

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: Plantation Place, 30 Fenchurch Street, London EC3M 3AJ. Company number SE000083. Great Lakes Insurance SE, UK Branch, is authorised by Bundesanstalt für Finanzdienstleistungsaufsicht and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority: register number 769884.

Administered by: Towergate Travel

Towergate Travel is a trading name of Towergate Underwriting Group Limited. Registered in England with company number 4043759. Registered Address: 1 Minster Court, Mincing Lane, London EC3R 7AA. Towergate 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: 755GFME20 Sold by: GFM Holdings Ltd t/a The Sun Holidays

What is this type of insurance?

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



What is insured?

- ✓ **Personal accident** – up to £5,000, subject to age
- ✓ **Medical and other expenses** – up to £1,000,000
- ✓ **Hospital benefit** – up to £300 (£15 per day). This does not apply to trips within the United Kingdom
- ✓ **Personal property** – up to £1,000, subject to age
 - up to £250 any one article, pair or set of articles
 - up to £250 valuables limit
 - up to £75 spectacles and/or prescription sunglasses
 - up to £250, subject to age, personal money
- ✓ **Loss of passport and/or visa expenses** – up to £200
- ✓ **Personal liability** – up to £1,000,000
- ✓ **Travel delay** – Up to £60 (£20 for the first 12 hours and £10 for each 12 hour delay after that). This section does not apply to trips within the United Kingdom



What is not insured?

- ✗ Medical treatment which can wait until you return home
- ✗ Travelling against medical advice or with the intention of obtaining medical treatment abroad
- ✗ Private medical treatment unless agreed by Towergate Assistance or us
- ✗ Baggage and personal money claims will be paid based on the value of the items at today's prices less a reduction for wear, tear and depreciation (loss of value)
- ✗ Contact lenses, dentures, hearing aids, samples or merchandise, bonds, coupons, securities, stamps, documents, vehicles or accessories, tents, antiques, musical instruments, pictures, sports gear whilst in use, pedal cycles, dinghies, boats and/or ancillary equipment
- ✗ Money and valuables whilst unattended or in luggage in transit
- ✗ 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
- ✗ Certain hazardous sports and activities may not be covered under this policy – see the policy wording for further 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
- ✗ Any claim relating to an epidemic or pandemic as announced by the World Health Organization (WHO) including but not limited to the COVID-19 coronavirus



Are there any restrictions on cover?

- ! Only available to residents of the United Kingdom
- ! If you have a history of any medical conditions you must call MediScreen prior to the start of any trip in order to establish whether we can provide cover for you. 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 14 consecutive days, and cover cannot be purchased once a trip has already begun



Where am I covered?

- ✓ You can select the area of cover that is most appropriate for your travel plans. Cover will not apply if you travel outside the area that you have chosen. The area you have chosen will be shown on your policy document.
- ✓ You will not be covered if you travel to a country or region where the Foreign and Commonwealth Office or the World Health Organization 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 take reasonable care to give us complete and accurate answers to any questions we ask – whether you're taking out or making changes to your policy
- Read your policy carefully to ensure you have the cover you need, and it meets your requirements
- Tell us as soon as possible if there are any changes to your circumstances that may affect your cover such as a change in health, or if it is likely you will need to make a claim
- You should take reasonable care for the safety and supervision of your property
- If your money, valuables, any items of baggage, your passport or visa are lost or stolen, you must notify the local Police within 24 hours of discovery or as soon as possible thereafter
- You must get a written report from your transport provider if your property was lost, damaged or destroyed in transit, or a Property Irregularity Report (PIR) in the case of an airline



When and how do I pay?

The premium can be paid by debit or credit card before the effective date of the insurance policy.



When does the cover start and end?

Cover starts once you have left your usual place of residence to begin your trip and ceases when you return home on the date of your return from your trip as set out in your schedule.



How do I cancel the contract?

If this insurance is not suitable, please email info@globaltravelinsurance.co.uk or call **01903 235 042** within 14 days of receipt of your policy documents. We will cancel the policy and refund your premium in full provided you have not already taken your trip or made a claim. If you cancel after the 14 day period, no refund of premium will be made.