

Travel Insurance

Insurance Product Information Document

Company: Great Lakes Insurance SE

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.

Administered by: Torgate Travel

This policy is administered by Torgate Travel. Torgate Travel is a trading name of Torgate Underwriting Group Limited. Registered in England with company number 4043759. Registered Address: 2 Minster Court, Mincing Lane, London EC3R 7PD. Torgate Underwriting Group Limited is authorised and regulated by the Financial Conduct Authority. Our register number is 313250.

Product: Annual Multi-Trip Travel Insurance

This document is a summary of the insurance contract. Please see the policy documents for the full cover, terms, conditions and limits of the insurance contract.

Policy number: 995MTP22

Sold by: Global Travel Insurance Services Limited

What is this type of insurance?

This insurance provides a package of travel insurance benefits to cover multiple trips within the geographical limits and the cover dates you have chosen.



What is insured?

- ✓ **Emergency medical and repatriation expenses** – up to £10,000,000
- ✓ **Cancellation** – up to £3,000 for trips to the United Kingdom, Channel Islands, Isle of Man, Europe & Worldwide
- ✓ **Curtailment and loss of holiday** – up to £3,000 for trips to the United Kingdom, Channel Islands, Isle of Man, Europe & Worldwide
- ✓ **Personal accident** – up to £15,000, subject to age
- ✓ **Personal possessions** – up to £1,500
 - up to £250 any one article, pair or set of articles
 - up to £250 valuables limit
- ✓ **Personal money** – up to £250 (reduced to £50 if aged under 16)
- ✓ **Passport and other documents** – up to £250
- ✓ **Baggage delay on outward journey** – up to £100 after 12 hours
- ✓ **Missed departure** – up to £200 within the United Kingdom; up to £800 outside of the United Kingdom
- ✓ **Travel delay and abandonment** – £25 for each full 12 hours up to a total of £100; or abandonment up to the sum insured shown in the **Cancellation** section above
- ✓ **Personal liability** – up to £2,000,000
- ✓ **Legal costs and expenses** – up to £25,000
- ✓ **COVID-19 cover** – up to £3,000 for trips to the United Kingdom, Channel Islands, Isle of Man, Europe & Worldwide for cancellation and curtailment; up to £1,000,000 for emergency medical and repatriation expenses (outside of the United Kingdom)

Optional covers:

- **Travel gadget cover**
- **Golf cover**
- **Enhanced COVID-19 cover**
- **Cruise cover**
- **Winter sports cover**



What is not insured?

- ✗ Some sections of the policy may be subject to an excess unless otherwise specified in your policy. This is the amount you pay when you make a claim.
- ✗ Pre-existing medical conditions that do not comply with the requirements set out in the policy wording.
- ✗ Travelling against medical advice or with the intention of obtaining medical treatment abroad.
- ✗ The policy includes restrictions regarding the health of close relatives and friends upon whom your trip may depend, even if they are not being insured by this policy.
- ✗ Certain hazardous sports and activities may not be covered under this policy – see policy wording for details.
- ✗ You drinking too much alcohol, or any form of alcohol abuse, where it is reasonably foreseeable that such consumption could result in a serious impairment of your faculties and/or judgement.
- ✗ Circumstances you were aware of before your policy was issued or journey was booked (whichever is the later) that might result in a claim.
- ✗ Medical treatment which can wait until you return home.
- ✗ Private medical treatment unless agreed by us.
- ✗ Personal possessions – 'new for old' cover only if item less than 1 years old.
- ✗ Any claim for personal possessions where you have not taken steps to prevent loss.
- ✗ Claims arising from any epidemic or pandemic as declared by the World Health Organization.
- ✗ 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 or Enhanced COVID-19 cover sections.



Are there any restrictions on cover?

- ! Only available to residents of the United Kingdom
- ! You must telephone MediScreen on **0344 892 1698** if you have or have had any medical conditions. You may have to pay an additional premium to cover your medical conditions
- ! Cover is only available for the whole duration of a booked trip when you have pre-booked accommodation for a minimum of 2 nights and up to a maximum of 31 consecutive days, reduced to 17 days in respect of Winter Sports trips, and cover cannot be purchased once a trip has already begun



Where am I covered?

- ✓ The geographical regions of travel in your policy document
- ✓ You will not be covered if you travel to a country or region where the Foreign, Commonwealth & Development Office (FCDO) has advised against all travel or all but essential travel. For further details, visit [gov.uk/foreign-travel-advice](https://www.gov.uk/foreign-travel-advice)



What are my obligations?

- You must be fit to undertake any trip to be covered under the policy
- Ensure the policy meets your needs
- You must take care to protect yourself and your property
- You must tell us as soon as reasonably possible of any event which may result in a claim
- If you need medical assistance while abroad, you must contact us before going to a medical facility (other than a pharmacy), or as soon as you can
- 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.



When and how do I pay?

You must pay when you buy the policy even if you are not travelling until a future date. You will be asked to pay in full by credit/debit card or pre-agreed payment method.



When does the cover start and end?

Annual multi-trip policies start from the date that you request and end after 12 months.



How do I cancel the contract?

If this insurance is not suitable, please email info@globaltravelinsurance.co.uk or call 01903 235 042 within 14 days of receipt of the policy document. Your policy will be cancelled and your premium will be refunded in full provided that you have not already taken your trip, made a claim or intend to make a claim. Please contact your issuing agent (refer to the contact details on your booking confirmation).