

Policy Summary – 2018.2019 Absolute Travel & Tours single trip travel insurance

This document provides a guide to the cover provided. It is however, only a summary of the terms of cover and does not contain full details of the insurance policy terms, conditions and exclusions which are contained in the insurance policy itself. You should refer to your own policy documents and any endorsements that apply to your policy for full detail of your cover. Please take time to read the policy to make sure you understand the cover it provides.

About your insurance

This insurance is arranged by Fogg Travel Insurance Services Limited (Fogg), who is authorised and regulated by the Financial Conduct Authority and whose FCA registered number is 307304. This can be checked on the financial services register held on the FCA's website (www.fca.org.uk). A copy of the policy wording is held by Fogg. This insurance with the exception of Section B8 is underwritten by ETI - International Travel Protection, the UK branch of Europäische Reiseversicherung (ERV) A.G., an Ergo Group Company incorporated and regulated under the laws of Germany, Companies House Registration FC 25660 and Branch Registration BR 007939. ERV is authorised by the Bundesanstalt für Finanzdienstleistungsaufsicht (BAFIN - www.bafin.de) and the Prudential Regulation Authority and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority. Details of the extent of their regulation by the Prudential Regulation Authority, and regulation by the Financial Conduct Authority are available from ETI on request. Their registration number is 220041. Section B8 – Legal Costs and Expenses and advice cover is provided by DAS Legal Expenses Insurance Company Limited (DAS). Registered in England No 103274, Registered Office: DAS House, Quay Side, Temple Back, BS1 6NH and are authorised and regulated by the FCA. Absolute Travel & Tours is an Appointed Representative of Fogg Travel Insurance Services Limited.

This insurance is Single Trip cover and under cover under A. Pre-Travel Policy, is valid from the date of purchase until you leave home at the start of your trip. The cover under the B. Travel Policy starts when you leave home at the start of your trip and ends when you return home or the expiry of the policy whichever is first. This insurance is arranged for departures between 1st September 2018 and 31st August 2019.

Cancellation

If the terms of the policy are not suitable for your needs please inform Absolute Travel & Tours within 14 days of receipt of your insurance document provided no claims have been made, you intend to make any claim and that you return your policy prior to your departure date.

24 Hour Assistance

We want to take all the worry out of your holiday so that you have the best time possible. If problems do occur you can be sure that help will be on hand wherever possible. This is why we have arranged a special 24 hour service for emergency medical assistance. Through EUROCENTRE we provide immediate help in the event of an Insured Person's illness or injury arising outside the United Kingdom, Channel Islands or the Republic of Ireland.

You must notify EUROCENTRE immediately of any serious illness or accident abroad where you are admitted to hospital or You are anticipating having to return home early or having to extend Your stay, or where costs are likely to exceed £500 because of any illness or injury. We provide a 24 hour multi-lingual emergency service, 365 days per year and can be contacted by telephone or fax. Emergency Tel. No. +44 (0)1273 624 661. You will need to quote your scheme name **ABSOLUTE TRAVEL & TOURS**.

Significant Features and Benefits

The policy wording (and this policy summary) can be viewed and printed at any time by any one who wishes to see the full terms at www.absolutetravel.co.uk

Your policy will show the full cover provided, the following is a summary of the main benefits, applicable to each Insured-person:

A. PRE-TRAVEL POLICY

Policy section	Maximum benefit	Excesses	
		Under 18	18 & over
1. Cancellation / Loss of deposit	up to £5,000 / up to £5,000	£40 / £30	£75 / £30

B. TRAVEL POLICY

Policy section	Maximum benefit	Excesses	
		Under 18	18 & over
1. Personal possessions	up to £1,750	£40	£75
Under 18 years limit	up to £750		
Single article limit / Valuables limit	up to £200 / up to £200		
School property+	up to £500	£75	£75
Team equipment	up to £750	£75	£75
Ski equipment ^	up to £500		
Hired ski equipment limit ^	up to £300		
Delayed possessions	up to £150	Nil	Nil
2. Personal money	up to £500	£40	£75
Cash limit	up to £200		
Party leader+	up to £1,000	£75	£75
Cash limit	up to £500		
Loss of travel documents	up to £250	£40	£75
3. Emergency medical expenses	up to £5,000,000	£40	£75
Hospital benefit	up to £600	Nil	Nil
Unused ski pack ^	up to £200	Nil	Nil
4. Curtailment	up to £5,000	£40	£75
5. Personal liability	up to £1,000,000	£40*	£75*
6. Organisers liability+	up to £5,000,000	£250	£250
7. Personal accident	up to £20,000**	Nil	Nil
8. Legal advice and expenses	up to £25,000	£250	£250
9. Piste closure ^	Up to £200	Nil	Nil

* increased to £250 in respect of rented property damage only. ** please see Section 7 - Personal Accident section of the policy for details of amount of payment.

+ Applicable only to school or youth group organised trips.

^ Applicable only to Absolute Travel & Tours - Skiwise organised winter sports trips and where appropriate winter sports premium has been paid.

COVER PROVIDED FOR ABSOLUTE TRAVEL & TOURS			
Policy section	Maximum benefit	Excesses	
		Under 18	18 & over
10. Departure delay	up to £100	Nil	Nil
Missed departure	up to £1000	Nil	Nil
Additional travel expenses	up to £100	Nil	Nil

Claims

If you believe that you have a claim please refer to your policy and "What you need to do if you wish to make a claim". You can obtain a claim form online (**other than for Legal Costs and Expenses**) at: www.foggtravelinsurance.com or alternatively if you do not have internet access you can contact

Fogg Travel Insurance Services Limited, Crow Hill Drive, Mansfield, Notts NG19 7AE United Kingdom Telephone: +44 (0)1623 631331 Fax: +44 (0)1623 420450 or email to: claims@foggtravelinsurance.com When you notify a claim you will need to quote your scheme name **ABSOLUTE TRAVEL & TOURS**.

For Legal Costs and Expenses only claims or enquiries you must notify within 180 days of the event giving rise to your claim to:

DAS Legal Expenses Insurance Company Limited, DAS House, Quay Side, Temple Back, BS1 6NH Tel 0117 934 2111.

Referral Helpline

If you need to make a medical declaration and/or for any relevant information please refer to your policy and "Disclosure of Pre-existing Health Conditions" under the pre-travel policy and 'New Medical Condition or Change in Medical Condition or Ongoing Medication' under the travel policy and also refer to Significant Limitations, Conditions and Exclusions section of this document and heading Pre-existing Medical Conditions. You should contact the Referral Helpline on telephone number **01623 635958** during office hours **Monday to Friday, 9am to 5pm** quoting your scheme name **ABSOLUTE TRAVEL & TOURS**.

Significant Limitations, Conditions and Exclusions

This is not an exhaustive list. Please take time to read the full insurance policy to make sure you understand the cover it provides.

	Signifying restrictions and exclusions applying to all parts of the policy
Residency	This policy is only available to persons who have lived in the United Kingdom, the Channel Islands or the Republic of Ireland including British Forces Posted Overseas (BFPO) for at least 6 months in the last 12 months. Please read Definition of Words section in the policy – Home, Resident, Insured-person/you/you.
Insurance Policy	This contains full details of the cover provided plus the conditions and exclusions which apply to it. You must read the insurance policy carefully. There are conditions and exceptions which apply to individual sections and general policy conditions, exceptions which apply to the whole policy.
Policy Limits	Most sections of the policy have limits on the amount the insurer will pay under that section. Some sections also include inner limits e.g.: for any one item, or for valuables in total. Please read Section B1 Personal Possessions, B2 Personal Money, B3 Emergency Medical Expenses, Section B7 Personal Accident.
Excesses	An excess is the amount you have to pay towards each claim. All excesses are payable by each insured person for each incident giving rise to a separate claim under each section of cover. Under Section B3 – Emergency Medical Expenses your excess will reduce to Nil if you save money by using a European Health Insurance Card (EHIC) at a state hospital and/or with a registered doctor.
Winter sports	Winter sports cover only applies if your trip is a pre-arranged winter sports trip organised by ABSOLUTE TRAVEL & TOURS – SKIWISE and the appropriate winter sports premium has been paid. Please read Sections B1 Personal Possessions, B3 Emergency Medical Expenses and B9 Piste Closure for additional winter sports cover details, together with Off Piste Cover, Important Advice, Fogg Travel Medi-Card headed sections following Section B9 of the policy.
Age Restrictions	Cover is available for persons under 85 years at the date of departure. The duration is reduced to 31 days if you are aged between 65 and 75 and to 24 days if you are 75 to 84 years at the date of departure.
In-patient Treatment	There is no cover for in-patient treatment that has not been notified to the 24 hour Emergency Assistance Service. Read If you need emergency medical assistance abroad' section in the policy and see 24 Hour Assistance section heading above.
Pre-existing medical conditions:	Your policy may not cover claims arising from your pre-existing medical conditions, or any condition where medication has been changed, so you need to tell the Referral Helpline of anything you know that is likely to affect our acceptance of your cover. There is no cover for any claim connected to any pre-existing medical condition or any condition where medication has been changed, unless this has been declared and agreed in writing by the Referral Helpline - see below for any applicable age exemption. There is however, no cover for any condition awaiting and/or receiving treatment or investigation or for any terminal condition. <ul style="list-style-type: none">If you have ever had a heart or circulatory condition, any type of diabetes, a stroke, breathing problems/conditions (such as asthma), high blood pressure, any form of cancer, or psychological conditions and do not notify the Referral Helpline we reserve the right to refuse any claim on your policy.If you have been referred to a specialist or treated as an in patient in the last two years and do not declare that fact to the Referral Helpline we reserve the right to refuse any claim on your policyNon traveller's health : The above also applies to, and includes anything concerning your close relative or close business associate on whom the travel plans may depend, even when not travelling.You need only contact the Referral Helpline if you are 18 years and over travelling anywhere or under 18 years in full time education travelling Worldwide.Age exemption : Persons under 18 travelling in the United Kingdom or Europe do not need to make a declaration.For any age or destination : We require you to notify the Referral Helpline if your health or your ongoing medication changes or if you have had a new diagnosis between the date the policy was bought and the date of travel, and includes that of any close relative or close business associate.If when you buy this policy you are aware of anyone or anything that could increase the risk or result in a claim you must tell us. If you do not tell us, your policy may not cover you, and might be invalidated altogether. We reserve the right to charge an increased premium, decline, withdraw cover or increase the policy excess as well as cancel or restrict cover for any person. Please read Disclosure of Pre-existing Health Conditions section, New Medical Condition or Change in Medical Condition or Ongoing Medication sections and Definition of Words section in the policy for full details.
Changes in health or medication after booking - for all persons :	
Alcohol or Drugs	There is no cover for any claim caused by your past or present use or abuse of drugs, solvents or alcohol
Hazardous activities	Any claim caused by you taking part in a hazardous activity (as defined in the policy) except where these form part of a published activity provided by the tour operator, and/or where the sport or activity has been agreed by us and/or listed under the Sports and Activities Cover section of the policy or unless an additional premium has been paid and the policy endorsed. Hazardous activities include competitive events, sports, pastimes and any other activity that requires skill and involves increased risk of injury. (If you are unsure prior to travel, if your activity is covered by this policy, please telephone us for advice).
Terrorism, war, civil disorder	The policy does not cover claims arising from terrorism, war, civil disorder or fear of any of these.
Proof of claim	If you have to make a claim under any section of these policies it is for you to produce sufficient evidence of the cause of the claim and the losses connected to it before we will meet the claim. For eg. Police, reps report confirming the loss, theft, damage or written medical confirmation confirming the need to curtail your holiday. Please also see the 'If you need Emergency Medical Assistance Abroad' Section headed in the policy, and see 24 hour Assistance heading above. Read the sections in the policy and under the headings "What you need to do if you wish to make a claim under this section of the policy:"
Property Claims	These are settled on an indemnity basis (initial purchase price less a deduction for age, wear and tear) – not on a "new for old" or replacement cost basis. Claims will not be considered unless substantiated by proof of purchase or existing valuation for any item, pair or set above £50. You should note that there is: <ul style="list-style-type: none">no cover for items such as mobile telephones and all accessories, andcover for 'valuables', for e.g. photographic, ipods, mp3 players, ipads, tablets and jewellery, smart watches is limited. Read Section B1 – Personal Possessions in the policy headed 'What is not covered' for the full list of exclusions and "What you need to do if you wish to make a claim under that section of the policy:"
Unattended	There is no cover for Valuables, Personal Money (including Student Money, Emergency Funds) left unattended, carried in suitcases or similar containers when left unattended. Personal Possessions are not covered if left unattended from your personal trip accommodation. Certain exceptions apply. Read Section B1 Personal Possessions and Section B2 Personal Money in the policy headed 'What is not covered' and Definitions section in the policy under Valuables, Personal Possessions and Personal Money.
Personal Liability	There is no cover for claims arising from ownership, possession, control of or use of any mechanically propelled vehicles, aircraft, drones (unmanned aerial vehicles), motorised skis, motorised waterborne craft or sailing vessel or animals, land or buildings other than your trip accommodation or caused by your profession, any member of your family, or deliberate act or omission by you.
Subrogation and contribution	We reserve the right to ask for a contribution from any other relevant insurances you may hold and to take legal action in your name to recover losses against any third party.

Legal Advice

Should you have an accident abroad and require legal advice this is available through:

DAS Legal Expenses Insurance Company Limited - Telephone: 44 (0)117 934 2000

In connection with a trip DAS will give an Insured Person confidential legal advice over the phone on any personal legal problem, under the laws of the member countries of the European Union, the Isle of Man, the Channel Islands, Switzerland and Norway.

Complaints

We aim to give you a first class service and to meet any valid claims covered by these policies honestly, fairly and promptly. If you are not happy with our service or wish to complain about your insurance policy please write to in the first instance to:

FOR ALL SECTIONS EXCEPT B8 LEGAL COSTS AND EXPENSES : The Managing Director, Fogg Travel Insurance Services Ltd, Crow Hill Drive, Mansfield, Notts. NG19 7AE United Kingdom, Telephone: 01623 631331 Email: complaints@foggttravelinsurance.com

FOR SECTION B8 – LEGAL COSTS AND EXPENSES : Customer Relations Department, DAS Legal Expenses Insurance Company Limited, DAS House, Quayside, Temple Back, Bristol, BS1 6NH United Kingdom Telephone: +44 (0)344 893 9013 Email: customerrelations@das.co.uk

FOR ALL SECTIONS :

If Your complaint is not dealt with to Your satisfaction by either of the Managing Directors as stated above, You have the right to refer any dispute to

i) UK residents: The Financial Ombudsman Service (FOS) to review your case. Their address is Exchange Tower, London, E14 9SR, telephone advice line is 0800 023 4567 or

ii) Republic of Ireland residents: The Consumer Protection Codes, The Insurance Regulator, PO Box 9138, College Green, Dublin 2, telephone: lo-call 1890 777777 or (01) 410 4000 to review the claim

if You have already referred the matter to ETI International Travel Protection or DAS Legal Expenses Insurance Company Limited for the relevant sections of the policy.

We are bound by the Financial Ombudsman's decision, but You are not. It does not prejudice Your legal rights.

Compensation

ETI and DAS are members of the Financial Services Compensation Scheme, which offers you protection in the event that the Insurer is not financially able to meet its liabilities in respect of your claim, the FSCS can cover 90% of the claim without any upper limit.

Law Applicable to the Insurance

This insurance is governed by the law of England and Wales unless you and your insurers have agreed otherwise.