

Travel Insurance

Insurance Product Information Document

Company: Rock Insurance Services Limited

Authorised and regulated by the Financial Conduct Authority. Registration Number 300317 Registered Address: 135 High Street, Crawley, RH10 1DQ

Insurer: Bulstrad Life Vienna Insurance Group JSC (company number 628779) and ZAD Bulstrad Vienna Insurance Group (company number 602489).

co-operative travel
Part of The Midcounties Co-operative

**Product: Mid Counties Co-op
CHM**

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 amounts below depending on which cover you have chosen (Premier/Economy):

- ✓ £5,000,000 Medical & Repatriation Expenses including overseas funeral or repatriation costs.
- ✓ £5,000/£1,500 Cancellation or Curtailment.
- ✓ £250/£0 Hospital Benefit (Limited to £10 per 24 hours).
- ✓ £15,000/£10,000 Personal Accident if 65 or under.
- ✓ £2,500/£2,500 Personal Accident (permanent total disablement or death benefit) 66 and over.
- ✓ £25,000/£25,000 for Legal Expenses.
- ✓ £2,000,000/£2,000,000 Personal Liability.
- ✓ £1,500/£1,000 for loss or theft of Personal Possessions and baggage (£250/£150 single article and valuables limit. £100/£100 valuables limit if under 18).
- ✓ £150/£150 for Delayed Baggage (Limited to £50 per 24 hours).
- ✓ £200/£100 for loss or theft of Personal Money (£50/£50 if under 18).
- ✓ £250/£150 for loss or theft of your passport.
- ✓ Pet Care (Limited to £25/£25 per 24 hours).
- ✓ £100/£100 Travel Delay on your Outward Journey (Limited to £10/£10 for each 12 hour delay).
- ✓ £1,000/£500 for Missed Departure on your outward journey.
- ✓ £300/£300 Mugging benefit.
- ✓ £1,000/£1,000 Hijack benefit (Limited to £100/£100 per 24 hours up to £1,000).
- ✓ £300/£300 for Withdrawal of Services (Limited to £30/£30 per 24 hours).



What is not insured?

- ✗ The excess as set out in the policy wording if you have not purchased excess waiver.
- ✗ Trips outside your period of insurance or over the trip limits for Annual Multi-Trip policies.
- ✗ Medical expenses above £500 unless we have authorized them.
- ✗ Expenses relating to private health treatment unless agreed by our emergency assistance company.
- ✗ Pre-existing medical conditions which are not on the waived condition list or for which you have failed to comply with the policy terms surrounding the waived condition list (you will need to refer to the policy wording for full terms and conditions surrounding waived conditions) or which you have not declared fully to us and had accepted by us for cover in writing, for yourself and/or for your non-travelling immediate relative and/or travelling companion.
- ✗ Sports and activities not listed in the wording.
- ✗ Cruise holidays.
- ✗ 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 "What is not covered" or 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 80 years old when you purchase a policy.

(continued next column)



Are there any restrictions on cover? (continued)

- ! Single Trips are limited to 548 days up to 64 years or 92 days if you are 65 or over.
- ! Annual Multi-trip Policies do not limit the number of trips in the policy year but you are limited to 31 days per trip if you are 74 or under or between 75 and 79 with a European policy. If you are between the ages of 75 and 79 and have a worldwide policy, you are limited to 24 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.