

Statement of Insurance

Group policy travel insurance

Single trip

Group policyholder:	Galloway Coach Travel Limited	Group policy issue date: 08/03/2023
Policy number:	BS9 0000046	Reason for issue: New Business

This statement of insurance forms part of the group policy travel insurance. Please check these details carefully and let us know immediately of any errors.

Group policyholder details

Group policyholder	Galloway Coach Travel Limited
Address	Denters Hill,, Mendlesham, Stowmarket, Suffolk, IP14 5RR

Cover

Policy term	For bookings made between 08/03/2023 until 07/03/2024 with all travel having being completed no later than 36 months from the group policy issue date.
Group policy	Insurer
Single trip	Zurich Insurance Company Ltd
Trip	Beneficiaries are covered for trips booked within the policy term where the appropriate premium has been paid and for which they have been accepted for cover. All trips must be completed no later than 36 months from the group policy issue date.
Beneficiary	Each person travelling on a trip arranged by the group policyholder who is eligible to be covered under this group policy and for which details have been provided to us by the group policyholder.
Cover Groups	Essential Cover Cover is provided for groups of beneficiaries travelling together up to a maximum of 50 beneficiaries in any one single group. If the group policyholder would like to obtain cover for groups with more than 50 travellers, please contact your Endsleigh representative.
Cover area	Beneficiaries are covered for travel to the destination for which the appropriate premium has been paid and for which they have been accepted for cover.
Sports & activities option	Standard
Important Information	Please refer to the Important Information Relating to Cover section of this statement of insurance.

Beneficiaries

Beneficiaries receive cover benefits by virtue of the group policy issued to the group policyholder. Only the group policyholder has direct rights against the insurer. The benefits received by the beneficiaries do not give them direct rights under this group policy of insurance but enable them to receive the benefits described below. Beneficiaries must notify us of any incident that they feel could give rise to a claim under these terms and conditions. Strict compliance with these terms and conditions is required if the beneficiaries are to receive their benefits.

All beneficiaries must be registered under the health care system in their home country.

Cover – more details

Table of benefits

The following table is a summary of cover only and the group policy is subject to terms, conditions, limits and exclusions. Please refer to the applicable sections of the group policy wording. The benefits set out below are the maximum amount we will pay under each section per beneficiary per trip unless otherwise noted in the group policy wording.

Section	Essential Benefits	Maximum Amount	Excess
1	Cancellation or curtailment charges	£2,000	£50
	Aggregate Limit	£50,000	
	Excursions	£250	
2	Emergency medical & other expenses	£5,000,000	£50
	Emergency dental treatment	£250	
	Search and rescue	no cover	
3	Hospital benefit	no cover	-
4	Personal accident		£0
	i. Death benefit (aged under 16)	£1,000	
	Death benefit (aged 16 to 64)	£15,000	
	Death benefit (aged 65 and over)	£1,000	
	ii. Loss of limbs or sight (aged under 65)	£15,000	
iii. Permanent total disablement (aged under 65)	£15,000		
5	Baggage		£50
	Baggage (Including valuables)	£1,500	
	a) Single article, pair or set limit	£200	
	b) Valuables limit in total	£250	
	Baggage delay	no cover	
6	Personal money, passport & documents		£50
	1. a) Currency, notes and coins	£200	
	b) Currency, notes and coins (aged under 16)	£50	
	c) Other personal money and documents	£200	
	2. Passport or visa	£250	
7	Personal liability	£1,000,000	£100
8	Delayed departure	no cover	-
9	Missed departure	£250	£50
10	Hijack and hostage	no cover	-
11	Catastrophes and natural disasters	no cover	-
12	Air rage	no cover	-
13	Incarceration	no cover	-
14	Overseas legal expenses & assistance	£10,000	£0
	Aggregate limit	£10,000	
15	Extended kennel and/or cattery fees	£250	£0
	In home country	£150	
16	Group Travel		£50
	1. Replacement of group leader	£5,000	
	2. Personal money	£1,000	
	3. Group equipment	£5,000	

Aggregate limit:

An aggregate limit applies under section 1 - Cancellation or curtailment charges and section 14 - Overseas legal expenses & assistance. The maximum aggregate amount payable for all claims arising out of or in connection with any one event under each section shall not exceed the maximum amount stated in the table above.

Sports and activities covered

Please refer to the general exclusions in the group policy wording with reference to participation in or practice of sports and activities.

No cover under section 7 – Personal liability for pursuit of any business, trade, profession or occupation.

There is a full list of sports and activities covered under this policy in the group policy wording. There is no cover for any sport or activity which does not appear on this list.

Group policy endorsements

Details of the changes to the group policy are shown below. The sections shown replace or change those of the same name in the group policy wording, statement of insurance or any previously issued endorsements. This should be read in conjunction with the group policy.

COVID-19 Additional cover for Cancellation and curtailment charges

Note: Medical Epidemics and pandemics which are declared known events – including COVID-19 - are excluded from the standard cover provided under all sections of your policy other than under Section 2 – Emergency medical and other expenses. For additional clarity a specific medical epidemic and pandemic exclusion has been added to the policy on this basis (General Exclusion 16).

We are pleased to be able to provide specific additional cover for **UK Resident Beneficiaries** own Cancellation charges if they have to cancel their participation in a **Trip** due to their having been diagnosed with, or tested positive for, Covid-19 as detailed below.

What is covered

We will reimburse the **Beneficiary** up to the amount stated in the **Statement of Insurance** for their irrecoverable unused travel and accommodation costs and other pre- paid charges which the **Beneficiary** has paid or is contracted to pay together with any reasonable additional travel expenses incurred if:

- cancellation of the **Beneficiary's** participation in the **Trip** is necessary and unavoidable as a result of the **Beneficiary** being
 - admitted to hospital due to being infected with Covid-19 up to 28 days before they are due to commence their **trip**; or
 - diagnosed by a **medical practitioner** and/or hospital as having tested positive with Covid-19 up to 14 days before they are due to commence their **Trip**.
- curtailment of the **Beneficiary's** participation in the **Trip** is necessary and unavoidable due to the **Beneficiary** testing positive for Covid-19 using a **UK** government approved Covid-19 test administered by a private sector provider, after commencing their **Trip** and prior to boarding their pre-booked outbound transport, provided that the test provider has completed or is undergoing UKAS accreditation.

What is not covered

Any claim where

- The **Beneficiary** is not a **UK** resident.
- at the time the **Beneficiary** is due to commence their **Trip**:
 - they are not legally able to
 - leave the area in which they are staying; and/ or
 - travel to their intended destination and/or
 - their travel and/or accommodation arrangements had already been cancelled by the travel agent, tour operator, public transport carrier or any other provider of transportation and/or accommodation.

Special Conditions

- Cover is subject to the Definitions, General conditions applicable to the whole Group Policy, Claims Conditions, Important conditions relating to health and the General exclusions applicable to all sections of the Group Policy (with the exception of General Exclusion 16 which will not apply to this extension).
- If the **Beneficiary** had Covid-19, suspected they had Covid-19 or were in quarantine or self-isolation due to Covid-19 at the time of booking their **Trip** or taking out this cover (whichever is later), the additional cover provided under this endorsement will not apply until the **Beneficiary** has tested negative for Covid-19 or fully recovered from Covid-19 or completed their quarantine or self-isolation with no ongoing symptoms of Covid-19.
- The **Beneficiary** must comply with all relevant government and local authority travel requirements at point of entry to and point of departure from each country and area that they are travelling from to and through during their **trip** including but not limited to visa, vaccination, inoculation, health test and screening requirements and certification.
- In the event that the **Beneficiary** needs to make a claim under this endorsement, they will need to provide (as appropriate) either
 - a certificate issued by a **medical practitioner** or hospital confirming their admission to hospital or diagnosis with Covid-19; or
 - confirmation from a private sector provider that they had tested positive for Covid-19 and evidence that the provider or the **Beneficiary** had registered the result with the NHS within 24 hours.

Policy definitions, general conditions and general exclusions apply to the whole of this Group Policy and all levels of cover.

Obligations

It is important that the group policyholder checks that the information given in the statement of insurance is, to the best of their knowledge and belief, complete and correct as this forms the basis of the insurance contract.

Each beneficiary must tell the group policyholder immediately on finding that any information in relation to their cover under this group policy has changed. The group policyholder must tell us immediately if at any time any of the information is incorrect or changes. Failure to do so may result in the insurance no longer being valid and claims not being met or not being met in full. If in doubt about any change please contact us as soon as possible.

All beneficiaries should refer to the conditions in the group policy wording for details of how any changes in circumstances may affect their cover under this insurance.

Excesses and special terms and conditions applicable to the whole group policy

Each beneficiary is responsible for paying the first amount of each and every claim under each section for which an excess applies. The standard excesses payable in the event of a claim are shown in the table of benefits.

Declarations made

The group policyholder declares that to the best of their knowledge all the information provided in connection with this proposal is correct and complete.

Beneficiaries agree to the important conditions in relation to health shown within the group policy wording document.

Beneficiaries are:

- Registered under the health care system in their home country
- Travelling from and returning to their home country

How to report an incident or make a claim

Your claim will be handled by an agent acting on behalf of your insurer.

Travel Insurance	+44(0) 1202 038 946	Mon-Fri: 8am to 8pm Sat: 8am to 4pm	www.endsleigh.co.uk/claim-centre
Medical Assistance	+44(0) 1243 621 058	24 hours	
Legal Expenses	+44(0) 1179 045 831	Mon-Fri: 9am to 5pm	

How to make a complaint

If the group policyholder and/or a beneficiary wish to make a complaint, in the first instance, please contact the person who originally dealt with the enquiry. They will aim to resolve the complaint on the same day. Alternatively the group policyholder and/or a beneficiary can contact us:

by post Customer Experience Department
Endsleigh Insurance Services Ltd.
Quadrangle, Imperial Square
Cheltenham GL50 1PZ

by phone 0800 085 8698

If the group policyholder's and/or beneficiary's complaint is not resolved to their satisfaction they have the right to ask the Financial Ombudsman Service to review their case if they are any one of the following:

- 1) a consumer;
- 2) a micro-enterprise (employing fewer than 10 persons; with a turnover or annual balance sheet that does not exceed €2 million) at the time the complaint is referred to Endsleigh (or its representative such as an AR);
- 3) a charity which has an annual income of less than £1 million at the time the complaint is referred to Endsleigh (or its representative such as an AR);
- 4) a trustee of a trust which has a net asset value of less than £1 million at the time the complaint is referred to Endsleigh;
- 5) a Consumer Buy To Let consumer (where the complaint is about a Consumer Buy to Let Mortgage or service)

Contacting the Ombudsman will not affect your rights to take legal action against us.

If you do not fall within the categories above and your complaint has not been resolved to your satisfaction, you have the right to take legal action against us.

Financial services compensation scheme

We are covered by the Financial Services Compensation Scheme (FSCS). The group policyholder and/or a beneficiary may be entitled to compensation from the scheme if we cannot meet our obligations. Further information about compensation scheme arrangements can be obtained from the FSCS at www.fscs.org.uk or by contacting the FSCS directly on 0800 678 1100.

How to cancel

Cancellation: It is IMPORTANT to know that there will not be a refund of premium if there has been a claim on this group policy which the insurer will have to settle. This group policy may be cancelled by the group policyholder sending notice to the address shown on the statement of insurance. In the event of cancellation of this group policy, the group policyholder must notify beneficiaries of such cancellation.

Fees and Charges: If the group policyholder wishes to cancel this group policy at any time a charge will be made for any period for which cover applied, unless a beneficiary has travelled or a claim or an incident likely to give rise to a claim has occurred, in which case no refund will be due. We will also charge a cancellation fee of £20.00.

Status Disclosure

About the insurers

Zurich Insurance Company Ltd * Firm Reference No: 959113

A public limited company incorporated in Switzerland. Registered in the Canton of Zurich, No. CHE-105.833.114, registered offices at Mythenquai 2, 8002 Zurich. UK Branch registered in England and Wales no BR000105. UK Branch Head Office: The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire PO15 7JZ. Zurich Insurance Company Ltd is authorised and regulated in Switzerland by the Swiss Financial Market Supervisory Authority FINMA. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request.

The group policyholder's rights under the Financial Services Compensation Scheme are not affected by this.

* Endsleigh has a risk transfer agreement with these insurers and the following statement applies: When you send us your premium monies ("money"), we will hold it, owing to the insurer listed as an agent for that insurer. Endsleigh will hold monies ("money") paid by the insurer for cancellations, owing to you, as an agent for that insurer.

About our services

Endsleigh Insurance Services Limited is an insurance intermediary acting on behalf of the insurer. We are authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 304295. You can check this on the Financial Services Register by visiting the FCA's web site <https://fca.org.uk/register>. Our principal place of business is at 2 Des Roches Square, Witney, Oxfordshire, OX28 4LE. Endsleigh Insurance Services Limited is owned by Endsleigh Limited which is a member of the A-Plan group of companies. National Union of Students (United Kingdom) also has an interest in Endsleigh Limited.

This insurance meets the demands and needs of those persons travelling away from home. By purchasing this policy you confirm that this is a fair description of your insurance demands and needs.

Any information we provide to the group policyholder does not constitute advice or a personal recommendation and the group policyholder agrees to make their own choice about how to proceed. We may ask questions to narrow down the selection of products that we will provide information on. We only offer group policy travel insurance products from a single insurer, Zurich Insurance Company Ltd.

When we sell you a policy we retain a percentage commission from the total annual premium. If the type of policy we sell reaches specific profit targets the insurer also pays us an additional amount.

It's important the information we have is correct as inaccurate information may result in an increased premium, you not being covered or a claim not being paid in full.

The parties to a contract of insurance covering a risk situated in the United Kingdom are permitted to choose the law applicable to the contract. This group travel insurance policy is governed by English law. English law will also apply prior to the conclusion of the group policyholder's contract of insurance.

Important Information Relating to Cover Under this Group Policy

The following cover will apply to this group policy:

- There is cover under this group policy for emergency medical and other expenses related to a medical epidemic or pandemic.

Unless you have been provided with specific additional cover under this group policy, the following exclusions will apply:

- There is no cover under this group policy for claims arising directly or indirectly from or in connection with an airline or other travel provider postponing or canceling your travel arrangements.
- There is no cover under this group policy if an airline or travel provider ceases to trade without being able to meet their obligations to you regarding your travel arrangements.
- There is no cover under this group policy for any cancellation or curtailment claims arising directly or indirectly from a change in travel advice by the Foreign, Commonwealth and Development Office (FCDO) or equivalent government or national authority, or the World Health Organisation.
- There is no cover under this group policy for any cancellation or curtailment claims arising directly or indirectly from a local or national lockdown preventing you from travelling.
- There is no cover under this group policy for any cancellation claims arising directly or indirectly from having been personally instructed to self-isolate by NHS Test and Trace or the NHS app.
- There is no cover under this group policy for any cancellation or curtailment claims arising directly or indirectly from having contracted, been diagnosed or tested positive with any illness associated with epidemic or pandemic.