

Travel Insurance

Insurance Product Information Document

Company: Great Lakes Insurance SE

Great Lakes Insurance SE is a German insurance company with its headquarters at Königinstrasse 107, 80802 Munich. UK Branch office: 10 Fenchurch Avenue, London EC3M 5BN, company number SE000083. Great Lakes Insurance SE, UK Branch, is authorised and regulated by Bundesanstalt für Finanzdienstleistungsaufsicht. Deemed authorised by the Prudential Regulation Authority. Firm Reference Number 769884. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the Financial Conduct Authority's website.

Administered by: Torgate Travel

This policy is administered by Torgate Travel. Torgate Travel is a trading name of Torgate Underwriting Group Limited. Registered in England with company number 4043759. Registered Address: 2 Minster Court, Mincing Lane, London EC3R 7PD. Torgate Underwriting Group Limited is authorised and regulated by the Financial Conduct Authority. Our register number is 313250.

Product: Single Trip Travel Insurance

This document is a summary of the insurance contract. Please see the policy documents for the full cover, terms, conditions and limits of the insurance contract.

Policy number: ACK/22

Sold by: Acklam's Coaches

What is this type of insurance?

This insurance provides a package of travel insurance benefits to cover a single trip within the geographical limits and the cover dates you have chosen.



What is insured?

- ✓ **Emergency medical and repatriation expenses** – up to £2,000,000
- ✓ **Cancellation** – up to £1,500 for trips to the United Kingdom, Channel Islands, Isle of Man & Europe; not covered for Worldwide trips
- ✓ **Curtailed and loss of holiday** – up to £1,500 for trips to the United Kingdom, Channel Islands, Isle of Man & Europe; not covered for Worldwide trips
- ✓ **Personal accident** – up to £15,000, subject to age
- ✓ **Personal possessions** – up to £1,500
 - up to £200 any one article, pair or set of articles
 - up to £200 valuables limit
- ✓ **Personal money** – up to £200 (reduced to £50 if aged under 16)
- ✓ **Passport and other documents** – up to £200
- ✓ **Baggage delay on outward journey** – up to £100 after 12 hours
- ✓ **Missed departure** – up to £200 within the United Kingdom; up to £800 outside of the United Kingdom
- ✓ **Travel delay and abandonment** – £20 for the first full 12 hours and £10 for each subsequent full 12-hours delay after that up to a total of £60; or abandonment up to the sum insured shown in the **Cancellation** section above
- ✓ **Personal liability** – up to £2,000,000
- ✓ **Legal costs and expenses** – up to £25,000
- ✓ **COVID-19 cover** – up to £1,500 for trips to the United Kingdom, Channel Islands, Isle of Man & Europe; not covered for Worldwide trips for cancellation and curtailment; up to £1,000,000 for emergency medical and repatriation expenses (outside of the United Kingdom)



What is not insured?

- ✗ Some sections of the policy may be subject to an excess unless otherwise specified in your policy. This is the amount you pay when you make a claim.
- ✗ Pre-existing medical conditions that do not comply with the requirements set out in the policy wording.
- ✗ Travelling against medical advice or with the intention of obtaining medical treatment abroad.
- ✗ The policy includes restrictions regarding the health of close relatives and friends upon whom your trip may depend, even if they are not being insured by this policy.
- ✗ Certain hazardous sports and activities may not be covered under this policy – see policy wording for details.
- ✗ You drinking too much alcohol, or any form of alcohol abuse, where it is reasonably foreseeable that such consumption could result in a serious impairment of your faculties and/or judgement.
- ✗ Circumstances you were aware of before your policy was issued or journey was booked (whichever is the later) that might result in a claim.
- ✗ Medical treatment which can wait until you return home.
- ✗ Private medical treatment unless agreed by us.
- ✗ Personal possessions – 'new for old' cover only if item less than 1 years old.
- ✗ Any claim for personal possessions where you have not taken steps to prevent loss.
- ✗ Sea-going cruises.
- ✗ Claims arising from any epidemic or pandemic as declared by the World Health Organization.
- ✗ Claims arising from or related to any coronavirus including but not limited to COVID-19, or any related/mutated form of the virus. This exclusion does not apply to COVID-19 claims under the COVID-19 cover section.



Are there any restrictions on cover?

- ! Only available to residents of the United Kingdom
- ! If you are travelling within the United Kingdom you do not need to declare your medical conditions, but you must answer some questions to be covered for any medical conditions you have or have had
- ! If you are travelling outside of the United Kingdom you must telephone MediScreen if you have or have had any medical conditions. You may have to pay an additional premium to cover your medical conditions
- ! Cover is only available for the whole duration of a booked trip to a maximum of 70 consecutive days, and cover cannot be purchased once a trip has already begun



Where am I covered?

- ✓ The geographical regions of travel in your policy document
- ✓ You will not be covered if you travel to a country or region where the Foreign, Commonwealth & Development Office (FCDO) has advised against all travel or all but essential travel. For further details, visit [gov.uk/foreign-travel-advice](https://www.gov.uk/foreign-travel-advice)



What are my obligations?

- You must be fit to undertake any trip to be covered under the policy
- Ensure the policy meets your needs
- You must take care to protect yourself and your property
- You must tell us as soon as reasonably possible of any event which may result in a claim
- If you need medical assistance while abroad, you must contact us before going to a medical facility (other than a pharmacy), or as soon as you can



When and how do I pay?

You must pay when you buy the policy even if you are not travelling until a future date. You will be asked to pay in full by credit/debit card or pre-agreed payment method.



When does the cover start and end?

Cancellation cover under single trip policies starts upon payment of premium and ends on the date of your departure. Cover under all other sections starts on the date of your departure and all cover under the policy ceases when you return home on the date of your return from your trip as set out in your booking confirmation.



How do I cancel the contract?

If this insurance is not suitable, you can cancel this policy at any time. If you cancel within 14 days of receipt of the policy documents your premium will be refunded in full provided that you have not already taken your trip, made a claim or intend to make a claim. Please contact your issuing agent (refer to the contact details on your booking confirmation).