Worldwide Travel Insurance with Everyday Extra

Your Policy document

The co-operative bank
It's good to be different
Inside this booklet you’ll find all the information you need about your Worldwide Travel Insurance policy, which comes as standard with your Everyday Extra Current Account. It covers everything from what to do in an emergency, to important terms and conditions. You should take this with you when you travel, just in case anything unfortunate occurs. Please ensure you have read and understood the benefit schedule and policy document all contained within this booklet.

### Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Do you need to make a Medical Health Declaration?</td>
<td>3</td>
</tr>
<tr>
<td>Statement of Demands and Needs</td>
<td>5</td>
</tr>
<tr>
<td>Policy document</td>
<td>5</td>
</tr>
<tr>
<td>Definitions</td>
<td>9</td>
</tr>
<tr>
<td>Important Health Requirements</td>
<td>13</td>
</tr>
<tr>
<td>General Conditions</td>
<td>18</td>
</tr>
<tr>
<td>General Exclusions</td>
<td>20</td>
</tr>
<tr>
<td>Sports and Winter Sports Activities</td>
<td>21</td>
</tr>
<tr>
<td>The Insurance:</td>
<td></td>
</tr>
<tr>
<td>A  Travel Advice</td>
<td>23</td>
</tr>
<tr>
<td>B  Travel Assistance</td>
<td>23</td>
</tr>
<tr>
<td>C  Cancellation or Curtailment Charges</td>
<td>24</td>
</tr>
<tr>
<td>D  Delayed Departure/Abandonment</td>
<td>26</td>
</tr>
<tr>
<td>E  Missed Departure</td>
<td>27</td>
</tr>
<tr>
<td>F  Involuntary Denial of Boarding</td>
<td>28</td>
</tr>
<tr>
<td>G  Emergency Medical and Other Expenses</td>
<td>28</td>
</tr>
<tr>
<td>H  Hospital Benefit</td>
<td>31</td>
</tr>
<tr>
<td>I  Baggage, Baggage Delay, Personal Money and Passport</td>
<td>31</td>
</tr>
<tr>
<td>J  Personal Accident</td>
<td>34</td>
</tr>
<tr>
<td>K  Personal Liability</td>
<td>34</td>
</tr>
<tr>
<td>L  Overseas Legal Expenses and Assistance</td>
<td>35</td>
</tr>
<tr>
<td>M  Winter Sports</td>
<td>36</td>
</tr>
<tr>
<td>1  Ski Equipment and Ski Equipment Hire</td>
<td></td>
</tr>
<tr>
<td>2  Ski Pack</td>
<td></td>
</tr>
<tr>
<td>3  Piste Closure</td>
<td></td>
</tr>
<tr>
<td>N  Golf Cover</td>
<td>38</td>
</tr>
<tr>
<td>1  Golf Equipment</td>
<td></td>
</tr>
<tr>
<td>2  Golfing Liability</td>
<td></td>
</tr>
<tr>
<td>3  Green Fees</td>
<td></td>
</tr>
<tr>
<td>4  Hole in One</td>
<td></td>
</tr>
<tr>
<td>O  Hijack</td>
<td>40</td>
</tr>
<tr>
<td>P  European Pet Care</td>
<td>40</td>
</tr>
<tr>
<td>Q  Scheduled Airline Failure</td>
<td>41</td>
</tr>
<tr>
<td>R  Travel Disruption</td>
<td>42</td>
</tr>
<tr>
<td>Complaints Procedure</td>
<td>44</td>
</tr>
<tr>
<td>Use of your Personal Data</td>
<td>44</td>
</tr>
</tbody>
</table>
Do you need to make a Medical Health Declaration?

Please follow this step-by-step guide

As part of your application, you will have completed a Medical Health Declaration. It is important to note that no claim arising directly or indirectly from a pre-existing medical condition affecting any person travelling under this insurance will be covered unless ALL pre-existing medical conditions have been declared to The Co-operative Bank Medical Assessment Helpline prior to the commencement of cover under this policy and/or prior to any trip, plus any changes in health or prescribed medication have been declared and we have accepted the condition(s) for insurance in writing.

If you feel you need to provide any additional details relating to your medical health, or if it has been 12 months or more since you completed the Medical Health Declaration, please review the information below.

Step 1

Please read the following questions carefully.

a) During the last two years, has anyone travelling under this policy had any medical or psychological condition:
   • which has resulted in symptoms, or
   • for which any form of treatment or prescribed medication has been required, or
   • for which they have required any medical consultation, investigation or follow-up/check-up?

   Yes ☐  No ☐

b) Has anyone travelling under this policy EVER had any cardiovascular or circulatory condition? For example:
   • A heart attack, angina, chest pain(s), or any other heart condition.
   • High blood pressure, blood clots, raised cholesterol, aneurysm, or any circulatory disease.
   • Any form of stroke, transient ischaemic attack, or brain haemorrhage.

   Yes ☐  No ☐

If you have answered YES to either (a) or (b).

↓

Proceed to Step 2.

If you have answered NO to BOTH questions.

↓

No further action required. You do not need to tell us anything more about your medical history at this time.

Worldwide Travel Insurance provided by AXA Travel Insurance and underwritten by Inter Partner Assistance.
Step 2 – Automatically Accepted Conditions

The medical conditions under Section Waived Conditions on page 20 are covered free of charge and subject to the normal terms and conditions of this insurance, provided:

- a) the insured person is not awaiting surgery for the condition, and
- b) the insured person has been fully discharged from any post-operative follow-up.

You do not need to declare any of those conditions to us provided both of the above requirements have been met.

If the condition(s) IS listed under Waived Conditions, both of the above requirements have been met AND there are no more conditions to declare.

If the condition(s) IS listed under Waived Conditions, both of the above requirements have been met BUT there are more conditions to declare.

If the condition(s) IS NOT listed under Waived Conditions.

No further action required. You do not need to tell us anything more about your medical history at this time.

Proceed to Step 3.

Proceed to Step 3.

Proceed to Step 3.

Step 3

Each person who is travelling under this policy and who has been directed to Step 3 will need to call the Medical Assessment Helpline on 0344 249 9981 to declare:

- a) any conditions listed under Waived Conditions (where all criteria have not been met), and
- b) any other medical conditions.

If you have a pre-existing medical condition you must make a medical health declaration when:

- a) opening your Everyday Extra Current Account, or
- b) booking any trip, or
- c) upon the annual renewal of your medical health declaration, whichever is the later.

We will assess the medical information supplied to us and advise if we can cover the pre-existing medical condition(s), if certain exclusions or restrictions should be imposed, or if cover can be offered subject to the payment of an additional premium. If the cover is subject to the payment of an additional premium, cover will not commence until full payment has been received by us and written confirmation has been provided by us.

If your policy is endorsed to cover any claims arising from your pre-existing medical condition(s), the endorsement will remain valid for 12 months and you need not re-declare your pre-existing medical condition(s) when taking any trips within that 12-month period.

If there are any changes in your health or prescribed medication after you declare, you must notify us and update your medical health declaration prior to booking any trip or departing on any trip. All changes must be declared to us and accepted in writing before cover can continue.

Failure to declare pre-existing medical conditions that are relevant to this insurance may invalidate your claim.
Statement of Demands and Needs

This product meets the demands and needs of those under 80 years of age travelling abroad in respect of medical and other similar expenses throughout the duration of the policy.

The Co-operative Bank p.l.c. is not providing you with a personal recommendation based on your individual circumstances as to whether this policy is suitable for your needs, and recommends that you read the full details and conditions of your insurance which are located in your policy wording.

Policy document

Travel Insurance Schedule

Please note: No excesses are payable on claims under this policy.

<table>
<thead>
<tr>
<th>Benefit Schedule</th>
<th>Benefit Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Section A – Travel Advice</td>
<td>Included</td>
</tr>
<tr>
<td>Travel Advice (Visa, vaccination, weather forecast, language, opening hours)</td>
<td></td>
</tr>
<tr>
<td>Section B – Travel Assistance</td>
<td>Included</td>
</tr>
<tr>
<td>Medical Helpline, Travel Assistance, Legal Assistance, Lost or Stolen Document Assistance, Interpreter, Message Relay, Lost Luggage Assistance</td>
<td></td>
</tr>
<tr>
<td>Section C – Cancellation or Curtailment Charges</td>
<td>up to £5,000</td>
</tr>
<tr>
<td>Cancellation or Curtailment</td>
<td>up to £300</td>
</tr>
<tr>
<td>Re-booking fees</td>
<td></td>
</tr>
<tr>
<td>Section D – Delayed Departure/Abandonment</td>
<td>£250</td>
</tr>
<tr>
<td>Travel Delay, maximum</td>
<td>£25</td>
</tr>
<tr>
<td>– After first 12 hours</td>
<td>£25</td>
</tr>
<tr>
<td>– Per 6 hours thereafter</td>
<td>up to £5,000</td>
</tr>
<tr>
<td>Abandonment</td>
<td></td>
</tr>
</tbody>
</table>
### Benefit Schedule

<table>
<thead>
<tr>
<th>Section</th>
<th>Benefit Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Section E – Missed Departure</strong></td>
<td>up to £1,000</td>
</tr>
<tr>
<td><strong>Section F – Involuntary Denial of Boarding</strong></td>
<td>£100</td>
</tr>
<tr>
<td><strong>Section G – Emergency Medical and Other Expenses</strong></td>
<td>up to £10,000,000, £500, Economy Flight + £150 per day; maximum 10 days, £150 per day, maximum £1,500, Economy Flight + £150 per day; maximum 3 days, up to £4,000, £75,000 (or £200,000 for trips to the USA or Caribbean)</td>
</tr>
<tr>
<td>Medical Expenses and Repatriation</td>
<td></td>
</tr>
<tr>
<td>Emergency Dental Pain Relief</td>
<td></td>
</tr>
<tr>
<td>Relative/Friend to travel out if travelling alone when hospitalised</td>
<td></td>
</tr>
<tr>
<td>Extended stay (Insured/Companion)</td>
<td></td>
</tr>
<tr>
<td>Return Home of Children</td>
<td></td>
</tr>
<tr>
<td>Funeral Expenses</td>
<td></td>
</tr>
<tr>
<td>Infants born following Complications of Pregnancy, maximum per event</td>
<td>up to £10,000,000, £500, Economy Flight + £150 per day; maximum 10 days, £150 per day, maximum £1,500, Economy Flight + £150 per day; maximum 3 days, up to £4,000, £75,000 (or £200,000 for trips to the USA or Caribbean)</td>
</tr>
<tr>
<td><strong>Section H – Hospital Benefit</strong></td>
<td></td>
</tr>
<tr>
<td>Hospital Benefit</td>
<td>up to £25,000, £250, maximum claim £600, £50 per day; maximum claim £1,200</td>
</tr>
<tr>
<td>Mugging Benefit</td>
<td></td>
</tr>
<tr>
<td><strong>Section I – Baggage, Baggage Delay, Personal Money and Passport</strong></td>
<td>£2,500, £250, £250, £250, £500, £250, £100, £100, £2,500</td>
</tr>
<tr>
<td>Baggage (maximum)</td>
<td></td>
</tr>
<tr>
<td>– Single Item Limit</td>
<td>£2,500</td>
</tr>
<tr>
<td>– Valuables Limit in Total</td>
<td>£250</td>
</tr>
<tr>
<td>Personal Money</td>
<td></td>
</tr>
<tr>
<td>– Cash Limit</td>
<td>£2,500</td>
</tr>
<tr>
<td>– Cash Limit under 16s</td>
<td>£250</td>
</tr>
<tr>
<td>Delayed Baggage, maximum after 12 hours</td>
<td>£100</td>
</tr>
<tr>
<td>Lost or stolen Passport, identity card or visa</td>
<td>£250</td>
</tr>
<tr>
<td><strong>Section J – Personal Accident</strong></td>
<td>Up to £25,000, £25,000, £25,000, Nil, £25,000</td>
</tr>
<tr>
<td>Personal Accident (maximum)</td>
<td>Up to £25,000, £25,000, £25,000, Nil, £25,000</td>
</tr>
<tr>
<td>– Loss of Limbs or Sight</td>
<td>Up to £25,000, £25,000, £25,000, Nil, £25,000</td>
</tr>
<tr>
<td>– Permanent Total Disablement (&gt;16 &lt; 70)</td>
<td>Up to £25,000, £25,000, £25,000, Nil, £25,000</td>
</tr>
<tr>
<td>– Permanent Total Disablement (&lt;16 &gt; 70)</td>
<td>Up to £25,000, £25,000, £25,000, Nil, £25,000</td>
</tr>
<tr>
<td>– Death Benefit</td>
<td>Up to £25,000, £25,000, £25,000, Nil, £25,000</td>
</tr>
<tr>
<td><strong>Section K – Personal Liability</strong></td>
<td>up to £2,000,000</td>
</tr>
<tr>
<td><strong>Section L – Overseas Legal Expenses and Assistance</strong></td>
<td>up to £25,000</td>
</tr>
</tbody>
</table>
### Benefit Schedule

<table>
<thead>
<tr>
<th>Section</th>
<th>Benefit Description</th>
<th>Benefit Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>M - Winter Sports</td>
<td>Ski Equipment Owned - Single Item/Pair Limit</td>
<td>up to £500</td>
</tr>
<tr>
<td></td>
<td></td>
<td>£100</td>
</tr>
<tr>
<td></td>
<td>Ski Equipment Hired - Single Item/Pair Limit</td>
<td>up to £500</td>
</tr>
<tr>
<td></td>
<td></td>
<td>£100</td>
</tr>
<tr>
<td></td>
<td>Ski Hire, maximum - per week</td>
<td>£150</td>
</tr>
<tr>
<td></td>
<td></td>
<td>£50</td>
</tr>
<tr>
<td></td>
<td>Ski Pack, maximum - per day</td>
<td>£250</td>
</tr>
<tr>
<td></td>
<td></td>
<td>£50</td>
</tr>
<tr>
<td></td>
<td>Piste Closure, maximum - per day</td>
<td>£250</td>
</tr>
<tr>
<td></td>
<td></td>
<td>£50</td>
</tr>
<tr>
<td>N - Golf Cover</td>
<td>Golf Equipment Owned - Single Item/Pair Limit</td>
<td>up to £500</td>
</tr>
<tr>
<td></td>
<td></td>
<td>£250</td>
</tr>
<tr>
<td></td>
<td>Golfing Liability</td>
<td>up to £500,000</td>
</tr>
<tr>
<td></td>
<td></td>
<td>£250</td>
</tr>
<tr>
<td></td>
<td>Green Fees</td>
<td>£250</td>
</tr>
<tr>
<td></td>
<td>Hole in One</td>
<td>£250</td>
</tr>
<tr>
<td>O - Hijack</td>
<td>Hijack - per day</td>
<td>£500</td>
</tr>
<tr>
<td></td>
<td></td>
<td>£100</td>
</tr>
<tr>
<td>P - European Pet Care</td>
<td>Sudden Accident/Illness, maximum</td>
<td>£1,000</td>
</tr>
<tr>
<td></td>
<td>Lost and found costs</td>
<td>£500</td>
</tr>
<tr>
<td></td>
<td>Quarantine</td>
<td>£1,000</td>
</tr>
<tr>
<td></td>
<td>Repatriation</td>
<td>£1,000</td>
</tr>
<tr>
<td>Q - Scheduled Airline Failure</td>
<td></td>
<td>£5,000</td>
</tr>
<tr>
<td>R - Travel Disruption</td>
<td></td>
<td>£2,000</td>
</tr>
</tbody>
</table>

For travel advice and emergency assistance telephone +44 (0) 344 249 9981
Introduction

This is your travel insurance policy. It contains details of cover, conditions and exclusions relating to each insured person and is the basis on which all claims will be settled.

On the condition that you meet the requirements of being an insured person, we will in the event of bodily injury, death, medical condition, disease, loss, theft, damage or other events happening within the period of insurance provide insurance in accordance with the operative sections of your policy as referred to in your schedule.

The schedule and any endorsements are all part of the policy.

Policy Information or Advice

If you would like more information, telephone our customer helpline on 0344 249 9981.

Underwriter

This policy is underwritten by Inter Partner Assistance (IPA), whose registered branch office in Ireland is 10/11 Mary Street, Dublin 1, Ireland (company number 906006) and is regulated by the Central Bank of Ireland.

IPA is a branch of Inter Partner Assistance SA, a Belgian firm of Avenue Louise, 166 bte1, 1050, Brussels, which is authorised by the National Bank of Belgium and is subject to limited regulation by the Financial Conduct Authority (FCA) in the United Kingdom. Details about the extent of its regulation by the FCA are available from us on request. Some of the services under the policy will be provided by AXA Travel Insurance (company number 426087), of the same Ireland address. All companies are members of the AXA Assistance Group.

Important Requirement applying to your policy

Cover commences on the date you open an Everyday Extra Current Account and will continue for each month you hold that account and continue to pay the monthly subscription.

Changes to your policy Terms and Conditions

In the event that the insurer needs to change the terms, we will give you 30 days’ notice in writing to your last known address. This will only be for valid reasons:

- To respond proportionately to changes in the law.
- To respond to decisions of the Financial Ombudsman Service.
- To meet regulatory requirements, industry guidance or codes of practice.
- To proportionately reflect other increases or reductions in costs associated with providing the cover.
- To change the level of cover to reflect any changes in the travel market.

Policy Information

1. This policy contains certain restrictions regarding pre-existing medical conditions concerning the health of the people travelling and of other people upon whose
health the holiday may depend. You are advised to read the Important Health Requirements on page 19 and the Important Limitations Under Section C – Cancellation or Curtailment Charges on page 30.

2. You must claim against your private health insurer first for any inpatient medical expenses abroad, up to your policy limit.

3. If injury, illness, loss, theft or damage happens you should immediately call AXA Assistance on 0344 249 9981 to report a medical emergency, report any loss, theft or damage.

4. In the event of curtailment necessitating your early return home, you must contact AXA Assistance. The service is available to you and operates 24 hours a day, 365 days a year for advice and assistance with your return home. AXA Assistance will arrange transport home when you have notice of serious illness, imminent demise, or death of a close relative in the country of residence.

5. Your policy will be governed by the laws of England and Wales unless we have specifically agreed in writing otherwise.

6. This policy is only available to you if you are a resident of the United Kingdom at the date of booking each holiday and are registered with a General Practitioner in the United Kingdom.

7. You are covered for any holiday or journey for pleasure with each individual trip limited to 45 consecutive days, beginning and ending in the United Kingdom. Cover for trips involving Winter Sports Activities is limited to 21 days in total in any 12-month period. You must not undertake business of any kind during the holiday. It is not possible to extend this policy to cover trips of more than 45 continuous days.

8. Any trip solely within the United Kingdom is only covered where you have pre-booked at least two nights’ accommodation in a hotel, motel, holiday camp, bed and breakfast, holiday cottage or similar accommodation rented for a fee.

Definitions

Any word or expression to which a specific meaning has been attached will bear the same meaning throughout this policy. For ease of reading the definitions are highlighted by the use of bold print.

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.

Adviser
Specialist solicitors or their agents.

Adviser’s costs
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.

AXA Assistance
The Assistance Service Provider, AXA Travel Insurance, 10/11 Mary Street, Dublin 1, Ireland.

Baggage
Luggage, clothing, personal effects and other articles which belong to you and are worn, used or carried by you during any trip (excluding valuables and personal money).

Bodily injury
An identifiable physical injury caused by a sudden, violent, external, unexpected specific event.

Close business associate
Any person whose absence from business for one or more complete days at the same time as your absence prevents the proper continuation of that business.

Close relative
Mother, father, sister, brother, wife, husband, daughter, son, grandparent, grandchild, parent-in-law, son-in-law, daughter-in-law, sister-in-law, brother-in-law, step parent, stepchild, stepsister, stepbrother, foster child, legal guardian, legal ward, partner or fiancé/fiancée.
or Common-Law Partner (any couple, including same-sex, in a common law relationship or who have co-habited for at least six months).

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.

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

Dependent children
All children who are 22 years of age or under (including legally adopted, legal ward/guardianship, foster and step children) of either the First Named Account Holder or Joint Account Holder/Second Named Account Holder who at the start date of the journey are living at either the First Named Account Holder’s or Joint Account Holder/Second Named Account Holder’s home address and have no other residence or are in full time education (living at either the First Named Account Holder’s or Joint Account Holder/Second Named Account Holder’s home address or are living at a fixed term time address) and are 22 years of age or younger. Dependent children must be unmarried or have not entered into a Civil Partnership in order to be covered by this insurance. We will cover dependent children who are 22 years of age or under, who do not reside permanently (or for the majority of the time) with the First Named Account Holder or Joint Account Holder/Second Named Account Holder, providing the dependent child(ren) reside(s) permanently with the other parent for the remainder of the time and provided that the residency arrangements are governed by a formal written agreement.

First Named Account Holder
The person whose name appears first on the Everyday Extra Current Account.

Golf equipment
Golf clubs, golf balls, golf bag, golf trolley, and golf shoes forming part of your baggage.

Hole-in-one
Driving from the tee during a golf match and holing out in a single stroke.

Home
Your normal place of residence in the United Kingdom.

Joint Account Holder/Second Named Account Holder
The person whose name appears second on the Everyday Extra Current Account.

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 three feet or less what you should see at 60 feet.)

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 United Kingdom and a registered medical practitioner tells you that you need immediate medical treatment or medical attention.

Medical health declaration
Medical information that needs to be declared to us by any insured person who has suffered from a pre-existing medical condition when:

a) opening the Everyday Extra Current Account
b) prior to booking any trip, or
c) upon each annual renewal: whichever is the later.
Medical practitioner
A legally licensed member of the medical profession, recognised by the law of the country where treatment is provided and who, in rendering such treatment is practising within the scope of his/her licence and training, and who is not related to you or any travelling companion.

Mugging
A violent, threatening attack by an unknown third party causing actual bodily harm.

Pair or set
Items of baggage, valuables, golf equipment or ski equipment forming part of a set or which are normally used together.

Panel
Our panel of advisers who may be appointed by us to act for you.

Partner
The spouse or legal partner of the First Named Account Holder at the same address in a relationship (for six months or more).

Period of insurance
Cover commences on the date you open an Everyday Extra Current Account and will continue for each month you hold that account and continue to pay the monthly subscription.

Under this policy Section C – Cancellation cover – shall be operative from the date you open an Everyday Extra Current Account or the time you book each trip, whichever is later, and ceases upon commencement of your trip or on the expiry of the period of insurance, whichever is sooner. For all other sections of the policy, the insurance commences when you leave your home or hotel, or your place of business (whichever is the later) to commence the trip and terminates at the time you return to your home, hotel or place of business (whichever is the earlier) on completion of the trip.

If you cancel your Everyday Extra Current Account mid-term and/or cease to pay the monthly subscription then all cover will cease from the expiry date of your subscription, whether or not you are on a holiday at the time.

Extension to the period of insurance
If your return journey to the United Kingdom is unavoidably delayed because of something which is covered under this policy, we will automatically extend your cover for the period of the delay at no additional cost.

Permanent total disablement
Disablement which, having lasted for a period of at least 12 consecutive months from the date of occurrence will, in the opinion of an independent qualified specialist, prevent you from engaging in, or giving any attention to, any business or occupation for the remainder of your life.

Personal money
Bank notes, currency notes and coins in current use, travellers and other cheques, postal or money orders, prepaid coupons or vouchers, travel tickets, hotel vouchers and passport, all held for private purposes.

Pre-existing medical condition(s)
1. 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 two years prior to:
   a) opening your Everyday Extra Current Account,
   b) booking any trip, or
   c) upon the annual renewal of your medical health declaration, whichever is the later, and
2. Any cardiovascular or circulatory condition (e.g. heart condition, high blood pressure, blood clots, raised cholesterol, stroke, aneurysm) that has occurred at any time prior to any trip.

If you are aware of any pre-existing medical condition(s) these must be declared to the Medical Assessment Helpline on 0344 249 9981, and accepted for cover.

Public transport
Any publicly licensed aircraft, sea vessel, train or coach on which you are booked to travel.

Ski equipment
Skis (including bindings), ski boots, ski poles and snowboards.

Sports Activities and Winter Sports Activities
The activities listed on page 27 for which your participation in during your holiday is not the sole or main reason for your trip. During a winter
Everyday Extra  

The Co-operative Bank  
Worldwide Travel Insurance  

holiday the Winter Sports Activities detailed are covered by your policy.

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  
Worldwide, excluding the United Kingdom for Medical Expenses Benefits. Any trip solely within the United Kingdom is only covered where you have pre-booked at least two nights’ accommodation in a hotel, motel, holiday camp, bed and breakfast, holiday cottage or similar accommodation rented for a fee.

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.

Trip  
Any holiday, or journey for pleasure of not more than 45 continuous days made by you within the territorial limits during the period of insurance, beginning and ending in the United Kingdom. Cover for trips involving Winter Sports Activities is limited to 21 days in total in any 12-month period.

Any trip solely within the United Kingdom is only covered where you have pre-booked at least two nights’ accommodation in a hotel, motel, holiday camp, bed and breakfast, holiday cottage or similar accommodation rented for a fee.

You must not undertake business of any kind during the holiday.

It is not possible to extend this policy to cover trips of more than 45 continuous days.

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

United Kingdom  
England, Scotland, Wales, Northern Ireland, Isle of Man and the Channel Islands.

Valuables  
Jewellery, gold, silver, precious metal or precious or semiprecious stone articles, watches, leather goods, cameras, camcorders, photographic, audio, video, television and telecommunications equipment (excluding mobile phones and associated equipment including CDs, DVDs, tapes, films, cassettes, cartridges and headphones), laptops, notebooks and tablets, computer games and associated equipment, telescopes, binoculars, portable DVD players, iPod, MP3/4 players and e-readers.

We/us/our  
Inter Partner Assistance, 10/11 Mary Street, Dublin 1, Ireland and/or Inter Partner Assistance SA (IPA), Avenue Louise, 166 bte1, 1050, Brussels, Belgium and/or AXA Travel Insurance of the same Irish address. All companies are members of the AXA Assistance Group.

You/your/insured person  
For single account holders: The First Named Account Holder, their spouse or partner and Dependent Children. The First Named Account Holder’s spouse or partner is only covered when travelling with the First Named Account Holder. Dependent Children are covered when travelling independently, but children under 18 who are travelling alone must be dropped off and picked up at their international departure/arrival point by a responsible adult aged 18 or over.

For Joint Account Holders: The First and Second Named Account Holders and their Dependent Children. The First and Second Named Account Holder, and their Dependent Children are covered when travelling independently of each other, but children under 18 who are travelling alone must be dropped off and picked up at their international departure/arrival point by a responsible adult aged 18 or over.

All Insured Persons must be under 80 years of age or if participating in Winter Sports Activities under 65 years of age. If you reach the age of 80 during a trip, or 65 if participating in Winter Sports Activities, cover will continue under those sections until the end of that trip but not thereafter. All insured persons must be residents of the United Kingdom at the date of booking each holiday and must be registered with a General Practitioner in the United Kingdom.
Important Health Requirements – For All Insured Persons

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

This insurance will not cover you if you:

1. 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);
2. are travelling with the intention of obtaining medical treatment or consultation abroad;
3. 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);
4. are not a permanent resident of, and registered with a General Practitioner in, the United Kingdom.

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

- you have declared ALL pre-existing medical conditions to us; and
- you have declared any changes in your health or prescribed medication; and
- we have accepted the condition(s) for insurance in writing.

If you have a pre-existing medical condition you must make a medical health declaration when:

- opening your Everyday Extra Current Account; or
- booking any trip; or
- upon the annual renewal of your medical health declaration, whichever is the later.

We will assess the medical information supplied to us and advise if we can cover the pre-existing medical condition(s), if certain exclusions or restrictions should be imposed, or if cover can be offered subject to the payment of an additional premium. If the cover is subject to the payment of an additional premium, cover will not commence until full payment has been received by us and written confirmation has been provided by us.

If your policy is endorsed to cover any claims arising from your pre-existing medical condition(s) the endorsement will remain valid for 12 months and you need not re-declare your pre-existing medical condition(s) when taking any trips within this 12-month period.

If there are any changes in your health or prescribed medication you must notify us and update your medical health declaration prior to booking any trip or departing on any trip. All changes must be declared to us and accepted in writing before cover can continue.

Failure to declare pre-existing medical conditions that are relevant to this insurance may invalidate your claim.

To declare a pre-existing medical condition or a change in your state of health or prescribed medication, you should contact the Medical Assessment Helpline on 0344 249 9981. You should also refer to the General Exclusions.
Waived Conditions

The following medical conditions are covered free of charge and subject to the normal terms and conditions of this insurance, provided:

1. the insured person is not awaiting surgery for the condition, and
2. the insured person has been fully discharged from any post-operative follow-up.

You do not need to declare any of these conditions to us provided ALL criteria are met.

- Abnormal Smear Test
- Achilles Tendon Injury
- Acne
- Acronyx (Ingrowing Toe-nail)
- Adenoids
- Allergic Rhinitis
- Alopecia
- Anal Fissure/Fistula
- Appendectomy
- Astigmatism
- Athlete’s Foot (Tinea Pedis)
- Attention Deficit Hyperactivity Disorder
- Bell’s Palsy (Facial Paralysis)
- Benign Prostatic Enlargement
- Bladder Infection (no ongoing treatment, no hospital admissions)
- Blepharitis
- Blindness
- Blocked Tear Ducts
- Breast – Fibroadenoma
- Breast Cyst(s)
- Breast Enlargement/Reduction
- Broken Bones (other than head or spine) – (no longer in plaster)
- Bunion (Hallux Valgus)
- Bursitis
- Caeearcan Section
- Candidiasis (oral or vaginal)
- Carpal Tunnel Syndrome
- Cartilage Injury
- Cataracts
- Cervical Erosion
- Cervicitis
- Chalazion
- Chicken Pox (fully resolved)
- Cholecystectomy
- Chronic fatigue syndrome (if only symptom is fatigue and no hospital admissions)
- Coeliac Disease
- Cold Sore (Herpes Simplex)
- Common Cold(s)
- Conjunctivitis
- Constipation
- Corneal Graft
- Cosmetic Surgery
- Cyst – Breast
- Cyst – Testicular
- Cystitis (no ongoing treatment, no hospital admissions)
- Cystocele (fully recovered, no hospital admissions)
- D & C
- Deaf Mutism
- Deafness
- Dental Surgery
- Dermatitis (no hospital admissions or consultations)
- Deviated Nasal Septum
- Diarrhoea and/or Vomiting (resolved)
- Dilatation and Curettage
- Dislocations (no joint replacement or hospital admissions)
- Dry Eye Syndrome
- Dyspepsia
- Ear Infections (resolved – must be all clear prior to travel if flying)
- Eczema (no hospital admissions/consultations)
- Endocervical Polyp
- Endocervicitis
- Endometrial Polyp
• Epididymitis
• Epiphora (Watery Eye)
• Epispadias
• Epistaxis (Nosebleed)
• Erythema Nodosum
• Essential Tremor
• Facial Neuritis (Trigeminal Neuralgia)
• Facial Paralysis (Bell’s Palsy)
• Femoral Hernia
• Fibroadenoma
• Fibroid – Uterine
• Fibromyalgia
• Fibromyositis
• Frozen Shoulder
• Gall Bladder Removal
• Ganglion
• Glandular Fever (full recovery made)
• Glaucoma
• Glue Ear (resolved – must be all clear prior to travel if flying)
• Goitre
• Gout
• Grave’s Disease
• Grommet(s) Inserted (Glue Ear)
• Gynaeomastia
• Haematoma (external)
• Haemorrhoidectomy
• Haemorrhoids (Piles)
• Hallux Valgus (Bunion)
• Hammer Toe
• Hay Fever
• Hernia (not Hiatus)
• Herpes Simplex (Cold Sore)
• Herpes Zoster (Shingles)
• Hip Replacement (no subsequent arthritis and never any dislocation of a joint replacement)
• Hives (Nettle Rash)
• Housemaid’s Knee (Bursitis)
• HRT (Hormone Replacement Therapy)

• Hyperthyroidism (Overactive Thyroid)
• Hypospadias
• Hypothyroidism (Underactive Thyroid)
• Hysterectomy (provided no malignancy)
• Impetigo
• Indigestion
• Influenza (full recovery made)
• Ingrowing Toe-nail (Acronyx)
• Ingual Hernia
• Insomnia
• Intercostal Neuralgia (no admissions)
• Intertrigo
• Irritable Bowel Syndrome (IBS) (provided definite diagnosis made and no ongoing investigations)
• Keinboeck’s Disease
• Keratoconus
• Knee Injury – Collateral/cruciate ligaments
• Knee Replacement (no subsequent arthritis and never any dislocation of a joint replacement)
• Kohler’s Disease
• Labyrinthitis
• Laryngitis
• Learning Difficulties
• Leptothrix
• Leucoderma
• Lichen Planus
• Ligaments (injury)
• Lipoma
• Macular Degeneration
• Mastitis
• Mastoidectomy (resolved – must be all clear prior to travel if flying)
• Menopause
• Menorrhagia
• Migraine (provided definite diagnosis made and no ongoing investigations)
• Miscarriage
• Mole(s)
• Molluscum Contagiosum
• Myalgic Encephalomyelitis (ME) (if the only symptom is fatigue and no hospital admissions)
• Myxoedema
• Nasal Infection
• Nasal Polyp(s)
• Nettle Rash (Hives)
• Neuralgia (no hospital admissions)
• Nosebleed(s)
• Nystagmus
• Osgood-Schlatter’s Disease
• Osteochondritis
• Otitis (Ruptured)
• Pelvic Inflammatory Disease
• Photodermatitis
• Piles
• Pityriasis Rosea
• Post Viral Fatigue Syndrome (if the only symptom is fatigue and no admissions)
• Pregnancy (provided no complications)
• Prickly Heat
• Prolapsed Uterus (womb)
• Pruritus
• Psoriasis (no hospital admissions or consultations)
• Repetitive Strain Injury
• Retinitis Pigmentosa
• Rhinitis (Allergic)
• Rosacea
• Ruptured Tendons
• Salpingo-oophoritis
• Scabies
• Scalp Ringworm (Tinea Capitis)
• Scheuermann’s Disease (provided no respiratory issues)
• Sebaceous Cyst
• Shingles (Herpes Zoster)
• Sinusitis
• Skin Ringworm (Tinea Corporis)
• Sleep Apnoea (no machine used to assist breathing)
• Sore Throat
• Sprains
• Stigmatisms
• Stomach Bug (resolved)
• Strabismus (Squint)
• Stress Incontinence (no urinary infections)
• Talipes (Club Foot)
• Tendon Injury
• Tennis Elbow
• Tenosynovitis
• Termination of Pregnancy
• Testicles – Epididymitis
• Testicles – Hydrocele
• Testicles – Varicocele
• Testicular Cyst
• Testicular Torsion (Twisted Testicle)
• Throat Infection(s)
• Thrush
• Thyroid – Overactive
• Thyroid Deficiency
• Tinea Capitis (Scalp Ringworm)
• Tinea Corporis (Skin Ringworm)
• Tinea Pedis (Athlete’s Foot)
• Tinnitus
• Tonsillitis
• Tooth Extraction
• Toothache
• Torn Ligament
• Torticollis (Wry Neck)
• Trichomycosis
• Trigeminal Neuralgia
• Turner’s Syndrome
• Twisted Testicle
• Umbilical Hernia
• Underactive Thyroid
• Undescended Testicle
• Urethritis (no ongoing treatment, no hospital admissions)
• URTI (Upper Respiratory Tract Infection) (resolved, no further treatment)
• Urticaria
• Uterine Polyp(s)
• Uterine Prolapse
• Varicocele
• Varicose Veins (legs only, never any ulcers or cellulitis)
• Vasectomy
• Verruca
• Vitiligo
• Warts (benign, non-genital)
• Womb Prolapse (uterus)
• Wry Neck (Torticollis)

Important Limitations under Section C – Cancellation or Curtailment Charges

Claims under Section C – Cancellation or Curtailment Charges, are not covered for incidents arising directly or indirectly from any pre-existing medical condition known to you prior to booking any trip affecting any close relative, close business associate, travelling companion who is not insured under this policy, or any person with whom you have arranged to reside temporarily while on your trip if:

1. a terminal diagnosis had been received prior to booking any trip,
2. they were on a waiting list for or had knowledge of the need for, surgery, in-patient treatment or investigation at any hospital or clinic at the time of booking any trip, or
3. during the 90 days immediately prior to booking any trip they had required surgery, in-patient treatment or hospital consultations.

Reciprocal Health Agreements

If you are travelling to a European Union (EU) country, the European Economic Area (EEA) or Switzerland, you can apply for a European Health Insurance Card (EHIC) by searching for EHIC on the NHS website: www.nhs.uk. This card entitles you to certain free or reduced cost health cover arrangements in the EU, EEA or Switzerland.

When you are travelling to Australia and you register for treatment under the national Medicare scheme, Medicare provides:

• free treatment as an in-patient or out-patient at a public hospital,
• subsidised medicines under the Pharmaceutical Benefits Scheme, 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 the United Kingdom and will need to show your British 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 our 24-hour Emergency Service 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: www.hic.gov.au

Emergency Assistance

Contact AXA Assistance on telephone: +44 (0) 344 249 9981 or +44 (0) 203 147 7363.

In the event of a serious illness or accident which may lead to in-patient hospital treatment, or before any arrangements are made for repatriation or in the event of curtailment necessitating your early return home, or in the event of you incurring medical expenses in excess of £500, you must contact AXA Assistance. The service is available to you and operates 24 hours a day, 365 days a year for advice, assistance, making arrangements for hospital admission, repatriation and authorisation of medical expenses. If this is not possible because the condition requires immediate emergency treatment you must
contact AXA Assistance as soon as possible. Private medical treatment is not covered unless authorised specifically by AXA Assistance.

Medical Assistance Abroad
AXA Assistance has the medical expertise, contacts and facilities to help should you be injured in an accident or fall ill. AXA Assistance will also arrange transport home when this is considered to be medically necessary, or when you have notice of serious illness or death of a close relative at home.

Payment for Medical Treatment Abroad
If you are admitted to a hospital/clinic while outside the United Kingdom, AXA Assistance will arrange for medical expenses covered by the policy to be paid direct to the hospital/clinic. To take advantage of this benefit someone must contact AXA Assistance for you 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 United Kingdom. Beware of requests for you to sign for excessive treatment or charges. If in doubt regarding any such requests, please call AXA Assistance for guidance.

General Conditions

You must comply with the following conditions to have the full protection of the 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. No cover will come into force, or continue in force, for Medical Emergency and Repatriation Service, Cancellation or Curtailment, unless each insured person who must make a medical health declaration in respect of the period for which insurance is required, has declared ALL pre-existing medical conditions to us and they have been formally accepted by us in writing.

Any medical information you give us will be treated as strictly confidential. We will not pass your medical information to anyone without your specific authority. We will use it to decide whether or not we can cover you and we will refer to it in the event of any claim.

2. You must tell us before booking any trip or departing on any trip if there is any change in your health, medication or treatment. If you do not tell us about changes, claims may not be accepted and your policy may be invalid. All changes must be declared to the Co-operative Bank Medical Assessment Helpline on 0344 249 9981 and accepted before cover can continue.

3. You must tell us as soon as possible if you are hospitalised as an in-patient, or of any emergencies or claims whatsoever that are likely to exceed £500.

4. We ask that you notify us within 28 days of you becoming aware of an incident or loss leading to a claim and you return your completed claim form and any additional information to us as soon as possible.

5. 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. In the event of your death we may also request and will pay for a post-mortem examination.

6. The maximum age limit for benefits is 79 years (or 64 years to participate in Winter Sports Activities).

7. Cover commences on the date you open an Everyday Extra Current Account and will continue for each month you hold that account and continue to pay the monthly subscription. Before the annual renewal date or the annual renewal date of your medical health declaration you will need to declare
or re-declare any **pre-existing medical conditions** in accordance with the Important Health Requirements.

8. **You** must take all reasonable care and precautions to protect **yourself** against accident, illness, disease or injury and to safeguard **your** property against loss, theft or damage. **You** must act as if **you** are not insured and take steps to minimise **your** loss as much as possible and take reasonable steps to prevent a further incident.

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

10. **You** must not admit, deny, settle, reject, negotiate or make any arrangement for any claim without **our** permission.

11. 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 also immediately send **us** any writ or summons, letter of claim or other document.

12. **We** have the right, if **we** choose, in **your** name but at **our** expense to:
   a) take over the defence or settlement of any claim,
   b) 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, and
   c) take any action to get back any lost property or property believed to be lost.

13. **We** may at any time pay to **you** **our** full liability under the policy after which no further payments will be made in any respect.

14. **You** or **your** legal representatives must supply at **your** own expense all information, evidence, details of household insurance, medical certificates, original invoices, receipts, reports and assistance that may be needed. **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**.

15. **You** must report all incidents to the local police in the country where they occur and obtain a crime or lost property report, which includes an incident number.

16. 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**.

17. It is important that when applying for insurance (normally when applying for an account) or submitting a claim, **you** or anyone acting on **your** behalf must take reasonable care to answer all questions honestly and to the best of **your** knowledge. Failure to do so may affect the validity of **your** policy or the payment of **your** claim. If **you** or anyone acting for **you** in any respect:
   - makes a claim under the policy knowing the claim to be false or fraudulently exaggerated,
   - makes a statement in support of a claim knowing the statement to be false,
   - submits a document in support of a claim knowing the document to be forged or false, or
   - makes a claim in respect of any loss or damage caused by **your** wilful act or with **your** connivance,
   then **we**
   - will not pay the claim or any future claim made under the policy,
   - may at **our** option terminate the policy,
   - shall be entitled to recover from **you** any amount already paid to **you** under the relevant claim,
   - may inform the police of the circumstances and shall not make any return of premium.

18. If **we** pay any expense for which **you** are not covered, **you** must pay this back within one month of **our** asking.
19. **You** must give us, at your expense, all the information, documents and medical certificates we ask for including details of other insurance policies that may cover the loss.

20. 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 Section J – Personal Accident).

21. **You** must claim against your private health insurer, state health provider and/or other travel insurer for any in-patient medical expenses abroad up to all applicable limits.

### General Exclusions

We will not pay for claims arising directly or indirectly from:

1. 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 Section G – Emergency Medical and Other Expenses and Section H – Hospital Benefit unless such losses are caused by nuclear, chemical or biological attack, or the disturbances were already taking place at the beginning of any trip.

2. 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.

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

4. **Your** participation in or practice of any sport or activity unless it is shown as covered in the list of **Sports Activities** and Winter Sports Activities on page 27.

5. **Your** engagement in or practice of: manual work involving the use of dangerous equipment in connection with a profession, business or trade; flying except as a fare paying passenger in a fully-licensed passenger-carrying aircraft; the use of motorised vehicle unless a full United Kingdom driving licence is held permitting the use of such vehicles and in the case of two or three wheeled vehicles **you** and **your** passenger are wearing a helmet; professional entertaining; professional sports; racing (other than on foot); motor rallies and motor competitions or any tests for speed or endurance.

6. Skiing against local authoritative warning or advice.

7. Any claim resulting from **you** attempting or committing suicide; deliberately injuring yourself; using any drug not prescribed by a registered medical practitioner, being addicted to any drugs, or abusing solvents, drugs, or alcohol, or being under the influence of drugs, solvents, or alcohol.

8. Self exposure to needless peril (except in an attempt to save human life).

9. Any claim resulting from your involvement in a fight except in self-defence.

10. A condition **you** have in respect of which a medical practitioner has advised you not to travel or would have done so had **you** sought his/her advice.

11. A condition for which **you** are travelling with the intention of obtaining medical treatment (including surgery or investigation) or advice outside of the **United Kingdom**.

12. A condition for which **you** are not taking the recommended treatment or prescribed medication as directed by a medical practitioner.
13. You travelling against any health requirements stipulated by the carrier, their handling agents or any other public transport provider.

14. Your own unlawful action or any criminal proceedings against you or any loss or damage deliberately carried out or caused by you.

15. Any other loss, damage or additional expense following on from the event for which you are claiming, unless we provide cover under this insurance. Examples of such loss, damage or additional expense would be the cost of replacing locks after losing keys; cost incurred in preparing a claim; loss of earnings following bodily injury or illness; or loss or costs incurred arising from the interruption of your business.

16. 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 the benefits in this policy herein not been effected.

17. Operational duties as a member of the Armed Forces.

18. Your travel to a country or specific area or event to which the Travel Advice Unit of the Foreign and Commonwealth Office or the World Health Organisation has advised the public not to travel or are officially under embargo by the United Nations.

19. Any claim resulting from something you knew about at the time of opening your Everyday Extra Current Account or before booking any trip and which you did not declare to the Medical Assessment Helpline on 0344 249 9981 when opening your Everyday Extra Current Account or before booking any trip.

20. Any claim caused by you climbing, jumping or moving from one balcony to another regardless of the height of the balcony.

21. Any costs you would have been required or been expected to pay, if the event resulting in the claim had not happened.

22. Costs of telephone calls or faxes, meals, taxi fares (with the sole exception of the taxi costs incurred for the initial journey to a hospital abroad due to an insured person’s illness or injury), newspapers, laundry costs, interpreters’ fees (with the sole exception of the interpreter costs for valid claims under Section L – Overseas Legal Expenses and Assistance), inconvenience, distress, loss of earnings, or loss of enjoyment.

23. Any circumstances you are aware of that could reasonably be expected to give rise to a claim on this policy.

Sports and Winter Sports Activities

You must accept and follow the supervision and tuition of experts qualified in the pursuit or activity in question and you must use all appropriate precautions, equipment and eye protection. Disregarding such advice and precautions may invalidate any claim you make.

Under no circumstances will any claims arising from any unlisted activities (e.g. cliff jumping, quad biking, canyoning) be covered regardless of whether it is undertaken as part of an organised excursion or event.

Sports Activities

This policy covers you when you are engaging in the following sports and activities on a non-competitive and non-professional basis provided your participation is not the sole or main reason for your trip.

- Abseiling
- Archery
- Badminton
- Baseball
Everyday Extra

- Basketball
- Bowling
- Camel Riding
- Canoeing (up to grade/class 2)
- Canoeing (up to grade/class 3 to 4)
- Clay pigeon shooting
- Cricket
- Elephant Riding
- Fell running
- Fencing
- Fishing
- Football
- Go-Karting
- Golf
- Horse Riding
- Horse Trekking
- Hot air ballooning
- Jet Biking
- Jet Skiing
- Kitesurfing
- Mountain bicycling on tarmac
- Netball
- Orienteering
- Paintball
- Pony Trekking
- Racquetball
- Roller skating
- Rounders
- Running
- Sailing (within 20 Nautical Miles of the coastline)
- Sailing (Outside 20 Nautical Miles of the coastline)
- Scuba diving - to the following depths, when you hold the following qualifications:
  - PADI Open Water - 18 Metres
  - PADI Advanced Open Water - 30 Metres
  - BSAC Ocean Diver - 20 Metres
  - BSAC Sports Diver - 35 Metres

Online Travel Insurance

- Squash
- Surfing
- Table Tennis
- Tennis
- Trampolining
- Trekking (Up to 4,000 metres without use of climbing equipment)
- Volleyball
- War games
- Water polo
- Water Skiing
- Wind Surfing.

Winter Sports Activities

Please note: The maximum age limit to participate in Winter Sports Activities is 64 years. This policy covers you when you are engaging in the following sports and activities on a non-competitive and non-professional basis.

- Cross country skiing (on recognised paths)
- Glacier Skiing
- Ice Skating (on recognised ski rinks) (no speed skating)
- Monoskiing
- On piste skiing
- Off piste skiing with a qualified instructor only
- On piste snowboarding
- Off piste snowboarding with a qualified instructor only
- Ski touring
- Skidoo
- Snowblading
- Snowshoeing
- Tobogganing

† No Personal Liability or Personal Accident cover.

For travel advice and emergency assistance telephone +44 (0) 344 249 9981
Section A. Travel Advice

What IS Covered

Section A
Before and during your trip we will provide you with information on:

1. Current visa and entry requirements for all countries. If you hold a passport from a country other than the United Kingdom, we may need to refer you to the embassy or consulate of the country concerned.
2. Current vaccination requirements for all countries and information on current World Health Organisation warnings and where you can get them.
3. What you should take with you regarding first aid and health.
4. Weather forecasts abroad.
5. Specific languages spoken and details of the countries you plan to visit.

6. Time zones and time differences.
7. Opening hours of major banks including information and advice on the acceptability of various currencies and travellers’ cheques and the main currency in use at the travel destination, as well as the current exchange rates.

We can also arrange the following for you:

1. Transport to and from airports.
2. Make hotel bookings and reservations.
4. Make reservations and bookings on scheduled flights.
5. Book tickets for events you may wish to see while you are away, such as theatre, shows, concerts and exhibitions.

Section B. Travel Assistance

What IS Covered

During your trip we will:

1. Assist you with the procurement of a lawyer and/or interpreter if you are arrested or threatened with arrest while travelling, or are required to deal with any public authority.
2. Relay messages to your close relatives, business colleagues or friends in the United Kingdom.
3. Assist in locating your lost luggage and provide you with regular updates on the current situation.
4. Assist in obtaining replacement travel documents if the documents required for the return journey are lost or stolen. We will not pay the charges payable for issuing new documents.
5. Advise you on how and where to cancel your credit cards if they are lost or stolen.

6. Advise you on how to transfer money out to you if required.
7. Provide help in replacing your essential prescription medication if it, or a local equivalent is unavailable when you are outside of the United Kingdom. We will only pay the cost for the shipping, not for the cost of the medication, duties or taxes.
8. Provide an escort service for unaccompanied minors. Any resulting costs will have to be funded by you.

What IS NOT Covered

1. The cost of any advance, flight or delivery fee.
Section C. Cancellation or Curtailment Charges

You should always contact AXA Assistance before you cancel or curtail your trip. To cancel or curtail your trip telephone +44 (0) 344 249 9981.

What IS Covered

We will pay you, up to the amount shown in the Benefit Schedule, for any irrecoverable unused travel and accommodation costs and other prepaid charges which you have paid or are contracted to pay together with any reasonable additional travel expenses incurred if:

a) cancellation of your trip is necessary and unavoidable, or

b) your trip is curtailed before completion as a result of any of the following changes in circumstances, which is beyond your control, and of which you were unaware at the time you booked your trip:

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

2. Compulsory quarantine, jury service attendance or being called as a witness at a Court of Law (other than in an advisory capacity) of you or any person with whom you are travelling or have arranged to travel with.

3. Redundancy (which qualifies for payment under the current redundancy payment legislation in the United Kingdom and at the time of booking your trip there was no reason to believe anyone would be made redundant) of you or any person with whom you are travelling or have arranged to travel with.

4. The withdrawal of leave for members of the Armed Forces, Police, Fire, Nursing or Ambulance Services or employees of a Government Department, provided that such cancellation or curtailment could not reasonably have been expected at the time of receiving these benefits or booking your trip (whichever is the later).

5. The police requesting you to remain at or subsequently return to your home due to serious damage to your home caused by fire, aircraft, explosion, storm, flood, subsidence, malicious persons or theft.

6. You having your passport or visa stolen in a burglary within seven days of your scheduled departure date and you cannot obtain a replacement in time.

7. Your pet dog or cat requiring life-saving treatment within seven days of your scheduled departure date.

Rebooking Fees

We will pay you up to the amount shown in the Benefit Schedule for rebooking fees if, due to an incident covered by Section C – Cancellation, you chose to rebook your covered holiday instead of cancelling.

Important Limitations

Claims under Section C – Cancellation or Curtailment Charges are not covered for incidents arising directly or indirectly from any pre-existing medical condition known to you prior to booking any trip affecting any close relative, close business associate, travelling companion who is not insured under this policy, or any person with whom you have arranged to reside temporarily while on your trip if:

1. a terminal diagnosis had been received prior to booking any trip, or

2. they were on a waiting list for or had knowledge of the need for, surgery, in-patient treatment or investigation at any hospital or clinic at the time of booking any trip, or

3. during the 90 days immediately prior to booking any trip they had required surgery, in-patient treatment or hospital consultations.
Special Conditions

1. You must obtain a medical certificate from your treating medical practitioner and prior approval of AXA Assistance to confirm the necessity to return home prior to curtailment of your trip due to death, bodily injury or illness.

2. If 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 your trip, our liability shall be restricted to the cancellation charges that would have applied had failure or delay not occurred.

3. If you cancel your trip due to bodily injury or illness, you must provide a medical certificate from the medical practitioner treating the injured/ill person, stating that this necessarily and reasonably prevented you from travelling.

4. If the car which you intended to use for your trip is stolen or damaged within seven days of the departure date then the costs of a hire car will be covered and no cancellation costs will be paid.

5. You must contact us to make necessary travel arrangements for you.

6. In the event of a claim for curtailment, indemnity will be calculated strictly from the date you return to your home in the United Kingdom.

7. Anything mentioned in General Conditions on page 24.

What IS NOT Covered

1. Any claim arising directly or indirectly from a pre-existing medical condition affecting you unless you have declared ALL pre-existing medical conditions to us and we have written to you accepting them for insurance.

2. The cost of recoverable airport charges and levies.

3. Any claims arising directly or indirectly from circumstances known to you prior to the date these benefits became effective or the time of booking any trip (whichever is the earlier) which could reasonably have been expected to give rise to cancellation or curtailment of your trip or claims arising directly or indirectly from:

   a) 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).

   b) The withdrawal from service (temporary or otherwise) of public transport on the orders or recommendation of the regulatory authority in any country.

   You should refer any claim in this case to the transport operator involved.

4. Any costs or charges for which any carrier or provider must, has or will compensate you.

5. Any claim resulting from change of plans due to your financial circumstances except if you are made redundant and qualify for redundancy payment under current UK legislation.

6. Any costs paid for using any airline mileage reward scheme, for example Air Miles, any card bonus point schemes, any Timeshare, Holiday Property Bond or other holiday points scheme and/or any associated maintenance fees.

7. Any claim arising from pregnancy or childbirth unless certified by a medical practitioner as necessary due to unforeseen complications which commence after you purchased or renewed your policy or after booking any trip, whichever is the later.

8. Any costs incurred because you did not contact the emergency service provider to make the necessary travel arrangements, as soon as you knew that your trip was to be curtailed.

9. Any costs incurred when you do not get a medical certificate from the treating medical practitioner at your resort or place of incident, explaining why it is deemed medically necessary to return home early to the United Kingdom.

10. Any claim resulting from your inability to travel due to an insured person’s failure to hold, obtain or produce a valid passport or any required visas.

Section D. Delayed Departure/Abandonment

What IS Covered

If you have arrived at the terminal and have checked-in, or attempted to check in for your pre-booked flight, sea crossing, international coach or international train journey from or to the United Kingdom, and it is delayed for more than 12 hours beyond the intended departure time as a direct result of:

1. strike or industrial action,
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, either:

a) £25 for the first full 12 hours that your departure is delayed, and
b) £25 for each additional full six-hour period of delay. The maximum we will pay you per trip is £250; or

c) 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 Section C – Cancellation. A refund or alternative compensation must initially be sought from the travel provider.

Special Conditions

1. You must check in or attempt to check in at the terminal according to the itinerary supplied to you.
2. You must obtain confirmation from the carriers (or their handling agents) in writing of the number of hours of delay and the reason for the delay.
3. You must comply with the terms of contract of the travel agent, tour operator or provider of transport.
4. You may claim only once under Section D. Delayed Departure/Abandonment or once under Section E. Missed Departure or once under Section F. Involuntary Denial of Boarding for the same event, not twice or all.
5. Anything mentioned in General Conditions on page 24.

What IS NOT Covered

1. Claims arising directly or indirectly from:
   a) 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).
   b) The withdrawal from service (temporary or otherwise) of public transport on the orders or recommendation of the regulatory authority in any country. You should refer any claim in this case to the transport operator involved.


For travel advice and emergency assistance telephone +44 (0) 344 249 9981
Section E. Missed Departure

What IS Covered

We will pay you, up to the amount shown in the Benefit Schedule, for reasonable additional accommodation (room only) and travel expenses necessarily incurred in reaching your overseas destination/home if you fail to arrive at the international departure point in time to board the scheduled public transport on which you are booked to travel for the first leg of the outbound/return journey of the trip as a result of:

1. the failure of other scheduled public transport, taking you to your international departure point, from the UK, or
2. an accident to or breakdown of the vehicle in which you are travelling
3. heavy traffic or road closures that were sufficiently severe to warrant reporting on a recognised motoring association website or on television, news bulletins or in the press.

We will help you to get to your international departure point by:

• liaising with your carrier and/or tour operator to advise them of your late arrival,
• arranging emergency local help including towing your vehicle to the nearest garage,
• arranging alternative transport
• arranging for overnight hotel accommodation and alternative international travel to your pre-booked destination by the most direct alternative route.

Special Conditions

1. You must allow sufficient time for the scheduled public transport or other transport to arrive on schedule and to deliver you to the departure point.
2. You must obtain a written report from the carrier confirming the delay and cause.
3. You must obtain a written report from the local police or attending emergency service if the vehicle you are travelling in breaks down or is involved in an accident.
4. You may claim only once under Section D. Delayed Departure/Abandonment or once under Section E. Missed Departure or once under Section F. Involuntary Denial of Boarding for the same event, not twice or under all.
5. Anything mentioned in General Conditions on page 24.

What IS NOT Covered

1. Claims arising directly or indirectly from:
   a) Strike or industrial action existing or being publicly announced by the date you purchased this insurance or at the time of booking any trip.
   b) An accident to or breakdown of the vehicle in which you are travelling for which a professional repairer’s report is not provided.
   c) 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 manufacturer’s instructions.
   d) The withdrawal from service (temporary or otherwise) of public transport on the orders or recommendation of the regulatory authority in any country. You should refer any claim in this case to the transport operator involved.
2. Additional expenses where the scheduled public transport operator has offered reasonable alternative travel arrangements.
3. Any claim where you have not allowed yourself sufficient time to arrive at the international departure point in time to check-in or clear passport and security controls.
4. Any claim where you did not contact us to make the necessary travel arrangements.
5. Anything mentioned in General Exclusions on page 26.
Section F. Involuntary Denial of Boarding

What IS Covered

If you have checked-in, or attempted to check in, for a confirmed scheduled flight, within the published check-in times, and you are involuntarily denied boarding as a result of overbooking, we will pay your costs incurred in respect of restaurant meals and refreshments consumed between the original scheduled flight departure time and your actual departure time, up to the amount shown in the Benefit Schedule.

Special Conditions

1. You may claim only once under Section D. Delayed Departure/Abandonment or once under Section E. Missed Departure or once under Section F. Involuntary Denial of Boarding for the same event, not twice or under all.

Section G. Emergency Medical and Other Expenses

To comply with the terms and conditions of the insurance, you must contact us if you are hospitalised as an in-patient, or before incurring any expenses whatsoever over £500, in order to obtain our prior authorisation, immediately you are physically able to do so. For the avoidance of any doubt – failure to contact us as required may result in our declining to pay your claim.

What IS Covered

1. 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.

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

3. In the event of your death outside of the United Kingdom the reasonable additional cost of funeral expenses abroad up to a maximum of £4,000 plus the reasonable cost of returning your remains to your home.

4. Necessary additional accommodation expenses incurred, up to the standard of your original booking, if it is medically necessary for you to stay beyond your scheduled return date. This includes, with the prior authorisation of AXA Assistance,
necessary additional accommodation expenses for a friend or close relative to remain with you and escort you home. If you and your friend or close relative are unable to use the original return ticket, AXA Assistance will provide additional travel expenses up to the standard of your original booking to return you to your home.

5. With the prior authorisation of AXA Assistance, up to £25 per day for receipted out of pocket expenses, where you are being treated as an out-patient, whilst on an insured trip, e.g. transport costs to get to hospital from your holiday accommodation.

6. With the prior authorisation of AXA Assistance, economy class transport and up to £150 per night for 10 nights’ accommodation expenses for a close relative from the United Kingdom to visit you or escort you to your home if you are travelling alone and if you are hospitalised as an in-patient for more than 10 days.

7. With the prior authorisation of AXA Assistance, the additional costs incurred in the use of air transport or other suitable means, including qualified attendants, to repatriate you to your home if it is medically necessary. Repatriation expenses will be in respect only of the identical class of travel utilised on the outward journey unless AXA Assistance agree otherwise.

8. Economy class transport and up to £150 per night for three nights’ accommodation expenses for a friend or close relative to travel from the United Kingdom to escort insured persons under the age of 16 to your home in the United Kingdom if you are physically unable to take care of them. If you cannot nominate a person we will then select a competent person.

Special Conditions

1. You must give notice as soon as possible to AXA Assistance of any bodily injury or medical condition which necessitates your admittance to hospital as an in-patient or before any arrangements are made for your repatriation.

2. In the event of your bodily injury or medical condition we reserve the right to relocate you from one hospital to another and arrange for your repatriation to the United Kingdom at any time during the trip. We will do this if in the opinion of the medical practitioner in attendance and AXA Assistance you can be moved safely and/or travel safely to the United Kingdom to continue treatment.

3. You must claim against your state or private health insurer for any in-patient medical expenses abroad up to your policy limit. In the event of a claim under this section you must advise us of any other insurance policy you hold or benefit from which may provide cover.

4. Anything mentioned in General Conditions on page 24.

What IS NOT Covered

1. Any claims arising directly or indirectly as a result of any pre-existing medical conditions unless you have declared ALL pre-existing medical conditions to us and we have written to you accepting them for insurance.

2. Costs of more than £500 or medical repatriation not agreed or authorised by us in advance.

3. Any costs for transportation and/or accommodation not arranged by us, or incurred without our prior approval.

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

5. Costs incurred in obtaining or replacing medication, which at the time of departure is known to be required or to be continued outside the United Kingdom.

6. The cost of dental treatment replacing dentures, artificial teeth or precious metals.

7. Treatment or services provided by a private clinic or hospital, health spa, convalescent home or any rehabilitation centre unless confirmed as medically necessary by our Chief Medical Officer.
8. Expenses incurred as a result of a tropical disease where you have not had the recommended inoculations or vaccinations and/or taken the recommended medication.

9. Any claim arising from pregnancy or childbirth unless due to unforeseen complications 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.

10. Costs of telephone calls, other than calls to AXA Assistance 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.

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

12. Any expenses incurred after you have returned to the United Kingdom unless previously agreed to by AXA Assistance.

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. The cost of any treatment which, in the opinion of our Chief Medical Officer, can safely be delayed until your return home.

15. Any costs you incur outside the United Kingdom after the date our Chief Medical Officer tells you 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.)

16. You must not unreasonably refuse the medical repatriation services we agree to provide and pay for under this policy. If you choose alternative medical repatriation services without reasonable grounds for doing so, which we have accepted in writing, it will be at your own risk and own cost.

17. 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).

18. Any costs incurred in Europe which would have been covered by the use of an EHIC card had you obtained one, and you failed to obtain one prior to travel.

19. Any costs incurred in Australia which would have been covered by Medicare had you enrolled, and you failed to enrol in Medicare, having had the opportunity to do so.

20. Costs incurred in the United States that exceed the average reimbursement the medical service provider receives for all services rendered to its patients for like treatment, but in any event no more than one and a half times the rate that would be applicable if the costs were payable by US Medicare.


22. Any medical costs you incur when you are engaging in Winter Sports Activities when you are over the age of 64.


For travel advice and emergency assistance telephone +44 (0) 344 249 9981.
Section H. Hospital Benefit

What IS Covered

If we accept a claim under Section G – Emergency Medical and Other Expenses, we will also reimburse you up to £25 for incidental expenses (such as telephone line rental, television rental and visitor taxi journeys) for each continuous 24-hour period that you have to spend in hospital as an in-patient outside the United Kingdom. Itemised receipts must be kept as proof of costs incurred. If you are hospitalised as a result of a mugging during the trip we will pay you a further £50 for every complete 24 hours you have to stay in hospital as an in-patient outside the United Kingdom.

What IS NOT Covered

1. Any claims arising directly or indirectly from:
   a) Any additional period of hospitalisation relating to treatment or surgery, including exploratory tests, which are not directly related to the bodily injury or medical condition which necessitated your admittance into hospital.
   b) Any additional period of hospitalisation relating to treatment or services provided by a convalescent or nursing home or any rehabilitation centre.
   c) Any additional period of hospitalisation following your decision not to be repatriated after the date when in the opinion of AXA Assistance it is safe to do so.


Section I. Baggage, Baggage Delay, Personal Money and Passport

What IS Covered

Baggage
We will pay you, up to the amount shown in the Benefit Schedule, for the accidental loss of, theft of or damage to baggage and/or valuables. The amount payable will be the value at today’s prices less a deduction for wear tear and depreciation, (or we may at our option replace, reinstate or repair the lost or damaged baggage). The maximum we will pay for any one article, pair or set of articles is equal to the Single Item Limit shown in the Benefit Schedule. The maximum we will pay for all valuables in total is equal to the valuables Limit shown in the Benefit Schedule.

Baggage Delay
We will pay you up to the amount shown in the Benefit Schedule for the emergency replacement of clothing, medication and toiletries if your baggage is temporarily lost in transit during the outward journey and not returned to you within 12 hours, provided written confirmation is obtained from the carrier, confirming the number of hours the baggage was delayed. All receipts must be retained.

If the loss is permanent the amount paid will be deducted from the final amount to be paid under this section.

Personal Money
We will pay you up to the amounts shown in the Benefit Schedule for the accidental loss of, theft of or damage to personal money.

We will pay you up to the amounts shown in the Benefit Schedule for cash limit for bank notes, currency notes and coins and up to the cash limit for under 16s if you are age 15 and under.
Everyday Extra
Passport
If your passport is lost or stolen outside of the United Kingdom, we will pay up to the amount shown in the Benefit Schedule for reasonable additional travel and accommodation expenses to obtain an emergency passport abroad. We will only pay the pro rata value of the lost passport and the costs of the emergency travel document. If you subsequently miss your scheduled return journey we will also pay the costs of a replacement standard class travel ticket to enable you to return home. Our total liability under this section is capped at the level shown in the Benefit Schedule.

Special Conditions
1. You must report all incidences of loss, theft, or attempted theft of baggage, valuables, personal money, golf equipment and ski equipment to the local police in the country where the incident occurred within 24 hours of discovery and obtain a written report. A Holiday Representative’s Report is not sufficient.

2. For items damaged whilst on your trip you must obtain a damage report/repair statement from an appropriate agent (an appropriate agent is a repair service, customer service representative or the manufacturer).

3. You must take all reasonable steps to get back any article which has been lost or stolen, and to identify the person you believe to be responsible for the loss and assist in any legal action.

4. If baggage, golf equipment and ski equipment 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 loss, theft or damage and obtain an official report from an appropriate local authority. If baggage, golf equipment and ski equipment is lost, stolen or damaged whilst in the care of an airline you must:
   a) immediately obtain a Property Irregularity Report from the airline, but no later than 24 hours of discovery of the incident,
   b) give formal written notice of the claim to the airline within the time limit contained in their conditions of carriage (please retain a copy), and
c) retain all travel tickets and tags for submission if a claim is to be made under this policy.

5. You must provide an original receipt or proof of ownership for items lost, stolen or damaged to help you to substantiate your claim.

6. You must retain any property (for example, baggage, valuables, personal money, passport) which is damaged, and, if requested, send it to us at your own expense. You must not abandon any property for us to deal with or dispose of any damaged items as we may need to see them.

7. If we pay a claim for the full value of the property (for example, baggage, valuables, personal money, passport) and it is subsequently recovered or there is any salvage then it will become our property.

8. Payment will be made based on the value of the property (for example, baggage, valuables, personal money, passport) at the time it was damaged, lost or stolen. A deduction will be made for wear, tear and loss of value depending on the age of the property.

9. You must produce evidence of the withdrawal of bank notes, currency notes or coins – otherwise no payment will be made.

10. Anything mentioned in General Conditions on page 24.

What IS NOT Covered
1. Loss, theft of or damage to valuables or personal money 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.

2. Loss, theft of or damage to baggage, golf equipment and ski equipment contained in an unattended vehicle:
   a) overnight between 9pm and 9am (local time), or
   b) at any time between 9am and 9pm (local time) unless it is in the locked boot which
is separate from the passenger compartment for those vehicles with a boot, or for those vehicles without a separate boot locked in the vehicle and covered from view and evidence of forcible and violent entry to the vehicle confirmed by a police report issued by the local police in the country of incident.

3. Loss or damage due to delay, confiscation or detention by customs or other authority.

4. Loss, theft or damage to unset precious stones, contact or corneal lenses, hearing aids, dental or medical fittings, cosmetics, tobacco, alcohol, antiques, musical instruments, deeds, manuscripts, securities, perishable goods, bicycles and damage to suitcases (unless the suitcases are entirely unusable as a result of one single incidence of damage).

5. Loss or damage due to cracking, scratching, breakage of or damage to china, glass (other than glass in watch faces, cameras, binoculars or telescopes), porcelain or other brittle or fragile articles unless caused by fire, theft, or accident to the aircraft, sea vessel, train or vehicle in which they are being carried.

6. Loss or damage due to breakage of sports equipment or damage to sports clothing whilst in use.

7. Claims which are not supported by the original receipt, proof of ownership or insurance valuation (obtained prior to the loss) of the items lost, stolen or damaged.

8. Loss, theft of or damage to business goods, samples, tools of trade, motor accessories and other items used in connection with your business, trade, profession or occupation.

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

10. Loss or damage due to depreciation in value, variations in exchange rates or shortages due to error or omission.

11. Claims arising from loss or theft from your accommodation unless there is evidence of forced entry which is confirmed by a police report issued by the local police in the country of incident.

12. Claims arising from damage caused by leakage of powder or liquid carried within personal effects or baggage.

13. Claims arising from loss, theft or damage of baggage, golf equipment and ski equipment shipped as freight or under a bill of lading.

14. Loss, theft of or damage to travellers cheques if you have not complied with the issuers conditions or where the issuer provides a replacement service.

15. Loss or damage due to depreciation in value, variations in exchange rates or shortages due to error or omission.

16. We will not pay additional fees charged by the embassy or consulate in excess of the pro rata value of the lost passport.


For travel advice and emergency assistance telephone +44 (0) 344 249 9981
Section J. Personal Accident

What IS Covered

If you suffer an accidental bodily injury during your trip, which within 12 months is the sole and direct cause of death or loss of limb, loss of sight or permanent total disablement, we will pay to you or your legal personal representatives one of the following benefits:

1. £25,000 for death,
2. £25,000 for the loss of limbs, or the total and irrecoverable loss of sight in one or both eyes, or
3. £25,000 for permanent total disablement if you are over 16 years old or under 70 years old.

The most we will pay you in total under this section per trip is £25,000.

What IS NOT Covered

1. Any claim arising directly or indirectly from any pre-existing medical condition(s).
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. Normal and habitual travel to and from your home and place of employment or second residence shall not be considered as a part of a trip.

Section K. Personal Liability

What IS Covered

We will pay up to the amount shown in the Benefit Schedule, (inclusive of legal costs and expenses up to the amount shown in the policy schedule) against any amount you become legally liable to pay as compensation for any claim or series of claims arising from any one event or source of original cause 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 close relative, 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 close relative, relative, anyone in your employment or any member of your household other than any temporary holiday accommodation occupied (but not owned) by you.

Special 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 forward every letter, writ, summons and process to us as soon as you receive it.
3. You must not admit any liability or pay, offer to pay, promise to pay or negotiate any claim without our written consent.
4. 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 we shall give us all necessary information and assistance which we may require.
5. In the event of your death, your legal representative(s) will have the protection of the Benefit Schedule provided that such representative(s) comply(ies) with the terms and conditions outlined in this document.
6. Anything mentioned in General Conditions on page 24.
What IS NOT Covered

1. Any claim arising in connection with a trip solely in the United Kingdom.
2. Compensation or legal costs arising directly or indirectly from:
   a) Liability which has been assumed by you under agreement unless the liability would have attached in the absence of such agreement.
   b) Pursuit of any business, trade, profession or occupation or the supply of goods or services.
   c) Ownership possession or use of vehicles, aircraft or watercraft (other than surfboards or manually propelled rowboats, punts, canoes).

d) Any injury, illness, death, loss expense or other liability attributable to the transmission of any communicable disease or virus and/or any related illness and/or any mutant derivatives or variations thereof, however caused.
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) Arising out of your criminal, malicious or deliberate acts.

Section L. Overseas Legal Expenses and Assistance

What IS Covered

We will pay up to the amount shown in the Benefit Schedule, for legal costs to pursue a civil action for compensation if someone else causes your bodily injury, medical condition or death during your trip. We will also pay reasonable costs of an interpreter that is arranged by us 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 of your own choice to act on your behalf, you will notify us to that effect. We will, upon receipt of your notification, advise you of any conditions concerning such appointment.

Special Conditions

1. You must notify us of claims as soon as reasonably possible and in any event within 28 days of you becoming aware of an incident which may generate a claim.
6. We will not start legal proceedings in more than one country in respect of the same occurrence.

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

8. Anything mentioned in General Conditions on page 24.

What IS NOT Covered

1. Any claim where we think there is not a reasonable 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 AXA Assistance within 28 days of the incident.

4. Claims against a carrier, the travel or holiday agent or tour operator arranging any trip, us, Inter Partner Assistance, AXA Travel Insurance Limited, AXA Assistance or their agents and The Co-operative Bank.

5. Claims against someone you were travelling with or another insured person or any other person insured under a Co-operative Bank current account policy.

6. Legal action where in our opinion the estimated amount of compensation is less than £750.

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. Claims occurring within the United Kingdom.


Section M1, M2 and M3 – Winter Sports

Please note: The maximum age limit to participate in Winter Sports Activities is 64 years. Cover for trips involving Winter Sports Activities is limited to 21 days in total in any 12-month period.

Section M1 – Ski Equipment and Ski Equipment Hire

What IS Covered

Ski equipment
We will pay you, up to the amount shown in the Benefit Schedule, for the accidental loss of, theft of or damage to your own ski equipment, or for hired ski equipment. The amount payable will be the value at today’s prices less a deduction for wear tear and depreciation, (or we may at our option replace, reinstate or repair the lost or damaged ski equipment). The maximum we will pay for any one article, pair or set of articles is shown in the Benefit Schedule.

Ski equipment hire
We will pay you, up to the amount shown in the Benefit Schedule, for the reasonable cost of hiring replacement ski equipment as a result of the accidental loss of, theft of or damage to or temporary loss in transit for more than 24 hours of your own ski equipment.

Special Conditions

1. Our liability for ski equipment hired by you shall be further limited to your liability for such loss or damage.

2. Anything mentioned in the Special Conditions to Section I – Baggage, Baggage Delay, Personal Money and Passport on page 37.

3. Anything mentioned in General Conditions on page 24.
What IS NOT Covered
1. Anything mentioned in What IS NOT Covered under Section I. Baggage, Baggage Delay, Personal Money and Passport on page 37.

Section M2 – Ski Pack

What IS Covered

We will pay you, up to the amount shown in the Benefit Schedule for the unused portion of your ski pack (ski school fees, lift passes and hired ski equipment) following your bodily injury or illness.

Special Conditions
1. You must provide written confirmation from a medical practitioner that such bodily injury or illness prevented you from using your ski pack.
2. Anything mentioned in General Conditions on page 24.

What IS NOT Covered
1. Any claims arising directly or indirectly as a result of any pre-existing medical conditions unless you have declared ALL pre-existing medical conditions to us and we have written to you accepting them for insurance.

Section M3 – Piste Closure

What IS Covered

If you are prevented from skiing (excluding cross country skiing) at the pre-booked resort due to lack of snow, excess snow or adverse weather we will pay you, up to the amount shown in the Benefit Schedule for the cost of transport organised by the tour operator to an alternative site. The cover only applies to trips to resorts, taken during their published ski season, which you have pre-booked for a period exceeding 12 hours and for so long as such conditions prevail at the resort, but not exceeding the pre-booked period of your trip.

If no alternative sites are available we will pay you compensation of the amount shown in the Benefit Schedule.

Special Conditions
1. This cover does not apply to holidays taken in the United Kingdom.
2. You must obtain written confirmation from the resort management of the piste conditions confirming the closure of facilities and the dates applicable.
3. Anything mentioned in General Conditions on page 24.

What IS NOT Covered

For travel advice and emergency assistance telephone +44 (0) 344 249 9981
Section N. Golf Cover

Section N1 – Golf Equipment

What IS Covered

We will pay you up to the amount as shown in the Benefit Schedule for loss, theft, or damage to your own golf equipment. The amount payable will be the value at the time of the loss, less a deduction for wear tear and depreciation, or we may at our option replace, reinstate or repair the lost or damaged golf equipment. The maximum payment for any single item is shown in the Benefit Schedule.

Special Conditions

1. Anything mentioned in the Special Conditions to Section I. Baggage, Baggage Delay, Personal Money and Passport on page 37.
2. Anything mentioned in General Conditions on page 24.

What IS NOT Covered

1. Claims arising for golf equipment left unattended in a place to which the general public has access or left in the custody of a person who does not have an official responsibility for the safekeeping of the property at anytime.
2. Claims arising for loss, theft or damage of golf equipment carried on a vehicle roof rack.
3. Loss, theft of or damage to golf equipment over five years old.
4. Anything mentioned in What IS NOT Covered under Section I. Baggage, Baggage Delay, Personal Money and Passport on page 37.

Section N2 – Golfing Liability

What IS Covered

We will pay up to the amount shown in the Benefit Schedule, (inclusive of legal costs and expenses up to the amount shown in the Benefit Schedule) against any amount you become legally liable to pay as compensation for any claim or series of claims arising from any one event or source of original cause in respect of an incident related to golfing on a recognised public or private golf course:

1. not involving any person who is in your employment or who is a close relative, relative or member of your household, or
2. loss of or damage to property that belongs to and/or is in the charge of or under the control of you, a close relative, relative, anyone in your employment or any member of your household other than any temporary holiday accommodation occupied (but not owned) by you.

Special 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 forward every letter, writ, summons and process to us as soon as you receive it.
3. You must not admit any liability or pay, offer to pay, promise to pay or negotiate any claim without our written consent.
4. 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.
5. In the event of your death, your legal representative(s) will have the protection of the Benefit Schedule provided that such representative(s) comply(ies) with the terms and conditions outlined in this document.

6. Anything mentioned in General Conditions on page 24.

**What IS NOT Covered**

1. Compensation or legal costs arising directly or indirectly from:
   a) Liability which has been assumed by you under agreement unless the liability would have attached in the absence of such agreement.
   b) Pursuit of any business, trade, profession or occupation or the supply of goods or services.
   c) Ownership, possession or use of 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.


**Section N3 – Green Fees**

**What IS Covered**

We will pay you up to the amount shown in the Benefit Schedule per trip to reimburse your prepaid, irrecoverable Green Fees if:

1. You are ill or suffer a bodily injury during your trip and you are medically certified (by the treating registered medical practitioner at the resort or place of incident), as being unable to play golf for the remainder of your trip, or

2. You have to cancel or curtail your trip for any of the valid reasons listed under Section C. Cancellation or Curtailment.

**Special Conditions**

1. You must provide written confirmation from a medical practitioner at the resort or place of incident that such bodily injury or illness prevented you from golfing.

2. Anything mentioned in General Conditions on page 24.

**What IS NOT Covered**

Anything mentioned in the General Exclusions on page 26.

**Section N4 – Hole in One**

**What IS Covered**

If you shoot a hole in one during a golf game we will pay you up to the amount shown in the Benefit Schedule towards bar expenses.

**Special Conditions**

1. You must provide a certified copy of your score card, signed by you and a witness and countersigned by the club professional, a dated Golf Club bar receipt and a dated charge slip for the greens fees.

2. Anything mentioned in General Conditions on page 24.

**What IS NOT Covered**

Anything mentioned in the General Exclusions on page 26.

For travel advice and emergency assistance telephone +44 (0) 344 249 9981
Section O. Hijack

What IS Covered

We will pay you up to the amounts shown in the Benefit Schedule for each 24 hours you are detained in the event that the aircraft or sea vessel in which you are travelling as a fare paying passenger is hijacked.

What IS NOT Covered


Section P. European Pet Care

What IS Covered

If you take your pet dog or cat with you on a trip to Europe we will pay up to the amount shown in the Benefit Schedule:

1. for necessary veterinary treatment if your pet is injured or falls ill, and
2. for advertisements to be placed in the locality abroad where your pet was last seen by you if it is lost during your trip, and
3. if the pet is subsequently found after your return home, travel for one person to retrieve the pet, and
4. for necessary quarantine boarding in a kennel in the United Kingdom for the statutory period required, if you are unable to bring your dog or cat with you on the return journey home because the microchip embedded under the pet’s skin has become lost or the microchip is present but fails to function correctly
5. to repatriate your pet dog and/or cat to the United Kingdom if you receive in-patient hospital treatment which is covered under Section G. Emergency Medical and Other Expenses and your travelling companions or others are unable to care for the pet dog and/or cat.

Special Conditions

Anything mentioned in General Conditions on page 24.

What IS NOT Covered

1. Any claims arising directly or indirectly from any medical condition your pet dog or cat suffered at any time prior to the departure of the trip.
2. Any claim when you have not arranged for all necessary inoculations, the insertion of the required microchip, and all appropriate documentation in adequate time prior to departure of your trip.
3. Any costs for inoculations, microchips or any medication or preparation that was required before the start of the trip.
4. Any claim where your pet dog and/or cat’s stay does not exceed the pre-booked period of accommodation.
5. Any claim which formed part of the original pre-booked duration for your pet dog and/or cat.
Section Q. Scheduled Airline Failure

Cover is provided for the insolvency of travel arrangements (not forming part of an inclusive holiday) and not bonded or insured already, booked with a travel or accommodation provider in the United Kingdom.

Definitions – Applicable to this section

Insurer
This cover is provided by International Passenger Protection Limited, IPP House, 22-26 Station Road, West Wickham, Kent BR4 0PR, United Kingdom and is underwritten by certain Underwriters at Lloyd’s (The Insurer).

What IS Covered

In the event of insolvency of the travel or accommodation provider, the insurer will pay up to the amount shown in the Benefit Schedule for each insured person named on the booking invoice for:

1. Irrecoverable sums paid in advance in the event of insolvency of the Scheduled Airline, Hotel, Train Operator including Eurostar, Car Ferries; Villas abroad & Cottages in the UK; Coach Operator, Car Hire company, Caravan Sites, Campsites, Mobile Home, Camper Rental, Safaris; Excursions; Eurotunnel; Theme Parks such as Disney Land Paris all known as the End Supplier of the travel arrangements not forming part of an inclusive holiday prior to departure, or

2. In the event of insolvency after departure:
   a) additional pro rata costs incurred by the Person-Insured in replacing that part of the travel arrangements to a similar standard of transportation as enjoyed prior to the curtailment of the travel arrangements, or
   b) if curtailment of the holiday is unavoidable - the cost of return transportation to the United Kingdom to a similar standard of transportation as enjoyed prior to the curtailment of the travel arrangements, provided that where practicable you have obtained the approval of the Insurer prior to incurring any relevant costs.

Special Conditions

Anything mentioned in General Conditions on page 24.

What IS NOT Covered

1. Travel or accommodation not booked with an End Supplier within the United Kingdom prior to departure.

2. The financial failure of:
   a) any travel or accommodation provider in Chapter 11 or any threat of insolvency being known at the date of opening your Everyday Extra Current Account or booking any trip
   b) any travel or accommodation provider who is bonded or insured elsewhere (even if the bond is insufficient to meet the claim)
   c) any travel agent, tour organiser, booking agent or consolidator with whom the insured person has booked travel or accommodation.

3. Any loss for which a third party is liable or which can be recovered by other legal means.

4. Any losses which are not directly associated with the incident that caused you to claim. For example, loss due to being unable to reach your pre-booked hotel following the financial failure of an airline.

5. IPP will accept claims submitted up to six months after the date of the failure. Any claims submitted after the six month period will NOT be processed.


For travel advice and emergency assistance telephone +44 (0) 344 249 9981
Section R – Travel Disruption Cover

Cover provided specifically for costs and expenses that you cannot claim back from any other source. You must claim from the carrier/tour operator in the first instance and provide proof of this. Only receipted costs will be reimbursed.

Definitions – Applicable to this section

Covered events
Flood, earthquake, tsunami, landslide, avalanche, hurricane, storm, tornado, fire and volcanic activity caused by any naturally occurring event, excluding any event caused as a direct result of human and/or malicious intervention.

Prepaid charges
Charges you have paid before you travel, or are contracted to pay, for car hire, car parking at the point of departure, airport accommodation, airport lounge access, or excursions.

Package
The pre-arranged combination of at least two of the following components when sold or offered for sale at an inclusive price and when the service covers a period of more than 24 hours or includes overnight accommodation:
   a) transport,
   b) accommodation, and
   c) excursions.

Travel disruption
The inability of your public transport to depart from the booked port or airport due to a covered event.

What IS Covered

Before you reach your destination
1. If the public transport (port or airport) on which you were booked to travel from the United Kingdom, including any onward connecting flights, is cancelled or delayed for at least six hours due to a covered event, we will pay for your costs incurred in the terminal in respect of restaurant meals, refreshments consumed and hotel accommodation up to:
   a) £20 for the first six hours delay, and
   b) £20 for each additional full 12 hours delay, up to a maximum of £200 providing you eventually continue the booked trip. You must have checked in or attempted to check in according to the carriers’ regulations. Itemised receipts must be kept as proof of purchase.

2. If due to travel disruption you fail to arrive at the next departure point in time to board your pre-booked onward connecting public transport and you have to make alternative arrangements to reach your final destination, we will pay you up to £1,000 for your reasonable additional travel and accommodation costs (room only) which are of a similar standard to that of your pre-booked travel and accommodation that you cannot claim back from any other source.

3. If your pre-booked international transport is cancelled by the carrier due to travel disruption and no alternative is offered, we will pay you up to:
   a) £2,000 for your unused travel, accommodation (including excursions up to £250) and other prepaid charges that you cannot claim back from any other source if you cannot travel and have to cancel your trip, or
   b) up to £200 in total per trip for re-booking fees incurred for the identical trip, if you wish to re-book your trip for a later date.

On the way home
4. We will pay you up to a maximum of £1,000 for your reasonable additional travel and/or accommodation costs (room only, up to a maximum of £200 per night for five nights) which are of a similar standard to that of your pre-booked travel and accommodation that you cannot claim back from any other source if you have to make alternative arrangements to return to your home or stay longer outside of the United Kingdom as a result of the public
5. If the **public transport** on which you were booked to travel to your **home area** including any connecting flights is cancelled or delayed for at least six hours due to a **covered event** we will pay for your costs incurred in the terminal in respect of restaurant meals, refreshments consumed and hotel accommodation up to:

   a) £20 for the first six hours delay, and  
   b) £20 for each additional full 12 hours delay, up to a maximum of £200  

   providing you return to your **home area** on the next available suitable **public transport**. You must have checked in or attempted to check in according to the carrier’s regulations. Itemised receipts must be kept as proof of purchase.

### Special Conditions

1. If you fail to notify the travel agent, tour operator or provider of transport or accommodation as soon as you find out it is necessary to cancel the **trip**, the amount we will pay will be limited to the cancellation charges that would have applied otherwise.

2. Extra accommodation costs must be for a similar standard of accommodation to that in which you were originally staying.

3. You must give notice as soon as possible to the Emergency Assistance Service of any circumstances making it necessary for you to return home and before any arrangements are made for your repatriation.

4. You must get (at your own expense) written confirmation from the **public transport** operator (or their handling agents) of the cancellation, number of hours of delay or being denied boarding and the reason for these together with details of any alternative transport offered.

5. You must comply with the terms of contract of the **public transport** operator and seek financial compensation, assistance or a refund of your ticket from them in accordance with such terms and/or (where applicable) your rights under EU Air Passenger Rights legislation in the event of denied boarding, cancellation or long delay of flights or equivalent regulations.

6. You must get written confirmation from the **public transport** operator (or their handling agents) and/or provider of accommodation that compensation, assistance or reimbursement of any costs, charges and expenses incurred by you will not be provided and the reason for this.

7. If the same costs and charges are also covered under any other section of the Travel Disruption Cover or in any benefit in the policy, you can only claim for these under one section for the same event.

8. Itemised receipts must be kept as proof of purchase.


### What IS NOT Covered

1. Any claim under subsections 2, 3 and 4 if your **trip** was booked as part of a package holiday.

2. Claims arising directly or indirectly from:
   
   a) Any insurable event under this section existing or being publicly announced by the date you purchased this policy or the **trip** was booked, (whichever is later).
   
   b) An aircraft or sea vessel being withdrawn from service (temporary or otherwise) on the recommendation of the Civil Aviation Authority, Port Authority or any similar body in any country not due to a **covered event**.
   
   c) Denied boarding due to your drug use, alcohol or solvent abuse, or violent or unruly behaviour of you or anyone with whom you are travelling.
   
   d) Denied boarding due to your inability to provide a valid passport, visa or other documentation required by the **public transport** operator or their handling agents.

3. The cost of Airport Departure Duty.

4. Costs paid for using any airline mileage reward scheme, for example Air Miles, any Timeshare, Holiday Property Bond or other holiday points scheme.
5. Any costs incurred by **you** which are recoverable from the providers of the accommodation (or their administrators) or for which **you** receive or are expected to receive compensation or reimbursement.

6. Any costs incurred by **you** which are recoverable from the public transport operator or for which **you** receive or are expected to receive compensation, damages, refund of tickets, meals, refreshments, accommodation, transfers, communication facilities or other assistance.

7. Any costs incurred by **you** which are recoverable from **your** credit/debit card provider or for which **you** receive or are expected to receive compensation or reimbursement.

8. Any travel and accommodation costs, charges and expenses where the public transport operator has offered reasonable alternative travel arrangements.

9. Any costs for normal day to day living such as food and drink which **you** would have expected to pay during **your** trip.

10. Any claim where the provider of the accommodation and/or the local or national authorities did not deem it necessary for **you** to leave **your** prepaid accommodation.

11. Any claim for additional costs for persons not insured under this policy.


**Complaints Procedure**

**Making Your Complaint**

You can contact the Quality Manager, who will arrange an investigation on behalf of the General Manager, at: Inter Partner Assistance SA, The Quadrangle, 106-118 Station Road, Redhill, Surrey RH1 1PR, United Kingdom. Telephone +44 (0) 1737 815227 email: claimcomplaints@axa-travel-insurance.com

If it is impossible to reach an agreement, you may refer the matter to the Financial Ombudsman Service by writing to: Financial Ombudsman Service, Exchange Tower, London E14 9SR, United Kingdom. Or you can phone 0800 023 4567 or 0300 123 9123 from a mobile. Website: www.financial-ombudsman.org.uk

If **you** purchased **your** account online **you** may also have the option to refer **your** complaint to the Financial Ombudsman Service using the Online Dispute Resolution platform. The platform has been established by the European Commission to provide an online tool for consumers to resolve disputes about goods and services purchased online. The platform can be found at http://ec.europa.eu/consumers/odr

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

**Financial Services Compensation Scheme (FSCS)**

Inter Partner Assistance is a member of the Financial Services Compensation Scheme (FSCS). The FSCS is a safety net for customers of financial services firms should they not be able to meet their liabilities and **you** may be entitled to claim compensation in such an event. Further information can be obtained from the FSCS. Their contact details are: Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St Botolph Street, London EC3A 7QU, United Kingdom. Call: 0800 678 1100 or 020 7741 4100, website: www.fscs.org.uk

**Use of Your Personal Data**

Details of **you**, your insurance cover under this policy and claims will be held by us (acting as Data Controller) for underwriting, policy administration, claims handling, providing travel assistance, complaints handling, sanctions checking and fraud prevention, subject to the provisions of applicable data protection law and in accordance with the assurances contained in our website privacy notice (see below).
We collect and process these details as necessary for performance of our contract of insurance with you or complying with our legal obligations, or otherwise in our legitimate interests in managing our business and providing our products and services.

These activities may include:

a) use of sensitive information about the health or vulnerability of you or others involved in your assistance guarantees, in order to provide the services described in this policy. By using our services, you consent to us using such information for these purposes;

b) disclosure of 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;

c) monitoring and/or recording of your telephone calls in relation to cover for the purposes of record-keeping, training and quality control;

d) technical studies to analyse claims and premiums, adapt pricing, support subscription process and consolidate financial reporting (incl. regulatory); detailed analyses on claims/missions/calls to better monitor providers and operations; analyses of customer satisfaction and construction of customer segments to better adapt products to market needs;

e) 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; and

f) sending you feedback requests or surveys relating to our services, and other customer care communications.

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).

We carry out these activities within the UK, in and outside the European Economic Area, in relation to which processing the data protection laws and or agreements we have entered into with the receiving parties provide a similar level of protection of personal data.

By purchasing this policy and using our services, you acknowledge that we may use your personal data, and consent to our use of sensitive information, both as described above. 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 (see below).

You are entitled on request to a copy of the information we hold about you, and you have other rights in relation to how we use your data (as set out in our website privacy notice – see below). 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 what information is held about you by AXA Travel Insurance, or have other requests or concerns relating to our use of your data, please write to us at:

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

Email: dataprotectionenquiries@axa-assistance.co.uk

Our full privacy notice is available at:
www.axa-assistance.com/en.privacypolicy

Alternatively, a hard copy is available from us on request.
Claim notification

1. First check you are covered by your policy. Please read the appropriate section in the policy wording to see exactly what is, and is not covered, noting particularly any conditions, limitations and exclusions.

2. Making a claim.
   a) In the event of an emergency you should first call the Emergency Helpline 0344 249 9981 (any minor illness or injury costs must be paid for by you and reclaimed).
   b) For all other claims, telephone our Claims Helpline on 0344 249 9981 (during office hours, Monday-Friday 9am-5pm) to obtain a claim form. You will need to give:
      – your name,
      – your Account Number, and
      – brief details of your claim.
   Alternatively you can email our Claims Helpline at: coop_claims@axa-travel-insurance.com
   You will need to provide:
      – your name,
      – your Account Number,
      – your address including the postcode, and
      – the section under which you wish to make a claim.
   We ask that you notify us within 28 days of you becoming aware of an incident or loss leading to a claim and you return your completed claim form and any additional information to us as soon as possible.

3. Additional information
   You must supply all of your original invoices, receipts and reports etc. You should check the section under which you are claiming for any specific conditions and details of any supporting evidence that you must give us.
   You should always keep copies of all the documents that you send to us.

Choice of Law
This policy shall be governed and construed in accordance with the Law of England and Wales and the English Courts alone shall have jurisdiction in any dispute. All communication of and in connection with your policy shall be in the English language.

Insurer
This policy is underwritten by Inter Partner Assistance (IPA), whose registered branch office in Ireland is 10/11 Mary Street, Dublin 1, Ireland (company number 906006) and is regulated by the Central Bank of Ireland. IPA is a branch of Inter Partner Assistance SA, a Belgian firm of Avenue Louise, 166 bte1, 1050, Brussels, which is authorised by the National Bank of Belgium and is subject to limited regulation by the Financial Conduct Authority (FCA) in the United Kingdom. Details about the extent of its regulation by the FCA are available from us on request. Some of the services under the policy will be provided by AXA Travel Insurance (company number 426087), of the same Ireland address. All companies are members of the AXA Assistance Group.
Please call 03457 212 212* (8am - 8pm, 7 days a week) if you would like to receive this information in an alternative format such as large print, audio or Braille.

To hold an Everyday Extra Current Account you must be 18 or over and a UK resident. The terms and exclusions applicable to any of the account benefits are set out in this Welcome Guide. The subscription fee for the Everyday Extra Current Account is £15 debited from the account on the first working day of each month.

The Co-operative Bank p.l.c. is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (No. 121885). The Co-operative Bank, Platform, smile and Britannia are trading names of The Co-operative Bank p.l.c., P.O. Box 101, 1 Balloon Street, Manchester M60 4EP. Registered in England and Wales No.990937. Credit facilities are provided by The Co-operative Bank p.l.c. and are subject to status and our lending policy. The Bank reserves the right to decline any application for an account or credit facility. The Co-operative Bank p.l.c. subscribes to the Standards of Lending Practice which are monitored by the Lending Standards Board.

*If you’re calling from the UK, calls to 0800 and 0808 numbers are free from landlines and mobiles. Calls to 03 numbers cost the same as calls to numbers starting with 01 and 02. Charges for calls made outside of the UK will be determined by your local provider. Calls may be monitored or recorded for security and training purposes.

Information correct as at 07/2018.

We like our communications to have an impact on you – but not on the environment. This document is printed using vegetable oil-based inks on paper which is Forest Stewardship Council® certified and made in an elemental chlorine-free process. I’m not finished – please recycle me!