

Travel Insurance

Insurance Product Information Document

DUinsure.com is underwritten by Travel Insurance Facilities Plc which is authorised and regulated by the Financial Conduct Authority, FRN 306537

Registered in England & Wales, Number 3220410

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The following summary does not contain the full terms and conditions of the contract which can be found in your policy documentation. The agreed sums insured are specified in your policy schedule.

What is this type of insurance?

This is a travel insurance policy



What is insured?

We offer single trip and multi trip policy options through our Comprehensive level of cover

The policy covers up to the following

✓ Medical Emergency & Repatriation	£10m
✓ Emergency Dental Treatment	£250
✓ Additional Accommodation & Travelling Costs	£2,000
✓ Hospital Benefit	£900
✓ Cancellation & Curtailment	£3,000
✓ Missed Departure on the Outward Journey	£1,000
✓ Personal Effects & Baggage	£1,500
✓ Personal Effects & Baggage delayed after 12 hours	£100
✓ Money & Passport	£500
✓ Personal Liability	£2m
✓ Personal Accident	£30,000
✓ Legal Expenses	£25,000
✓ Hijack	£1,000
✓ Travel Disruption	£1,000
✓ Catastrophe	£500
✓ Scheduled Airline Failure	£5,000
✓ Pet cover additional boarding fees	£200

You can add the following optional covers to the Comprehensive policy

Winter Sports Cover
Special Sports and Activities Cover
Golf Cover



What is not insured?

- ✗ **Excesses** apply on the Comprehensive policy and are shown in the Document of Insurance - you are responsible for paying this amount in the event of a claim.
- ✗ Existing medical conditions that you haven't told us about or where we've not agreed to cover them in writing
- ✗ Dental treatment other than to alleviate sudden pain
- ✗ Trips which have begun before your policy cover start date
- ✗ Events or situations you know about before taking out a policy or booking a trip which could mean you can't travel
- ✗ You taking part in activities unless stated as covered on your Policy Documentation
- ✗ Claims caused by alcohol, drugs or substance abuse
- ✗ Trips longer than 31 days on a Comprehensive multi trip policy or, if you have paid the appropriate premium to upgrade this to 45 or 60 days
- ✗ Natural damage (e.g. wear & tear or from weather)
- ✗ Any trip involving a cruise



Are there any restrictions on cover?

- ! There is no cover if you are aged 56 or over at the date of purchase.
- ! There is no cover for trips booked or travel to a destination outside the area of cover shown on your Policy Schedule
- ! Unless agreed with us there will be no cover if the FCO advise against travel to your destination
- ! There is no cover at the start of the policy if anyone to be insured is waiting to have any medical investigation, or the results of any test or investigations, unless these relate to an already diagnosed condition you've told us about
- ! There is no cover to cancel or cut short a trip because of any follow up appointment or surgery that relates to investigations or tests that are known about when a trip is booked
- ! There is no cover for valuables or money unless with you, in a safe/safety deposit box or locked in your accommodation



Where am I covered?

IMPORTANT: this will depend on your needs - the cover you chose is shown on your Policy Schedule.

We have five options available to you; please visit www.duinsure.com or call on 0800 393 908 for full definitions:

- ✓ UK
- ✓ Europe
- ✓ Worldwide excluding United States, Canada, Bermuda and the Caribbean
- ✓ Australia & New Zealand
- ✓ Worldwide



What are my obligations?

- At the start of the policy you must give complete and accurate answers to any questions we may ask you
- Premiums must be paid on time
- If you need to make a claim you must provide us with a fully completed claim form as soon as possible
- If you need medical assistance while abroad, you must call us before going to a medical facility (other than a pharmacy), or as soon as you possibly can thereafter
- You must let us know of any changes including any changes to medical conditions or the health of anyone on the policy



When and how do I pay?

Your premium is a one-off payment paid at the point of purchase by either credit or debit card. You can do this via the DUInsure website www.duinsure.com or call 0800 393 908.



When does the cover start and end?

Multi-trip travel insurance, covers a period of one year. A Multi-trip policy can be taken out each year until anyone on the policy reaches 55 years of age.

Single trip travel insurance covers the period from the date on which you pay your premium until the return date shown in your policy schedule.



How do I cancel the Contract?

You have a 'cooling off' period where, should you decide that you find that the terms and conditions do not meet your requirements and provided you have not travelled or claimed on the policy then a full refund may be considered. You can do this by calling DUInsure on 0800 393 908 within 14 days of purchase to obtain a full refund of the premium paid.

Should you wish to cancel your policy outside of the 14 day cooling off period, provided you have not made a claim on the policy (irrespective of whether your claim was successful or not) and you confirm in writing that there is no claim pending, in addition to a £15 administration charge, we will refund 5% of the total premium paid on your multi trip policy, for each full calendar month remaining on the policy from the date of cancellation, or for Single trip policies we will refund 50% of the policy premium and any additional premium applied to your existing medical conditions.