



## INSURE & GO INSURANCE SERVICES LIMITED

### 1. The Financial Services Authority (FSA)

The FSA is the independent watchdog that regulates financial services. It requires us to give you this document. Use this information to decide if our services are right for you.

### 2. Whose products do we offer?

- We offer products from a range of insurers.
- We can only offer products from a limited number of insurers.  
Ask us for a list of insurers we offer insurance from.
- We only offer products from a single insurer.

### 3. Which service will we provide you with?

- We will advise and make a recommendation for you after we have assessed your needs.
- You will not receive advice or a recommendation from us. We may ask some questions to narrow down the selection of products that we will provide details on. You will then need to make your own choice about how to proceed.

### 4. What will you have to pay us for our services?

- A fee
- No fee.

You will receive a quotation which will tell you about any other fees in relation to any particular insurance policy.

### 5. Who regulates us?

Insure & Go Insurance Services Limited of Maitland House, Warrior Square, Southend-on-Sea, Essex SS1 2JY is authorised and regulated by the Financial Services Authority. Our FSA Register number is 309572. Our permitted business is insurance mediation activities.

You can check this on the FSA's Register by visiting the FSA's website [www.fsa.gov.uk/register/home.do](http://www.fsa.gov.uk/register/home.do) or by contacting the FSA on 0300 500 5000.

### 6. Ownership

We are neither owned directly or indirectly by an insurance company.

### 7. What to do if you have a complaint

If you wish to register a complaint, please contact us:

#### ...in writing

Write to Insure & Go Insurance Services Limited, Maitland House, Warrior Square, Southend-on-Sea, Essex, SS1 2JY

#### ... by phone

Telephone Number: 0844 888 1591

If you cannot settle your complaint with us, you may be entitled to refer it to the Financial Ombudsman Service.

### 8. Are we covered by the Financial Services Compensation Scheme (FSCS)?

We are covered by the Financial Services Compensation Scheme (FSCS). You may be able to get money from the scheme if we cannot meet our financial responsibilities.

Further information about compensation scheme arrangements is available from the FSCS website at [www.fscs.org.uk](http://www.fscs.org.uk).

# InsureandGo Adventure Travel Insurance

## POLICY SUMMARY

The purpose of this Policy Summary is to help you understand the insurance by setting out the significant features, benefits, limitations and exclusions. You still need to read the Policy Wording Booklet for a full description of the terms of the insurance, including the policy definitions. This Policy Summary does not form part of the Policy Wording Booklet.

### Insurance Provider

This insurance is underwritten by Mapfre Asistencia Compania Internacional de Seguros y Reaseguros Sociedad Anonima. 5th Floor, Alpha House, 24a Lime Street, London EC3M 7HS Company number: FC021974. Branch Number BR008042. Trading under the name Mapfre Assistance.

### Purpose of the Insurance

This insurance cover provides financial protection and medical assistance for your trip.

### Significant Product Features, Benefits and Exclusions

The levels of cover and excesses which apply are set out in the Table of Benefits on Page 1 of your Policy Wording Booklet. Certain Sections of your policy may carry an excess (unless an increased premium has been paid by you to include an excess waiver) which means that you have to pay the first sum per person, per section, per incident if you claim. The excess amount varies according to the Section you are claiming under. The table below sets out the significant benefits and exclusions of your Policy. The policy includes many other benefits, conditions and exclusions. Please read your Policy Wording Booklet to make sure that the cover is suitable for you.

| The Significant Conditions And Exclusions  | Policy Reference   |
|--|--|
| <p>Medical Conditions existing prior to purchasing or renewing this policy</p> <p>If yourself or any person insured on your policy have, at the time of taking out this insurance, suffered from or received any form of medical advice, treatment or medication in the last five years for any of the following medical conditions, you will need to declare this to us by phoning 0844 888 2760. Unless accepted by us, no cover would be available should a claim arise from the condition concerned.</p> <ul style="list-style-type: none"> <li>- any heart-related, blood circulatory or diabetic condition</li> <li>- any breathing condition</li> <li>- any psychiatric or psychological condition (including anxiety or depression)</li> <li>- has had treatment or hospital consultation for any cancerous condition in the last five years</li> <li>- and/or been referred to or seen by a hospital doctor or surgeon (other than an A&amp;E Doctor), or needed in-patient treatment in hospital in the last 12 months</li> </ul> <p>You must inform us of any change in your circumstances, happening after the policy has been issued and before you travel.</p> <p>No cover is available at all if at the time of taking out this insurance you or any person including those not travelling whose condition may give rise to a claim:</p> <ul style="list-style-type: none"> <li>- are receiving or waiting for hospital investigation or treatment for any undiagnosed condition or set of symptoms</li> <li>- are travelling against medical advice or for the purpose of getting medical treatment abroad</li> <li>- have been given a terminal prognosis, which means your condition will lead to your eventual death</li> </ul> <p>Please note that there is no cover for health conditions which could reasonably be expected to give rise to a claim.</p> | <p>'Health conditions' page 3</p> <p>and</p> <p>General exclusions page 9</p> <p>and</p> <p>Definitions 'You, Your' page 6</p> |

|   |  |   |   |
|---|--|---|---|
| Age Limits  | You must be 65 or under at the date you buy the policy. Please note that if you are under 18, reduced cover will apply to certain sections of the policy.  | Important information 'Eligible people' page 3  |   |
| Residency   | You must have lived in the United Kingdom, the Channel Islands or Republic of Ireland for at least six of the last 12 months before you bought your policy.  | Important information 'Eligible people' page 3  |   |
| Dangerous activities  | <p>You must tell InsureandGo if you plan to take part in a dangerous activity as cover may not be available. Certain activities are allowed subject to an extra premium being paid, however, these may attract an increased excess and cover may not be available under the Personal Accident and Personal Liability Sections. Please refer to the Table on pages 16-18 of the policy booklet.</p> <p>You may be covered when you take part in certain winter sports if you have paid to extend your cover.</p>  | <p>'Dangerous activities' page 3 and pages 17, 18, 19 and 20</p> <p>Winter sports cover pages 6, 16 and 17</p>  |   |
| Dependency on others  | <p>This policy will not cover any claims under Section A (Cancelling or Cutting Short your trip) arising directly or indirectly from a pre-existing medical condition known to you prior to the commencement of the Period of Insurance, affecting a close relative, travelling companion who is not insured under this policy or person with whom you intend to stay whilst on your trip.</p> <ul style="list-style-type: none"><li>- for which they have required surgery, or inpatient treatment or hospital consultations, or have been prescribed medication or undergone any treatment, during the 90 days immediately prior to the commencement of the Period of Insurance; or</li><li>- if they were on a waiting-list for, or have knowledge of the need for, surgery, inpatient treatment or investigation at any hospital or clinic at the commencement of the Period of Insurance; or</li><li>- if a terminal diagnosis has been received prior to the commencement of the Period of Insurance</li></ul> | <p>Important Limitations - Cancelling and cutting short your holiday page 3 and</p> <p>Definitions 'Close relative' page 4</p>  |   |
| Misuse of Drugs or Alcohol  | No section of this policy shall apply in respect of any claim arising directly or indirectly from using alcohol or drugs (unless the drugs have been prescribed by a doctor) or where you are affected by any sexually transmitted disease or infection.   | General Exclusions - page 9   |   |
| Reckless or Malicious Acts  | We will not pay for any claim arising or resulting from you being involved in any malicious, reckless, illegal or criminal act.  | General Exclusions - page 9   |   |
| Emergency Treatment   | You must notify Mapfre Assistance immediately if you go into hospital or before incurring any medical expenses in excess of £500.  | Medical and Other emergencies - Hospital treatment abroad - page 4  |   |
| Law and jurisdiction  | This insurance is governed by the law of England and Wales, unless we agree otherwise.   | Important Information 'Law' page 4  |   |
| <b>Bronze and Silver Cover</b>  |  |   |   |
| <b>The Significant Covers</b>   | <b>Significant Features and Benefits</b>   | <b>Policy Limits and Exclusions Applying to Significant Covers</b>  | <b>Policy Reference</b>   |
| Medical Expenses.<br>Bronze up to £5,000,000<br>Silver up to £10,000,000                | Provides cover for costs arising in the event of illness, injury or death during the trip and where necessary the provision of emergency medical assistance.   | <p>To be able to claim, the medical treatment must be required in an emergency and be unable to wait until you have returned to your home country.</p> <p>Medical cover does not apply to treatment received in your home country, England, Scotland, Wales, Northern Ireland and the Isle of Man or the final country of destination if you are on a one-way trip.</p> <p>An excess of £150 per person, per incident applies for Bronze cover and £125 for Silver cover.</p>                             | <p>Table of benefits page 1</p> <p>Section B – Medical and other expenses pages 11 and 12</p>   |
| Cancelling or cutting short your holiday.<br>Bronze up to £2,000<br>Silver up to £3,000 | Provides cover for travel and accommodation and excursions, tours and activities that have been pre paid or you are contracted to pay for and cannot get back if you cancel or cut short your holiday.   | <p>To be able to claim, the reason why the trip is being cancelled or cut short must be necessary and unavoidable and must fall into one of the reasons listed in the Policy. For example, if a person insured under this policy becomes ill or is injured or dies. You must also notify your carrier or travel agent as soon as you know the trip is to be cancelled to minimise your loss as far as possible.</p> <p>An excess of £75 per person applies for Bronze cover and £60 for Silver cover.</p> | <p>Table of benefits page 1</p> <p>Section A – Cancelling and cutting short your holiday pages 10 and 11</p> <p>Important Claims Information - Claims for cancellation - page 6</p> |

| The Significant Covers  | Significant Features and Benefits  | Policy Limits and Exclusions Applying to Significant Covers  | Policy Reference  |
|---|--|--|---|
| <p>Your Personal Belongings and Baggage.</p> <p>Bronze up to £1,000</p> <p>Silver up to £1,500</p>                | <p>Provides cover for your own personal luggage and valuables if they are lost, stolen or damaged during your trip. You will be expected to provide evidence of ownership and value (such as receipts) in the event of a claim.</p> <p>Please note that no cover is provided under this section for Mobile phones and their accessories, spectacles or sunglasses.</p> | <p>To be able to claim, a written report is required to support the loss/theft/damage. For example, from the local police or from the transport carrier. This must be obtained within 24 hours of discovery.</p> <p>The amount payable will include an allowance for wear and tear and loss of value.</p> <p>Bronze policy has a limit of £100 for each single item (this includes a pair or set). The limit for Silver is £150.</p> <p>Bronze policy has a limit of £200 for valuables overall, £300 for Silver (This includes a limit of £100 for any one item, pair or set, £150 for Silver).</p> <p>Personal property must not be left unattended at any time unless in your locked accommodation.</p> <p>Personal property left in vehicles must be in a locked boot or locked and covered luggage compartment. No cover is available for thefts from vehicles between 10pm and 8am.</p> <p>Valuables are not covered if they are left in an unattended vehicle or are outside your control in transit at any time.</p> <p>An excess of £75 per person, per incident applies for Bronze cover and £60 for Silver.</p> | <p>Table of benefits page 1</p> <p>Section E1 – Personal belongings and baggage page 12 and 13</p> <p>Definitions 'Pair or set of items' page 5</p> <p>Definitions 'Valuables' page 5</p> <p>General exclusions page 9</p> <p>Definitions 'Unattended' and 'You, Your' page 5 and 6</p> |
| <p>Your Personal Money.</p> <p>Bronze up to £150 (£50 if under 18)</p> <p>Silver up to £200 (£50 if under 18)</p> | <p>Provides cover for cash and traveller's cheques lost or stolen during your trip. You will be expected to provide evidence of ownership and value in the event of a claim (such as receipts, bank statements and cash withdrawal slips).</p>   | <p>To be able to claim, cash must be kept with you at all times or be in a locked safety deposit facility.</p> <p>A written police report must be obtained within 24 hours to support the loss/theft.</p> <p>An excess of £75 per person, per incident applies for Bronze cover and £60 for Silver.</p>  | <p>Table of benefits page 1</p> <p>Section E2 – Personal money page 13</p>  |
| <p><b>Gold and Black Cover</b><br/>(All excesses are reduced to nil if you have arranged Black cover)</p>         |  |  |   |
| The Significant Covers  | Significant Features and Benefits  | Policy Limits and Exclusions Applying to Significant Covers  | Policy Reference  |
| <p>Medical Expenses.</p> <p>Gold up to £15,000,000</p> <p>Black is Unlimited</p>                                  | <p>Provides cover for costs arising in the event of illness, injury or death during the trip and where necessary the provision of emergency medical assistance.</p>  | <p>To be able to claim, the medical treatment must be required in an emergency and be unable to wait until you have returned to your home country.</p> <p>Medical cover does not apply to treatment received in your home country, England, Scotland, Wales, Northern Ireland and the Isle of Man or the final country of destination if you are on a one-way trip.</p> <p>An excess of £50 per person, per incident applies for Gold cover and nil for Black cover.</p>   | <p>Table of benefits page 1</p> <p>Section B – Medical and other expenses pages 11 and 12</p>   |
| <p>Cancelling or cutting short your holiday.</p> <p>Gold up to £5,000</p> <p>Black up to £7,500</p>               | <p>Provides cover for travel and accommodation and excursions, tours and activities that have been pre paid or you are contracted to pay for and cannot get back if you cancel or cut short your holiday.</p>  | <p>To be able to claim, the reason why the trip is being cancelled or cut short must be necessary and unavoidable and must fall into one of the reasons listed in the Policy. For example, if a person insured under this policy becomes ill or is injured or dies. You must also notify your carrier or travel agent as soon as you know the trip is to be cancelled to minimise your loss as far as possible.</p> <p>An excess of £50 per person applies for Gold cover and nil for Black cover.</p>   | <p>Table of benefits page 1</p> <p>Section A – Cancelling and cutting short your holiday pages 10 and 11</p> <p>Important Claims Information - Claims for cancellation - page 6</p>   |

| The Significant Covers   | Significant Features and Benefits  | Policy Limits and Exclusions Applying to Significant Covers  | Policy Reference  |
|--|--|--|---|
| <p>Your Personal Belongings and Baggage.</p> <p>Gold up to £2,000</p> <p>Black up to £2,500</p>                | <p>Provides cover for your own personal luggage and valuables if they are lost, stolen or damaged during your trip. You will be expected to provide evidence of ownership and value (such as receipts) in the event of a claim.</p> <p>Please note that no cover is provided under this section for Mobile phones and their accessories, spectacles or sunglasses.</p> | <p>To be able to claim, a written report is required to support the loss/theft/damage. For example, from the local police or from the transport carrier. This must be obtained within 24 hours of discovery.</p> <p>The amount payable will include an allowance for wear and tear and loss of value.</p> <p>Gold policy has a limit of £200 for each single item (this includes a pair or set). The limit for Black is £300.</p> <p>Gold policy has a limit of £400 for valuables overall, £600 for Black (This includes a limit of £200 for any one item, pair or set, £300 for Black).</p> <p>Personal property must not be left unattended at any time unless in your locked accommodation.</p> <p>Personal property left in vehicles must be in a locked boot or locked and covered luggage compartment. No cover is available for thefts from vehicles between 10pm and 8am.</p> <p>Valuables are not covered if they are left in an unattended vehicle or are outside your control in transit at any time.</p> <p>An excess of £50 per person, per incident applies for Gold cover and nil for Black.</p> | <p>Table of benefits page 1</p> <p>Section E1 – Personal belongings and baggage page 12 and 13</p> <p>Definitions 'Pair or set of items' page 5</p> <p>Definitions 'Valuables' page 5</p> <p>General exclusions page 9</p> <p>Definitions 'Unattended' and 'You, Your' page 5 and 6</p> |
| <p>Your Personal Money.</p> <p>Gold up to £300 (£50 if under 18)</p> <p>Black up to £400 (£50 if under 18)</p> | <p>Provides cover for cash and traveller's cheques lost or stolen during your trip. You will be expected to provide evidence of ownership and value in the event of a claim (such as receipts, bank statements and cash withdrawal slips).</p>   | <p>To be able to claim, cash must be kept with you at all times or be in a locked safety deposit facility.</p> <p>A written police report must be obtained within 24 hours to support the loss/theft.</p> <p>An excess of £50 per person, per incident applies for Gold cover and nil for Black.</p>   | <p>Table of benefits page 1</p> <p>Section E2 – Personal money page 13</p>  |

Please note: In the event of a claim arising from acts committed for political, religious, ideological or similar purposes, valid claims for Emergency Medical Expenses and Personal Accident will still be paid in all circumstances. Other valid claims will be paid for incidents occurring after you have left your home country, England, Scotland, Wales, Northern Ireland and the Isle of Man.

## Period of Insurance

Your holiday or journey must begin and end in your home country (unless you have arranged cover for a one-way trip). Cover cannot start after you have left your home country.

Cover for cancellation starts from the date you book your trip or pay the insurance premium, whichever is the later. All other sections commence when you leave your usual place of residence, or from the start date shown on your validation certificate, whichever is the later, to commence the journey until the time you return to your usual place of residence on completion of your journey, or the end of the period shown on your validation certificate, whichever is the earlier. Cover cannot start more than 24 hours before your booked departure time or end more than 24 hours after your return.

Please note that whilst normally it does not matter how long you buy cover for, it ends when you return to your home country, as shown in the table of benefits this policy entitles you to one return visit to your home country before the intended return date (as specified on your validation certificate). This Home visit cannot last for more than 14 days and cover ends while you are in your home country. Cover starts again when you leave to resume your trip.

For one-way policies, cover ceases 24 hours after the time you first leave immigration control in your final country of destination or at the end of the period shown on your validation certificate, whichever is earlier.

## 'Cooling-Off' Period

If this cover is not suitable for you and you want to cancel your policy, you must write (either by e-mail or letter, which you can post or fax to the number below) to InsureandGo within 14 days of buying your policy or the date you receive your policy.

In line with the conditions below, they will refund all the premiums you have paid within 30 days of the date you write to them to ask to cancel the policy.

For all single trip policies that have an end date within one month of the date of purchase, there will be no cancellation cooling off period

applicable and no refund will be payable on these policies.

If you are a single-trip policyholder whose cover ends more than one month after the date of purchase, they will not refund your premium if you have traveled or made a claim before you asked to cancel the policy.

To get a refund, please contact InsureandGo by writing to:

Customer Service Department  
Insure & Go Insurance Services Ltd  
Maitland House  
Warrior Square  
Southend-on-Sea  
Essex SS1 2JY  
Fax: 0844 888 1588  
Email: [cancellations@insureandgo.com](mailto:cancellations@insureandgo.com)

## Claim Notification

In the event of a medical emergency, please phone +44 (0)207 748 0060. You can make any other claim by calling +44 (0)207 748 0061 or by emailing [claims@insureandgo.com](mailto:claims@insureandgo.com) or by writing to:

InsureandGo Travel Claims  
PO Box 5775  
Southend-on-Sea  
Essex SS1 2JY

## Your Right to Complain

InsureandGo always aim to provide a first-class service. However, if you are not satisfied please contact the relevant departments as shown below:

### Sales Department

The Customer Relations Manager  
Insure & Go Insurance Services Ltd  
Maitland House  
Warrior Square  
Southend-on-Sea  
Essex SS1 2JY  
Telephone: 0844 888 1591  
Email: [complaints@insureandgo.com](mailto:complaints@insureandgo.com)

### Claims Department

The Customer Relations Manager  
InsureandGo Travel Claims  
PO Box 5775  
Southend-on-Sea  
Essex SS1 2JY  
Telephone: 0844 888 1591  
Email: [complaints@insureandgo.com](mailto:complaints@insureandgo.com)

We will do our very best to resolve any difficulty with you, but if we are unable to do this to your satisfaction, disputes may be referred to the Financial Ombudsman Service for review:

The Financial Ombudsman Service  
South Quay Plaza  
183 Marsh Wall  
London E14 9SR  
Telephone: 0845 080 1800  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

## Financial Services Compensation Scheme

Insure & Go Insurance Services Ltd is covered by the Financial Services Compensation Scheme (FSCS). You may be able to get money from the scheme if we cannot meet our financial responsibilities.

Mapfre Asistencia is covered under the Financial Services Compensation Scheme. This provides compensation in case any of its members are unable, in specified circumstances, to meet any valid claims under their policies. 90% of the claim will be met with no upper limit. Compensation is only available to commercial customers in limited circumstances.

You can get more information by visiting the FSCS's website at [www.fscs.org.uk](http://www.fscs.org.uk) or by writing to:

Financial Services Compensation Scheme  
7th Floor Lloyds Chambers  
Portsoken Street  
London  
E1 8BN.

## The European Union Travel Directive

Under the new travel directive issued by the European Union (EU) you are entitled to claim compensation from your carrier if any of the following happen.

- 1 Denied boarding and cancelled flights  
If you check in on time but are denied boarding because there are too many passengers for the seats available or your flight is cancelled, the airline operating the flight must offer you financial compensation.
- 2 Long delays  
If a delay of two hours or more is expected by the airline, they must offer you meals and refreshments, hotel accommodation and communication facilities. If the delay is more than five hours, the airline must also offer to refund your ticket.
- 3 Baggage  
If your checked-in baggage is damaged or lost by an EU airline, you must make a claim to the airline within seven days. If your checked-in baggage is delayed, you must make a claim to the airline within 21 days of its return.
- 4 Injury and death in accidents  
If injury or death results from an accident on a flight by an EU airline, you may claim from the airline for damages.
- 5 Package holidays  
If your tour operator fails to provide the services you have booked, for example, any flights or a significant part of your booked package, you may claim for damages from the tour operator.

You can download full details from [http://europa.eu.int/comm/transport/air/rights/index\\_en.htm](http://europa.eu.int/comm/transport/air/rights/index_en.htm)

This insurance is underwritten by Mapfre Asistencia Compania Internacional de Seguros y Reaseguros Sociedad Anonima. 5th Floor, Alpha House, 24a Lime Street, London EC3M 7HS Company number: FC021974. Branch Number BR008042. Trading under the name Mapfre Assistance.

