

Travel Insurance

Insurance Product Information Document

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Product: Single 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: IOS/18

Sold by: Isles of Scilly Travel

What is this type of insurance?

This insurance provides a package of travel insurance benefits to cover a single trip within the Geographical limits and the cover dates you have chosen.



What is insured?

- ✓ **Cancellation** – up to £2,000.
- ✓ **Travel delay** – This section does not apply to trips within the United Kingdom (unless involving travel to or from the Isles of Scilly).
 - £85 for the first 10 hours and £50 for each further full 10 hours delay after that, up to a total of £235, departing from the United Kingdom mainland to the Isle of Scilly.
 - £80 for the first 6 hours and £50 for each further full 12 hours delay after that, up to a total of £230, from the Isles of Scilly to the United Kingdom mainland.
 - up to £2,000 holiday abandonment.
- ✓ **Missed departure** – up to £250 for trips between the United Kingdom mainland and the Isles of Scilly.
- ✓ **Personal accident** – up to £15,000 in total
- ✓ - £1,000 death benefit for those aged under 16 or aged over 65 and limited
- ✓ - £7,500 aged 16 to 65.
- ✓ **Medical and other expenses** – up to £2,000,000 and including **Curtailment** – up to £2,000.
- ✓ **Hospital benefit** – £10 a day up to £100 within the United Kingdom.
- ✓ **Personal property** – up to £1,500 in total
- ✓ - £200 for all valuable limit
- ✓ - £200 single article limit
- ✓ - £75 delayed baggage (after 24 hours delay)
- ✓ **Loss of passport or visa** – up to £200.
- ✓ **Personal liability** – up to £2,000,000.
- ✓ **Legal costs and expenses** – up to £25,000.
- ✓ **Extended kennel and/or cattery fees** – up to £100.



What is not insured?

- ✗ Circumstances known to you before you purchased this insurance which could reasonably have been expected to lead to cancellation of the trip.
- ✗ Medical treatment which can wait until you return home.
- ✗ Travelling against medical advice or with the intention of obtaining medical treatment abroad.
- ✗ Private medical treatment unless agreed by Towergate Assistance or us.
- ✗ Baggage and personal money claims will be paid based on the value of the items at today's prices less a reduction for wear, tear and depreciation (loss of value).
- ✗ Contact lenses, dentures, hearing aids, samples or merchandise, bonds, coupons, securities, stamps, documents of any kind (other than as defined in the personal money definition), vehicles or accessories (other than wheelchairs and pushchairs only), tents, antiques, musical instruments, pictures, sports gear whilst in use, pedal cycles, dinghies, boats and/or ancillary equipment.
- ✗ Money and valuables whilst unattended or in luggage in transit.
- ✗ 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.
- ✗ Certain hazardous sports and activities may not be covered under this policy – see the policy wording for further 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.



Are there any restrictions on cover?

- ! Only available to residents of the United Kingdom.
- ! You do not need to declare your medical conditions, but you must answer some questions to be covered for any medical conditions you have or have had.
- ! Cover is only available for the whole duration of a booked trip to a maximum of 70 consecutive days, and cover cannot be purchased once a trip has already begun.



Where am I covered?

- ✓ The area you have chosen will be shown in the Geographical limits in your policy document.
- ✓ You will not be covered if you travel to a country or region where the Foreign and Commonwealth Office or the World Health Organisation has advised against all travel or all but essential travel. For further details, visit gov.uk/foreign-travel-advice



What are my obligations?

- You must take reasonable care to give us complete and accurate answers to any questions we ask – whether you're taking out or making changes to your policy.
- Read your policy carefully to ensure you have the cover you need, and it meets your requirements.
- Tell us as soon as possible if there are any changes to your circumstances that may affect your cover such as a change in health, or if it is likely you will need to make a claim.
- You should take reasonable care for the safety and supervision of your property.
- 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.
- You must get a written report from your transport provider if your property was lost, damaged or destroyed in transit, or a Property Irregularity Report (PIR) in the case of an airline.



When and how do I pay?

The premium can be paid by debit or credit card before the effective date of the insurance policy.



When does the cover start and end?

Cancellation cover under single trip policies starts upon payment of premium and ends on the date of your departure. Cover under all other sections starts on the date of your departure and all cover under the policy ceases when you return home on the date of your return from your trip as set out in your booking confirmation.



How do I cancel the contract?

If this insurance is not suitable, please email sales@islesofscilly-travel.co.uk or call 01736 334 220 within 14 days of receipt of your policy documents. We will cancel the policy and refund your premium in full provided you have not already taken your trip or made a claim. If you cancel after the 14 day period, no refund of premium will be made.