

SINGLE TRIP PREMIER TRAVEL INSURANCE 2024



INSURANCE

Global Travel Insurance Services Limited

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This insurance is arranged by Global Travel Insurance Services Ltd who is authorised and regulated by the Financial Conduct Authority (firm reference 305686) being permitted to advise and arrange general insurance contracts. Our status can be checked on the Financial Conduct Authority Register by visiting www.fca.org.uk or calling 0845 606 9966.

This insurance product is underwritten by ERGO Travel Insurance Services Ltd (ETI) on behalf of Great Lakes Insurance SE (GLISE). Great Lakes Insurance SE is a German insurance company with its headquarters at Königinstrasse 107, 80802 Munich. UK Branch office: 10 Fenchurch Avenue, London EC3M 5BN, company number SE000083. Great Lakes Insurance SE, UK Branch, is authorised and regulated by Bundesanstalt für Finanzdienstleistungsaufsicht. Deemed authorised by the Prudential Regulation Authority. Firm Reference Number 769884. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the Financial Conduct Authority's website. ERGO Travel Insurance Services Ltd (ETI): registered in England and Wales, company number 11091555. Authorised and regulated by the FCA, register number 805870 and registered office: 10 Fenchurch Avenue, London, EC3M 5BN. Details about the extent of GLISE's authorisation and regulation by the PRA, and regulation by the FCA are available on request.

DEMANDS AND NEEDS

This insurance policy will suit the demands and needs of an individual or group (where applicable) who have no excluded pre-existing medical conditions, are travelling in countries included within the policy terms and who wish to insure themselves against unforeseen events detailed in the cover section below. Subject to the terms, conditions and maximum specified sums insured.

IMPORTANT: We will not provide you with advice about the suitability of this product for your individual needs but will be happy to provide you with factual information. We summarise below the details of the insurance cover provided which also includes 24-hour emergency service from Towergate Assistance. A summary of the cover is detailed below. Full details of the key benefits, conditions and exclusions will be included in the Policy Document, Table of Benefits and Insurance Product Information Document (IPID), copies of which will be sent to you with your policy documents. In any event you may ask for specimen copies of the policy wording should you wish to examine this in advance.

SUMMARY OF COVER

SECTION OF COVER	MAXIMUM SUM INSURED AND / OR BENEFIT LEVELS PER PERSON	EXCESS PER PERSON
Cancellation	£3,500	£100
Delayed Departure & Abandonment	<ul style="list-style-type: none"> £60 for each completed 12-hours delay up to £300 Delay Benefit (Areas 2, 3 and 4) £3,500 after a delay of 24-hours or more Abandonment (Areas 2, 3 and 4) 	<ul style="list-style-type: none"> Nil Delay Benefit £100 Abandonment
Missed Departure	<ul style="list-style-type: none"> £200 inside the United Kingdom £800 outside the United Kingdom 	Nil
Personal Accident	<ul style="list-style-type: none"> £10,000 (£2,500 children under 16 and £2,500 adults 66-years plus at the time of the accident) Death £15,000 (£2,500 adults 66-years plus at the time of travel) Loss of Limb(s) and / or Sight in One / Both Eyes £15,000 (£2,500 children under 16-years and adults 66-years plus at the time of the accident) Permanent Total Disablement 	Nil
Emergency Medical & Repatriation Expenses & Curtailment	£10,000,000 in all, sub-limited to: <ul style="list-style-type: none"> £500 Emergency Pain Relief Dental Treatment (Areas 2, 3 and 4) £2,500 Additional Travel Expenses (Area 1) £5,000 Local Funeral Expenses (Areas 2, 3 and 4) £250 Essential Telephone Calls & Taxi Fares £50 United Kingdom Prescription Charges (Areas 2, 3 and 4) £300 United Kingdom Physiotherapy & Chiropractic Charges (Areas 2, 3 and 4) £3,500 Curtailment 	<ul style="list-style-type: none"> Nil Essential Telephone Calls Nil United Kingdom Prescription Charges Nil United Kingdom Physiotherapy & Chiropractic Charges Nil Hospital Benefit £100 All Other Claims under this Section
Hospital benefit	<ul style="list-style-type: none"> £10 per completed 24-hours up to £100 (Area 1) £20 per completed 24-hours up to £500 (Areas 2, 3 & 4) 	
Personal Possessions & Personal Money including Delayed Luggage	£3,500 in all, sub-limited as follows: <ul style="list-style-type: none"> £300 Single Article Limit £500 Valuables £100 Delayed Luggage for each completed 12-hours of delay up to £200 £350 Money in all, sub-limited as follows: <ul style="list-style-type: none"> £50 children under 16-years at the time of the incident 	<ul style="list-style-type: none"> £100 Nil Delayed Luggage
Loss of Passport and Other Documents	£500	Nil
Personal Liability	£2,000,000	£250
Legal Expenses	£25,000	Nil
COVID-19 Cover	<ul style="list-style-type: none"> £3,500 Cancellation £3,500 Curtailment £1,000,000 Emergency Medical & Repatriation Expenses outside the United Kingdom, sub-limited to: <ul style="list-style-type: none"> £30 for each completed 24-hours up to £300 Confinement to Holiday Accommodation Benefit 	<ul style="list-style-type: none"> £100 Cancellation £100 Curtailment £100 Emergency Medical & Repatriation Expenses Nil Confinement to Holiday Accommodation Benefit
Catastrophe Benefit	£500	Nil
Mugging Benefit	£50 for each completed 24-hours up to £500	Nil
Hijack Benefit	£50 for each completed 24-hours up to £500	Nil
Emergency Home Assistance	£250, sub-limited as follows: <ul style="list-style-type: none"> The cost of call out £100 for materials 3-hours labour charges 	Nil
Withdrawal of Services	£50 for each completed 24-hours up to £500	Nil
Extended Kennel and / or Cattery Fees	£50 for each completed 24-hours up to £500	Nil
Cruise Cover :	<ul style="list-style-type: none"> £1,500 Missed Port Departure £75 Itinerary Change per port up to £500 £500 Unused Excursions £1,000 Cruise Interruption £30 Confinement to Cabin per day up to £300 	Nil

RESIDENCY

The cover under this policy is only available to United Kingdom residents being defined as: Any person who has an address in the United Kingdom, has lived in the United Kingdom for at least 6 of the last 12 months, and is registered with a General Practitioner in the United Kingdom.

INSURANCE PRODUCT SUITABILITY

This insurance is suitable for single round trips starting and finishing in the UK & Channel Islands of no more than 70 days duration, for persons whose age is 105 years or less on the date of purchase. This product is valid in respect of holidays booked and policies issued from the 01/11/2023 to the 31/10/2024 for travel on or before the 31/10/2025.

COOLING OFF PERIOD

Please tell us immediately if your policy does not meet your requirements. If you cancel within 14-days of the receipt of your documentation and you have not started a trip or made or intend to make a claim, we will give you a full refund. Following this 14-days period, you continue to have the right to cancel your policy at any time by contacting us. If the notice of cancellation is received outside of the 14-days cooling-off period no premium will be refunded.

PRE EXISTING MEDICAL CONDITIONS

This Policy may not provide cover for Pre-existing Medical Conditions, so it is important that You review and respond to the questions below in order to have the full protection of Your Policy. If You do not take the appropriate action, or if You withhold information which We should reasonably be made aware of when considering the provision of cover, then Your Policy may be cancelled, or Your claim rejected or not fully paid.

If You are travelling within the United Kingdom

Please consider the following questions in relation to you, anyone to be covered by this Policy, or any Colleague:

1. Are you aware of any reason why your trip could be cancelled or cut short, such as your health or the health of a Relative or Colleague or someone with whom you are going to travel or stay
2. Are you travelling:
 - a. against the advice of a Medical Practitioner, or
 - b. for the purpose of obtaining medical treatment?
3. Have you been given a terminal prognosis?
4. Are you receiving or awaiting investigation or treatment for any Bodily Injury, Illness or disease as a hospital day case or in-patient or have an undiagnosed condition or set of symptoms?

If you answer YES to any of the above 4 questions, then your Pre-existing Medical Conditions will not be covered by this Policy and we are unable to extend the cover to do so. If you are within your 14 day cooling off period and you decide this Policy is no longer suitable for your needs, you may be entitled to a full refund of the premium paid.

Please contact the holiday company that you purchased the Policy from to discuss this further.

If you answer NO to the above 4 questions, then please also proceed to questions 5 and 6 below to complete the assessment.

5. If you are on prescribed medication, are your medical condition(s) stable and well controlled?
6. If you suffer from stress, anxiety, depression or any other mental or nervous disorder, have you received written confirmation (at your cost) that you are fit enough to take this trip by either:
 - a. your GP, or
 - b. a registered mental health professional (e.g. if you are under the care of a Community Mental Health Team), or
 - c. a consultant specialising in the relevant field?

If you answer YES to question 5 and 6 above, then you do not need to contact us with details of your Pre-existing Medical Conditions, and your insurance Policy's standard terms, conditions and exclusions will apply.

If you answer NO to question 5 or 6 above, then your Pre-existing Medical Conditions will not be covered by this Policy and we are unable to extend the cover to do so. If you are within your 14 day cooling off period and you decide this Policy is no longer suitable for your needs, you may be entitled to a full refund of the premium paid.

If You are travelling outside of the United Kingdom

Please consider the following questions in relation to you, anyone to be covered by this Policy, or any Colleague:

1. Have you had a medical condition that you presented to Your GP or other medical professional within the last 12 months?
2. Are you taking prescribed medication?
3. Do you have, or have you had any medical condition that is still requiring periodic review?
4. Are you awaiting any tests, treatment, investigation, referral or the results of these or have an undiagnosed condition or set of symptoms?

If you answer YES to any of the above 4 questions, please contact Mediscreen on 0344 892 1698 to discuss extending cover for your health conditions. If we can extend cover, we may charge an additional premium for doing so. Your Pre-existing Medical Conditions will not be covered, unless you tell us about them and we accept them in writing, and your Policy may be cancelled, or your claim rejected or not fully paid. Mediscreen's office hours are 9am to 5pm Monday to Thursday and 9am to 4pm Friday excluding Bank Holidays.

CHANGE IN MEDICAL CIRCUMSTANCES AFTER THE DATE THE POLICY IS ISSUED

Important note: this applies to all destinations, excluding trips solely within the United Kingdom.

You must also notify MediScreen immediately on 0344 892 1698 if there is any change in your medical circumstances between the date you first purchased Your insurance policy and the date your holiday is due to begin. If you do not take the appropriate action, or if you withhold information which we should reasonably be made aware of when considering the provision of cover, then your Policy may be cancelled, or your claim rejected or not fully paid. If we can extend cover, we may charge an additional premium for doing so.

If your trip is solely within the United Kingdom, then you must obtain confirmation from your medical practitioner that you are fit enough to take the trip and this must be noted on your medical records so that in the event of a claim you are able to provide this evidence if required by us. Failure to do so may invalidate your policy.

SIGNIFICANT OR UNUSUAL LIMITATIONS OR WHAT IS NOT COVERED

1. The cover under this policy is only available to United Kingdom residents for travel within the Geographical limits contained in this policy and which begins and ends in the United Kingdom. Repatriation will be to the United Kingdom only.
2. Cover is only available for the whole duration of a booked trip to a maximum 70 consecutive days, and cover cannot be purchased once a trip has already begun.
3. The excess amount deductible from a claim applies to each and every claim, per incident claimed for, under certain sections by each insured person.
4. If your money, valuables, any items of baggage, your passport or visa are lost or stolen, you must notify the local Police within 24 hours of discovery or as soon as possible thereafter. Please make sure you get a copy of the Police report. Failure to comply may result in your claim being rejected or the amount of any relevant claim reduced.
5. You are not covered for valuables, your passport or visa if left unattended at any time (including in a vehicle, in checked in luggage or while in the custody of a carrier, tour operator or public transport operator) unless deposited in a hotel safe, safety deposit box or left in your locked accommodation.
6. Stolen property: You are not covered for baggage stolen from:
 - a. an unattended coach / bus unless it was locked in the luggage compartment of the coach / bus and evidence of force or violent entry to the vehicle is available, or
 - b. the passenger compartment of any unattended vehicle.
7. You must ensure that you have had any recommended inoculations, vaccines (including COVID-19 where it has been offered to you) or medications relating to your destination prior to your trip.
8. Claims arising from any epidemic or pandemic as declared by the World Health Organisation (WHO)
9. Claims arising from or related to any Coronavirus including but not limited to COVID-19, or any related/mutated form of the virus. This exclusion does not apply to COVID-19 claims under the COVID-19 Cover section.

TRAVEL SIGNPOSTING

Not the right level of cover to meet your Travel Insurance needs? If we can't offer you the cover you want, or your premium is higher than you wanted because you have medical conditions, you may be able to get help by accessing the Money and Pensions Service travel directory at: <https://traveldirectory.moneyadviceservice.org.uk/en> or by calling 0800 138 777 (Open Monday to Friday, 8am to 6pm).

DEFINITION OF GEOGRAPHICAL AREAS

AREA 1. UNITED KINGDOM

England, Scotland, Wales, Northern Ireland and the Isles of Scilly

AREA 2. EUROPE

Includes Republic of Ireland, Channel Islands, Isle of Man, as well as: Albania, Andorra, Armenia, Austria, Azerbaijan, the Azores, Belarus, Belgium, Bosnia Herzegovina, Bulgaria, Croatia, Cyprus, the Czech Republic, Denmark, Estonia, the Faroe Islands, Finland (including Lapland), France, Georgia, Germany, Gibraltar, Greece (including Greek Islands), Hungary, Iceland, Italy, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Madeira, Malta, Moldova, Monaco, Montenegro, the Netherlands, North Macedonia, Norway, Poland, Portugal, Romania, the Russian Federation, San Marino, Serbia, Slovakia, Slovenia, Spain (including Balearic Islands and Canary Islands), Sweden, Switzerland, Turkey, Ukraine and the Vatican City.

AREA 3. WORLDWIDE excluding USA, Canada, Mexico and the Caribbean

All countries of the world except: Anguilla, Antigua and Barbuda, Aruba, Bahamas, Barbados, Bermuda, Bonaire, St Eustatius and Saba, Canada, Caribbean Islands, Cayman Islands, Cuba, Curaçao, Dominica, Dominican Republic, Grenada, Guadeloupe, Haiti, Jamaica, Martinique, Mexico, Montserrat, Netherlands Antilles, Puerto Rico, St Barthélemy/St Barts, St Croix, St Kitts and Nevis, St Lucia, St Maarten/St Martin, St Pierre and Miquelon, St Thomas, St Vincent and the Grenadines, Trinidad and Tobago, Turks and Caicos Islands, the United States of America, Virgin Islands (UK) and the Virgin Islands (US).

AREA 4. WORLDWIDE including USA, Canada, Mexico and the Caribbean

All countries of the world.

No Cover Countries Afghanistan, Belarus, Burundi, Central African Republic, Chad, Ethiopia, Iran, Iraq, , Liberia, Libya, Myanmar, North Korea, South Sudan, Sudan, Syria, The Russian Federation, Ukraine and Yemen