

# ABOUT YOUR INSURANCE TRAVEL INSURANCE POLICY

keyfacts®

Scheme Reference: Debenhams MSM Core/DEB1701/DEB1702

This policy summary does not contain the full terms and conditions of the cover.

Full terms and conditions can be found in the policy document

## Who we are

This policy has been arranged by Rock Cover Services Limited (R.C.S.) on behalf of Debenhams Retail PLC (Debenhams). R.C.S. and Debenhams are Appointed Representatives of Rock Insurance Services Limited who administers this policy and collects and holds premium as agents of the Insurers. All three companies are authorised and regulated by the Financial Conduct Authority (FCA). R.C.S.'s registration number is 529380, Debenhams' registration number is 212810, and Rock Insurance Services' registration number is 300317. You can check the regulatory status of all three companies by visiting <http://www.fca.org/register> or by calling 0800 111 6768.

Debenhams is a trademark of Debenhams Retail PLC, a company registered in England and Wales (registration company number 00083395). Debenhams Retail PLC is an Appointed Representative of Rock Insurance Services Limited.

## Insurer

Europ Assistance S.A. acting through its Irish office (trading as Europ Assistance S.A. Irish Branch) is the insurer for your travel insurance policy.

## Type of insurance and cover provided

This is a policy of personal travel insurance which provides cover, subject to certain terms and conditions, for losses as a result of specified events which may occur before or during a trip including cancellation, loss of baggage and medical expenses.

## Statement of Demands and Needs

This policy will suit the demands and needs of an individual or group of people (where applicable) who are travelling to countries included within the policy terms and who wish to insure themselves against specified unforeseen circumstances/events relating to or occurring during their trip. Full details of these circumstances/events, levels of cover and terms and conditions can be found within this policy wording.

This policy will not cover any claim arising directly or indirectly from any **pre-existing medical condition** affecting any person travelling under this insurance.

## Eligibility requirements

The levels of cover and excesses that apply are set out in the Summary of Cover contained in the policy document. Certain sections of your policy carry an excess which means that you have to pay the first sum per person, 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 to make sure that the cover is suitable for you.

To be eligible for this insurance, the following requirements must be met:

- You must habitually reside in the UK (i.e. have your main home in the UK for 6 months prior to issue of the policy and are registered with a local doctor).
- You** are under the age of 71 when **you** purchase a **single trip policy** covering UK, Limited Europe, or Whole of Europe.
- You** are under the age of 56 when **you** purchase a **single trip policy** covering Limited Worldwide or Worldwide areas.
- You** are under the age of 56 when **you** purchase an **annual multi trip policy**.
- You** are under the age of 56 if **you** purchase Winter Sports Cover.

## Significant features and benefits

Your policy includes the following benefits which are explained in detail in the policy document:

### TRAVEL INSURANCE SUMMARY OF COVER

Cover (per section per person unless otherwise stated)	Bronze Cover Limits up to	Excess	Silver Cover Limits up to	Excess	Gold Cover Limits up to	Excess
Cancellation and Curtailment	£1,000	£190	£1,500	£180	£3,000	£150
Medical Expenses & Emergency Repatriation	Up to £10,000,000	£190	Up to £10,000,000	£180	Up to £10,000,000	£150
Dental Expenses	£250	£190	£250	£180	£500	£150
Additional Accommodation and Travelling Costs	£2,000	Nil	£2,000	Nil	£2,000	Nil
Hospital Benefit	£25 per day up to £200	Nil	£25 per day up to £250	Nil	£30 per day up to £300	Nil
Funeral Expenses	£5,000	Nil	£5,000	Nil	£5,000	Nil
Personal Effects and Baggage	£2,000	£190	£2,000	£180	£2,000	£150
Single Item Limit	£200	£190	£250	£180	£400	£150
Valuables Limit	£200	£190	£250	£180	£400	£150
Delayed Baggage	£25 per day up to £200	Nil	£25 per day up to £250	Nil	£25 per day up to £300	Nil
Loss of Travel Documents	£200	Nil	£300	Nil	£500	Nil
Money & Cash	£500	£190	£500	£180	£500	£150
Cash Limit	£300	£190	£300	£180	£300	£150
Cash Limit if under 18	£50	£190	£50	£180	£50	£150
Travel Delay	£35 per 12 hours up to £200	Nil	£35 per 12 hours up to £250	Nil	£35 per 12 hours up to £300	Nil
Abandonment	£750	£190	£1,500	£180	£3,000	£150
Missed Departure	£200	£190	£1,000	£180	£1,500	£150

Personal Accident						
Permanent Total Disablement	£10,000	Nil	£15,000	Nil	£20,000	Nil
Loss of Limb(s)/Eye(s)	£10,000	Nil	£15,000	Nil	£20,000	Nil
Death	£10,000	Nil	£15,000	Nil	£20,000	Nil
Death Under 18 or Over 65	£1,000	Nil	£1,000	Nil	£1,000	Nil
Personal Liability	£2,000,000	£190	£2,000,000	£180	£2,000,000	£150
Legal Expenses	£10,000	£190	£15,000	£180	£15,000	£150
Optional Winter Sports						
Ski Equipment - owned	£500	£190	£500	£180	£500	£150
Single Item Limit	£200	£190	£250	£180	£300	£150
Ski Equipment - hired	£200	£190	£250	£180	£300	£150
Ski Hire	£200	Nil	£250	Nil	£300	Nil
Ski Pack	£200	Nil	£250	Nil	£300	Nil
Piste Closure	£25 per day up to £250	Nil	£25 per day up to £250	Nil	£25 per day up to £250	Nil
Delay due to Avalanche	£200	Nil	£250	Nil	£300	Nil

### Significant or unusual exclusions and limitations

There are some situations which you are not covered for. These generally involve anything you already know about or that is caused by deliberate or careless acts on your part. Full details of these are given in the policy document.

The most significant exclusions of this policy are set out below. There may be other exclusions that are significant to you, so you need to check the policy document for full details.

- This policy contains restrictions on what cover is in place for claims arising from terrorist activity. Only valid claims for emergency medical expenses and personal accident will be paid.
- No claim arising directly or indirectly from any **pre-existing medical condition** affecting any person travelling under this insurance will be covered.
- This policy will NOT cover any claims under Section 5 (Cancellation & Curtailment) arising directly or indirectly from any **pre-existing medical condition** known to you prior to the commencement of the period of insurance affecting any close relative or travelling companion who is not insured under this policy, or person with whom you intend to stay whilst on your trip if:
  - a terminal diagnosis had been received prior to the commencement of the period of insurance; or
  - if they were on a waiting-list for, or had knowledge of the need for, surgery, inpatient treatment or investigation at any hospital or clinic at the commencement of the period of insurance; or
  - if during the 90 days immediately prior to the commencement of the period of insurance they had:
    - required surgery, inpatient treatment or hospital consultations; or
    - required any form of treatment or prescribed medication.
- No section of this policy shall apply in respect of any claim arising directly or indirectly from your drug addiction or solvent abuse, excessive alcohol intake, or being under the influence of alcohol (including but not exclusively having a blood alcohol reading of more than 150mg per 100ml) or drug(s).
- No section of this policy shall apply in respect of any person who is over the age of 71 when they purchase a single trip policy covering UK, Limited Europe or Whole of Europe; or
- who is over the age of 56 when they purchase a single trip policy covering Limited Worldwide or Worldwide areas.
- No section of this policy shall apply in respect of any person who is over the age of 56 when they purchase an annual multi trip policy.
- This policy contains strict limits on the length of time you can spend travelling abroad on each trip. Please refer to the definition of the word 'trip' in the Definitions. IF YOU TRAVEL FOR MORE THAN THE NUMBER OF DAYS FOR WHICH YOU HAVE PAID FOR COVER, YOU WILL NOT BE COVERED AFTER THE LAST DAY FOR WHICH YOU HAVE PAID. Trips must commence and end in your home country and a return ticket must have been booked prior to departure. The policy must be bought before you leave your home country.
- In the event of a medical emergency you must contact us as soon as possible. You MUST contact us before incurring expenses in excess of £500. If you are physically prevented from contacting us immediately, you or someone designated by you must contact us within 48 hours.
- We only provide cover under sections 1, 3, 4 and 5 of this policy, for claims that come from complications of pregnancy and childbirth.
- Personal property claims are paid based on the value of the goods at the time that they are lost and not on a 'new for old basis' or replacement cost basis; thus a deduction is made for wear, tear and depreciation bearing in mind the age of the items. Payment of any claims in respect of any one article or pair or set of articles will be limited to £50 unless satisfactory proof of ownership is submitted. Evidence of replacement value is not sufficient.
- We will not pay for any claim arising from any deliberately careless or deliberately negligent act or omission by you, nor for any claim arising or resulting from your own illegal or criminal act.
- You are only covered for cruise trips when you have paid for the cruise upgrade.

### Duration of cover

This policy of insurance will run for the period shown on your policy certificate.

### Your right to cancel

Unless your trip will be completed within 14 days of buying this insurance, you have the right to cancel any policy of insurance within 14 days from the date of issue or receipt of policy terms and conditions, whichever is the later, provided that you have not yet travelled, have made no claims and there has been no occurrence of an incident that is likely to give rise to a claim. We will refund to you any premium you have paid and will recover from you any payments we have made.

### Making a claim under your policy

#### Claims relating to Your Travel Insurance Policy

In the event of an emergency please telephone 00 44 (0) 343 658 0373 or 00 44 (0) 2920 474226.

Claims forms can be obtained by calling the claims helpline on 00 44 (0) 343 658 0374, giving your name and certificate number and brief details of your claim.

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## Making a complaint

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### If you want to make a complaint about your policy, in the first instance please contact:

The Compliance Manager  
Debenhams Travel Insurance - MSM Core  
Suite A, 3rd Floor, Griffin House, 135 High Street, Crawley, West Sussex RH10 1DQ  
or telephone: 0343 658 0371 or e-mail [debenhamstravelinsurance@rockinsurance.com](mailto:debenhamstravelinsurance@rockinsurance.com)

Please quote your policy number or claim reference number and give us full details of your complaint.

We are covered by the Financial Ombudsman Service. If you have complained to us and we have been unable to resolve your complaint, you may be entitled to refer it to this independent body at:

Exchange Tower, London, E14 9SR  
Telephone: 00 44 (0) 800 023 4 567.

We are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the scheme if we are unable to meet our obligations. This depends on the type of business, and circumstances of the claim. Insurance arranging is covered for 90% of the claim, without any upper limit. Further information can be obtained from the Financial Services Compensation Scheme by visiting their website at [www.fscs.org.uk](http://www.fscs.org.uk).