

Statement of Insurance

Group policy travel insurance

Single trip



Group policyholder: Next Generation Travel
Policy number: SG9 0113993

Issued on: 1st November 2019
Reason for issue: New business

This statement of insurance forms part of the group policy travel insurance. Please check these details carefully and let us know immediately of any errors.

Group policyholder details

Group policyholder Next Generation Travel (Standard Europe)
Address Chiltern House, 181 Bristol Avenue, Blackpool, England, FY2 0FP

Cover

Policy term For bookings made between 1st November 2019 until 31st December 2020 with all travel having been completed by 31st December 2022

Group policy
single trip

Insurer
Zurich Insurance plc

Trip

Beneficiaries are covered for trips booked within the policy term that are completed by 31st December 2022 for which the appropriate premium has been paid and for which they have been accepted for cover.

Beneficiary

Each person travelling on a trip arranged by the group policyholder who is eligible to be covered under this group policy and for which details have been provided to us by the group policyholder.

Cover area

Beneficiaries are covered for travel to the destination for which the appropriate premium has been paid and for which they have been accepted for cover.

Sports & activities option

Standard

Beneficiaries

Beneficiaries receive cover benefits by virtue of the group policy issued to the group policyholder. Only the group policyholder has direct rights against the insurer. The benefits received by the beneficiaries do not give them direct rights under this group policy of insurance but enable them to receive the benefits described below. Beneficiaries must notify us of any incident that they feel could give rise to a claim under these terms and conditions. Strict compliance with these terms and conditions is required if the beneficiaries are to receive their benefits.

All beneficiaries must be registered under the health care system in their home country.

Cover - more details

Table of benefits

The following table is a summary of cover only and the group policy is subject to terms, conditions, limits and exclusions. Please refer to the applicable sections of the group policy wording. The benefits set out below are the maximum amount we will pay under each section per beneficiary per trip unless otherwise noted in the group policy wording.

Section	Benefits	Maximum amount	Excess
1	Cancellation or curtailment charges	£3,000	£15*
	Aggregate Limit	£50,000	
	Excursions	£250	
2	Emergency medical & other expenses	£5,000,000	£50**
	Emergency dental treatment	£250	
	Replacement group leader	£1,000	
3	Hospital benefit	£20 per day / £300	£0
4	Personal accident		£0
	1. i. Death benefit (aged under 16)	£5,000	
	Death benefit (aged 16 to 65)	£25,000	
	Death benefit (aged 66 to 85)	£1,000	
	ii. Total loss of sight in one or both eyes (aged under 66)	£25,000	
	Loss of limb (aged under 66)		
	whole arm	£9,000	
	whole leg	£7,500	
	iii. Permanent total disablement (aged under 66)	£25,000	
	iv. Partial loss of limb (aged under 66)		
	whole hand	£9,000	
	Thumb	£3,000	
	index finger	£2,250	
	any other finger	£900	
	whole foot	£7,500	
	big toe	£750	
	any other toe	£450	
	v. Loss of hearing (aged under 66)		
	in both ears	£6,000	
	in one ear	£1,500	
2. Death benefit (aged under 16)	£1,000		
Death benefit (aged 16 to 65)	£10,000		
Death benefit (aged 66 to 85)	£1,000		
5	Baggage		£50**
	Baggage (Including valuables)	£1,500	
	a) Single article, pair or set limit	£250	
	b) Valuables limit in total	£250	
	Group Equipment	£500	
	Baggage delay	£100	
6	Personal money, group money, passport & documents		£50**
	1. Group money		
	a) Currency, notes and coins	£1,000	
	b) Other group money and documents	£1,000	
	c) Emergency funds	£1,000	
	2. Passport or visa	£200	
	3. Personal money		
	a) Currency, notes and coins	£200	
	b) Currency, notes and coins (aged under 16)	£200	
c) Other personal money and documents	£200		
7	Group leader expenses	£100	£0

8	Personal liability	£2,000,000	£250*
	Group leader	£5,000,000	£250
9	Delayed departure		£0
	1. Delay	£40 per 4 hrs / £100	
	2. Cancellation of trip	£3,000	
	Aggregate Limit	£50,000	
10	Missed departure	£500	£0
11	Overseas legal expenses & assistance	£10,000	£250
	Aggregate limit	£10,000	

* Excess increased to £25 in respect of persons aged 16 or over

** Excess reduced to £25 in respect of persons aged 16 or over

Aggregate limit:

An aggregate limit applies under section 1 - Cancellation or curtailment charges, section 9 – Delayed departure and section 11 - Overseas legal expenses & assistance. The maximum aggregate amount payable for all claims arising out of or in connection with any one event under each section shall not exceed the maximum amount stated in the table above.

Sports and activities covered

Please refer to the general exclusions in the group policy wording with reference to participation in or practice of sports and activities.

No cover under section 8 – Personal liability for pursuit of any business, trade, profession or occupation.

The following list details the sports and activities that this group policy will cover in addition to those listed in the group policy wording.

Supplementary sports and activities

- Lava Tubing (with a qualified guide, within organisers guidelines and wearing appropriate protective / safety equipment).
No cover under section 4 – Personal accident.
- Ice-skating (professionally organised, supervised and using full safety equipment).

The following list details the sports and activities that this group policy will cover for any Beneficiary travelling with Sport Experience:

Please note that cover under section 6 – Personal liability is excluded where a beneficiary is participating in any sport or activity marked with *.

Category 2 activities: abseiling (within organisers guidelines), american footballing, bamboo rafting, blokarting, bungee jumping (up to 3 jumps in total within professional organiser's guidelines and wearing appropriate safety equipment), canoeing (up to grade 3 rivers), canyoning, cycling (racing), expeditions up to 6,000 metres above sea level (professionally escorted tours only), flying (other than as a fare paying passenger in a fully licensed passenger carrying aircraft), football (amateur only and main purpose of the trip), gliding, gorilla trekking (professionally escorted tours only), gymnastics, hang gliding, heptathlon, high diving, hockey, judo, kayaking (up to grade 3 rivers), karate, lacrosse, marathon running, microlighting, motorcycle touring off road (no racing), off road 4x4 driving (no racing), paragliding, parascending - over water, power boating, rap jumping (within organisers guidelines), rugby, scuba diving to max depth 40 metres below sea level (if qualified scuba diver and not diving alone or accompanied by qualified instructor), street hockey (wearing pads and helmets), trekking between 2,501 to 3,500 metres above sea level, trekking between 3,501 to 6,000 metres above sea level (professionally escorted tours only), triathlon, via ferrata, white water rafting up to level 4 (within organisers guidelines).

Policy endorsements

Endorsement to group policy wording.

Details of the changes to the group policy are shown below. The sections shown replace or change those of the same name in the Statement of Insurance or any previously issued endorsements. This should be read in conjunction with the group policy.

Important Conditions Relating to Health

Any Beneficiary under 18 years of age is exempt from the Important Conditions Relating to Health detailed in the group policy and any pre-existing health conditions will be automatically covered.

Section 4 – Personal accident

Special Definitions also relating to this section

Partial loss of limb – means loss by permanent severance of one of the specified parts of a limb or the total and permanent loss of use of one of the specified parts of a limb.

Special conditions relating to claims

Provisions

Provisions 1.a) is amended to read as follows:

1. Benefit is not payable to the Beneficiary:
 - a) Under more than one of items i., ii., iii., iv., v. or vi as stated in the Statement of Insurance.

The following provisions are incorporated within this section:

2. Under item ii., We will only pay for either total loss of sight in one or both eyes or loss of limb.
3. The total amount payable under item iv. shall not exceed the amount of the benefit stated in the Statement of Insurance under item iii.
4. Under Item iv. We shall not pay for the loss of a whole hand or whole foot and for loss of part or parts of such hand and/or such foot.

Any conditions, limitations and exclusions under Section 4 – Personal accident apply to this endorsement.

Section 9 – Delayed departure

This section is extended to include cover for travel delay experienced within any leg of a Trip during the Period of Cover.

Following the Beneficiary's departure from the final departure point from their Home Country, We will not be liable for any amount in excess of £15,000 for all claims arising out of or in connection with any one event under item 2. of this section. If the aggregate amount of all benefits payable under item 2. of this section exceeds that amount the benefits payable for each Beneficiary shall be proportionately reduced until the total of all benefits does not exceed the aggregate limit.

What is not covered, item 2. c) shall not apply in respect of this group policy.

Any conditions, limitations and exclusions under Section 9 – Delayed departure apply to this endorsement.

Section 9 – Delayed departure

If arrival of the Public Transport on which the Beneficiary is travelling on the first outbound international leg of their Trip during the Period of Cover is delayed by at least 12 hours from the scheduled time of arrival due to adverse weather conditions We will pay the Beneficiary up to £3,000 for any irrecoverable unused travel and accommodation costs and other pre-paid charges which the Beneficiary has paid or are contracted to pay if they choose to abandon their Trip. The maximum aggregate amount payable by Us for all such claims in total per Trip shall not exceed £50,000.

Any conditions, limitations and exclusions under Section 9 – Delayed departure apply to this endorsement.

General conditions and general exclusions apply to the whole of the group policy and all levels of cover.

Obligations

It is important that the group policyholder checks that the information given in the statement of insurance is, to the best of their knowledge and belief, complete and correct as this forms the basis of the insurance contract.

Each beneficiary must tell the group policyholder immediately on finding that any information in relation to their cover under this group policy has changed. The group policyholder must tell us immediately if at any time any of the information is incorrect or changes. Failure to do so may result in the insurance no longer being valid and claims not being met or not being met in full. If in doubt about any change please contact us as soon as possible.

All beneficiaries should refer to the conditions in the group policy wording for details of how any changes in circumstances may affect their cover under this insurance.

Excesses and special terms and conditions applicable to the whole group policy

Each beneficiary is responsible for paying the first amount of each and every claim under each section for which an excess applies. The standard excesses payable in the event of a claim are shown in the table of benefits.

Declarations made

The group policyholder declares that to the best of their knowledge all the information provided in connection with this proposal is correct and complete.

Beneficiaries agree to the important conditions in relation to health shown within the group policy wording document.

Beneficiaries are:

- Registered under the health care system in their home country
- Travelling from and returning to their home country

How to report an incident or make a claim

Your claim will be handled by an agent acting on behalf of your insurer.

Travel Insurance	+44(0) 1202 038 946	Mon-Fri: 8am to 8pm Sat: 8am to 4pm	www.endsleigh.co.uk/claim-centre
Medical Assistance	+44(0) 1243 621 058	24 hours	
Legal Expenses	+44(0) 1179 045 831	Mon-Fri: 9am to 5pm	

How to make a complaint

If the group policyholder and/or a beneficiary wish to make a complaint, in the first instance, please contact the person who originally dealt with the enquiry. They will aim to resolve the complaint on the same day. Alternatively the group policyholder and/or a beneficiary can contact us:

by post Customer Experience Department
Endsleigh Insurance Services Ltd.
Shurdington Road,
Cheltenham
GL51 4UE

by phone 0800 085 8698

If the group policyholder's and/or beneficiary's complaint is not resolved to their satisfaction they have the right to ask the Financial Ombudsman Service to review their case if they are any one of the following:

- 1) a consumer;
- 2) a micro-enterprise (employing fewer than 10 persons; with a turnover or annual balance sheet that does not exceed €2 million) at the time the complaint is referred to Endsleigh (or its representative such as an AR);
- 3) a charity which has an annual income of less than £1 million at the time the complaint is referred to Endsleigh (or its representative such as an AR);
- 4) a trustee of a trust which has a net asset value of less than £1 million at the time the complaint is referred to Endsleigh;
- 5) a Consumer Buy To Let consumer (where the complaint is about a Consumer Buy to Let Mortgage or service)

Contacting the Ombudsman will not affect your rights to take legal action against us.

If you do not fall within the categories above and your complaint has not been resolved to your satisfaction, you have the right to take legal action against us.

Financial services compensation scheme

We are covered by the Financial Services Compensation Scheme (FSCS). The group policyholder and/or a beneficiary may be entitled to compensation from the scheme if we cannot meet our obligations. Further information about compensation scheme arrangements can be obtained from the FSCS at www.fscs.org.uk or by contacting the FSCS directly on 0800 678 1100.

How to cancel

Cancellation: It is IMPORTANT to know that there will not be a refund of premium if there has been a claim on this group policy which the insurer will have to settle. This group policy may be cancelled by the group policyholder sending notice to the address shown on the statement of insurance. In the event of cancellation of this group policy, the group policyholder must notify beneficiaries of such cancellation.

Fees and Charges: If the group policyholder wishes to cancel this group policy at any time a charge will be made for any period for which cover applied, unless a beneficiary has travelled or a claim or an incident likely to give rise to a claim has occurred, in which case no refund will be due. We will also charge a cancellation fee of £20.00.

Status Disclosure

About the insurers

Zurich Insurance plc *

FCA Register No: 203093

Zurich House, Ballsbridge Park, Dublin 4, Ireland

Zurich Insurance plc, is authorised by the Central Bank of Ireland and authorised and subject to limited regulation by the Financial Conduct Authority. Details about the extent of our regulation by the Financial Conduct Authority are available from us on request.

The group policyholder's rights under the Financial Services Compensation Scheme are not affected by this.

* Endsleigh has a risk transfer agreement with these insurers and the following statement applies: When you send us your premium monies ("money"), we will hold it, owing to the insurer listed as an agent for that insurer. Endsleigh will hold monies ("money") paid by the insurer for cancellations, owing to you, as an agent for that insurer.

About our services

Endsleigh Insurance Services Limited is an insurance intermediary acting on behalf of the insurer. We are authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 304295. You can check this on the Financial Services Register by visiting the FCA's web site <https://fca.org.uk/register>. Our principal place of business is at Shurdington Road, Cheltenham, GL51 4UE. Endsleigh Insurance Services Limited is owned by Endsleigh Limited which is a member of the A-Plan group of companies. National Union of Students (United Kingdom) also has an interest in Endsleigh Limited.

This insurance meets the demands and needs of those persons travelling away from home. By purchasing this policy you confirm that this is a fair description of your insurance demands and needs.

Any information we provide to the group policyholder does not constitute advice or a personal recommendation and the group policyholder agrees to make their own choice about how to proceed. We may ask questions to narrow down the selection of products that we will provide information on. We only offer group policy travel insurance products from a single insurer, Zurich Insurance plc.

When we sell you a policy we retain a percentage commission from the total annual premium. If the type of policy we sell reaches specific profit targets the insurer also pays us an additional amount.

It's important the information we have is correct as inaccurate information may result in an increased premium, you not being covered or a claim not being paid in full.

The parties to a contract of insurance covering a risk situated in the United Kingdom are permitted to choose the law applicable to the contract. This group travel insurance policy is governed by English law. English law will also apply prior to the conclusion of the group policyholder's contract of insurance.