Etihad
Travel Insurance
Inter Partner Assistance S.A.
### CONTENTS & CONTACT NUMBERS

**Emergency Assistance**  
24/7, 365 days a year  

**Claims Team**  
09:00-17:00 Monday - Friday  

+353906406002

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<th>Cover</th>
<th>Maximum Limit (EUR)</th>
<th>Excess (EUR)</th>
<th>Under 65 years old</th>
<th>From 65 to 79 years old</th>
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<tr>
<td><strong>Baggage Delay</strong></td>
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<tr>
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<td>100 EUR</td>
<td>100 EUR</td>
<td></td>
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<tr>
<td><strong>Baggage, Personal Money and Travel Documents</strong></td>
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<tr>
<td>Baggage, maximum</td>
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<td>840 EUR</td>
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<td>- Single Article Limit</td>
<td>210 EUR</td>
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<td>- Valuables Limit</td>
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<td>420 EUR</td>
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<tr>
<td>Personal Money, maximum</td>
<td>-</td>
<td>-</td>
<td>-</td>
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<tr>
<td>Travel Documents</td>
<td>-</td>
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<tr>
<td><strong>Cancellation</strong></td>
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<td>Cancellation, maximum</td>
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<td><strong>Curtailment</strong></td>
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<tr>
<td>Curtailment, maximum</td>
<td>850 EUR</td>
<td>250 EUR</td>
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<td><strong>Delayed Departure</strong></td>
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<tr>
<td>Delayed Departure, maximum</td>
<td>420 EUR</td>
<td>420 EUR</td>
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<tr>
<td>Delayed Departure, for the first 4 hours</td>
<td>170 EUR</td>
<td>170 EUR</td>
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<tr>
<td>Delayed Departure, for each additional 4 hours up to the maximum</td>
<td>40 EUR</td>
<td>40 EUR</td>
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<tr>
<td><strong>Emergency Medical and Repatriation Expenses</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<tr>
<td>Emergency Medical and Repatriation Expenses, maximum</td>
<td>42200 EUR</td>
<td>29600 EUR</td>
<td>50 EUR</td>
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<tr>
<td>Emergency Dental Expenses</td>
<td>-</td>
<td>-</td>
<td>-</td>
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<tr>
<td>Close relative to travel out if hospitalised</td>
<td>-</td>
<td>-</td>
<td>-</td>
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<tr>
<td>Funeral expenses and Repatriation of Mortal Remains</td>
<td>6300 EUR</td>
<td>6300 EUR</td>
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<tr>
<td><strong>Medical Teleconsultation</strong></td>
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<tr>
<td>Medical Teleconsultation</td>
<td>-</td>
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<tr>
<td><strong>Missed Departure</strong></td>
<td></td>
<td></td>
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</tr>
<tr>
<td>Missed departure, maximum</td>
<td>130 EUR</td>
<td>130 EUR</td>
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<tr>
<td><strong>Overseas Legal Expenses</strong></td>
<td></td>
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<td>1700 EUR</td>
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<tr>
<td>Personal Liability, maximum</td>
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<td>42200 EUR</td>
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<td><strong>Personal Accident</strong></td>
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<tr>
<td>Personal Accident, maximum</td>
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## FLYSAFE PLUS COVER

<table>
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<td>Baggage Delay, maximum after 6 hours delay</td>
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<td><strong>Baggage, Personal Money and Travel Documents</strong></td>
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<td>Baggage, maximum</td>
<td>4 200 EUR</td>
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<tr>
<td>- Single Article Limit</td>
<td>340 EUR</td>
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<tr>
<td>- Valuables Limit</td>
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<td>1 300 EUR</td>
</tr>
<tr>
<td>Personal Money, maximum</td>
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<td>340 EUR</td>
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<td>Travel Documents</td>
<td>420 EUR</td>
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<tr>
<td><strong>Cancellation</strong></td>
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<tr>
<td>Cancellation, maximum</td>
<td>4 200 EUR</td>
<td>1 300 EUR</td>
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<tr>
<td><strong>Curtailment</strong></td>
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<tr>
<td>Curtailment, maximum</td>
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<td>1 300 EUR</td>
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<tr>
<td><strong>Delayed Departure</strong></td>
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<tr>
<td>Delayed Departure, maximum</td>
<td>420 EUR</td>
<td>420 EUR</td>
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<tr>
<td>Delayed Departure, for the first 4 hours</td>
<td>170 EUR</td>
<td>170 EUR</td>
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<tr>
<td>Delayed Departure, for each additional 4 hours up to the maximum</td>
<td>40 EUR</td>
<td>40 EUR</td>
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<tr>
<td><strong>Emergency Medical and Repatriation Expenses</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Emergency Medical and Repatriation Expenses, maximum</td>
<td>8 443 300 EUR</td>
<td>63 300 EUR</td>
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<tr>
<td>Emergency Dental Expenses</td>
<td>340 EUR</td>
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<td>Close relative to travel out if hospitalised</td>
<td>Economy Ticket</td>
<td>Economy Ticket</td>
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<td>Funeral expenses and Repatriation of Mortal Remains</td>
<td>8 400 EUR</td>
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<tr>
<td><strong>Medical Teleconsultation</strong></td>
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<tr>
<td><strong>Missed Departure</strong></td>
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<td>Missed departure, maximum</td>
<td>130 EUR</td>
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<td><strong>Overseas Legal Expenses</strong></td>
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<td>8 443 300 EUR</td>
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<td><strong>Personal Accident</strong></td>
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<td>Personal Accident, maximum</td>
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<tr>
<td>- Death (under 17 years or over 71 years old)</td>
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ABOUT YOUR COVER

INTRODUCTION
Thank you for choosing this cover.
This is your travel insurance policy wording. It contains details of cover, conditions and exclusions relating to each person named on the policy certificate and is the basis on which all claims will be settled. The travel insurance certificate will be attached to the policy. You will need to take the travel insurance certificate on holiday with you as proof of your holding a valid policy with us.
The travel insurance certificate and any endorsements are all part of the policy.

INSURER
Inter Partner Assistance SA, directly and through its branches (and any AXA group companies IPA appoint), will provide and administer the Benefits and Services available under this policy. Inter Partner Assistance SA an insurance company regulated and authorised by the National Bank of Belgium, under number 0487, with registered office at 7 Boulevard du Régent, 1000 Brussels, and Company number 0415.591.055. Inter Partner Assistance SA is authorised by the National Bank of Belgium in Belgium and is regulated by the Central Bank of Ireland for conduct of business rules.

DUAL INSURANCE
If at the time of any incident which results in a claim under this policy, there is another insurance covering the same loss, damage, expense or liability we will not pay more than our proportional share (not applicable to PERSONAL ACCIDENT).

AGE LIMITATIONS
The maximum age limit for benefits in EMERGENCY MEDICAL AND REPATRIATION EXPENSES and benefits related to a medical condition in CANCELLATION or CURTAILMENT is 79 years inclusive. If you reach the age of 80 during a trip cover will continue under those sections until the end of that trip but not thereafter.

IMPORTANT INFORMATION
1. Claims arising from any pre-existing medical conditions are not covered.
2. Claims arising when you are travelling against the advice of a medical practitioner (or would be travelling against the advice of a medical practitioner had you sought their advice) are not covered.
3. Claims arising when you are travelling with the intention of obtaining medical treatment or consultation abroad are not covered.
4. Claims arising when you have any undiagnosed symptoms that require attention or investigation in the future (that is symptoms for which you are awaiting investigations or consultations, or awaiting results of investigations, where the underlying cause has not been established) are not covered.
5. In case of any medical emergency you or the treating facility should contact us on 353906406002 as soon as possible. You would also need to contact us to report any loss, theft or damage.
6. If you need to curtail your trip you must contact us on 353906406002.
7. This policy will be governed by the laws of Ireland.
8. We will only pay up to the single article limit for any baggage or valuables.
9. The duration of any trip may not exceed 90 consecutive days. Please note if your trip is longer than the maximum duration, benefits will not apply to any part of that trip. Trips must begin and end in the country of residence. Trips using one way or open tickets are only covered for the benefits in this policy for 24 hours following your arrival at your final destination. Any claims after this time will not be covered. If you have purchased outbound and inbound travel tickets before the trip begins then you are covered for the benefits for the duration of your trip. Any trip solely within the country of residence is not covered.
10. An excess applies to benefits under BAGGAGE, PERSONAL MONEY AND TRAVEL DOCUMENTS,
ABOUT YOUR COVER

CANCELLATION, CURTAILMENT, EMERGENCY MEDICAL AND REPATRIATION EXPENSES.

IMPORTANT LIMITATIONS UNDER CANCELLATION OR CURTAILMENT

This policy will not cover any claims under CANCELLATION OR CURTAILMENT arising from any pre-existing medical condition known to you prior to purchasing the policy or prior to booking any trip (whichever is the later), affecting any close relative, any person with whom you are travelling or any person with whom you have arranged to stay, if:

1. a terminal diagnosis had been received from a medical practitioner; or if
2. they were on a waiting-list for, or had knowledge of the need for, surgery, inpatient treatment or investigation at any hospital or clinic; or if
3. during the 90 days immediately prior to you purchasing the policy or prior to booking any trip (whichever is later) they had required surgery, inpatient treatment or hospital consultations.

EMERGENCY ASSISTANCE

Contact us on Telephone: 353906406002

If you suffer any serious illness or accident which may lead to your admission to hospital before any plans are made for repatriation or if you need to curtail your trip you must contact us. We are open 24/7 for advice and will be able to assist in arranging repatriation and settling medical expenses directly with the treating facility. Any treatment in a private facility is not covered unless pre-authorised by us. If it is not possible to contact us before any treatment happens (for any immediate emergency treatment) please call us as soon as possible. For any outpatient treatment (where you are not admitted into hospital) or minor illness or injury (excluding fractures) you should pay for the treatment and claim it back from us when you are home.

MEDICAL ASSISTANCE ABROAD

We will arrange transport home if this is considered medically necessary, or when you have news of a serious illness, injury or death of a close relative at home.

PAYMENT FOR MEDICAL TREATMENT ABROAD

If you are admitted to a hospital/clinic while outside your country of residence, we will arrange for medical expenses covered by the policy to be paid direct to the hospital/clinic. We will also arrange transport home when this is considered medically necessary, or when you have news of serious illness, injury, or death of a close relative at home. Please contact us on 353906406002 as soon as possible. For simple out-patient treatment, you should pay the hospital/clinic yourself and claim back medical expenses from us on your return to the country of residence. Please be careful not to sign anything confirming you will pay for excessive treatment or charges. If in doubt regarding any requests, please call us for guidance.

RECIPECTORAL HEALTH AGREEMENTS

EUROPEAN UNION (EU), EUROPEAN ECONOMIC AREA (EEA) AND SWITZERLAND

Before travelling to a European Union (EU) country, the European Economic Area (EEA) or Switzerland, we recommend that you apply for a European Health Insurance Card (EHIC). This card entitles you to certain free or reduced cost health cover arrangements in the EU, EEA or Switzerland.

AUSTRALIA

When you are travelling to Australia you must register for treatment under the national healthcare scheme, This provides free treatment at a public hospital, subsidised medicines and benefits for medical treatment provided by doctors through private surgeries and Government Health Centres (not hospitals).

You must enrol at Medicare offices in Australia if you will be receiving treatment. If you receive treatment before you enrol, Medicare benefits can be backdated, if you are eligible. To be eligible you must be a resident of Belgium/ Finland/ Italy/ Malta/New Zealand/ the Netherlands/ Norway/the Republic of Ireland/ Slovenia/Sweden/
or the United Kingdom and will need to show your passport with an appropriate visa. If you do not enrol at Medicare offices we may reject your claim or limit the amount we pay to you. If you need treatment which cannot be carried out under Medicare you must contact us before seeking private treatment. If you do not do so, we may reject your claim or limit the amount we pay to you.

For more information you should contact: Health Insurance Commission, PO Box 1001, Tuggeranong, ACT 2901, Australia or visit their website at: http://www.humanservices.gov.au

IMPORTANT HEALTH REQUIREMENTS

You must comply with the following conditions in order to have full cover under these benefits. If you do not comply we may refuse to deal with your claim or reduce the amount of any claim payment.

These benefits will not cover you if you:

- are travelling against the advice of a medical practitioner (or would be travelling against the advice of a medical practitioner had you sought his/her advice);
- are travelling with the intention of obtaining medical treatment or consultation abroad;

In addition, you will not be covered under EMERGENCY MEDICAL AND REPATRIATION EXPENSES, or for CANCELLATION or CURTAILMENT due to a medical reason, if you:

- have any undiagnosed symptoms that require attention or investigation in the future (that is symptoms for which you are awaiting investigations/consultations, or awaiting results of investigations where the underlying cause has not been established);
- are not a permanent resident of, and (where applicable) registered with a General Practitioner in the country of residence.

Please note: No claim arising directly or indirectly from a pre-existing medical condition affecting you will be covered.

INDIRECTLY RELATED CONDITIONS

For your information, examples of conditions that can be indirectly linked to any medical condition you have, or have had include:

- someone with breathing difficulties who then suffers a chest infection of any kind;
- someone with high blood pressure or diabetes who then has a heart attack, stroke or mini-stroke;
- someone who has or has had cancer who suffers with a secondary cancer;
- someone with osteoporosis who then suffers with a broken or fractured bone.

DEFINITIONS

Any word or expression which relates to a definition will have the same meaning throughout the benefit schedule and will be highlighted in bold. There may also be specific definitions relating to that section of the policy, these will all be listed at the start of the policy section.

<p>| ADVERSE WEATHER CONDITIONS | Rain, wind, fog, thunder or lightning storm, flood, snow, sleet, hail, hurricane, cyclone, tornado or tropical storm which is not caused by or has not originated from a geological or catastrophic event such as but not limited to an earthquake, volcano or tsunami. |
| BAGGAGE | Clothing, personal effects, luggage and other articles which belong to you (excluding valuables, ski equipment, golf equipment, personal money and documents of any kind) and are worn, used or carried by you during any trip. |
| BENEFIT TABLE | The table listing the benefit amounts on page 2. |
| BODILY INJURY | An identifiable physical injury caused by a sudden, violent, external, unexpected specific event. Injury as a result of your unavoidable exposure to the elements shall be deemed to be a bodily injury. |</p>
<table>
<thead>
<tr>
<th>ABOUT YOUR COVER</th>
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**CANCELLATION PERIOD**

The 14 days following purchase of the insurance policy.

**CLOSE RELATIVE**

Mother, father, sister, brother, spouse, or fiancé/fiancée or common law partner (any couple, in a common law relationship living permanently at the same address) daughter, son, including adopted daughter or son, grandparent, grandchild, parent-in-law, son-in-law, daughter-in-law, sister-in-law, brother-in-law, stepparent, stepchild, stepsister, stepbrother, foster child, legal guardian, legal ward.

**COMPLICATIONS OF PREGNANCY**

The following unforeseen complications of pregnancy as certified by a medical practitioner: toxaemia; gestational hypertension; pre-eclampsia; ectopic pregnancy; hydatidiform mole (molar pregnancy); hyperemesis gravidarum; ante partum haemorrhage; placental abruption; placenta praevia; post-partum haemorrhage; retained placenta membrane; miscarriage; stillbirths; medically necessary emergency Caesarean sections/ medically necessary termination; and any premature births or threatened early labour more than 8 weeks (or 16 weeks in the case of a multiple pregnancy) prior to the expected delivery date.

**COUNTRY OF RESIDENCE**

Ireland. You must have a residential address that you can refer to within that country and should be registered with a doctor there.

**CURTAILMENT/CURTAIN**

Cutting short your trip by returning home due to an emergency authorised by us.

**EXCESS**

The first amount, as shown in the benefit table, which you will be responsible for, per covered person, for each and every event.

**GOLF EQUIPMENT**

Golf clubs, golf balls, golf bag, golf trolley and golf shoes.

**HOME**

Your normal place of residence in your country of residence.

**HOMEWARD JOURNEY**

Travelling to your home address in the country of residence from your trip destination.

**LOSS OF LIMB**

Loss by physical severance, or the total and irrecoverable permanent loss of use or function of, an arm at or above the wrist joint, or a leg at or above the ankle joint.

**LOSS OF SIGHT**

Total and irrecoverable loss of sight in one or both eye(s); this is considered to have occurred if the degree of sight remaining after correction is 3/60 or less on the Snellen scale. (This means being able to see at 3 feet or less what you should see at 60 feet.)

**MANUAL WORK**

Any work above ground level; work using cutting tools, power tools and machinery; work involving hands-on involvement with the installation, assembly, maintenance or repair of electrical, mechanical or hydraulic plant; undertaking work of a plumber, electrician, lighting or sound technician, carpenter, painter/decorator or builder, or manual labour of any kind, with the exception of bar and restaurant work, wait staff, chalet, maid, au pair and child care, and occasional light manual work at ground level including retail work and fruit picking.

**MEDICAL CONDITION(S)**

Any medical or psychological disease, sickness, condition, illness or injury that has affected you or any close relative, travelling companion or person with whom you intend to stay whilst on your trip.

**MEDICAL EMERGENCY**

A bodily injury or sudden and unforeseen illness suffered by you while you are on a trip outside the country of residence and a registered medical practitioner tells you that you need immediate medical treatment or medical attention.

**MEDICALLY NECESSARY**

Reasonable and essential medical services and supplies, ordered by a medical practitioner exercising prudent clinical judgement, needed to diagnose or treat an illness, injury, medical condition, disease or its symptoms, and that meet generally accepted standards of medical practice.
<table>
<thead>
<tr>
<th>ABOUT YOUR COVER</th>
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<tbody>
<tr>
<td>MEDICAL PRACTITIONER</td>
</tr>
<tr>
<td>OUTWARD JOURNEY</td>
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<tr>
<td>PAIR OR SET</td>
</tr>
<tr>
<td>PERIOD OF COVER</td>
</tr>
<tr>
<td>PERMANENT TOTAL DISABLEMENT</td>
</tr>
<tr>
<td>PERSONAL MONEY</td>
</tr>
<tr>
<td>POLICYHOLDER</td>
</tr>
</tbody>
</table>
| PRE-EXISTING MEDICAL CONDITION(S) | • Any past or current medical condition that has given rise to symptoms or for which any form of treatment or prescribed medication, medical consultation, investigation or follow-up/check-up has been required or received during the 2 years prior to you purchasing or renewing this policy to the booking or commencement of any trip: and  
  • any cardiovascular or circulatory condition (e.g. heart condition, hypertension, blood clots, raised cholesterol, stroke, aneurysm) that has occurred at any time prior to you purchasing or renewing this policy to the booking or commencement of any trip. |
| PUBLIC TRANSPORT | Any transport by road, rail, sea or air with a licensed carrier operating a regular and/or charter passenger service on which you are booked to travel. |
| SPORTS AND ACTIVITIES | The activities listed under SPORTS AND ACTIVITIES on page 12. |
| STRIKE OR INDUSTRIAL ACTION | Any form of industrial action which is carried out with the intention of stopping, restricting or interfering with the production of goods or provision of services. |
| TERRITORIAL LIMITS | Trips to all countries worldwide are covered. |
| Please note: | Any trips to a country, specific area or event when the Department of Foreign Affairs (DFA) or a regulatory authority in a country to/from which you are travelling has advised against all travel are not covered. |
### TERRORISM
An act, including but not limited to the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or governments, committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public, or any section of the public, in fear.

### THEFT
Any theft committed by violence, threat of violence, mugging, assault or through break in by a third party (a person who is not a relative, close relative or travel companion)

### TRIP
Any holiday or journey for business or pleasure made by you, within the territorial limits, which begins and ends in your country of residence, during the period of cover. Trips using one way or open tickets are only covered for the benefits in this policy for 24 hours following your arrival at your final destination. Any claims after this time will not be covered.

In order to be eligible for cover under this Benefit Schedule, you must book 100% of your trip flights through Etihad.

**Please note:** Any trip solely within the country of residence is not covered.

**Please note:** Any trips to a country, specific area or event when the Department of Foreign Affairs (DFA) or a regulatory authority in a country to/from which you are travelling has advised against all travel are not covered.

### UNATTENDED
When you are not in full view of and not in a position to prevent unauthorised interference with your property or vehicle.

### UNDER THE INFLUENCE
If a toxicology has been completed and produces a result above 0.02% BAC (Blood Alcohol Content) or drug screening proves positive. If a toxicology has not been completed, any report from the time of the incident confirming or noting any suspicion of your consumption/use of drugs or alcohol.

### VALUABLES
Jewellery, precious metals or precious stones or items made from precious metals or precious stones, watches, furs, leather articles, photographic- audio- video- computer- television- games (including but not limited to CDs, DVDs, memory devices and headphones), telescopes, binoculars, laptops, tablets and notebooks, E-readers, MP3/4 players.

### WE/US/OUR
The service provider, arranged by Inter Partner Assistance S.A.

### YOU/YOUR/COVERED PERSON(S)
Each person travelling on a trip whose name appears in the travel insurance certificate.
You must comply with the following conditions to have the full protection of this policy. If you do not comply we may at our option refuse to deal with your claim, or reduce the amount of any claim payment.

1. You must comply with our Important Health Requirements.
2. The maximum age limit for benefits in EMERGENCY MEDICAL AND REPATRIATION EXPENSES and HOSPITAL BENEFIT and benefits related to a medical condition in CANCELLATION or CURTAILMENT is 79 years inclusive.
3. Cover is excluded in your country of residence.
4. You must take all reasonable care and precautions prevent a claim happening. You must act as if you are not covered and take steps to minimise your loss as much as possible and take reasonable steps to prevent a further incident and to recover missing property.
5. If you need to curtail your trip you must contact us on 353906406002. We are open 24/7 for advice and assistance with your return home. We will also arrange transport home if you have news of serious illness, deterioration or death of a close relative at home.
6. You must tell us as soon as possible in the event of an emergency or if you are hospitalised (any outpatient treatment, minor illness or injury (excluding fractures) costs must be paid for by you and reclaimed).
7. You must pay the appropriate premium for the full number of days comprising your planned trip.
8. We ask that you notify us within 28 days of you becoming aware that you need to make a claim and that you return your completed claim form and any additional information to us as soon as possible.
9. You must report all incidents to the local police in the country where it occurs and obtain a crime or lost property report, which includes an incident number.
10. You must not abandon any property for us to deal with and keep any damaged items as we may need to see them.
11. You must provide all necessary documentation requested by us on page 29 at your expense. We may also request more documentation than what is listed to substantiate your claim. If you do not provide this any claim may be refused.
12. You or your legal representatives must send us at your own expense all information, evidence, medical certificates, original invoices, receipts, reports, assistance that may be needed including details of other insurance policies that may cover the claim. We may refuse to reimburse you for any expenses for which you cannot provide receipts or bills. Please keep copies of all documents sent to us.
13. The policy excess, as and when applicable, will be deducted in respect of each covered person and each and every incident.
14. You must not admit, deny, settle, reject, negotiate or make any arrangement for any claim without our permission.
15. You must tell us and provide full details in writing immediately if someone is holding you responsible for damage to their property or bodily injury to them. You must immediately send us any writ or summons, letter of claim or other document relating to your claim.
16. In the event of a claim and if we require it, you must agree to be examined by a medical practitioner of our choice, at our expense as often as may be reasonably necessary prior to paying a claim. In the event of your death we may also request and will pay for a post-mortem examination.
17. If we provide transportation or settle your claim and as a result you have unused travel ticket(s) you must surrender those tickets to us. If you do not we will deduct the amount of those tickets from any amount paid to you.
18. We have the right, if we choose, in your name but at our expense to:
   - take over the settlement of any claim;
   - take legal action in your name to get compensation from anyone else for our own benefit or to get back from anyone else any payments that have already been made;
   - take any action to get back any lost property or property believed to be lost.

CONDITIONS APPLICABLE TO ALL BENEFITS
19. If you or anyone acting for you in any respect, attempts to gain funds, information or other assets by deception or any other illegal means, including deliberate misrepresentation or omission of facts in order to misrepresent the true situation, this policy shall become void. We may inform the police and you must repay to us any amount already received under the policy.

20. If we pay any expense which is not covered, you must pay this back within one month of our asking.

21. We will make every effort to apply the full range of services in all circumstances as shown in the policy. Remote geographical locations or unforeseeable adverse local conditions may prevent the normal standard of service being provided.

22. You must claim against your private health insurer, state health provider and/or other travel insurer first for any expenses.
You are covered when participating in the following activities. Any sports and activities marked with * is excluded under PERSONAL LIABILITY and PERSONAL ACCIDENT.

Sports and activities are excluded if your participation in them is the sole or main reason for your trip (excluding golf and Winter Sports trips)

- *Abseiling
- *Archery
- Badminton
- Baseball
- Basketball
- Bowling
- Camel Riding
- *Canoeing (up to grade/class 3)
- *Clay pigeon shooting
- Cricket
- *Cross country skiing
- *Elephant Riding
- *Fell running
- *Fencing
- Fishing
- Football
- *Glacier Skiing
- *Go-Karting
- Golf
- Hockey
- *Horse Riding
- *Horse Trekking
- *Hot air ballooning
- Ice Skating (on recognised ski rinks)
- *Jet Biking
- *Jet Skiing
- Kitesurfing
- Monoskiing
- *Mountain bicycling on tarmac
- Netball
- Orienteering
- *Paintball
- Pony Trekking
- Racquetball
- Road Cycling
- Roller skating
- Rounders
- Running
- Sailing (within 20 Nautical Miles of the coastline)
- *Sailing (outside 20 Nautical Miles of the coastline)
- Scuba Diving † (see note below)
- *Ski touring
- *Skidoo/snowmobiling
- Skiing (on piste or off piste with a guide)
- *Snowblading
- Snowboarding (on piste or off piste with a guide)
- Snowshoeing
- Squash
- Surfing
- Table Tennis
- Tennis
- *Tobogganing
- Trampolining
- Trekking (up to 4000 metres without use of climbing equipment)
- Volleyball
- *War games
- Water polo
- Water Skiing
- Wind Surfing
- Yachting (within 20 Nautical Miles of the coastline)
- *Yachting (outside 20 Nautical Miles of the coastline)
- Zorbing

† Scuba diving – you are only covered for scuba diving up to the depth of your qualification. You must hold the relevant qualification for your dive and be diving under the direction of an accredited dive marshal, instructor or guide and within the guidelines of the relevant diving or training agency or organisation.

Please note: You are not covered when participating in any training or qualification course.
BENEFIT SECTIONS

BAGGAGE DELAY
WHAT IS COVERED
Up to the amount shown in the benefit table in total for all covered persons travelling together, for the emergency replacement of clothing, medication and toiletries if the checked in baggage is temporarily lost in transit during the outward journey and not returned to you within 6 hours of your arrival, provided written confirmation is obtained from the airline, confirming the number of hours the baggage was delayed.

If the loss is permanent the amount will be deducted from the final amount to be paid under BAGGAGE, PERSONAL MONEY AND TRAVEL DOCUMENTS.

IMPORTANT CLAIM CONDITIONS
1. You must obtain written confirmation from the carrier, confirming the number of hours the baggage was delayed. You must:
   - obtain a Property Irregularity Report from the airline or their handling agents
   - give written notice of the claim within the time limitations of the carrier and retain a copy.
   - retain all travel tickets and tags to submit with a claim.
2. All amounts are only for actual receipted expenses in excess of any compensation paid by the carrier.
3. The amounts shown in the benefit table are the total for each delay irrespective of the number of covered persons travelling together.

Please refer to MAKING A CLAIM for the documents you would need to provide

WHAT IS NOT COVERED
1. Claims which do not relate to your outward journey on a trip outside of your country of residence.
2. Claims due to delay, confiscation or detention by customs or other authority.
3. Claims arising from baggage shipped as freight or under a bill of lading.
4. Any costs or charges for which any carrier or provider must, has or will compensate you.
5. Reimbursement for items purchased after your baggage was returned.
6. Reimbursement where itemised receipts are not provided.
7. Claims where you do not obtain written confirmation from the carrier (or their handling agents), confirming the number of hours the baggage was delayed and when the baggage was returned to you.
8. Any purchases made outside of 4 days of the actual arrival at the destination.

Please refer to CONDITIONS APPLICABLE TO ALL BENEFITS and EXCLUSIONS APPLICABLE TO ALL BENEFITS.

BAGGAGE, PERSONAL MONEY AND TRAVEL DOCUMENTS
DEFINITIONS - APPLICABLE TO THIS SECTION

TRAVEL DOCUMENTS
Any valid identity document issued by a government or international treaty organization to facilitate the movement of individuals or small groups of people across international boundaries, following international agreements.

WHAT IS COVERED
BAGGAGE
Up to the amount shown in the benefit table per trip for all covered persons travelling together, for the accidental loss of, theft of or damage to baggage and valuables.

The amount payable will be the full replacement cost of your items, with no depreciation or deductions for wear and tear, or we may replace, reinstate or repair the lost or damaged baggage or valuables.

The maximum we will pay for any one article, pair or set of articles is equal to the Single Item Limit shown in the
The maximum we will pay for all valuables in total is equal to the valuables limit shown in the benefit table.

PERSONAL MONEY
Up to the amounts shown in the benefit table per trip for all covered persons travelling together for the accidental loss of, theft of or damage to personal money.

TRAVEL DOCUMENTS
Up to the amount shown in the benefit table for reasonable additional travel and accommodation expenses incurred necessarily abroad to obtain a replacement of your lost or stolen travel documents as well as the pro-rata cost of the lost or stolen document.

IMPORTANT CLAIM CONDITIONS
1. If baggage is lost, stolen or damaged while in the care of a carrier, transport company, authority or hotel you must report to them, in writing, details of the incident. You must obtain an official report from the local police within 24 hours.
2. If baggage is lost, stolen or damaged whilst in the care of an airline you must:
   - obtain a Property Irregularity Report from the airline at the airport when the incident occurs.
   - give written notice of the claim to the airline within the time limitations of the carriage or the handling agents and please retain a copy.
   - retain all travel tickets and tags to submit with a claim.
3. You must provide an original receipt or proof of ownership for items to help to substantiate your claim.
4. Any amounts paid under BAGGAGE DELAY will be deducted from the final amount to be paid under this section.

Please refer to MAKING A CLAIM for the documents you would need to provide

WHAT IS NOT COVERED
1. The excess as shown in the benefit table per covered person for each and every claim.
2. Claims which are not supported by the proof of ownership or insurance valuation (obtained prior to the loss) of the item(s) lost, stolen or damaged.
3. Incidents of loss or theft of baggage or valuables which are not reported to the local police within 24 hours of discovery and a written report is not obtained; A Holiday Representatives Report is not sufficient.
4. Items damaged whilst you are on a trip when you do not obtain a damage/repair statement from an appropriate agent within 7 days of your return to your country of residence.
5. Loss or damage due to delay, confiscation or detention by customs or other authority.
6. Cheques, traveller’s cheques, postal or money orders, pre-paid coupons or vouchers, travel tickets, if you have not followed the issuer’s instructions.
7. Claims relating to currency when you do not produce evidence of the withdrawal.
8. Unset precious stones, contact or corneal lenses, non-prescription spectacles or sunglasses without a receipt, hearing aids, dental or medical fittings, cosmetics, perfumes, tobacco, vaporisers or E-cigarettes, drones, alcohol, antiques, musical instruments, deeds, manuscripts, securities, perishable goods, surfboards/sailboards, bicycles, marine equipment or craft or any related equipment or fittings of any kind and damage to suitcases (unless the suitcases are entirely unusable as a result of one single incidence of damage). Damage to china, glass (other than glass in watch faces, prescription spectacles and sunglasses, cameras, binoculars or telescopes), porcelain or other brittle or fragile articles unless caused by fire, theft, or accident to the transportation vehicle or vessel in which they are being carried.
9. Loss or damage due to breakage of sports equipment or damage to sports clothing whilst in use.
10. Any amounts already paid under BAGGAGE DELAY.
11. All items used in connection with your business, trade, profession or occupation.

12. Damage caused by wear and tear, depreciation, deterioration, atmospheric or climatic conditions, moths, vermin, any process of cleaning repairing or restoring, mechanical or electrical breakdown or liquid damage.

13. Depreciation in value, variations in exchange rates or loss due to error or omission by you or a third party.

14. Claims arising from loss or theft from your accommodation unless there is evidence of forced entry which is confirmed by a police report.

15. Valuables, personal money or travel documents left unattended at any time (including in a vehicle or in the custody of carriers) unless deposited in a hotel safe or locked safety deposit box. If items are stolen from a hotel safe or safety deposit box, any claims where you have not reported the incident to the hotel in writing and obtained an official report from the appropriate local authority.

16. Claims arising from damage caused by leakage of powder or liquid carried within baggage.

17. Claims arising from baggage shipped as freight

Please refer to CONDITIONS APPLICABLE TO ALL BENEFITS and EXCLUSIONS APPLICABLE TO ALL BENEFITS.

CANCELLATION
DEFINITIONS - APPLICABLE TO THIS SECTION

**REGIONAL QUARANTINE**
Any period of restricted movement or isolation, including national lockdowns, within your country of residence or destination country imposed on a community or geographic location, such as a county or region, by a government or public authority.

**PERSONAL QUARANTINE**
A period of time where you are suspected of carrying an infection or have been exposed to an infection and as a result are confined or isolated on the orders of a medical professional or public health board in an effort to prevent disease from spreading.

**WHAT IS COVERED**
Up to the amount shown in the Benefit table per trip for all covered persons travelling together for irrecoverable unused outbound and inbound flight tickets if cancellation or rebooking of the trip is necessary and unavoidable as a result of any of the following changes in circumstances, which are beyond your control, and of which you were unaware at the time you booked your trip or began your trip, whichever is the later:

a. Unforeseen illness, injury, complication of pregnancy or death of you, a close relative or any person with whom you are travelling or staying during your trip.

b. Compulsory personal quarantine, jury service attendance or being called as a witness at a Court of Law (other than in an advisory or professional capacity) of you or your travelling companion(s).

c. The Department of Foreign Affairs (DFA) or other regulatory authority in a country in which you are travelling advising against all travel or all but essential travel to the area you are travelling to/in, but not including where advice is issued due to a pandemic or regional quarantine, providing the advice came into force after you purchased this insurance or booked the trip (whichever is the later) and was within 21 days of your departure date.

d. The emergency services requesting you to remain at or subsequently return home due to serious damage to your home or business (where the policyholder is the owner, manager or principal of the business) caused by a third party that is not related to you.

e. Your redundancy where you are in permanent employment, and have passed your probationary period, with your employer.

f. If you or any travelling companion or person you are staying with on your trip, are a member of the Armed Forces, Police, Fire, Nursing or Ambulance Services or employees of a Government Department and have your/their authorised leave cancelled for operational reasons, provided that such cancellation or curtailment could not reasonably have been expected at the time when you purchased this insurance or at the time of...
booking any trip (whichever is the later).

g. If your outward journey on scheduled public transport is delayed at the final departure point for more than 24 hours from the scheduled time of departure due to strike or industrial action; or adverse weather conditions; or mechanical breakdown of or a technical fault occurring in the scheduled public transport on which you are booked to travel.

h. If the car which you intended to use for your trip is stolen, or damaged and is unroadworthy, within seven days of the original departure date, and repairs are unable to be completed by the day of departure, only the costs of an equivalent hire car will be covered and no cancellation costs will be paid.

Please refer to MAKING A CLAIM for the documents you would need to provide.

WHAT IS NOT COVERED

1. Any claim where you cannot travel or choose not to travel because the Department of Foreign Affairs (DFA) (or any other equivalent government body in another country) advises against travel due to a pandemic.

2. The excess as shown in the benefit table per covered person for each and every claim.

3. Any pre-existing medical conditions.

4. Any claim relating to IVF treatment

5. Any unused or additional costs incurred by you which are recoverable from:
   - The providers of the accommodation, their booking agents, travel agent or other compensation scheme.
   - The providers of the transportation, their booking agents, travel agent, compensation scheme.
   - Your credit or debit card provider or Paypal.

6. Claims where you have not provided the necessary documentation requested by us.

7. Any claim due to a regional quarantine.

8. Any claim arising directly or indirectly from circumstances known to you prior to the date you purchased the policy or the time of booking or commencing any trip (whichever is later) which could reasonably have been expected to give rise to a claim.

9. Any costs for cancellation or curtailment of the trip due to bodily injury or illness where you do not provide a medical certificate from the medical practitioner treating the injured/ill person, stating that it was necessary for you to cancel and prevented you from travelling or return to your country of residence due to bodily injury or illness.

10. Claims for travelling companions if they are not covered persons.

11. Any costs paid for using any airline mileage reward scheme, for example Avios (formerly air miles), or any card bonus point schemes, any Timeshare, Holiday Property Bond or other holiday point’s scheme and/or any associated maintenance fees.

12. Any costs or charges for which the public transport provider will compensate you.

13. Claims where you have not complied with the terms of contract of the travel agent, tour operator or provider of transport.

14. Strike or industrial action or air traffic control delay existing or publicly declared by the date these benefits became effective or you booked your trip (whichever is the earlier).

15. Withdrawal from service (temporary or otherwise) of an aircraft or sea vessel on the recommendation of the Aviation Authority, a Port Authority or any similar body in any country.

16. Any claim resulting from the failure of the provider of any service forming part of your booked trip to provide any part of your booked trip (apart from excursions) including error, insolvency, omission or default.

17. Any cancellation or curtailment caused by work commitment or amendment of your holiday entitlement by your employer unless you or any travelling companion or person you are staying with on your trip are a member of the Armed Forces, Police, Fire, Nursing or Ambulance Services or employees of a Government Department and have your/their authorised leave cancelled for operational reasons.
18. Any claim resulting from your inability to travel due to failure to hold, obtain or produce a valid passport or any required visas of any member of the travelling party.

19. Claims where you delay or fail to notify the travel agent, tour operator or provider of transport/accommodation, at the time it is found necessary to cancel the trip. Our liability shall be restricted to the cancellation charges that would have applied had failure or delay not occurred.

20. Claims for unused travel tickets to a destination where we have already paid for your alternative travel arrangements.

21. Claims for abandonment where you have not obtained confirmation from the carriers (or their handling agents) of the length and reason for the delay.

22. Any claim arising from complications of pregnancy which first arise before booking or paying for the trip, whichever is later.

23. Any claim resulting from a change of plans due to your financial circumstances except if you are made redundant whilst in permanent employment with the same employer for 2 years or more.

24. Claims where documented evidence that authorised leave is cancelled for unforeseen operational reasons is not provided.

25. Any rebooking costs that exceed the cost of your originally booked trip.

26. Claims where you have not checked in according to the itinerary supplied to you.

27. Abandonment after the first leg of a trip.

28. Any expenses when reasonable alternative travel arrangements have been made available within 24 hours of the scheduled departure time.

29. Any claims for abandonment under this section if you have claimed under MISSED DEPARTURE or under DELAYED DEPARTURE.

30. Any claim resulting from the delay or change to your booked trip because of Government action or restrictive regulations.

31. Any amount for which you have claimed under CURTAILMENT.

Please refer to CONDITIONS APPLICABLE TO ALL BENEFITS and EXCLUSIONS APPLICABLE TO ALL BENEFITS.

CURTAILMENT

YOU MUST ALWAYS CONTACT US BEFORE CURTAILING YOUR TRIP

Telephone Number: 353906406002.

WHAT IS COVERED

Up to the amount shown in the benefit table per trip for all covered persons travelling together for irrecoverable unused inbound flight tickets if the trip is curtailed before completion as a result of any of the following changes in circumstances, which are beyond your control, and of which you were unaware at the time you booked your trip or began your trip, whichever is the later:

a. Unforeseen illness, injury, complication of pregnancy or death of you, a close relative or any person with whom you are travelling or staying during your trip.

b. The emergency services requesting you to remain at or subsequently return home due to serious damage to your home or business (where the policyholder is the owner, manager or principal of the business) caused by a third party that is not related to you.

c. If you or any travelling companion or person you are staying with on your trip, are a member of the Armed Forces, Police, Fire, Nursing or Ambulance Services or employees of a Government Department and have your/their authorised leave cancelled for operational reasons, provided that such cancellation or curtailment could not reasonably have been expected at the time when you purchased this insurance or at the time of booking any trip (whichever is the later).
Please refer to MAKING A CLAIM for the documents you would need to provide.

**PLEASE NOTE:** Reimbursement will be calculated strictly from the date you return to your home in your country of residence.

**WHAT IS NOT COVERED**

1. Any claim where you do not get pre-authorisation from us before returning to your country of residence. We will confirm the necessity to return home before curtailment due to bodily injury or illness.
2. The excess as shown in the benefit table per covered person for each and every claim.
3. Any pre-existing medical conditions.
4. Any claim relating to IVF treatment
5. Claims where you have not provided the necessary documentation requested by us.
6. Any claim arising directly or indirectly from circumstances known to you prior to the date you purchased the policy or the time of booking or commencing any trip (whichever is later) which could reasonably have been expected to give rise to a claim.
7. Any costs for cancellation or curtailment of the trip due to bodily injury or illness where you do not provide a medical certificate from the medical practitioner treating the injured/ill person, stating that it was necessary for you to cancel and prevented you from travelling or return to your country of residence due to bodily injury or illness.
8. Claims for travelling companions if they are not covered persons.
9. Any costs paid for using any airline mileage reward scheme, for example Avios (formerly air miles), or any card bonus point schemes, any Timeshare, Holiday Property Bond or other holiday point’s scheme and/or any associated maintenance fees.
10. Any costs or charges for which the public transport provider will compensate you.
11. Claims where you have not complied with the terms of contract of the travel agent, tour operator or provider of transport.
12. Strike or industrial action or air traffic control delay existing or publicly declared by the date these benefits became effective or you booked your trip (whichever is the earlier).
13. Withdrawal from service (temporary or otherwise) of an aircraft or sea vessel on the recommendation of the Aviation Authority, a Port Authority or any similar body in any country.
14. Any claim resulting from the failure of the provider of any service forming part of your booked trip to provide any part of your booked trip (apart from excursions) including error, insolvency, omission or default.
15. Any cancellation or curtailment caused by work commitment or amendment of your holiday entitlement by your employer unless you or any travelling companion or person you are staying with on your trip are a member of the Armed Forces, Police, Fire, Nursing or Ambulance Services or employees of a Government Department and have your/their authorised leave cancelled for operational reasons.
16. Any claim resulting from your inability to travel due to failure to hold, obtain or produce a valid passport or any required visas of any member of the travelling party.
17. Any unused or additional costs incurred by you which are recoverable from:
   - The providers of the accommodation, their booking agents, travel agent or other compensation scheme.
   - The providers of the transportation, their booking agents, travel agent, compensation scheme.
   - Your credit or debit card provider or Paypal.
18. Any costs for transportation and/ or accommodation not arranged by us or incurred without our prior approval.
19. Any claim arising from complications of pregnancy which first arise before departing on your trip.
20. Any amount for which you have claimed under CANCELLATION.
Please refer to CONDITIONS APPLICABLE TO ALL BENEFITS and EXCLUSIONS APPLICABLE TO ALL BENEFITS.

**DELAYED DEPARTURE**

**WHAT IS COVERED**

If you have arrived at the terminal and have checked in or attempted to check in during your outward journey or homeward journey and the departure of your pre-booked scheduled public transport is delayed at the final departure point for more than 4 hours from the scheduled departure time due to:

1. strike or industrial action; or
2. adverse weather conditions; or
3. mechanical breakdown of or a technical fault occurring in the scheduled public transport on which you are booked to travel;

we will pay you:

a. €170 for the first full 4 hours that your departure is delayed, and
b. €40 for each additional full 4 hour period of delay.

The maximum we will pay you per trip is €420.

**PLEASE NOTE:** If after a minimum of 24 hours delay on your outward journey and the period of your trip is reduced by more than 25% of the original pre-booked duration, you may choose to submit a cancellation claim under CANCELLATION AND CURTAILMENT. A refund or alternative compensation must initially be sought from the travel provider.

Please refer to MAKING A CLAIM for the documents you would need to provide.

**WHAT IS NOT COVERED**

1. Any costs or charges for which any carrier or provider must, has or will reimburse you and all amounts paid in compensation by the carrier.
2. Claims where you have not checked in or attempted to check in according to the itinerary supplied to you. You must also arrive at the departure point before the advised departure time.
3. Claims where you have not complied with the terms of contract of the travel agent, tour operator or provider of transport.
4. Claims where you have not obtained confirmation from the carriers (or their handling agents) in writing of the number of hours of delay and the reason for the delay.
5. Strike or industrial action or air traffic control delay which had commenced or for which the start date had been announced before you made your travel arrangements for your trip, and/or you purchased the policy.
6. Withdrawal from service (temporary or otherwise) of public transport on the recommendation of the Aviation Authority or a Port Authority or any similar body in any country.
7. Any claim where you have not been delayed for more than 4 hours of the scheduled departure time.
8. Any claims for delayed departure under this section if you have claimed under MISSED DEPARTURE or CANCELLATION or CURTAILMENT.

Please refer to CONDITIONS APPLICABLE TO ALL BENEFITS and EXCLUSIONS APPLICABLE TO ALL BENEFITS.

**EMERGENCY MEDICAL AND REPATRIATION EXPENSES**

**THIS IS NOT PRIVATE MEDICAL INSURANCE**

If you become unexpectedly ill, injured or have a complication of pregnancy and you require in-patient treatment, repatriation or it is likely that the costs will exceed €500 then you must contact us on: 353906406002.
We may:

- move you from one hospital to another; and/or
- return you to your home in the country of residence; or move you to the most suitable hospital in the country of residence;

at any time, if us and the treating medical practitioner believes that it is medically necessary and safe to do so. If our Chief Medical Officer advises a date when it is feasible and practical to repatriate you, but you choose not to be repatriated, our liability to pay any further costs under this section after that date will be limited to what we would have paid if your repatriation had taken place.

WHAT IS COVERED

Up to the amount shown in the benefit table for costs incurred outside your country of residence for:

a. All reasonable and necessary expenses which arise as a result of a medical emergency involving you. This includes medical practitioners' fees, hospital expenses, medical treatment and all the costs of transporting you to the nearest suitable hospital, when deemed necessary by a recognised medical practitioner.

b. All reasonable and necessary emergency medical expenses for all infants born following complications of pregnancy during a trip. Claims involving multiple births are considered to be one event.

c. Emergency dental treatment for the immediate relief of pain and/or emergency repairs to dentures or artificial teeth solely to relieve distress in eating.

d. With our prior authorisation, additional travelling costs to repatriate you to your home when recommended by our Chief Medical Officer, including the cost of a medical escort if necessary. Repatriation expenses will be in the identical class of travel utilised on the outward journey unless we agrees otherwise.

e. With our prior authorisation of and if deemed medically necessary by our Chief Medical Officer:
   - all necessary and reasonable accommodation (room only) and travel expenses incurred if it is medically necessary for you to stay beyond your scheduled return date, and including travel costs, back to your country of residence if you cannot use your original ticket.
   - all necessary and reasonable accommodation (room only) and travel expenses incurred by any one other person if required on medical advice to accompany you or escort a child home to your country of residence.
   - all necessary and reasonable accommodation (room only) and travel expenses for a friend or close relative to travel from the country of residence to escort covered persons under the age of 18 to your home in the country of residence if you are physically unable to take care of them and are travelling alone. If you cannot nominate a person we will then select a competent person. If the original pre-booked return ticket(s) for the child cannot be used, we will pay for economy one way travel to return the child to the home. We will not pay for travel and/or accommodation that has not been arranged through us or incurred without our prior approval.

f. If you die abroad:
   - cremation or burial charges in the country in which you die; or
   - transportation charges for returning your body or ashes back to your country of residence.

Please refer to MAKING A CLAIM for the documents you would need to provide

WHAT IS NOT COVERED

1. The excess as shown in the Benefit table per covered person for each and every claim except where you have used the European Health Insurance Card and it has been accepted by the treating facility.

2. Any claim arising directly or indirectly from any pre-existing medical condition.

3. Any claim arising from pregnancy related conditions not due to complications of pregnancy which first arise after departing on your trip. Normal pregnancy or childbirth, or travelling when your medical practitioner has recorded your pregnancy as being at heightened risk of premature birth, would not constitute an unforeseen event.

4. Claims where you unreasonably refuse the medical repatriation services we agree to provide and pay for
under this policy. If you choose alternative medical repatriation services you must notify us in writing in advance and it will be at your own risk and own cost.

5. Any costs you incur outside the country of residence after the date our Chief Medical Officer tells you should return home or we arrange for you to return home. (Our liability to pay further costs under this section after that date will be limited to what we would have paid if your repatriation had taken place).

6. Any treatment which is not a surgical or medical procedure with the sole purpose of curing or relieving acute unforeseen illness or injury.

7. Any expenses which are not usual, reasonable or customary to treat your bodily injury or illness.

8. Any treatment or diagnostic testing that was pre-planned or pre-known by you.

9. Any form of treatment or surgery which in the opinion of our Chief Medical Officer can be reasonably delayed until your return to the country of residence.

10. Expenses incurred in obtaining or replacing medication, which at the time of departure is known to be required or to be continued outside the country of residence unless stolen or damaged.

11. Additional costs arising from single or private room accommodation.

12. Treatment or services provided by a private clinic or hospital, health spa, convalescent or nursing home or any rehabilitation centre unless agreed by us.

13. Treatment costs for cosmetic reasons unless our Chief Medical Officer agrees such treatment is necessary as a result of an accident covered by this policy.

14. Any expenses incurred after you have returned to your country of residence unless previously agreed to by us.

15. Any claim arising from your failure to obtain any recommended vaccines, inoculations or medications prior to your trip.

16. The cost of flight tickets exceeding economy class for an accompanying non-medical escort in the event of medical repatriation (any increase in cost due to requested upgraded flight tickets must be at the personal expense of the person(s) travelling).

17. The cost of dental treatment involving the provision of dentures, artificial teeth or the use of precious metals and not for the immediate relief of pain.

18. Any costs incurred in Australia where you would have been eligible and had the opportunity to enrol in the Medicare scheme and you have failed to do so.

19. Costs of telephone calls, other than calls to us notifying them of the problem for which you are able to provide a receipt or other evidence to show the cost of the call and the number telephoned.

20. Air-sea rescue costs.

Please refer to CONDITIONS APPLICABLE TO ALL BENEFITS and EXCLUSIONS APPLICABLE TO ALL BENEFITS.

MEDICAL TELECONSULTATION

This cover will be applicable for FlySafe Plus insurance plan as well as any other insured person who book and travel on their trip together.

WHAT IS COVERED

If you feel unwell during your trip and are unsure whether you can continue to travel, the insurer provides the opportunity for you to discuss your symptoms with a general practitioner. The doctor may deliver medical advice, perform a diagnosis or make recommendations for further steps to take, provided the symptoms allow it and it is medically justifiable. The online consultation should give you and your minor children peace of mind for the remaining duration of your travel time.

Teleconsultations are proposed in English, German, Spanish, French and Italian via call back request or video call via the app.
You can take advantage of the telemedical assistance via the app. For telemedical assistance via the “Doctor Please!” app, you can schedule an appointment yourself. The “Doctor Please!” app is available as a free download from the Google Play Store and the Apple App Store. You will need an access code for the app, this will be sent to you by us. Please note that insured dependent children over the age of 18 must set up their own account in this app. The consulting physician may also issue private prescriptions, if local regulation allows, via the app or to a pharmacy of your choice. You will be responsible for the costs of the prescription.

If, during the telemedical assistance, the doctor determines that your situation requires an in-person visit with a doctor to clarify your health condition and, if necessary, provide further treatment, the telemedical assistance ends. In this case, the doctor arranged by the insurer will recommend that you contact a local medical service provider (doctor, hospital or pharmacy) in order to coordinate any required further treatment with them. You can then contact our support teams, in order to be referred to a local healthcare professional, approved by the AXA network.

Please note: that the insurer does not provide a medical emergency service with this benefit. No immediate treatment is offered. If you have acute symptoms, please always seek local emergency care.

Telemedical assistance is provided directly by the doctor arranged by the insurer. The insurer does not take any responsibility for the advice given and the doctor is solely responsible for his medical advice provided.

The insurer will not provide any services beyond those described above. Should a medical treatment or any further medical measures required after a telemedical consultation, kindly refer to EMERGENCY MEDICAL EXPENSES.

HOW MUCH WILL WE PAY

The costs of the telemedical assistance are covered in full by the insurer.

WHAT IS NOT COVERED

Please refer to CONDITIONS APPLICABLE TO ALL BENEFITS and EXCLUSIONS APPLICABLE TO ALL BENEFITS.

MISSED DEPARTURE

WHAT IS COVERED

If you arrive at the airport, port or rail terminal too late to commence your international trip as a result of:

a. The failure of other scheduled public transport; or

b. An accident to or breakdown of the vehicle in which you are travelling or a major event causing serious delay on the roads on which you are travelling;

c. unexpected adverse weather

we will reimburse you up to the amount shown in the benefit table per trip for all covered persons travelling together, for additional accommodation (room only) and travel expenses necessarily incurred in reaching your overseas destination or connecting flights outside the country of residence.

PLEASE NOTE: Claims are strictly calculated from the time of your scheduled departure to the time of your actual departure.

Please refer to MAKING A CLAIM for the documents you would need to provide.

WHAT IS NOT COVERED

1. Claims where you have not allowed sufficient time (i.e. a reasonable period of time as allowed on a recognised itinerary/route map for the journey based on the method of transport to arrive in time for check-in) for the scheduled public transport or other transport to arrive on schedule and to deliver you to the departure point.

2. Claims where you have not provided a written report from the carrier confirming the length and reason for
BENEFIT SECTIONS

the delay.

3. Costs in excess of the original provider’s alternative arrangements for expenses incurred where you take alternative transportation.

4. All amounts paid in compensation by the carrier.

5. Claims where you have not retained and provided original receipts for costs above €5.

6. Breakdown of any vehicle in which you are travelling if the vehicle is owned by you and has not been serviced properly and maintained in accordance with the manufacturer’s instructions.

7. Claims where you have not obtained a written report from the police or emergency service, or a repairers report and/or receipt within 7 days of you returning home if the vehicle you are travelling in breaks down or is involved in an accident.

8. Withdrawal from service (temporary or otherwise) of public transport on the recommendation of the Aviation Authority or a Port Authority or any similar body in any country.

9. Any claims for missed departure or missed connection under this section if you have claimed under CANCELLATION or DELAYED DEPARTURE.

10. Any expenses when reasonable alternative travel arrangements have been made available by the public transport operator within 12 hours of the actual departure time or actual connecting flight time.

11. Privately chartered flights.

12. **Strike or industrial action** which had commenced or for which the start date had been announced before you made your travel arrangements for your trip, and/or you purchasing the policy.

13. Additional expenses where the scheduled public transport operator has offered reasonable alternative travel arrangements within 12 hours of the scheduled departure time or within 12 hours of an actual connecting flight arrival time.

14. Denied boarding due to your drug or alcohol abuse or your inability to provide a valid passport, visa or other documentation required by the public transport operator.

Please refer to CONDITIONS APPLICABLE TO ALL BENEFITS and EXCLUSIONS APPLICABLE TO ALL BENEFITS.

OVERSEAS LEGAL EXPENSES

**DEFINITIONS - APPLICABLE TO THIS SECTION**

<table>
<thead>
<tr>
<th>ADVISER</th>
<th>specialist solicitors or their agents.</th>
</tr>
</thead>
<tbody>
<tr>
<td>ADVISER’S COST</td>
<td>reasonable fees and disbursements incurred by the adviser with our prior written authority. Legal and accounting expenses shall be assessed on the standard basis and third party costs shall be covered if awarded against you and paid on the standard basis of assessment.</td>
</tr>
<tr>
<td>PANEL</td>
<td>our panel of advisers who may be appointed by us to act for you.</td>
</tr>
</tbody>
</table>

**WHAT IS COVERED**

Up to the amount shown in the benefit table for legal costs to pursue a civil action for compensation if someone else causes your bodily injury, illness or death during your trip. We will also pay reasonable costs for an interpreter we have selected for court proceedings.

**HOW WE SETTLE LEGAL EXPENSES CLAIMS**

We will appoint a member of our panel to handle your case. However, should you choose to appoint an adviser to act on your behalf, you must notify us immediately to that effect. We will, upon receipt of your notice, advise you of any conditions concerning such appointment.

Please refer to MAKING A CLAIM for the documents you would need to provide.
SPECIAL CONDITIONS

1. **You** must notify **us** of claims as soon as reasonably possible and in any event within 90 days of you becoming aware of an incident which may generate a claim.

2. **We** will provide **you** with a claim form which must be returned promptly with all information **we** require. **You** must supply at **your** own expense all of the information which **we** require to decide whether a claim may be accepted.

3. **We** will only authorise a legal **adviser** if there is a reasonable prospect of success.

4. **We** will only be liable for **adviser’s costs** for work expressly authorised by **us** in advance in writing and undertaken where there are reasonable prospects of success. In the event that **you** instruct an **adviser** of **your** choice instead of the panel **adviser** appointed by **us**, **your** **adviser’s** costs will be covered to the extent that they do not exceed **our** standard panel **adviser’s costs**.

5. **We** will not initiate legal proceedings in more than one country for the same occurrence.

6. **We** may choose to conduct legal proceedings in the United States of America or Canada under the contingency fee system operating in those countries.

WHAT IS NOT COVERED

1. Any claim where **we** think there is not more than a 51% chance of **you** winning the case or achieving a reasonable settlement.

2. Costs or expenses incurred before **we** accept **your** claim in writing.

3. Claims not notified to **us** within 90 days of the incident or as soon as reasonably possible.

4. Claims against a carrier, the travel or holiday agent or tour operator arranging any **trip, us**, Inter Partner Assistance S.A, **your** employer, **us** or **our** agents.

5. Claims against someone **you** were travelling with or another **covered person** or any other person covered under any Etihad policy.

6. Legal action where in **our** opinion the estimated amount of compensation is less than € 750 or where **you** do not have a reasonable chance of success.

7. Actions undertaken in more than one country.

8. Lawyers’ fees incurred on the condition that **your** action is successful.

9. Penalties or fines which a Court awards against **you**.

10. Claims by **you** other than in **your** private capacity.

11. Any claims occurring when travelling in **your** **country of residence**.

12. Claims arising from when **you** are travelling in **your** **country of residence**.

13. Anything listed in EXCLUSIONS APPLICABLE TO ALL BENEFITS.

Please refer to CONDITIONS APPLICABLE TO ALL BENEFITS and EXCLUSIONS APPLICABLE TO ALL BENEFITS.

PERSONAL ACCIDENT

WHAT IS COVERED

Up to the amount shown in the Benefit table, if **you** suffer a **bodily injury** caused by an accident during a **trip**, which within 12 months directly results in **your**

- Death; or
- **Loss of sight**; or
- **Loss of limb**; or
- **Permanent total disablement**

If **you** suffer from **loss of limb** or **loss of sight**, the following amounts may be paid, but in any case will not
exceed 100% of the benefit amount for **permanent total disablement**.

<table>
<thead>
<tr>
<th>Loss of:</th>
<th>Benefit Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Both hands</td>
<td>100% of the Permanent total disablement Benefit</td>
</tr>
<tr>
<td>Both feet</td>
<td></td>
</tr>
<tr>
<td>Entire sight in both eyes</td>
<td></td>
</tr>
<tr>
<td>One hand and one foot</td>
<td></td>
</tr>
<tr>
<td>One hand or foot and the entire sight of one eye</td>
<td></td>
</tr>
<tr>
<td>One hand</td>
<td>50% of the Permanent total disablement Benefit</td>
</tr>
<tr>
<td>One foot</td>
<td></td>
</tr>
<tr>
<td>The entire sight of one eye</td>
<td></td>
</tr>
</tbody>
</table>

Please refer to MAKING A CLAIM for the documents **you** would need to provide

**IMPORTANT CLAIMS CONDITIONS**

1. Our medical practitioner may examine **you** as often as may be reasonably necessary prior to paying a claim.
2. The benefit is not payable under **permanent total disablement**, until one year after the date **you** sustain bodily injury.
3. We will not pay more than;
   - one benefit for the same bodily injury
   - €2,000 if **you** are under 17 years of age or over 71 years old at the time of the bodily injury

**WHAT IS NOT COVERED**

1. Any claim arising directly or indirectly from any **pre-existing medical conditions**.
2. Any disability or death that is caused by a worsening of physical health (e.g. a stroke or a heart attack) and not as a direct result of a bodily injury.
3. Payment under **permanent total disablement** one year before the date **you** sustain bodily injury.
4. Normal and habitual travel between **you home** and place of employment or second residence will not be considered as a covered trip.

Please refer to CONDITIONS APPLICABLE TO ALL BENEFITS and EXCLUSIONS APPLICABLE TO ALL BENEFITS.

**PERSONAL LIABILITY**

**WHAT IS COVERED**

Up to the amount shown in the benefit table, against any amount **you** become legally liable to pay as compensation for any claim or series of claims arising from any event occurring during a trip outside of the country of residence in respect of accidental:

1. **Bodily injury**, death, illness or disease to any person who is not in your employment or who is not a relative, close relative or member of your household.
2. Loss of or damage to property that does not belong to and is neither in the charge of or under the control of **you**, a relative, close relative, anyone in your employment or any member of your household other than any temporary holiday accommodation occupied (but not owned) by you.

Please refer to MAKING A CLAIM for the documents **you** would need to provide

**IMPORTANT CLAIMS CONDITIONS**

1. **You** must give us written notice as soon as possible of any incident, which may give rise to a claim.
2. **You** must not admit any liability or pay, offer to pay, promise to pay or negotiate any claim without our written consent.
3. **We** will be entitled if **we** so desire to take over and conduct in **your** name the defence of any claims for indemnity or damages or otherwise against any third party. **We** shall have full discretion in the conduct of any negotiation or proceedings or in the settlement of any claim and **you** shall give **us** all necessary information and assistance which **we** may require.

4. In the event of **your** death, **your** legal representative(s) will have the protection of the benefit table provided that such representative(s) comply (ies) with the terms and conditions outlined in this document.

**WHAT IS NOT COVERED**

Compensation or legal costs arising from:

a. Liability which has been assumed by **you** which would not apply had **you** not agreed to take on the liability.

b. Pursuit of any business, trade, paid or unpaid voluntary work, profession or occupation or the supply of goods or services.

c. Ownership, possession or use of firearms, vehicles, aircraft or watercraft (other than surfboards or manually propelled rowboats, punts, canoes).

d. The transmission of any communicable disease or virus.

e. Ownership or occupation of land or buildings (other than occupation only of any temporary holiday accommodation where **we** will not pay for the first €250 of each and every claim arising from the same incident).

f. **Your** criminal, malicious or deliberate acts.

g. Punitive or exemplary damages

Please refer to CONDITIONS APPLICABLE TO ALL BENEFITS and EXCLUSIONS APPLICABLE TO ALL BENEFITS.
These exclusions apply throughout your policy. We will not pay for claims arising directly or indirectly from:

1. Any pre-existing medical conditions.
2. Under all sections, any claim arising from a reason not listed in WHAT IS COVERED.
3. Claims where you have not provided the necessary documentation requested by us on page 29 at your expense. We may also ask for more documentation than what is listed to substantiate your claim.
4. Any claim after 24 hours from the arrival at your final destination if an open ticket or one way ticket was purchased.
5. Your engagement in or practice of: manual work, flying except as a fare paying passenger in a fully-licensed passenger-carrying aircraft, the use of motorised two or three wheeled vehicles unless an applicable current driving licence is held allowing the use of such vehicles in your country of residence and your trip destination and a crash helmet is worn (see the SPORTS AND ACTIVITIES Section on page 12) professional entertaining, professional sports, racing (other than on foot), motor rallies and motor competitions, track-driving, or any tests for speed or endurance.
6. Your participation in or practice of any other sport or activity unless shown as covered in the Sports and activities on list page 12. Sports and activities are only covered on an incidental, non-competitive and non-professional basis. Under no circumstances will any claims arising from any activities not listed be covered regardless of whether undertaken as part of an organised excursion or event.
7. You skiing against local authoritative warning or advice, off piste skiing or snowboarding where an avalanche warning of more than 2 is in place, ski stunting, free-style skiing, ice hockey, bobbing, tobogganing, heli skiing, ski acrobatics, ski flying, ski jumping, ski mountaineering, snowcat skiing, snow carting or the use of bob sleighs, luges or skeletons.
8. Any claim resulting from you attempting or committing suicide; deliberately injuring yourself; using any drug not prescribed by a medical practitioner, being addicted to, abusing or being under the influence of drugs, or alcohol.
10. Any claim resulting from your involvement in a fight except in self-defence.
11. Your travel against any health requirements stipulated by the carrier, their handling agents or any other public transport provider.
12. Your own unlawful action or any criminal proceedings against you or any loss or damage deliberately carried out or caused by you.
13. Any other loss, damage or additional expense following on from the event for which you are claiming. Examples of such loss, damage or additional expenses would be the cost incurred in preparing a claim, loss of earnings, loss or costs incurred arising from the interruption of your business, inconvenience, distress, or loss of enjoyment.
14. Operational duties of a member of the Armed Forces, Police, Fire, Nursing or Ambulance Services or employees of a Government Department other than claims arising from authorised leave being cancelled due to operational reasons, as provided for under CANCELLATION or CURTAILMENT.
15. Any claim where you are entitled to indemnity under any other insurance, including any amounts recoverable from any other source, except in respect of any excess beyond the amount which would have been covered under such other insurance, or any amount recoverable from any other source, had these benefits not been effected.
16. Your travel to a country, specific area or event when the Department of Foreign Affairs (DFA) or a regulatory authority in a country to/from which you are travelling has advised against all travel.
17. You climbing, jumping or moving from one balcony to another regardless of the height of the balcony.
18. Any costs you would have been required or been expected to pay, if the event resulting in the claim had not happened.
19. Any circumstances known to you before you purchased your policy or at the time of booking any trip which
EXCLUSIONS APPLICABLE TO ALL BENEFITS

20. Costs of telephone calls or faxes, internet charges unless they are documented as costs to contact us.

21. A condition for which you are not taking the recommended treatment or prescribed medication as directed by a medical practitioner.

22. War, invasion, acts of foreign enemies, hostilities or warlike operations (whether war be declared or not), civil war, rebellion, terrorism, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power but this exclusion shall not apply to losses under EMERGENCY MEDICAL AND REPATRIATION EXPENSES unless such losses are caused by nuclear, chemical or biological attack, or the disturbances were already taking place at the beginning of any trip.

23. Ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste, from combustion of nuclear fuel, the radioactive, toxic, explosive or other hazardous properties of any nuclear assembly or nuclear component of such assembly.

24. Loss, destruction or damage directly occasioned by pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.

25. No insurer shall be deemed to provide and no insurer shall be liable to pay any claim or provide any benefit here under to the extent that the provision of such cover, payment or such claim of such benefit would expose that insurer to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanction, laws or regulations of the European Union, United Kingdom or United States of America.

26. Any claim within the country of residence.

27. Any virtual currency including but not limited to crypto-currency, including fluctuations in value.
HOW TO MAKE A CLAIM

In the event of an emergency you should call us on 353906406002.

For all other claims please call our claims helpline on 353906406002 (Monday - Friday 09:00 – 17:00) to obtain a claim form or you can use our online claims form through http://etihad-claims.axa.travel/. You will need to give:

- your name
- your policy number
- brief details of your claim.

We ask that you notify us within 28 days (unless otherwise stated) of you becoming aware of needing to make a claim and return the completed claim forms with any additional requested documentation as soon as possible.

Please keep a copy of all documents sent to us. To help us agree a quick and fair settlement of a claim, it may sometimes be necessary for us to appoint a claims handling agent.

You will need to obtain some information about your claim while you are away. We may ask for more documentation than what is listed below to substantiate your claim. If you do not provide the necessary documentation your claim could be refused. Below is a list of the documents required to assist us to deal with your claim as quickly as possible.

FOR ALL CLAIMS

• Your original booking invoice(s) and travel documentation showing the dates of travel and booking date.
• Original receipts and accounts for all out-of-pocket expenses you have to pay
• Original bills or invoices you are asked to pay.
• Details of any other insurance that may also cover the incident.
• Any documentation you have to substantiate your claim
• For all claims relating to illness or injury a medical certificate will need to be completed by the treating medical practitioner treating you, a close relative, or any person with whom you are travelling or staying with. Or any claims due to a death we will require a medical certificate from the medical practitioner treating you, a close relative, or any person with whom you are travelling or staying with and a copy of their death certificate.
• Original receipts or proof of ownership for stolen, lost or damaged item(s)

BAGGAGE DELAY

• Property Irregularity Report (PIR) from the carrier or their handling agents.
• Letter from airline confirming reason and length of delay and when item(s) were returned to you.
• Original itemised receipts for any emergency purchases made.

BAGGAGE, PERSONAL MONEY AND TRAVEL DOCUMENTS

• If your baggage or personal money is lost or stolen a police report confirming you reported the incident to the police within 24 hours of you noticing the item(s) missing.
• If your travel documents is lost or stolen a police or embassy report confirming you reported to the local authorities within 24 hours of you noticing the documents missing.
• If lost or damaged by the carrier please obtain a PIR (Property Irregularity Report) and letter from the airline confirming the item(s) lost. Please also keep all luggage tags where possible.
• If personal money was lost or stolen a police report confirming what happened and what was lost, and any bank statements/bureau de change receipt as proof of ownership.
• A damage report and repair estimate for damaged item(s)
• Keep any damaged items beyond repair as we may need to inspect them.
• Original receipts for any additional accommodation or travel expenses incurred.

CANCELLATION

• Original cancellation invoice(s) detailing all cancellation charges incurred and any refunds given.
• To submit a claim for abandonment after 24 hours delay you must obtain a written report from the carrier confirming the length and reason for the delay.
• If your claim relates to other covered circumstances we will detail what documents you would need to provide in the claim forms.
GETTING IN CONTACT

CURTAILMENT
- Original receipt or booking invoice for new flight
- Original booking invoice for any unused pre-paid excursions confirming date and amount paid.
- For all claims relating to illness or injury a medical certificate will need to be completed by the treating medical practitioner treating you, a close relative, or any person with whom you are travelling or staying with during the trip. If you are curtailing due to a death we will require a medical certificate from the medical practitioner treating you, a close relative, or any person with whom you are travelling or staying with during the trip and a copy of their death certificate.

DELAYED DEPARTURE
- Written confirmation from carrier (or their handling agents) confirming length and reason for delay.
- Original receipts for purchases of refreshments and meals, or additional accommodation if necessary.
- If after 24 hours delay on your initial outbound journey you choose to cancel, a cancellation invoice and letter from carrier confirming length and reason for delay.

EMERGENCY MEDICAL EXPENSES
- In case of any medical emergency you must contact us on 353906406002 as soon as possible.
- For outpatient treatment (excluding fractures) you should pay for the treatment. Please keep all original receipts and obtain a medical report from the hospital confirming the illness or injury, any treatment and admission and discharge dates if applicable.
- A medical report from the medical practitioner confirming the treatment and medical expenses.
- If there are any outstanding expenses please send a copy of the outstanding bill. Please also mark on it that it remains outstanding.
- If you incur any additional expenses after our prior authorisation, please provide these receipts.

MISSED DEPARTURE
- Proof of reason for missed departure:
  - Failure of public transport – letter confirming length and reason of delay.
  - Breakdown – report from the breakdown company showing date and what was wrong with vehicle.
  - Motorway Problem – Highways agency printout of that date or written confirmation from the police showing location, duration and reason for delay.
- Evidence of additional travel/accommodation expenses incurred as a result of missed departure.

OVERSEAS LEGAL EXPENSES
- Detailed explanation of the circumstances surrounding the incident, including any photographs and video evidence (where applicable).
- Any writ, summons, or other correspondence received from a third party.
- Full details of any witnesses, providing written statements where possible.

PERSONAL ACCIDENT
- Detailed explanation of the circumstances surrounding the incident, including photographs and video evidence (if this applies)
- A medical certificate from the medical practitioner to confirm the extent of the injury and treatment given including hospital admission/discharge.
- A death certificate (where applicable),
- Full details of any witnesses, providing written statements where possible.

PERSONAL LIABILITY
- Detailed explanation of the circumstances surrounding the incident, including any photographs and video evidence (where applicable).
- Every writ, summons, or other correspondence received from a third party.
- Full details of any witnesses, providing written statements where possible.

COMPLAINTS PROCEDURE
We make every effort to provide you with the highest standards of service. If on any occasion our service falls
GETTING IN CONTACT

below the standard you would expect us to meet, the procedure below explains what you should do. You can contact the Complaints Team, who will arrange an investigation on your behalf, on: 353906406002. If, after our investigation is complete, it is impossible to reach an agreement, you may have the right to make an appeal to the by writing to:

The Financial Services and Pensions Ombudsman
Lincoln House,
Lincoln Place,
Dublin 2,
D02 VH29
Phone: +353 1 567 7000
Email: info@fspo.ie

These procedures do not affect your right to take legal action.

COMPENSATION SCHEME

Inter Partner Assistance SA is covered by the Insurance Compensation Fund. You may be entitled to compensation from the fund if Inter Partner Assistance SA cannot meet its obligations. The Insurance Compensation Fund may provide funds for liquidators so that they may pay the valid claims of insolvent Insurers. You can get more information about compensation fund arrangements from the Central Bank of Ireland.

CANCELLATION OF YOUR POLICY

STATUTORY CANCELLATION RIGHTS

You may cancel this policy within 14 days of receipt of the policy documents (new business) by writing to or calling us at the address or number shown on your travel insurance certificate during the Cancellation period. Any premium already paid will be refunded to you providing you have not travelled and no claim has been made or is intended to be made and no incident likely to give rise to a claim has occurred. Any Cancellations after this 14 day period will not be refunded.

CANCELLATION OUTSIDE THE STATUTORY PERIOD

You may cancel this policy at any time after the Cancellation period by writing to us at the address shown on your travel insurance certificate. If you cancel after the Cancellation period no premium refund will be made.

We reserve the right to cancel the policy by providing 21 days notice by registered post to your last known address. No refund of premium will be made.

NON PAYMENT OF PREMIUMS

We reserve the right to cancel this policy immediately in the event of non payment of the premium.

USE OF YOUR PERSONAL DATA

By providing your personal information in the course of purchasing this policy and using our services, you acknowledge that we may process your personal information. You also consent to our use of your sensitive information. If you provide us with details of other individuals, you agree to inform them of our use of their data as described here and in our website privacy notice available at www.axapartners.com/en/page/en.privacy-policy.

Processing your personal information is necessary in order to provide you with an insurance policy and other services. We also use your data to comply with our legal obligations, or where it is in our legitimate interests when managing our business. If you do not provide this information we will be unable to offer you a policy or process your claim.

We use your information for a number of legitimate purposes, including:

- Underwriting, policy administration, claims handling, providing travel assistance, complaints handling,
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sanctions checking and fraud prevention.

• Use of sensitive information about the health or vulnerability of you or others where relevant to any claim or assistance request, in order to provide the services described in this policy. By using our services, you consent to us using such information for these purposes.

• Monitoring and/or recording of your telephone calls in relation to cover for the purposes of record-keeping, training and quality control.

• Technical studies to analyse claims and premiums, adapt pricing, support subscription process and consolidate financial reporting (incl. regulatory). Detailed analysis on claims to better monitor providers and operations. Analysis of customer satisfaction and construction of customer segments to better adapt products to market needs.

• Obtaining and storing any relevant and appropriate supporting evidence for your claim, for the purpose of providing services under this policy and validating your claim.

• Sending you feedback requests or surveys relating to our services, and other customer care communications.

We may disclose information about you and your insurance cover to companies within the AXA group of companies, to our service providers and agents in order to administer and service your insurance cover, to provide you with travel assistance, for fraud prevention, to collect payments, and otherwise as required or permitted by applicable law.

We will separately seek your consent before using or disclosing your personal data to another party for the purpose of contacting you about other products or services (direct marketing). You may withdraw your consent to marketing at any time, or opt-out of feedback requests, by contacting the Data Protection Officer (see contact details below).

When carrying out these activities, we may transfer your personal information outside the UK or the European Economic Area (EEA). Where this happens we will make sure that the appropriate safeguards have been implemented to protect your personal information. This includes ensuring similar standards to the UK and EEA are in force and placing the party we are transferring personal information to under contractual obligations to protect it to adequate standards.

We keep your personal information for as long as reasonably necessary to fulfil the relevant purposes set out in this notice and in order to comply with our legal and regulatory obligations.

You are entitled to request a copy of the information we hold about you. You also have other rights in relation to how we use your data, as set out in our website privacy notice. Please let us know if you think any information we hold about you is inaccurate so that we can correct it.

If you want to know how to make a complaint to your data protection authority or have any other requests or concerns relating to our use of your data, including obtaining a printed copy of the website privacy notice please write to us at:

Data Protection Officer
AXA
106-108 Station Road
Redhill
RH1 1PR

Email: dataprotectionenquiries@axa-assistance.co.uk