foot (only as part of an officially organised tour and not including the personal use of firearms), sand boarding, scuba diving (qualified, maximum depth 30 metres) under 14 days, sleigh rides (as part of an officially arranged excursion), snorkelling, squash, surfing, swimming, swimming with dolphins (as part of an officially arranged excursion), table tennis, tennis, ten pin bowling, trekking (under 2,000 metres altitude), triathlons, volleyball, wake boarding, water polo, waterskiing and white or black water rafting (grades 1 to 4).

Cover is provided for the activities listed in the table below, however, no cover is available under section G (Personal accident) and section H (Personal liability).

Baseball, camel or elephant riding (supervised by a fully trained guide), canoeing, canopy walking or tree top walking, conservation or charity work (educational and environmental – working with hand tools only), cycle touring, dragon boat racing, dune and wadi bashing, football, go karting, golf, hiking (over 2,000 metres but under 6,000 metres altitude), hockey, horse riding (not polo, hunting, jumping), hot-air ballooning (officially organised pleasure rides only), jet boating, jet skiing, kayaking, kite surfing (over water), mud buggying, paintballing (wearing eye protection), passenger (in private or small aircraft or helicopter), rowing, trekking (over 2,000 metres but under 6,000 metres altitude), windsurfing and yachting (not racing or crewing) inside territorial waters and zip lining.

## IMPORTANT THINGS YOU NEED TO KNOW ABOUT YOUR POLICY BEFORE YOU TRAVEL

### Health conditions

This policy contains conditions relating to your health, the health of people travelling with you and the health of others who might not be travelling with you but on whose health the trip may depend (this would include a relative or a close business associate). In particular, we do not cover medical problems which you or they had before the cover started.

Please see general exclusion number 1 on page 4 for further details.

### Health agreements

If you are travelling to a country in the European Union, you should take a European Health Insurance Card (EHIC) with you. Application forms to obtain an EHIC are available from your local post office or you can download an application form from the following website: [www.ehic.org.uk](http://www.ehic.org.uk). This entitles European citizens to benefit from the health agreements which exist between countries in the European Union.

If you present your EHIC to the treating doctor or hospital if you need medical treatment within the European Union, this will save you paying the policy excess under section B1 (Medical and other expenses) if your medical costs are reduced as a result of using your EHIC.

### Residency

You and all other persons insured on this policy must have lived in the EU for at least six of the last 12 months before you bought your ticket with Euroferries.

### Sports and activities

You may not be covered when you take part in certain sports or activities. For certain activities, cover under section G (Personal accident) and section H (Personal liability) will not apply. If you intend to take part in a sport or activity during your trip, please note that cover is available for the activities listed in the two following tables provided:

- You follow the safety guidelines for the activity concerned and where applicable you use the appropriate and recommended safety equipment;
- The activity is not the main purpose of your trip;
- The activity is not part of a competition or tournament; and
- The activity is not on a professional basis.

If you have any questions or if you wish to take part in an activity not shown in the tables below, please contact Euroferries customer services on **0845 604 2373** or e-mail [euroferriestravelinsurance@chartisinsurance.com](mailto:euroferriestravelinsurance@chartisinsurance.com) before taking part to make sure that cover is provided.

## COVER OPTIONS AVAILABLE

### Trip durations

Cover is provided under this policy for the duration of your single trip if the return sea crossing date with Euroferries is within 8 days or less from the date of your outward sea crossing with Euroferries.

#### Please note:

- It does not matter how long you travel for. Cover ends when you return to your usual country of residence within the EU.
- If you travel for longer than 8 days, cover will cease on the 8th day of the trip limit unless your trip cannot be completed within the period of insurance due to reasons beyond your control which fall within the conditions of this insurance.

### Age limits

Cover is only provided under this policy to persons who are 75 years of age or under at the time of buying their ticket with Euroferries.

### Geographical areas

Cover is provided under this policy for travel to anywhere within the continent of Europe, including all countries west of the Ural Mountains, islands in the Mediterranean, Madeira, Turkey, the Azores and Iceland.

### Trip

Cover under section A (Cancelling your trip) starts at the time you pay for your ticket with Euroferries and ends as soon as you start your trip.

Cover under all other sections starts when you leave your home address in your usual country of residence in the EU (but not earlier than 24 hours before the booked departure time) or from the time you pay for your ticket with Euroferries, whichever is the later.

Cover ends when you return to your home address in your usual country of residence in the EU (but not later than 24 hours after your return to your usual country of residence in the EU) or the return date as shown on your ticket with Euroferries, whichever is earlier. Please note that if your trip is for longer than 8 days, cover will cease on the 8th day of your trip.

## IMPORTANT CLAIM INFORMATION

### Medical and other emergencies

The Medical Emergency Assistance Company, Travel Guard, will provide immediate help if you are ill, injured or die outside your usual country of residence in the EU. They provide a 24-hour emergency service 365 days a year. The contact details are as follows:

**Phone: +44 (0) 1273 400 610**  
**Fax: +44 (0) 1273 376 935**  
**Email: uk.assistance@travelguard.com**

Please advise the Medical Emergency Assistance Company that you have arranged your insurance policy with Euroferries and have the following information available when you contact them so that your case can be dealt with swiftly and efficiently:

- Your name and address;
- Your contact phone number abroad;
- Your Euroferries ticket number; and
- The name, address and contact phone number of your GP.

**Please note:** This is not a private medical insurance. If you go into hospital abroad and you are likely to be kept as an inpatient for more than 24 hours or if your outpatient treatment is likely to cost more than £500, someone must contact the Medical Emergency Assistance Company for you immediately. If they do not, we may provide no cover or we may reduce the amount we pay for medical expenses.

If you have to return to your usual country of residence in the EU under section C (Cutting your trip short) or section B1 (Medical and other expenses) the Medical Emergency Assistance Company must authorise this. If they do not, we may provide no cover or we may reduce the amount we pay for your return to your usual country of residence in the EU.

### If you need to make a claim under this policy

You must register a claim by contacting the following company:

**Euroferries Claims Department**  
**Travel Guard, PO Box 60108, London SW20 8US**  
**Phone: 0845 603 9892**  
**Fax: 01273 376 935**  
**E-mail: uk.claims@travelguard.com**

**Please note:** All claims must be notified as soon as it is reasonably practical after the event which causes the claim. If our position is prejudiced by the late notification of a claim then this may affect our acceptance of a claim.

The Euroferries Claims Department are open Monday to Friday between 9.00am and 5.00pm. A claim form will be sent to you as soon as you tell them about your claim.

To help us prevent fraudulent claims, we store your personal details on computer and we may transfer them to a centralised system. We keep this information in line with the conditions of the Data Protection Act.

### Fraud

This contract of insurance is based on mutual trust. We provide cover and we assume that any claims you make are genuine. Our experience in handling claims enables us to detect many of those which are fraudulent and this includes those which are exaggerated. We investigate every claim and if we believe that a fraudulent claim is being made we will inform the police. This may result in criminal prosecution.

### Customer service

Every effort is made to ensure you receive a high standard of service. If you are not satisfied with the service you have received, please contact:

In relation to sales matters:

**The Customer Services Manager**  
**Euroferries Travel Insurance, Travel Guard,**  
**PO Box 2157, Shoreham by Sea, West Sussex BN43 9DH**  
**Phone: 0845 604 2373**  
**E-mail: euroferriestravelinsurance@chartisinsurance.com**

In relation to claims:

**The Customer Care Manager**  
**Euroferries Claims Department, Travel Guard,**  
**PO Box 2157, Shoreham by Sea, West Sussex BN43 9DH**  
**Phone: 0845 603 9892**  
**E-mail: uk.claims@travelguard.com**

To help us deal with your comments quickly, please quote your Euroferries ticket number/claim number and the insured person's name.

We will do our best to resolve any difficulty directly with you, but if we are unable to do this to your satisfaction you may be entitled to refer any dispute to the Financial Ombudsman Service who will review your case. This will not affect your right to take legal action against us. The address is:

**The Financial Ombudsman Service**  
**South Quay Plaza, 183 Marsh Wall, London E14 9SR**  
**Phone: 0845 080 1800**  
**E-mail: complaint.info@financial-ombudsman.org.uk**

## GENERAL DEFINITIONS

Wherever the following words or phrases appear in the policy wording they will always have the meanings shown under them. Please also refer to the section details on pages 6 and 7 for further definitions.

### Close business associate

Any employee whose level of responsibility in the business is such that if both you and they were absent from the business for a period of ten full working days or more this would have a detrimental impact on the running of the business.

### Doctor

A registered medical practitioner who is not you or related to you, who is currently registered with the General Medical Council in the United Kingdom (or EU equivalent) to practice medicine.

### Home

An insured person's usual place of residence within the EU.

### Insured person

The person or persons who have bought a travel ticket with Euroferries. Each person must be 75 years of age or under and have lived in the EU for at least six of the last 12 months.

### Manual labour

Work involving physical labour (which does not include office and clerical work, bar and restaurant work, music performance and singing, or fruit picking which doesn't involve machinery).

### Pair or set of items

Items of personal property which are substantially the same, complementary or designed to be used together.

### Partner

A person who is either an insured person's husband or wife, civil partner, fiancé or fiancée, boyfriend or girlfriend and who permanently lives at the same address.

### Relative

Your or your partner's parent, brother, sister, child, grandparent, grandchild, step-parent, step child, stepbrother, stepsister or next of kin.

### Trip

Your holiday or journey starting from the time that you leave your home in the EU or from the date of your outward bound sea crossing with Euroferries, whichever is the later, until arrival back at your home address in the EU.

### Valuables and electronic/other equipment

Photographic, audio, video, electronic, electrical equipment (including cds, DVDs, video and audio tapes and electronic games), MP3 players, computer equipment, binoculars, antiques, jewellery, watches, furs, silks, precious stones and articles made of or containing gold, silver or precious metals.

### War

Military action, either between nations or resulting from civil war or revolution.

### We, us, our

Chartis Insurance UK Limited.

### You, your, yourself

An insured person.

## GENERAL CONDITIONS

The following conditions apply to all sections of this insurance.

1. You must tell Euroferries customer services if you know about anything which may affect our decision to provide insurance (for example, if you are planning to take part in a dangerous activity while you are on holiday). If you are not sure whether to tell them, let them know anyway.
2. You must take all reasonable steps to avoid or reduce any loss which may mean that you have to make a claim under this insurance.
3. You must give the Euroferries Claims Department all the documents they need to deal with any claim. You will be responsible for the costs involved in doing this. For example, in the event of a cancellation claim you will need to supply proof that you were unable to travel, such as a medical certificate completed by your doctor.

4. You must help us get back any money that we have paid from anyone or from other insurers (including the Department for Work and Pensions) by giving us all the details we need and by filling in any forms.
5. If you try to make a fraudulent claim or if any fraudulent means or devices are used when trying to make a claim, this policy may become void. Any benefits already paid to you must be repaid in full.
6. You must agree to have a medical examination if we ask. If you die, we are entitled to have a post-mortem examination.
7. You must pay us back any amounts that we have paid to you which are not covered by the insurance.
8. After a claim has been settled, any salvage you have sent into the Euroferries Claims Department will become our property.
11. Any claim arising from the tour operator, airline or any other company, firm or person becoming insolvent, or being unable or unwilling to fulfil any part of their obligation to you.
12. Any claim arising as a direct result of the situation highlighted by the Foreign and Commonwealth Office where you have travelled to a specific country or to an area where, prior to your trip commencing, the Foreign and Commonwealth Office have advised against all (but essential) travel.
13. Any claim arising from you being involved in any deliberate, malicious, reckless, illegal or criminal act.
14. Motor racing, rallying or vehicle racing of any kind.
15. Any claim involving you taking part in manual labour or in any sport or activity unless the activity has been authorised by us. Please see the Sports and activities section on page 2 for further details.
16. Any claim relating to winter sports.
17. Any claim arising from
  - your suicide or attempted suicide; or
  - you injuring yourself deliberately or putting yourself in danger (unless you are trying to save a human life).
18. Any claim arising directly or indirectly from using alcohol or drugs (unless the drugs have been prescribed by a doctor) or you are affected by any sexually transmitted disease or condition.
19. Any costs which you would have been liable to pay had the reason for the claim not occurred (for example, the cost of food which you would have paid for in any case).
20. Any claim arising as a result of you failing to get the inoculations and vaccinations that you need.
21. Any claim arising from you acting in a way which goes against the advice of a medical practitioner.

## GENERAL EXCLUSIONS

General exclusions apply to all sections of this policy. We will not cover the following.

1. Any claim arising as a result of the following.
  - a. The claim relates to a medical condition or an illness related to a medical condition which you or any person who your trip depends on (this would include a relative or a close business associate) knew about before you bought your ticket with Euroferries. You must make sure you tell us about any change in the state of health of yourself, anyone travelling with you, a relative or close business associate occurring after you bought your ticket with Euroferries but before you travel. Please refer to the Health conditions section on page 2 for further details.
  - b. You are travelling against the advice of a medical practitioner.
  - c. You are travelling with the purpose of receiving medical treatment abroad.
  - d. You or any person who your trip depends on are receiving or waiting for hospital investigation or treatment for any undiagnosed condition or set of symptoms at the time you bought your ticket with Euroferries and/or at the time of commencing travel.
  - e. You or any person who your trip depends on have been given a terminal prognosis at the time you bought your ticket with Euroferries and/or before commencing travel.
2. Any claim relating to an incident which you were aware of at the time you bought your ticket with Euroferries and which could reasonably be expected to lead to a claim.
3. Any claim relating to any diagnosed psychological or psychiatric disorder, anxiety or depression which you or any person whose condition may give rise to a claim, have suffered from, required medication for or needed treatment for in the two years before you bought your ticket with Euroferries.
4. You are not covered under this policy if you are on any official government or police database of suspected or actual terrorists, members of terrorist organisations, drug traffickers or illegal suppliers of nuclear, chemical or biological weapons.
5. Any claim arising out of war, civil war, invasion, revolution or any similar event.
6. Any claim arising from civil riots, blockades, strikes or industrial action of any type (except for strikes or industrial action which were not public knowledge when you made your booking with Euroferries).
7. Loss or damage to any property, or any loss, expense or liability arising from ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from burning nuclear fuel or the radioactive, toxic, explosive or other dangerous properties of any explosive nuclear equipment or any part of it.
8. Any claim if you already have a more specific insurance covering this (for example, if an item you are claiming for under section F1 (Personal belongings and baggage) is a specified item on your household contents insurance policy).
9. Any claim arising from using a two-wheeled motor vehicle as a driver or passenger if you are not wearing a crash helmet, or the driver does not hold an appropriate driving licence.
10. Any indirect losses, costs, charges or expenses (meaning losses, costs, charges or expenses which are not listed under the headings 'What you are covered for' in sections A to J, for example, loss of earnings if you cannot work after you have been injured or the cost of replacement locks if your keys are stolen).

## SECTIONS OF COVER

### SECTION A – CANCELLING YOUR TRIP

#### What you are covered for under section A

We will pay up to £1,500 for:

- travel and accommodation expenses which you have paid or have agreed to pay under a contract and which you cannot get back;
- the cost of excursions, tours and activities which you have paid for and which you cannot get back; and
- the cost of visas which you have paid for and which you cannot get back.

We will provide this cover if the cancellation of your trip is necessary and unavoidable as a result of the following.

1. You dying, becoming seriously ill or being injured.
2. The death, serious illness or injury of a relative, close business associate, a person who you have booked to travel with or a relative or friend living abroad who you had planned to stay with. The incident giving rise to the claim must have been unexpected and not something you were aware of when you bought your ticket with Euroferries.
3. You being made redundant, as long as you are entitled to payment under the current redundancy payments law and that, at the time of making your booking with Euroferries, you had no reason to believe that you would be made redundant.
4. You or a person who you have booked to travel with being called for jury service (and your request to postpone your service has been rejected) or attending court as a witness (but not as an expert witness).
5. If the police or relevant authority need you to stay in your usual country of residence in the EU after a fire, storm, flood, burglary or vandalism to your home or place of business within seven days before you planned to leave on your trip.
6. If you are a member of the armed forces or police, fire, nursing or ambulance services which results in you having to stay in your usual country of residence in the EU due to an unforeseen emergency or if you are posted overseas unexpectedly.
7. If after the time you booked your trip the Foreign and Commonwealth Office advises against all (but essential) travel to your intended destination.
8. If you become pregnant after the date you bought your ticket with Euroferries and you will be more than 26 weeks pregnant at the start of or during your trip. Or, if you become pregnant after the date you made your booking with Euroferries and your doctor advises that you are not fit to travel due to complications in your pregnancy.

## What you are not covered for under section A

1. The excess of £50 for each insured person.
2. Cancelling your trip because of a medical condition or an illness related to a medical condition which you knew about at the time you bought your ticket with Euroferries and which could reasonably be expected to lead to a claim. This applies to you, a relative, business associate or a person who you are travelling with, and any person you were depending on for the trip.
3. You not wanting to travel.
4. Any extra costs resulting from you not telling the holiday company as soon as you know you have to cancel your trip.
5. You being unable to travel due to your failure to obtain the passport or visa you need for the trip.

## Claims evidence required for section A

- Euroferries ticket
- Cancellation invoice or letter confirming whether any refund is due
- A medical certificate which we will supply for the appropriate doctor to complete
- An official letter confirming: redundancy, emergency posting overseas, the need for you to remain in your usual country of residence in the EU
- Summons for jury service

**Please note:** We may request other evidence to support your claim dependent upon the circumstances.

## SECTION B1 – MEDICAL AND OTHER EXPENSES

**Please note: If you are admitted into hospital as an inpatient for more than 24 hours someone must contact the Medical Emergency Assistance Company on your behalf immediately (please see the Medical and other emergencies section on page 2 for further details).**

### What you are covered for under section B1

We will pay up to £10,000,000 for the necessary and reasonable costs as a result of you becoming ill, being injured or dying during your trip. This includes:

1. Emergency medical, surgical and hospital treatment and ambulance costs.
2. Up to £200 for emergency dental treatment as long as it is for the immediate relief of pain only.
3. The cost of your return to your usual country of residence in the EU earlier than planned if this is medically necessary and the Medical Emergency Assistance Company approve this.
4. If you cannot return to your usual country of residence in the EU as you originally planned and the Medical Emergency Assistance Company approve this, we will pay for:
  - Extra accommodation (room only) and travel expenses (economy class unless a higher grade of travel is confirmed as medically necessary and authorised by the Medical Emergency Assistance Company) to allow you to return to your usual country of residence in the EU; and
  - Extra accommodation (room only) for someone to stay with you and travel home with you if this is necessary due to medical advice; or
  - Reasonable expenses for one relative or friend to travel from your usual country of residence in the EU to stay with you (room only) and travel home with you if this is necessary due to medical advice.
5. Up to £5,000 for the cost of returning your body or ashes to your usual country of residence in the EU or up to £2,000 for the cost of the funeral and burial expenses in the country in which you die if this is outside your usual country of residence in the EU.

**Please note:** If the claim relates to your return travel to your usual country of residence in the EU and you do not hold a return ticket, we will deduct from your claim an amount equal to your original carriers published one way fare (based on the same class of travel as that paid by you for your outward trip) for the route used for your return.

### What you are not covered for under section B1

1. The excess of £50 for each insured person and for each incident. The excess will be reduced to nil if your medical expenses have been reduced by you using the European Health Insurance Card (please refer to the Health agreements section on page 2 for further details).

2. Any medical treatment that you receive because of a medical condition or an illness related to a medical condition which you knew about at the time you bought your ticket with Euroferries and/or at the time of commencing travel and which could reasonably be expected to lead to a claim.
3. Any costs relating to pregnancy, if you are more than 26 weeks pregnant at the start of or during your trip.
4. Any treatment or surgery which the Medical Emergency Assistance Company thinks is not immediately necessary and can wait until you return to your usual country of residence in the EU. The decision of the Medical Emergency Assistance Company is final.
5. The extra cost of a single or private hospital room unless this is medically necessary.
6. Any search and rescue costs (costs charged to you by a government, regulated authority or private organisation connected with finding and rescuing an individual. This does not include medical evacuation costs by the most appropriate transport).
7. Any costs for the following:
  - telephone calls (other than the first call to the Medical Emergency Assistance Company to notify them of the medical problem);
  - taxi fares (unless a taxi is being used in place of an ambulance to take you to or from a hospital); or
  - food and drink expenses (unless these form part of your hospital costs if you are kept as an inpatient).
8. Any medical treatment and associated costs you have to pay when you have refused to come back to your usual country of residence in the EU and the Medical Emergency Assistance Company considered you were fit to return home.
9. Any treatment or medication of any kind that you receive after you return to your usual country of residence in the EU.

## SECTION B2 – HOSPITAL BENEFIT

### What you are covered for under section B2

We will pay a benefit of £10 for each complete 24-hour period that you are kept as an inpatient, up to £100 in total, if you are admitted to hospital overseas as a result of an accident or illness that is covered under section B1 (Medical and other expenses) of this insurance.

**Please note:** This benefit is only payable for the time that you are kept as an inpatient abroad and ceases if you go into hospital upon your return to your usual country of residence in the EU. This amount is meant to help you pay any extra expenses such as taxi fares and phone calls.

### Claims evidence required for sections B1 and B2

- Euroferries ticket
- Invoices and receipts for your expenses
- Proof of your hospital admission and discharge dates and times (for claims under section B2)

**Please note:** We may request other evidence to support your claim dependent upon the circumstances.

## SECTION C – CUTTING YOUR TRIP SHORT

**Please note: If you need to return home to your usual country of residence in the EU earlier than planned, you must contact the Medical Emergency Assistance Company immediately (please see the Medical and other emergencies section on page 2 for further details).**

### What you are covered for under section C

We will pay up to £1,500 for:

- travel and accommodation expenses which you have paid or have agreed to pay under a contract and which you cannot get back;
- the cost of excursions, tours and activities which you have paid for either before you left your usual country of residence in the EU or those paid for locally upon your arrival overseas and which you cannot get back; and
- reasonable additional travel costs to return back to your usual country of residence in the EU if it is necessary and unavoidable for you to cut short your trip.

We will provide this cover if the cutting short of your trip is necessary and unavoidable as a result of the following.

1. You dying, becoming seriously ill or being injured.
2. The death, serious illness or injury of a relative, close business associate, a person who you are travelling with or a relative or friend living abroad who you are staying with.
3. If the police or relevant authority need you to return home to your usual country of residence in the EU after a fire, storm, flood, burglary or vandalism to your home or place of business.
4. If you are a member of the armed forces or police, fire, nursing or ambulance services which results in you having to return home to your usual country of residence in the EU due to an unforeseen emergency or if you are posted overseas unexpectedly.

### What you are not covered for under section C

1. The excess of £50 for each insured person and for each incident.
2. Cutting short your trip because of a medical condition or an illness related to a medical condition which you knew about at the time you bought your ticket with Euroferries and/or at the time of commencing travel and which could reasonably be expected to lead to a claim. This applies to you, a relative, business associate or a person who you are travelling with, and any person you were depending on for the trip.
3. Any claims where the Medical Emergency Assistance Company have not been contacted to authorise your early return back to your usual country of residence in the EU.
4. You being unable to continue with your travel due to your failure to obtain the passport or visa you need for the trip.
5. The cost of your intended return travel to your usual country of residence in the EU if we have paid additional travel costs for you to cut short your trip.

**Please note:** We will calculate claims for cutting short your trip from the day you return to your usual country of residence in the EU or the day you go into hospital as an inpatient. Your claim will be based solely on the number of complete days you have not used.

If you have to cut short your trip and you do not return to your usual country of residence in the EU we will only be liable for the equivalent costs which you would have incurred had you returned to your usual country of residence in the EU.

### Claims evidence required for section C

- Euroferries ticket
- Invoices and receipts for your expenses
- An official letter confirming: the need for your return to your usual country of residence in the EU, emergency posting overseas

**Please note:** We may request other evidence to support your claim dependent upon the circumstances.

## SECTION D – MISSED DEPARTURE

### DEFINITION RELATING TO THIS SECTION

#### Public transport

Bus, coach, sea vessel, scheduled airline or train which operates according to a published timetable.

### What you are covered for under section D

We will pay up to £600 for the reasonable extra costs of travel and accommodation you need to arrive at your booked holiday destination if you cannot reach the port from which your Euroferries sailing is due to depart on the outward or return trip from or to the United Kingdom because:

- public transport services (please refer to the definition of 'public transport' above) fail due to poor weather conditions, a strike, industrial action or mechanical breakdown; or
- the vehicle in which you are travelling is directly involved in an accident or suffers a mechanical breakdown (this would not include your vehicle running out of fuel, oil or water or suffering a flat tyre, puncture or flat battery).

### What you are not covered for under section D

1. The excess of £50 for each insured person and for each incident.
2. Any claims where you have not allowed enough time to reach the port from which your Euroferries sailing is due to depart at or before the recommended time.

3. Any claims where you have not obtained written confirmation from the appropriate transport company or authority stating the reason for the delay and how long the delay lasted.
4. Any claims relating to your own vehicle suffering a mechanical breakdown if you are unable to provide evidence that the vehicle was properly serviced and maintained and that any recovery or repair was made by a recognised breakdown organisation.

### Claims evidence required for section D

- Euroferries ticket
- Invoices and receipts for your expenses
- An official letter confirming the reason for your late arrival and the length of the delay

**Please note:** We may request other evidence to support your claim dependent upon the circumstances.

## SECTION E1 – TRAVEL DELAY

**Please note: You are entitled to claim under section E1 or E2 but not both sections.**

### What you are covered for under section E1

We will pay a benefit if your booked Euroferries sailing from or to the United Kingdom is delayed for more than 12 hours due to poor weather conditions, a strike, industrial action or mechanical breakdown. We will pay a benefit of £15 for each insured person, for the first complete 12 hour period that you are delayed and a benefit of £10 for each insured person for each further 12 hour period that you are delayed, up to £100 in total, as long as you eventually go on the holiday.

## SECTION E2 – ABANDONING YOUR TRIP

### What you are covered for under section E2

We will pay up to £1,500 if it is necessary for you to cancel your trip if your outward bound Euroferries sailing is delayed for more than 24 hours due to poor weather conditions, a strike, industrial action or mechanical breakdown. We will pay the following costs which you have already paid for and cannot get back:

- travel and accommodation expenses;
- excursions, tours and activities; and
- visas.

### What you are not covered for under sections E1 and E2

1. The excess of £50 for each insured person (this only applies if you are claiming under section E2).
2. Any claims where you have not arrived for your trip at the departure port at or before the recommended boarding time.
3. Any claims where you have not obtained written confirmation from Euroferries stating the reason for the delay and how long the delay lasted.

### Claims evidence required for sections E1 and E2

- Euroferries ticket
- An official letter confirming the cause and length of the delay
- Official confirmation that your pre paid expenses cannot be refunded (for claims under section E2)

**Please note:** We may request other evidence to support your claim dependent upon the circumstances.

## SECTION F1 – PERSONAL BELONGINGS AND BAGGAGE

### What you are covered for under section F1

We will pay for items which are usually carried or worn by travellers for their individual use during a trip. We will pay up to £1,500 in total for items owned (not borrowed or rented) by you which are lost, stolen or damaged during your trip.

#### Please note:

- Payment will be based on the value of the property at the time it was lost, stolen or damaged. An allowance may need to be made for wear, tear and loss of value depending on the age of the property.
- The maximum amount we will pay for any one item, pair or set of items is £200. Please refer to the definition of 'pair or set of items' on page 3.
- The maximum amount we will pay for valuables and electronic/other equipment in total is £250. Please refer to the definition of 'valuables and electronic/other equipment' on page 3.
- The maximum we will pay for property which is lost or stolen from an unattended motor vehicle is £100 for each insured person as long as the property was kept in a locked boot, a locked and covered luggage compartment or a locked glove compartment and there is evidence of forced and violent entry to the vehicle.

## SECTION F2 – PERSONAL MONEY

### What you are covered for under section F2

We will pay up to £500 for the loss or theft of the following if you can provide evidence you owned them and evidence of their value (this would include receipts, bank statements or cash-withdrawal slips):

- Cash; and
- Travellers cheques (if these cannot be refunded by the provider).

**Please note:** The maximum amount we will pay for cash carried by one person, whether jointly owned or not, is £250 (or £50 for children under 16 years of age).

## SECTION F3 – PASSPORT AND TRAVEL DOCUMENTS

### What you are covered for under section F3

We will pay up to £200 for the cost of replacing the following items belonging to you if they are lost, stolen or damaged during your trip:

- Passport;
- Travel and admission tickets; and
- Visas.

**Please note:** The cost of replacing your passport includes the necessary and reasonable costs you pay overseas associated with getting a replacement passport to allow you to return back to your usual country of residence in the EU (this would include travel costs to the local Embassy as well as the cost of the emergency passport itself). A claim for the lost or stolen passport would be calculated according to its expiry date – depending upon how many years there were left to run on the original passport, an unused pro-rata refund would be made of its original value.

### What you are not covered for under sections F1, F2 and F3

1. The excess of £50 for each insured person and for each incident (this does not apply if you are claiming under section F3).
2. Property you leave unattended in a public place.
3. Any claim for loss or theft to personal belongings and baggage, personal money or passports and travel documents which you do not report to the police within 24 hours of discovering it and which you do not get a written police report for.
4. Any loss or theft of your passport which you do not report to the consular representative of your home country within 24 hours of discovering it and get a written report for.
5. Any loss, theft or damage to valuables and electronic/other equipment which you do not carry in your hand luggage while you are travelling.
6. Money, passports and travel documents which you do not carry with you unless they are being held in locked safety deposit facilities.
7. Claims arising due to an unauthorised person fraudulently using your credit or debit cards.
8. Claims where you are unable to provide receipts or other reasonable proof of ownership wherever possible for the items being claimed.
9. Breakage of fragile objects or breakage of sports equipment while being used.
10. Damage due to scratching or denting unless the item has become unusable as a result of this.
11. Shortages due to variations in exchange rates.
12. If your property is delayed or held as a result of Customs, the police or other officials legally holding it.
13. Loss of jewellery (other than wedding rings) while swimming or taking part in dangerous activities.

14. Losses caused by mechanical or electrical breakdown or damage caused by leaking powder or fluid carried within your baggage.
15. Loss, theft or damage to contact or corneal lenses, sunglasses, prescription glasses or spectacles, dentures, hearing aids, artificial limbs, paintings, household equipment, mobile phones, bicycles and their accessories, motor vehicles and their accessories, marine craft and equipment or items of a perishable nature (meaning items that can decay or rot and will not last for long, for example, food).

## Claims evidence for sections F1 to F3

- Euroferries ticket
- Loss or theft of property or money – police report
- Loss or theft of a passport – police report, consular report, receipts for additional expenses to get a replacement passport overseas
- Proof of value and ownership for property and money

**Please note:** If you are unable to provide any of the reports referred to above, you may still be eligible to make a claim dependent upon the circumstances which have prevented you from obtaining the necessary documentation. Please contact the Euroferries Claims Department to discuss why you have been unable to obtain the relevant reports and to obtain a claim form so your claim can be considered.

**Please note:** We may request other evidence to support your claim dependent upon the circumstances.

## Important information:

- **You must** act in a reasonable way as if uninsured to look after your property and not leave it unattended or unsecured in a public place;
- **You must** carry valuables and money with you when you are travelling. When you are not travelling, keep your money and passport with you at all times or leave them in a locked safety deposit box;
- **You must** report all losses or thefts to the relevant authorities and obtain a written report from them within 24 hours of the incident; and
- **You must** provide the Euroferries Claims Department with all the documents they need to deal with your claim, including a police report and receipts for the items being claimed as applicable.

## SECTION G – PERSONAL ACCIDENT

### DEFINITIONS RELATING TO THIS SECTION

#### Accident

A sudden, unexpected and specific event, external to the body, which occurs at an identifiable time and place.

#### Loss of sight

Physical loss of one or both eyes or the loss of a substantial part of the sight of one or both eyes. A substantial part means that the degree of sight remaining after the accident is 3/60 or less on the Snellen scale after correction with spectacles or contact lenses. (At 3/60 on the Snellen scale a person can see at 3 feet something that a person who has not suffered loss of sight should be able to see at 60 feet.)

#### Permanent total disablement

The inability of an insured person to continue in any occupation for which they are fitted by way of training, education or employment which in all probability will continue for the rest of their life.

### What you are covered for under section G

We will pay £5,000 to you or your executors or administrators if you are involved in an accident during your trip which solely and independently of any other cause results in one or more of the following within 12 months of the date of the accident.

- Complete loss of limb (meaning permanent loss by physical separation at or above the wrist or ankle or permanent and total loss of use of a limb). A limb means an arm, hand, leg or foot;
- Loss of sight in one or both eyes; or
- Permanent total disablement.

**Please note:** A reduced benefit of £1,000 will apply for children under 16 years of age.

### What you are not covered for under section G

1. Any claim arising from illness which develops or worsens during your trip and results in your death or disablement.

### Claims advice for section G

- Please phone the Euroferries Claims Department on **0845 603 9892** to ask for advice

## SECTION H – PERSONAL LIABILITY

### What you are covered for under section H

We will pay up to £1,000,000 if, within your trip, you are legally liable for accidentally:

- injuring someone; or
- damaging or losing someone else's property.

### What you are not covered for under section H

1. The excess of £50 for each incident.
2. Any liability arising from an injury or loss or damage to property:
  - a. owned by you, a member of your family or household or a person you employ; or
  - b. in the care, custody or control of you or of your family or household or a person you employ.
3. Any liability for death, disease, illness, injury, loss or damage:
  - a. to members of your family or household, or a person you employ;
  - b. arising in connection with your trade, profession or business;
  - c. arising in connection with a contract you have entered into;
  - d. arising due to you acting as the leader of a group taking part in an activity;
  - e. arising due to you owning, possessing, using or living on any land or in buildings, except temporarily for the purposes of the trip; or
  - f. arising due to you owning, possessing or using mechanically-propelled vehicles, watercraft or aircraft of any description, animals (other than horses, domestic cats or dogs), firearms or weapons.

### Important information:

- **You must** give the Euroferries Claims Department notice of any cause for a legal claim against you as soon as you know about it, and send them any documents relating to a claim;
- **You must** help the Euroferries Claims Department and give them all the information they need to allow them to take action on your behalf;
- **You must not** negotiate, pay, settle, admit or deny any claim unless you get the Euroferries Claims Department's permission in writing; and
- **We will** have complete control over any legal representatives appointed and any proceedings, and we will be entitled to take over and carry out in your name your defence of any claim or to prosecute for our own benefit any claims for indemnity, damages or otherwise against anyone else.

### Claims advice for section H

- Do not admit liability, offer or promise compensation
- Give details of your name, address and travel insurance
- Take photographs and videos, and get details of witnesses if you can
- Tell the Euroferries Claims Department immediately about any claim that is likely to be made against you and send them all the documents that you receive

## SECTION I – LEGAL EXPENSES

### What you are covered for under section I

We will pay up to £15,000 for legal costs and expenses arising as a result of dealing with claims for compensation and damages resulting from your death, illness or injury during your trip.

### What you are not covered for under section I

1. The excess of £50 for each insured person and for each incident.

2. Any claim which we have not agreed to accept beforehand in writing.
3. Any claim where we or our legal representative believe that an action is not likely to be successful or if we believe that the costs of taking action will be greater than any award.
4. The costs of making any claim against us, our agents or representatives, or against Euroferries, any tour operator, accommodation provider, carrier or any person who you have travelled with or arranged to travel with.
5. Any fines, penalties or damages you have to pay.
6. The costs of following up a claim for bodily injury, loss or damage caused by or in connection with your trade, profession or business, under contract or arising out of you possessing, using or living on any land or in any buildings.
7. Any claims arising out of you owning, possessing or using mechanically-propelled vehicles, watercraft or aircraft of any description, animals, firearms or weapons.
8. Any claim reported more than 180 days after the incident took place.

### Important information:

- **We will** have complete control over any legal representatives appointed and any proceedings;
- **You must** follow our advice or that of our agents in handling any claim; and
- **You must** get back all of our expenses where possible. You must pay us any expenses you do get back.

### Claims advice for section I

- Please phone the Euroferries Claims Department on **0845 603 9892** to ask for advice as soon as you need to make a claim

## SECTION J – CATASTROPHE

### What you are covered for under section J

We will pay up to £500 if after you have commenced your trip you pay or agree to pay overseas for travel expenses and providing other similar accommodation to allow you to continue with your trip if you cannot live in your booked accommodation because of fire, flood, earthquake, storm, lightning, explosion, hurricane or major outbreak of infectious disease.

**Please note:** You must get written confirmation from the appropriate authority stating the nature of the disaster and how long the disaster lasted. You must keep all receipts for the extra expenses you pay.

### What you are not covered for under section J

1. The excess of £50 for each insured person and for each incident.
2. Any expenses that you can get back from your tour operator, airline, hotel or other service provider.
3. Any claim resulting from you travelling against the advice of the appropriate national or local authority.

### Claims evidence required for section J

- Euroferries ticket
- An official letter confirming the cause of the disaster and how long it lasted
- Invoices and receipts for your expenses

**Please note:** We may request other evidence to support your claim dependent upon the circumstances.