

**keyfacts**®

# Churchill Explorer Insurance Summary

The information shown here is only a summary of what is covered. It does not form part of the contract between you and us. Please read your policy booklet and schedule for full details of all terms and conditions and the excesses that apply to you.

The policy you have purchased is underwritten by Churchill Insurance Company Limited and will run for 12 months or for the period shown on your travel insurance schedule unless you advise us otherwise.

The cover you have chosen is shown on your travel insurance schedule. Please read your policy booklet carefully to make sure this cover meets your needs.



**churchill**™

# significant features of a churchill travel policy

## Excess information

Under most sections, you will not be covered for the first £75 of any event unless otherwise stated.

## section 1 – Medical and Other Expenses.

**The most we will pay in total for each person is as follows:**

Medical expenses	<b>£10 million</b>
Emergency dental expenses	<b>£250</b>
Funeral expenses	<b>£2,500</b>
Hospital benefit	<b>£1,000</b>

## What's covered

### Medical expenses

- If you are ill or injured or you die on a trip, we will pay all necessary and reasonable expenses, up to the policy limits above, for:
  - medical and hospital treatment (including ambulance and rescue services to take you to hospital); and
  - emergency dental treatment to treat sudden pain up to £250 only.

### Extra travel and accommodation

- Extra travelling expenses to return to your home in the UK.
  - Extra accommodation expenses if your illness or injury forces you to stay longer than you had originally booked.
- The travel and accommodation expenses for one person to stay with you and travel home with you, if this is medically advised.

## What's not covered

- Any medical, dental or hospital expenses that arise in the UK (or Channel Islands if you live there permanently).
- An anticipated event.
- Any treatment or help where, given your physical or mental condition You should not have travelled or it would have been reasonable for you to have consulted your medical practitioner, prior to the booking or taking of the trip about whether or not it was appropriate to travel.
- Any claim caused by drinking too much alcohol or alcohol abuse.
- We do not expect you to avoid drinking alcohol on your trips or holidays, but we will not cover any medical claims arising because you have drunk so much alcohol that your judgement is seriously affected.
- Any claim related directly or indirectly to a Pre-Existing Medical Condition.  
that:-
  - You suffer from; and
  - you did not tell us about; and
  - we did not agree cover for it in writing.

After you have paid for this policy, you must tell us if you are diagnosed with:

- any heart condition, any circulatory condition (problems with blood flow, including high blood pressure) or any breathing condition (including asthma)
- any type of cancer
- any joint and bone condition;
- any gastrointestinal (stomach) condition; or
- diabetes

We will then decide if we can provide you with cover on your existing terms. We may ask you to pay an extra premium, add special conditions to the policy or exclude cover for that medical condition.

If we cannot provide cover for the medical condition diagnosed after you paid for the policy, or if you do not want to pay the extra premium, you can call us on 0845 603 3591 and make a cancellation claim if you have booked and paid for a journey that you have not yet made. Or, you can cancel your policy and we will send you a pro-rata refund, as long as you have not travelled or made a claim.

## section 2 – Cancellation

**The most we will pay in total for each person is as follows:**

Cancellation **£3,000**

### **What's covered**

We will pay you for all unused travel and accommodation costs (including excursion, car hire and other charges) that you have paid or are under contract to pay, if it is necessary and unavoidable for you to cancel your trip before you leave your home or place of business, whichever is later, for one of the following reasons.

- You become ill or are injured and a qualified doctor certifies that it is medically necessary for you to cancel your trip.
- You die.
- A close relative or close business associate of yours living in the UK is ill, injured or dies.
- Anyone you had planned to stay with or travel with is ill, injured or dies.
- You or anyone you are travelling with are not able to travel or are instructed to stay at home by the police (or other recognised emergency services) due to serious damage to your home or place of business in the UK caused by fire, aircraft, explosion, storm, flood, subsidence, vandalism or theft.

### **What's not covered**

- Air passenger duty (airline taxes) as you can recover this direct from your tour operator or airline.
- Any expenses resulting from you changing your mind about travelling or continuing with your trip.
- Any expenses resulting from any loss of enjoyment of your trip (such as not liking your resort or hotel).
- Any claim arising from circumstances or an event that you could reasonably foresee or knew about when you bought this insurance or booked the trip, and that you knew could lead to your trip being cancelled (for example, a serious medical condition of a close relative, business associate or travelling companion).
- An anticipated event.
- The transport operator or their agents refuse to transport You, a close relative or Your travelling companion because they consider that You or they are not fit to travel.
- Any treatment or help where, given your physical or mental condition You should not have travelled or it would have been reasonable for you to have consulted your medical practitioner, prior to the booking or taking of the trip about whether or not it was appropriate to travel.
- Any claim related directly or indirectly to a Pre-Existing Medical Condition.

that:-

- You suffer from; and
- you did not tell us about; and
- we did not agree cover for it in writing.

## section 3 – Curtailment (cutting short your trip)

The most we will pay in total for each person is as follows:

Curtailment **£3,000**

### Please note the following

- Payment for a claim for unused accommodation, travel or other costs will cover the proportional costs for the number of days of use lost and will be worked out from the date you return home. For example, if you curtail halfway through your trip, we will only consider paying half the amount you originally paid for the trip.

### What's covered

We will pay you all reasonable travel expenses and any unused pre-booked travel and accommodation costs (including excursion, car hire and other charges) that you have paid or are under contract to pay, if it is necessary and unavoidable for you to urgently return to the UK for one of the following reasons.

- You become ill or are injured and the doctor treating you certifies that it is medically necessary for you to return to the UK.
- You die.
- A close relative or close business associate of yours living in the UK is ill, injured or dies.
- Anyone you had planned to stay with or travel with is ill, injured or dies.
- You have to go into hospital due to an accident, illness or injury that occurs during your trip and you spend over 24 hours as an inpatient.

### What's not covered

- Any curtailment expenses that are not authorised beforehand by our assistance services.
- Any expenses resulting from you changing your mind about continuing with your trip.
- Any claim arising from circumstances or an event that you could reasonably foresee or knew about when you bought this insurance or booked the trip, and that you knew could lead to your trip being curtailed (for example, a serious medical condition of a close relative, business associate or travelling companion).
- An anticipated event.
- The transport operator or their agents refuse to transport You, a close relative or Your travelling companion because they consider that You or they are not fit to travel.
- Any treatment or help where, given your physical or mental condition You should not have travelled or it would have been reasonable for you to have consulted your medical practitioner, prior to the booking or taking of the trip about whether or not it was appropriate to travel.
- Any expenses resulting from weather, climatic or environmental conditions at your destination.
- Any claim related directly or indirectly to a Pre-Existing Medical Condition.

that:-

- You suffer from; and
- you did not tell us about; and
- we did not agree cover for it in writing.

## section 4 – Personal possessions, luggage, money & passport

### The most we will pay in total for each person is as follows:

Personal possessions and luggage **£1,500**

(This can be increased to £3,000 if you buy extra cover – annual policy only)

Delayed luggage – emergency replacement items **£200**

### Important extra limits are shown below

**£300** is the most we will pay for high-risk items in total for each person.

**£300** is the most we will pay for any single item. A camera with attachments or a matching set of earrings and necklace, for example, are considered as a single item.

### What's covered

- Loss or theft of or damage to your personal possessions and luggage.
- The extra expenses you may have to pay to replace your passport or travel documents if they have been lost, stolen or damaged outside the UK.
- Replacing essential toiletries, medication and clothing if your luggage is delayed for more than 12 hours after your arrival at your final outward destination.

### What's not covered

Unless you report the matter to the nearest police authority within 24 hours of discovering it and you get a police report in writing, claims for:

- any loss of, theft or deliberate damage to your personal possessions or money;
- high-risk items or money you have not carried in your hand luggage while you are travelling.
- personal possessions or money in your accommodation.
- personal possessions damaged, lost or stolen as a result of a terrorist act.
- traveller's cheques or credit or debit cards.

### New-for-old cover

Please note the following.

- We will pay the replacement cost of the item or we will repair or replace the item as new (new for old), except clothing and towels where we will make a deduction for wear and tear.

## Personal money

This section covers your travel money against loss or theft. If you make a claim, you will need to provide evidence that you had the money, so please keep any receipts you have.

If your money is lost or stolen and you report it to the police, we will pay a single emergency cash advance of up to £100 for each insured adult, for each incident. You must then repay this amount to us when you return home or we can take it from the amount we pay for your claim. We will not offer a cash advance under any other circumstances.

We will pay you up to £500 if your Personal money is lost or stolen while you are on your journey.

The cash or bank note limit is £250 for each adult and £125 for each child.

### What's covered

- Loss or theft of your money.

### What's not covered

The first £75 for each event.

Unless you report the matter to the nearest police authority within 24 hours of discovering it and you get a police report in writing, claims for: money to the value of £100 or more;

Loss of, theft of, the following:

- Money you have not carried in your hand luggage (you should carry money and keep it with you at all times) while you are travelling.

- Money left in an unattended motor vehicle at any time unless the vehicle is securely closed and locked, the money was out of sight in a locked boot, luggage area or compartment, and there is evidence of forced entry to the compartment.
- Any theft of money.
- Money in your accommodation unless the accommodation has been securely locked or the money locked in a safe or safety-deposit box, where reasonably possible.
- Money left unattended in a place to which the public has or can get access.
- Bonds, coupons, securities, stamps or documents except passports, tickets or money.

### Passport

If you lose your passport during your journey, we will pay you up to £500 for reasonable extra travel and accommodation costs abroad while you arrange a replacement.

### Exclusions

We will not pay for any claim unless you report the loss to the police or British Consular Representative within 24 hours of discovering it.

### Excess

£75

## section 5 – Abandoning your trip, delayed and missed departure

**Please Note: Your Churchill Explorer policy does not provide any cover under this section.**

## section 6 – Personal accident

**The most we will pay for any one accident is £30,000 in total for each person.**

**Age of insured person**  
**16 to 64**

**£30,000** for death.  
**£30,000** for permanent and total disability or loss of a limb or an eye.

**15 and under**

**£2,500** for death.  
**£2,500** for permanent and total disability or loss of a limb or an eye.

**65 and over**

**£2,500** for death.  
**£2,500** for loss of a limb or an eye.  
No payment will be made for permanent and total disability.

### What's covered

If you suffer accidental bodily injury and, as a direct result, you are disabled or die within 12 months, you will receive one of the relevant payments shown in the table above.

### What's not covered

- Claims arising from a trip within the United Kingdom.

## section 7 – Personal liability

**The most we will pay in total for each policy is as follows:**  
Personal liability **£2 million**

### What's covered

If you are found legally liable to pay compensation for any claim or series of claims arising from any one event that happens during a trip and that causes accidental:

- bodily injury, illness or death to any person; or
- loss or damage to someone else's property.

### What's not covered

- Liability arising from any of the following.
  - Injury or death to any person who is a relative of yours, a member of your household, a travelling companion or someone working for you.
  - Damage to property belonging to or hired by you (except temporary rented holiday accommodation), a relative of yours, a member of your household, a travelling companion or someone working for you.
- Liability arising out of or from the following.
  - Owning, possessing or using any lift, horse-drawn or mechanically propelled vehicle, aircraft or watercraft, model aircraft, model watercraft, hand- or foot-propelled watercraft, surf or sail boards and domestic gardening equipment.
  - Your profession, business or employment, including voluntary work of any kind.

## section 8 – Legal assistance

**The most we will pay in total for each policy is as follows:**

Legal expenses **£50,000**

### **What's covered**

Legal costs to help you claim damages or compensation:

- for injury, illness or death, which happens during your trip; or
- following a dispute about an agreement you have for your trip.

If you are arrested or held by authorities during your journey, we will pay up to £250 for your first consultation with a local solicitor.

### **What's not covered**

- Claims reported more than 180 days after the date you knew or should have known about the incident leading to the claim.
- Any claim resulting from any illness or injury that develops gradually or is not caused by a specific or sudden accident.
- Legal costs and expenses that you have paid or will have to pay before we have agreed to them.

## section 9 – Catastrophe

**The most we will pay in total for each policy is as follows:**

Catastrophe **£1,000**

### **What's covered**

If, during your trip, you are forced to move from your pre-booked and prepaid accommodation because one of the following events means you can no longer stay there.

- Fire, lightning, explosion, earthquake, tidal wave, storm, avalanche, hurricane, flood or medical epidemic.

### **What's not covered**

The first £75 for each event.

- Any expenses resulting from you changing your mind to travel or continue with your trip when the local or national authorities confirm that it is safe to stay.
  - Expenses recoverable from elsewhere.
- See also the General exclusions and General conditions sections.

## cooling-off period

If, after reading the policy booklet, you decide that this insurance is not suitable for you, please return your policy to us within 14 days of receiving it. Please send the policy to:

**Churchill Travel Insurance**  
**PO Box 106**  
**37 Broad Street**  
**Bristol**  
**BS99 7NQ**

As long as you have not taken any trips, or you have not made or intend to make any claim, we will cancel your policy and give you your money back.

## how to make a complaint

We are committed to providing the highest possible standard of insurance service to our customers so we would be interested to hear about any areas of our product or service that you feel we could improve. If you have any complaints about the service, please write to:

**Churchill Travel Insurance**  
**PO Box 106**  
**37 Broad Street**  
**Bristol**  
**BS99 7NQ**

Or, you can call us on **0800 032 6534**.

If your complaint relates to a claim please write to:

**Waverley House**  
**Weydon Lane**  
**Farnham Business Park**  
**Farnham**  
**Surrey**  
**GU9 8QT**

If you are not satisfied with our final response, you can refer the matter for independent arbitration to:

**Financial Ombudsman Service**  
**South Quay Plaza**  
**183 Marsh Wall**  
**London**  
**E14 9SR**  
Phone: **0845 080 1800**.

### Details about our regulator

Churchill Insurance Company Limited is authorised and regulated by the Financial Services Authority, registration number 202727. The Financial Services Authority website includes a register of all regulated firms and you can visit it at **www.fsa.gov.uk**, or you can call the Financial Services Authority on **0300 500 5000**.

Under the Financial Services and Markets Act 2000, should the company be unable to meet all its liabilities to policyholders, compensation may be available. Insurance advising and arranging is covered for 100% of the first £2,000 and 90% of the remainder of the claim, without any upper limit. (90% of the total claim with no upper limit after 31/12/09). For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit. Information can be obtained on request, or by visiting the Financial Services Compensation Scheme **www.fscs.org.uk**

We have not given you a personal recommendation as to whether this policy is suitable for your particular needs.

## how to make a claim

### Churchill Travel Claims Services

Call **0845 603 3591** (within the UK, or from anywhere else in the world) weekdays from 8am to 6pm.

Please check your policy booklet and schedule to make sure your loss is covered and follow the instructions given.

For medical emergencies, you will need to contact our assistance service on **01252 740 050** (within the UK) or + **44 (0) 1252 740 050** (from anywhere in the world). Lines are open 24 hours a day, 365 days a year. Please quote reference **IGCS 1482**.

Please make sure that you contact our assistance service before visiting any clinic or hospital as they will be able to tell you which is the most appropriate medical facility to treat you.

if you have any queries,  
please call our customer care line

**0800 032 6534**

Monday to Friday 8am-8pm; weekends 9am-5pm



INVESTOR IN PEOPLE

Churchill Insurance Company Limited, Churchill Court, Westmoreland Road, Bromley, Kent BR1 1DP

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