

Insurance Product Information Document

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This document does not detail everything that is covered and not covered by this contract of insurance neither does it detail the cover you selected to meet your individual needs. This information is provided within other documentation that you will receive either before or after you take out this insurance.

What is this type of insurance?

European holiday home insurance protects you against loss or damage to your Buildings and/or Contents. It covers such things as fire, flood, storm, theft and subsidence.



What is insured?

Buildings which is the structure of the holiday home and its permanent fixtures and fittings.

Loss or damage caused by:

- ✓ Fire, lightning, subsidence, explosion, earthquake or aircraft, storm, flood, escape of water or weight of snow.
- ✓ Escape of water, escape of Liquid Petroleum Gas (LPG), Escape of Oil and frost damage to fixed water tanks, apparatus or pipes.
- ✓ Theft or attempted theft.
- ✓ Collision by any vehicle or animal.
- ✓ Riots, civil commotion & malicious damage.
- ✓ Subsidence, landslide, heave for Portugal only.
- ✓ Frost damage to fixed water tanks, apparatus & pipes.
- ✓ Breakage or collapse of fixed radio & television aerials, fixed satellite dishes, solar panels and their fittings & masts.
- ✓ Breakage of fixed glass & sanitary fixtures.

Contents which are your household goods and personal property within your holiday home. The fixtures & fittings of the buildings which are attached to your holiday home and garden furniture within the holiday home.

- ✓ Property in the open.
- ✓ Accidental damage to televisions, audio & video equipment including radios, DVD players, video recorders, home computers and satellite decoders.
- ✓ Breakage of mirrors / fixed glass in furniture.
- Rent you have to pay & alternative accommodation costs up to 10% of the buildings sums insured or up to £25,000 whichever is the lesser amount.
- ✓ Accidents to Domestic Staff up to £5 million.



What is insured? Continued

Optional cover

- Accidental damage to buildings & contents.
- Property owners liability on contents only cover.
- Increased cover for power surge in Spain & Portugal.



What is not insured?

- ✗ Loss or damage to domestic fixed fuel-oil tanks in the open, tennis courts, drives, swimming pools, hot tubs, soft tub, irrigation systems, patios, terraces, walls, gates and fences by storm, flood or weight of snow.
- ✗ Loss or damage to motor vehicles or their accessories including outboard engines (other than garden machinery), caravans, trailers or watercraft or their accessories.
- ✗ Any injury sustained to your domestic staff in connection with any car in Canada or the USA and any injury after the total period of stay in either or both countries has exceeded 30 days in any one period of insurance.
- ✗ Loss or damage caused directly or indirectly by radioactive contamination and nuclear assemblies. Any consequence of war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power or confiscation or nationalisation or requisition or destruction of or damage to property by or under the order of any government or public or local authority.
- ✗ Existing and deliberate damage. Wear and tear and faulty workmanship.



Are there any restrictions on cover?

! Flood cover is not available in certain areas.

! Unoccupancy Clause

When Your Holiday Home is left without any Occupant for 60 consecutive days or more You must ensure that a responsible person is appointed to check the property both internally and externally at least once every 60 days.

Between 1st November to 31st March (both days inclusive), if Your Holiday Home is left without any Occupant for more than 48 hours You must ensure that the water supply is turned off at the internal stop cock where the water supply enters Your Holiday Home and all water tanks are fully drained.

or:

Between 1st November to 31st March (both days inclusive), if Your Holiday Home is left without any Occupant and You leave the water supply turned on You must ensure Your Holiday Home is fitted with a thermostatically controlled fixed central heating system which is used to maintain a minimum temperature of 15 degrees Celsius and, where fitted, the loft hatch door left open. You must provide Your Insurers with any bills for any utilities being supplied to Your Holiday Home at the time of any loss or damage resulting from escape of water. (this requirement does not apply to properties situated in Spain, Portugal, Southern Cyprus or Greece).

! If your holiday home is let there will be no cover for theft or attempted theft from your holiday home unless there has been violent and forcible entry. There will be no cover for the persons renting your home, accidental damage or breakage or malicious damage caused by the persons legally on the premises.

! Emergency travel costs up to a limit of £1250 for one return ticket for you and £750 for one return ticket for a member of your family.

! No Earthquake cover for Greece, Italy and Cyprus.

! £2500 subsidence excess, except France, Spain, Eire, Greece, Italy, Cyprus where subsidence is excluded.

! Policy Excess - the amount you are required to pay as the first part of each and every claim made. The excess amounts are shown in your policy schedule.

! £500 escape of water excess, except Spain where this is £750.



Where am I covered?

- ✓ At the holiday home you are insuring.



What are my obligations?

- You must take reasonable care to provide us with complete and accurate answers to any questions you are asked when you take out, make changes or renew your policy. If you do not tell your insurance adviser about any changes we may not pay a claim.
- You must tell your insurance adviser if you have an accident or injury so they can tell you what to do next if you need to make a claim.



When and how do I pay?

- For full details of when and how to pay, you should contact your insurance adviser



When does the cover start and end?

- From the start date (shown in your policy schedule) for 12 months



How do I cancel the contract?

- You can cancel this insurance at any time by contacting your insurance adviser. After the 14 day cooling off period, provided you have not made a claim, you will be entitled to a refund of any premium paid, subject to a deduction for any time for which you have been covered.