

# Travel Insurance

## Insurance Product Information Document

### Company: Rock Insurance Services Limited



**EMERALDLIFE**  
Insuring Today's Diversity

Authorised and regulated by the Financial Conduct Authority. Registration Number 300317 Registered Address: 135 High Street, Crawley, RH10 1DQ Insurer: Ageas Insurance Limited (financial services registration number 202039).

**Product: Emerald Life Travel Insurance**

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 during their travel.



### What is insured?

#### Up to the sums insured below depending on the cover level you have chosen (Core/Premier):

- ✓ £5,000,000/£10,000,000 Medical & repatriation expenses.
- ✓ £150/£250 Emergency Dental Treatment.
- ✓ £3,000/£5,000 Cancellation or Curtailment.
- ✓ £450/£600 Hospital benefit (daily limits apply please check your policy documentation).
- ✓ £10,000/ £25,000 Personal Accident. (Aged 18-65 only)
- ✓ £25,000 for Legal Expenses.
- ✓ £1,500,000/£2,000,000 Personal Liability.
- ✓ £1,500/£2,000 for loss or theft of Personal Possessions and Baggage (single article limits and valuables limits apply, please check your policy documentation).
- ✓ £250/£300 for loss or theft of Personal Money, £75/£150 if under 18.
- ✓ £500 for loss or theft of your Travel Documents
- ✓ £150 for Travel Delay (daily limits apply, please check your policy documentation).
- ✓ £350/£500 (Europe and UK) or £700/£1,000 (Elsewhere in the world) for Missed Departure
- ✓ £500/£750 Catastrophe
- ✓ £500 Hijack
- ✓ £500 Mugging
- ✓ £500 Air rage
- ✓ £200/£300 Pet care

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

- Winter Sports cover.
- Cruise cover.
- Cruise pack.



### What is not insured?

- ✗ The excess as set out in the policy wording.
- ✗ 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.
- ✗ Pre-existing medical conditions which you have not declared fully to us at the time of purchasing your insurance before travel and had accepted by us for cover in writing.
- ✗ Pre-existing medical conditions for your non-travelling immediate relative and/or travelling companion.
- ✗ Sports and activities not listed in the wording or for which you have not paid the additional premium.
- ✗ Cruise holidays unless you have paid the appropriate additional premium.
- ✗ Claims arising from prohibitive regulations by the government of any country.
- ✗ Cover if you decide not to go on your trip.
- ✗ Cover when you know when buying this policy, that there is already a problem that may lead to a claim.
- ✗ Problems caused by drug addiction or solvent abuse or being under the influence of alcohol or drug(s).
- ✗ Suicide.
- ✗ Terrorism other than for medical expenses or personal accident.
- ✗ Travel against Foreign and Commonwealth Office advice.
- ✗ Fraudulent, dishonest or criminal acts by you or anyone acting on your behalf.
- ✗ Self-exposure to needless danger.
- ✗ Motor biking above 250cc or Quad biking.
- ✗ Anything mentioned in the sections marked "What you are not covered for" and the General Exclusions in the policy wording.



See overleaf for cover restrictions



## 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 74 if your policy is for Europe or Worldwide excluding USA, Canada, the Caribbean and Mexico or under the age of 69 if your policy is for Worldwide including USA, Canada, the Caribbean and Mexico.

(continued next column)



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

- ! When you purchase Winter Sports cover you must pay the appropriate extra premium.
- ! Single Trips are limited to 45 days.
- ! Annual Multi-trip Policies do not limit the number of trips in the policy year but you are limited to 45 days per trip.
- ! 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 decide to cancel your policy, we will give you a full refund if you let us know within 14 days from either the purchase or receipt of your certificate of insurance whichever is later, provided that you have not already travelled. We will not pay you a refund if you have made a claim. If you cancel outside of these 14 days, no refund will be given.