

# Travel Insurance

## Insurance Product Information Document

Inter Partner Assistance S.A. is authorised and regulated by the National Bank of Belgium, with a registered head office at Boulevard du Régent 7, 1000 Brussels, Belgium. Authorised by the Prudential Regulation Authority (firm reference number 202664). Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority.

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Inter Partner Assistance S.A. is part of the AXA Group.

**Company:** Inter Partner Assistance S.A. UK Branch

**Product:** True Traveller Traveller and Traveller Plus

This is your Insurance Product information document only and does not contain the full details of the contract.

Full terms & conditions can be found in your policy wording and policy schedule.

### What is this type of insurance?

This is an insurance policy which will cover you for your journey, for various unforeseen events such as, medical emergencies, cancellation/curtailment of your journey or lost and stolen property.



#### What is insured?

- ✓ **Trip Cancellation and Curtailment** – For the loss of pre paid travel and accommodation.
- ✓ **Emergency Medical Expenses** – Hospital fees, repatriation, in-patient benefit, funeral and dental.
- ✓ **Personal Liability** – Costs for damage you cause to a third party or their property (including your Journey accommodation if not owned by you, a family member or friend).
- ✓ **Personal Accident** – Compensation if you die, lose your sight, lose your limbs or if you are unable to work again following an accident on your journey.
- ✓ **Legal Expenses** – Legal Costs and representation to pursue a compensation claim against a negligent third party responsible for your death injury or illness.
- ✓ **Hijack** – Payable for every 24 hours you are the victim of a hijack.
- ✓ **Travel Delay** – A benefit is paid if your flight, sea crossing or train departure are delayed for more than 12 hours due to strike, industrial action, adverse weather conditions and/or mechanical breakdown or technical fault of the aircraft, coach, train or sea vessel.
- ✓ **Missed Departure** – Cover provided if you miss your airline departure due to delayed public transport, your own vehicle breaking down, an accident or breakdown affecting the roads you are travelling on, your connecting flight being late and/or adverse weather conditions making it impossible to make your departure point.
- ✓ **Travel Catastrophe** - A benefit is payable if you cannot reach or cannot live in your booked accommodation because of a fire, flood, earthquake, storm, lightning, explosion, hurricane, or a major outbreak of food poisoning.
- **Optional Cover** – Subject to an additional premium being paid, cover can also be extended to include: Travel Disruption, Collision Damage Waiver Excess, Winter Sports, Personal Baggage, Money, Loss of Passport & Visa Expenses.



#### What is not insured?

- ✗ This is not a private medical health insurance policy. We will pay for private treatment only if there is no appropriate reciprocal health agreement in existence and no public service available and we reserve the right to organise a transfer from a private medical facility to a public medical facility where appropriate.
- ✗ Claims where you cannot provide sufficient supporting evidence.
- ✗ Any criminal acts committed by you and any insured persons included under cover.
- ✗ Claims circumstances you were aware of before your policy was issued or your journey was booked whichever is the later and which could reasonably have been expected to be the reason for a claim, unless we agreed to it in writing.
- ✗ Does not cover normal costs or losses otherwise associated with pregnancy (including multiple pregnancies) or childbirth.
- ✗ You will not be covered for additional costs incurred as a result of any delay in telling your travel provider that you need to cancel your trip.
- ✗ The Policy excess that is applicable to each section, person and/or claim.
- ✗ Any trip for the purpose of obtaining medical treatment.
- ✗ The policy will not cover valuables, jewellery or money unless kept on the person or stored in a locked safety deposit box or safe.
- ✗ We will only cover up to the maximum limits of cover. Any additional amounts exceeding these limits will not be covered.
- ✗ Any claim where you cannot travel or choose not to travel because the Foreign, Commonwealth & Development Office (FCDO), or any other equivalent government body in another country, advises against travel due to a pandemic.
- ✗ Any amount recoverable from any other source such as your airline, accommodation provider, ATOL bond or debit/credit card provider.



#### Are there any restrictions on cover?

- ! Your policy contains a limit on the age of the insured persons and certain levels of cover may be restricted according to age. The maximum age of an insured person is 65.
- ! There are general conditions that you have to meet for cover to apply.
- ! The policy automatically provides cover for some sporting and leisure activities. Losses resulting from participation in sports outside of the automatic cover are excluded and may be provided subject to an additional premium being paid.
- ! There is a limit on the length of the Journey that can be covered.
- ! General Exclusions apply to the whole policy and each section contains exclusions specific to that section.
- ! Claims relating to existing medical conditions may be excluded.
- ! Cover within the United Kingdom is limited to pre-booked trips of two nights or more in paid accommodation.
- ! During this waiting period any claim will be excluded, apart from injury sustained in an accident which has to be verified by an independent third party"
- ! Any claim, aside from injury sustained in an accident and verified by an independent third party.



## Where am I covered?

- ✓ You can select the region that is most appropriate for your travel plans. The details of where you can travel will be shown on your Schedule/ Certificate of insurance. You will be able to select the area of cover which is most suitable for you. No cover will apply if you travel outside these selected regions. Please refer to your schedule of insurance for details.
- ✓ You will not be covered if you choose to travel or choose to remain in a country or region against the advice issued by the Foreign, Commonwealth and Development Office or where you have travelled against the advice of the local authority at your journey destination, unless we agree in writing to include. For further details visit: [www.gov.uk/fcdo](http://www.gov.uk/fcdo)



## What are my obligations?

- Answer any pre-sale questions as truthfully and accurately as possible.
- Read your policy carefully to ensure you have the cover you need.
- Tell us as soon as possible if there are any changes to your circumstances that may affect your cover, or if it is likely you need to make a claim.
- You should take reasonable care to protect yourself and your property against accident, injury, loss and damage to minimise your claim.
- You may have to disclose your medical records at point of claim if relevant to your claim.
- You must obtain any recommended vaccines, inoculations or medications prior to your trip and hold a valid passport, medical tests/ documents and any applicable visa(s).
- If you need to make a claim on your policy, you must provide us with the evidence needed to substantiate your loss.



## When and how do I pay?

You will need to pay your policy premium in full in order for cover to apply. All cover will end if payment is incomplete or rejected, or if the policy is cancelled.

The premium can be paid using one of the payment options given to you by the seller of this insurance. This includes payment options Visa, Mastercard and American Express.



## When does the cover start and end?

Your policy provides cover during the period shown on your insurance policy.



## How do I cancel the contract?

If your cover does not meet your requirements, please notify us within 14 days of receiving your policy and return all your documents for a refund of your premium.

If during this 14 day period you have travelled, made a claim, or intend to make a claim then we are entitled to recover all costs for those services you have used. Please note that your cancellation rights are no longer valid after this initial 14-day period. If you have taken out this policy after you have left your Country of residence, the 14-day cooling off period does not apply.