

# Travel Insurance

## Insurance Product Information Document



**Company:** Insurance Company 'Euroins' AD authorised and regulated by the Bulgarian Financial Supervision Commission. Deemed authorised by the Prudential Regulation Authority. 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.

### Product: Europe Plus Travel Platinum Cover

**This document is a summary of what this insurance does and doesn't cover. Complete individual pre-contractual and contractual information is provided in your policy documentation. You are responsible for reviewing full policy terms and conditions.**

#### What is this type of insurance?

Cover for people who are travelling to countries included within the policy terms who wish to insure themselves against the financial impact of specified, unforeseen circumstances/events relating to or occurring.



#### What is insured?

- ✓ £10,000,000 for Medical & Repatriation expenses
- ✓ £600 for Emergency Dental Treatment
- ✓ £5,000 for Funeral Expenses
- ✓ £5,000 for Cancellation or Curtailment
- ✓ £2,000 for Hospital Benefit (daily limits apply please check your policy documentation)
- ✓ £20,000 for Personal Accident (Age limitations apply please see policy documentation)
- ✓ £20,000 for Legal Expenses
- ✓ £2,000,000 for Personal Liability
- ✓ £2,500 for loss or theft of Personal Possessions and Baggage (single article limits and valuables limits apply, please check your policy documentation)
- ✓ £500 for loss or theft of Personal Money (cash limits apply, please see policy wording)
- ✓ £400 for Delayed Baggage
- ✓ £300 for Travel Delay Journey (daily limits apply, please check your policy documentation)
- ✓ £1,000 for Missed Departure
- ✓ £2,000 for Natural Catastrophe
- ✓ £2,000 for Disinclination to Travel Due to Terrorism
- ✓ £1,500 for Hijacking Benefit (daily limits apply, please check your policy documentation)
- ✓ £1,000 for Mugging Benefit (daily limits apply, please check your policy documentation)
- ✓ £250 for Pet Care (daily limits apply, please check your policy documentation)
- ✓ £300 for Loss of Passport

#### Optional benefits available subject to payment of the appropriate additional premium:

- Winter sports
- Cruise Cover
- Business Cover
- Gadget Cover



#### What is not insured?

- ✗ The excess as set out in the policy wording if you have not purchased excess waiver
- ✗ Trips outside your period of insurance or over the trip limits for Annual Multi-Trip policies
- ✗ Medical expenses above £500 unless we have authorised them
- ✗ Expenses relating to private health treatment unless agreed by our emergency assistance company
- ✗ Medical costs incurred in the USA which exceed 150% of the published medical rates for the same or similar treatment as payable by US medicare
- ✗ Claims arising directly or indirectly from a pre-existing medical conditions unless these have been declared and accepted in writing
- ✗ Problems caused by drug addiction or solvent abuse or being under the influence of alcohol or drug(s)
- ✗ Cruise holidays if you have not paid the additional premium
- ✗ Terrorism other than for medical expenses or personal accident
- ✗ Travel against Foreign, Commonwealth & Development Office advice unless the FCDO advice relates to Coronavirus and you have a Single Trip European policy
- ✗ Claims arising from prohibitive regulations by the government of any country
- ✗ Motor biking above 250cc or quad biking
- ✗ Any cancellation or curtailment claims arising from government or Foreign, Commonwealth & Development Office advice warning against all travel, or all but essential travel, for any reason including epidemic or pandemic, including but not limited to Coronavirus disease (COVID-19); severe acute respiratory syndrome coronavirus (SARS-COV-2) or any mutation of these
- ✗ Claims arising if you or your travel companion or close relative are awaiting results after undertaking a coronavirus test at the time this policy was issued;
- ✗ Anything mentioned in the General Exclusions



**Please see overleaf for restrictions on cover**



### Are there any restrictions on cover?

- ! You must be a resident of the United Kingdom and registered with a GP
- ! You must be in the UK, and not already travelling when you buy your policy
- ! Your trip must start and end in the United Kingdom and you must have a return ticket
- ! Cover is only provided for trips in the United Kingdom if you have a minimum of two nights' pre-booked and pre-paid accommodation
- ! You must be under the age of 85 years old when you purchase a Single Trip or Annual Multi-trip Policy

*(continued next column)*



### Are there any restrictions on cover? *(continued)*

- ! You must be under the age of 69 when you purchase Winter Sports cover and you must pay the appropriate extra premium
- ! Single Trips are limited to 122 days
- ! Annual Multi-trip Policies do not limit the number of trips in the policy year but you are limited to 31 days per trip (or 45 or 60 days duration if stated on the certificate of insurance and the appropriate premium has been paid for).
- ! Personal Liability coverage is restricted on certain sports and activities - please refer to the table in the policy wording



### Where am I covered?

- ✓ This insurance covers you within the Geographical Limits stated within your policy schedule
- ✓ If you are a UK resident living in Northern Ireland and your travel itinerary requires you to use Republic of Ireland departure/arrival points, your cover will be as if you were travelling from Northern Ireland



### What are my obligations?

- You must take care to review and understand your policy terms, conditions and exclusions. This document is only a summary of benefits and does not contain all limitations
- You must make sure you meet the eligibility criteria under this policy
- You must provide full and accurate information to all questions asked. Your answers must be true to the best of your knowledge and belief. Your answers will form part of the statement of facts on which your policy will be based. If you become aware that information you have given us is inaccurate or has changed, you must inform us as soon as possible. Failure to do this will invalidate your policy and claims will not be paid meaning that you will be liable for any related costs
- You must at all times act as if you are not insured



### When and how do I pay?

Your premium is paid as a one off payment paid at the point of purchase by either credit or debit card



### When does the cover start and end?

- For Single Trip cover cancellation cover commences from the time you buy your policy, all other benefits start on the day your trip begins
- For Annual Multi-Trip policies your cover will start on the policy start date shown on your schedule of insurance
- For both Single Trip and Annual Multi-trip policies the period of insurance will be shown on your schedule of insurance and will commence at 00:01 on the policy start date and end at 23:59 on the policy expiry date



### How do I cancel the contract?

If you do decide to cancel the policy during the 14 day cooling off period then your premium will be refunded in full minus an administration fee of £5, provided no claims have been made or no incidents have occurred that may give rise to a claim. Should you decide to cancel after the 14 day cooling off period no refund will be given.