

# Leisure Home Insurance Policy Document

My Holiday Home Insurance

Royal House

Queenswood

Newport Pagnell Road West Northampton NN4 7JJ

Underwritten by Canopus Managing Agents Ltd at Lloyd's



PARK HOME  
**assist**  
Insurance Services

The logo for 'my HOLIDAY HOME INSURANCE' features a stylized house icon inside a square, followed by the word 'my' in a large, lowercase font, and 'HOLIDAY HOME INSURANCE' in a smaller, uppercase font below it.



**Introduction To  
Leisure Home Insurance Policy Document  
Attaching to Binding Authority Number B6839P18099**

Thank **you** for choosing **My Holiday Home Insurance** for **your leisure home** insurance. This is **your** insurance **policy**, setting out **your** insurance protection in detail.

**Your premium** has been based upon the information shown in the **policy schedule** and recorded in **your statement of fact**.

This insurance offers a comprehensive cover, as well as extended options, please refer to **your** insurance **schedule** and **statement of fact** for **your** cover level. If **you** have any questions, please contact **us** on 01604 946 787 or email [info@myholidayhomeinsurance.co.uk](mailto:info@myholidayhomeinsurance.co.uk)

This **property** insurance has been arranged by **My Holiday Home Insurance** and is underwritten by Canopus Managing Agents Ltd at Lloyd's of London.

**My Holiday Home Insurance** is a trading name of Assist Insurance Services Ltd. Assist Insurance Services Ltd is authorised and regulated by the Financial Conduct Authority. This **policy** is underwritten by Canopus Managing Agents Ltd who are authorised by the Prudential Regulation Authority and regulated by the financial Conduct Authority and Prudential Regulation Authority. This can be checked on the Financial Conduct Authority's register by visiting their website at [www.fca.org.uk/register](http://www.fca.org.uk/register) or by contacting them on 0800 111 6798 (freephone) or 0300 500 8082 from the UK, or +44 0207 066 1000 from abroad.

**We** adhere to the Codes of Practice of the Association of British Insurers (ABI) and the Financial Ombudsman Service and **we** are covered by the Financial Services Compensation Scheme (FSCS). Full details are available at [www.fscs.org.uk](http://www.fscs.org.uk). **Your** personal details and information provided are also covered by the Data Protection Act.

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## Your Policy

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Welcome to **your** insurance **policy** and thank **you** for choosing **My Holiday Home Insurance**.

The information **you** have supplied forms part of the contract of insurance with **us**, **your policy** is evidence of that contract, **you** should read it carefully and keep it in a safe place.

In return for having accepted **your premium**, **we** will, in the event of injury, loss or damage happening within the **period of insurance**, provide insurance as described in the following pages and referred to in **your schedule**.

If after reading these documents **you** have any questions, please contact **us** on 01604 946 787.

### The Law applicable to this policy

**Your policy** will be governed by the law of England and Wales unless **you** and **we** have agreed otherwise. Any reference to an act in this document will be construed to include any amending or replacement act.

### Information you have given us

In deciding to accept this contract of insurance and in setting the terms and **premium**, **we** have relied on the information **you** have given **us**. **You** must take care when answering any questions **we** ask by ensuring that all information provided is accurate and complete to the best of **your** knowledge.

If **we** establish that **you** deliberately or recklessly provided **us** with false or misleading information **we** will treat this contract of insurance as if it never existed, decline all **claims** and need not return the **premium** paid.

If **we** establish that **you** were careless in providing **us** with the information **we** have relied upon in accepting this insurance and setting its terms and **premium we** may:

- Treat this contract of insurance as if it had never existed and refuse to pay all **claims** and return the **premium** paid. **We** will only do this if **we** provided **you** with insurance cover which **we** would not otherwise have offered;
- Amend the terms of **your** insurance. **We** may apply these amended terms as if they were already in place if a **claim** has been adversely impacted by **your** carelessness;
- Charge **you** more for **your** contract of insurance or reduce the amount **we** pay on a **claim** taking into account the **premium you** have paid and the **premium we** would have charged **you**; or
- Cancel **your** contract of insurance in accordance with the Cancellation condition found under the General Conditions section. See pages 16 -20.

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## Your Policy continued

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**We** will write to **you** if **we**:

- Intend to treat this contract of insurance as if it never existed; or
- Need to amend the terms of **your** contract of insurance; or
- Require **you** to pay more for **your** insurance.

### **Data Protection Notice**

**We** will collect data, including personal information and risk details, solely to enable **us** to obtain and provide insurance quotations, arrange and administer **your** insurance. Data collected by **us** is contractual, and for **our** legitimate business interests as an insurance broker and **we** will be unable to offer any quotation or insurance if **you** refuse to provide certain personal data, including health, financial and criminal records data which is collected under the lawful basis of public interest, where these would affect the provision of cover and/or performance of insurance contracts.

**Your** information will be held securely by **us** and shared with insurers, and anyone else involved in the normal course of arranging and administering **your** insurance which could include reputable providers outside the EU, to enable them to provide accurate terms and they will also obtain data about **you** and **your** insurance history from various insurance anti-fraud databases, such as the Claims and Underwriting Exchange (CUE) as well as publicly available websites and credit referencing agencies.

We will not give anyone else any personal information except on **your** instructions or authority, or where **we** are required to do so by law, or by virtue of **our** regulatory requirements. Information about **you** and **your** insurances will be held while **you** are a client and for seven years after expiry of **your** policies. Under the Data Protection Act data subjects have the right to see, and correct, personal information about them that **we** hold. Please write to **our** data protection manager at **our** usual office address if **you** wish to exercise **your** rights or have a complaint about **our** use of **your** data.

### **Contracts (Rights of Third Parties) Act 1999 Clarification Clause**

A person who is not a party to this contract of insurance has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this contract of insurance but this does not affect any right or remedy of a third party which exists or is available apart from that Act.

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## Important Telephone Numbers

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### Important Telephone Numbers

<b>Claim Notification Line</b> In the event of a claim please contact Davies Group Limited on this number. Davies Group Ltd is authorised by <b>us</b> to handle <b>claims</b> on <b>our</b> behalf.	<b>0344 856 2187</b>	If <b>you</b> need to make a <b>claim</b> , <b>we</b> will tell <b>you</b> the process to follow. <b>You</b> should also read the Claims Conditions. Please read the conditions and process before ringing the claims line. See pages 25-27.
Customer Services	<b>01604 946 787</b>	If <b>you</b> need to speak to anyone regarding <b>your policy</b> and the cover provided.

In order to maintain quality service, telephone calls may be recorded for training and monitoring purposes.

## How To Make A Claim

Which Part Of This Policy Does The Claim Relate To?	How, and to whom, to report claims		
Section 1 <b>Buildings</b> Section 2 <b>Leisure Home Contents</b>	<p><b>Reporting a claim</b></p> <p>Contact Davies Group Limited on 0344 856 2187. Davies Group Ltd is authorised by <b>us</b> to handle <b>claims</b> on <b>our</b> behalf.</p>		
Section 3 <b>Property Owners Liability</b> Section 4 <b>Sports Equipment &amp; Pedal Cycles</b>	<table border="0"> <tr> <td data-bbox="471 410 714 526">Davies Group Ltd PO Box 2801 Stoke-on-Trent ST4 9DN</td> <td data-bbox="717 410 995 526">Tel: 0344 856 2187 Fax: 0344 856 2005 assist@davies-group.com</td> </tr> </table>	Davies Group Ltd PO Box 2801 Stoke-on-Trent ST4 9DN	Tel: 0344 856 2187 Fax: 0344 856 2005 assist@davies-group.com
Davies Group Ltd PO Box 2801 Stoke-on-Trent ST4 9DN	Tel: 0344 856 2187 Fax: 0344 856 2005 assist@davies-group.com		
	<p><b>Important Conditions (including Claims Conditions and General Conditions)</b></p> <p><b>You</b> must ensure that <b>you</b> have read the Conditions sections of this document including Claims Conditions (pages 25 – 27) and General Conditions (pages 16 – 20) and comply with all such conditions..</p>		

### Speeding up your claim

**We** recognise that an event leading to **a claim** can be distressing and **we** want to do all **we** can to help minimise the inconvenience and time to put things right. In many cases, Davies Group can offer the option to support **your claim** using the latest in video technology, supported using a mobile phone or tablet app that will allow **you** to share with them via live video, details of **your claim**. This might sound a bit complicated, but do not worry, **our** claims team will help **you** step by step in completing this activity and will assist in ensuring timely progress of **your claim**.

### Several Liability Clause

The subscribing insurers' obligations under contracts of insurance to which they subscribe are several and not joint and are limited solely to the extent of their individual subscriptions. The subscribing insurers are not responsible for the subscription of any co-subscribing insurer who for any reason does not satisfy all or part of its obligations.

Canopus managing Agents Ltd. are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority.

**Our** Firm Reference Number(s) and other details can be found on the Financial Services Register at [www.fca.org.uk](http://www.fca.org.uk)



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## Important Advice - Helpful Tips To Prevent Claims

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**Our Leisure Home Insurance Policy** has been designed for owners of Leisure Homes, Leisure Caravans and Holiday Lodges to protect **you** against the risk of things happening suddenly which **you** could have not have expected such as fire, theft, **accidental damage**, flood and storm. It is not designed to protect **you** against losses that arise due to poor maintenance, manufacturing defects, or a gradual deterioration of **your leisure home**.

It is important that **you** read this **policy** in full, along with the **policy schedule** as **we** want **you** to ensure that **you** are fully aware of the extent of **your** cover, as well as the terms and conditions which are applied to **your** cover. **We** also suggest that **you** keep these documents in a safe place.

### **Important Note on the below:**

The information shown below as well as on pages 8, 9 and 10 does not form part of **your policy** but provides **you** important advice **you** should be aware of to prevent **claims** and only contains examples of what appears within **your policy** wording.

### **Escape of Water**

The cover **you** are provided for escape of water is designed to provide cover for damage to **your** property caused by water leaks. One of the largest risks of water occurs when **you** are away during the winter months (period between 1st November - 31st March, both days inclusive) when water pipes can freeze and burst, causing significant damage to **your home**.

It is important that **you** ensure **you** have taken steps to avoid this by keeping **your** central heating on low to ensure that **your** pipes do not freeze. If **you** decide to turn **your** central heating off whilst **you** are away, then **you** should drain all the water from **your** central heating system and all the water pipes to sinks, baths, and showers etc and switch the water off at the mains also. (Please see page 20 for more details about leaving **your leisure home unoccupied**)

Many **claims** also occur due to water leaks caused by penetrating the seals around **your** bath or shower when the seals have worn away or split, where tiles have cracked or grouting has come free, or connections to washing machines, sinks or dishwashers become loose or dislodged. It is recommended that **you** take some time to periodically check in cupboards and under radiators to see if the pipes or radiators are weeping, as this may well be the start of more water escaping shortly.

Pipes that carry water often burst because they get worn out or corrode. If this happens, **we** will be able to pay for the damage that has been caused by the water escaping but will not pay for the repair to the pipe itself. Don't wait for the pipe to cause damage to **your home** and its **contents**, get the pipe repaired before **you** need to make a **claim**.

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## Important Advice - Helpful Tips To Prevent Claims

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### **Draining Down your Water System for Winter Unoccupancy**

If **you** plan to leave **your leisure home**, leisure caravan or holiday lodge empty for an extended period of the winter, and it is not possible to leave the heating on during this time, then **you** are required to drain down the entire system as a precaution to prevent freezing and any potential damage that may occur. If **your leisure home** has a sealed heating system containing antifreeze then this does not need to be drained down but antifreeze levels should be checked annually and particularly prior to the winter months. The hot and cold water system of a combi boiler should be drained as follows:

- Turn off and/or extinguish **your** water heater/boiler
- All water tanks must be emptied by leaving both hot and cold kitchen taps fully open and toilets flushed until water stops coming out, this must be done throughout the property.
- Run all the taps in the property and flush all toilets until water stops coming out
- If **you** have a hot water cylinder, empty it by opening the drain-cock at its base-attach a hosepipe to the drain-cock and run the water into a drain or bucket.
- Empty the rising main, and any low pipework if applicable, by opening their drain-cocks
- Put salt into the toilet pans to prevent water in the trap from freezing

**In the winter (1st of November to 31st of March), when your home is left without an occupant for more than 48 hours, you must ensure that the mains water supply is turned off by means of a stopcock at the first available point of entry of the water supply to the home.**

**(Please see page 20 for the 'Leaving Your Leisure Home Unoccupied Condition' this contains the full details of what you need to do when leaving your property unoccupied)**

### **Fire**

Most house fires start within the kitchen area and many are caused by faulty electrical appliances or even unattended cooking pans and equipment – particularly frying and chip pans. In addition, candles, cigarettes, electric blankets and overloaded plug sockets, bare and uninsulated wires or old electrical appliances cause a significant fire risk.

**We** suggest that **you** bear these risks in mind and take all the necessary precautions to ensure the safety of everyone within **your leisure home**. It is recommended that **you** have a fully working smoke detector installed within **your leisure home**, and perhaps **you** should also consider a fire blanket within the kitchen.

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## Important Advice - Helpful Tips To Prevent Claims

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### Flood

If water has entered or is at risk of entering **your leisure home** due to flood, it is recommended that **you** should secure **your leisure home**, and move **your valuables** and essentials to an elevated place such as on work surfaces and on tables to minimise damage. **We** also suggest that **you** turn off all the utilities like power, water and gas supplies at their main source and disconnect any electrical appliances and place the plugs on-top of the appliances rather than on the floor.

### Impact of a Motor Vehicle

If **your leisure home** or fence is damaged as a result of impact of a vehicle, make sure that **you** obtain their name, address and telephone number as well as the registration number of the vehicle that causes the damage. If **you** can obtain their insurance details at the time this would also be very useful. This information will be required by **us**, to help recover any payments made under **your policy** from the person who was responsible. Also, if anyone witnessed the impact, obtain their details too.

### Maintenance of External Windows and Doors

**You** should regularly check the seals between the window and door frames and the walls to ensure the exterior mastic/silicone joints are not cracked or perished, and replace should this be evident.

### Maintenance of Roof and Guttering Checks

**You** should regularly check the condition of **your leisure home** roof. If tiled, ensure the tiles have not moved, been displaced or are damaged. In addition, **you** should also ensure that **your** gutters do not become blocked by moss, leaves etc. Some areas like flat roofs are difficult to inspect. If **you** cannot check them yourself, **we** recommend **you** employ a relevant expert to do this for **you**.

### Maintenance of Internal Air Vents

The internal air vents to **your leisure home** should remain unobstructed at all times as they are designed to ensure that there is a continuous airflow throughout **your leisure home**. Blocking or obstructing these vents will create damp and condensation within **your leisure home**.

### Maintenance of External Skirting to your Leisure Home

It is recommended that **you** ensure that there is plenty of ventilation to the underside of **your leisure home** and that any air-bricks to the skirt must not be covered and that there should be a free flow of air throughout the underside of the **leisure home**. There should also be a continuous gap between the drip rail of **your leisure home** and the skirt of no less than 25mm to ensure that damp does not get transferred from the ground and into the walls of **your leisure home**.

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## Important Advice - Helpful Tips To Prevent Claims

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### Storms

**Leisure homes** are designed and built to withstand damage by all but the most extreme weather conditions. Normal weather conditions should not cause damage to a **leisure home** which is well maintained. Damage to a poorly maintained **leisure home** is not covered by this **policy**. It is important therefore that **you** keep **your leisure home** in a good state of repair.

### Subsidence and the Base of your Leisure Home

**Subsidence** damage is caused as a result of ground movement affecting **your** property.

**Subsidence** and other types of ground movement can be difficult and complex to repair. It is important that **you** tell **us** as soon as possible if **you** think **your leisure home** may be affected.

Please be aware that unless **your leisure home** is sited on **your own land** the drains below the base and the base itself is owned by and is the responsibility of the site owner who **you** should contact in the first instance if **you** have concerns about it.

On occasions movement to **your leisure home** may be caused by inadequate or deteriorating supports or jacks to the chassis so it is important to check **your leisure home** chassis and supports periodically. This can be done by viewing through the inspection hatches within the skirt of **your leisure home**. Do not go under the home yourself, if need be contact a professional.

### Theft

**Your leisure home** and the property within it is more likely to be burgled if accessible entrances are not locked and secured. It is not recommended that **you** let anyone into **your leisure home** who **you** do not know, and it is not recommended to leave them unaccompanied at any time.

Garages, storage containers and outbuildings are also attractive to the opportunistic criminal as they are easier to break in to, and often contain valuable tools and **garden furniture**. Ensuring that these are locked and not leaving doors open and unattended is another important step to minimising the risk of theft.

### Making sure your cover stays in place

**We** asked **you** a number of questions when **you** purchased **your policy** and it is important **you** tell **us** if any of these things change. In other words, **your** cover remaining intact may be conditional on **you** providing **us** the right information at the start of **your policy** and then letting **us** know if **your** circumstances change.

**Your policy** has a number of conditions. They can be found on Pages 16 - 20, 38, 47, and 51 which **you** must ensure **you** have read and comply with.

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## Definitions

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Wherever the following words appear in bold in this contract of insurance they will have the meanings shown in the definitions below.

### **Accidental Damage**

Sudden, unintentional and unexpected visible damage.

### **Buildings**

The structure of **your leisure home**, and its permanent fixtures and fittings including:

- tennis courts, paved terraces, paths, drives, walls, fences, gates and hedges;
- permanently installed hot tubs;
- permanently connected:
  - a) drains, pipes and cables;
  - b) service tanks;
  - c) wind turbines, solar panels, air-conditioning units and ground source heating pumps all sited within the boundaries of the **land** allocated to **your leisure home**.

### **Claim**

A single loss or series of losses arising from one incident.

### **Contents**

**Contents** includes:

- **your** fixtures and fittings;
- radio and television aerials;
- satellite dishes, their fittings and masts which are attached to the **leisure home**;
- **garden furniture** within the boundaries of the **leisure home** or land;
- **contents** within a locked outbuilding, locked storage container or locked garage up to £1,000.

**Contents** does not include:

- motor vehicles (other than domestic garden machinery or wheelchairs), caravans, trailers, watercraft or their accessories;
- any living creature;
- any part of the **buildings**;
- mobile telephones and personal computers;
- **valuables**;
- personal effects insured under another insurance **policy**;
- any item used for trade or profession;
- any item not usually kept within **your leisure home** or the land belonging to **your leisure home**;
- any item insured under any other insurance **policy**.

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## Definitions continued

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### Emergency

A sudden, unexpected event involving **your leisure home** which requires immediate remedial action to make **your leisure home** safe or secure and avoid initial or further damage.

### Endorsement

A change in the terms and conditions of this document of **leisure home** insurance that is displayed on the **schedule**.

### Excess

The amount **you** must pay towards each and every incident of loss or damage.

### Family

**Your** husband, wife or partner or civil partner and children (including foster children).

### Garden Furniture

Patio tables, chairs, heaters, parasols and barbeques.

### Heave

Upward movement of the ground beneath the **buildings** as a result of the soil expanding.

### Insured Person(s)

**You**, or in **your** absence the person authorised by **you** as the key-holder responsible for the **leisure home**.

### Land

The **Land** allocated to the **leisure home**.

### Landslip

Downward movement of sloping ground.

### Leisure Home

The private **leisure home**, leisure caravan or holiday lodge standing on a base of concrete, concrete paving or compacted hardcore as well as garage, storage container and domestic outbuildings at:

- The address stated on **your policy schedule**;
- Any other address detailed by **endorsement**;

but excluding:

- Any garage or outbuildings used in any way for business (other than clerical work by **you**) or farming purposes;
- Polytunnels and similar structures.

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## Definitions continued

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### **Malicious Damage by Tenants**

Damage deliberately caused by lodgers or paying guests to the property.

### **Market Value**

The value of a replacement model of **your leisure home** taking into account any depreciation in value of **your** home due to the age of the home and wear and tear, plus all the associated costs of replacing the home. These costs include clearance of the damaged home and re-siting of the new home.

### **Money**

Physical and within your possessions; current legal tender, cheques, postal and money orders, postage stamps not forming part of a stamp collection, saving stamps and saving certificates, luncheon vouchers, travellers cheques, travel tickets, premium bonds and gift tokens all held solely for private or domestic purposes. Money does not include:

- any crypto currency or virtual asset;
- any money held in a bank account or an online savings account

### **My Holiday Home Insurance**

My Holiday Home Insurance as the administrator of this **policy**.

### **New for Old**

The value of a brand new **leisure home** of the same make and model as **your** existing home plus all the associated costs of replacing the home. These costs include clearance of the damaged home and re-siting of the new home.

### **Pair or Set**

Articles which complement one another or are used together.

### **Period of Insurance**

The period of insurance stated on **your policy schedule**.

### **Period of Unoccupancy**

Any period, starting from the first day, during which the **leisure home** will not be occupied for more than 60 consecutive days. (By occupied in, **we** mean slept in for at least one night every month).

### **Policy**

The policy booklet, **your** policy **schedule** and any applicable **endorsements** and amendment notices that may apply.

### **Policyholder**

The person(s) named as policyholder on **your policy schedule**.

### **Premium**

The amount paid by **you** and shown in the **schedule** as the premium.

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## Definitions continued

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### Sanitary ware

Wash basins and pedestals, sinks, bidets, lavatory pans and cisterns, shower trays, shower screens, baths and bath panels but not including swimming pools or hot tubs.

### Schedule

**Your** schedule is part of this contract of insurance and contains details of **you**, the **leisure home**, the sums insured, the **period of insurance** and the sections of the contract of insurance which apply.

### Settlement

Downward movement as a result of the soil being compressed by the weight of the **buildings** within 10 years of construction.

### Statement of Fact

A summary of facts upon which a contract is formed.

### Storm

Wind with gusts of at least 48 knots (55mph), heavy rainfall at a rate of at least 25mm per hour, snow to a depth of at least 30cm in 24 hours, or hail that causes damage to hard surfaces or breaks glass.

### Subsidence

Downward movement of the ground beneath the **buildings** that is not a result of **settlement**.

### Sum Insured

The sum insured shown in **your policy schedule**.

### Underwriters

Canopius Managing Agents Ltd, including any representative appointed by **us** to act on **our** behalf in respect of underwriting, administration and/or claims handling duties.

### Unoccupied

When **your** home has not been slept in for a period in excess of 48 consecutive hours or when **your** home site is closed or when **your** home is not furnished for immediate holiday use.

### Us, We or Our

**My Holiday Home Insurance** as administrators of **your policy** on behalf of Canopius Managing Agents Ltd at Lloyd's of London.



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## Definitions continued

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### Valuables

- Jewellery and watches;
- Furs;
- Gold, silver and gold- or silver-plated articles;
- Pictures, works of art and sculptures;
- Collections of stamps, coins and medals all of which belong to **you**.

### You or Your

- The **policyholder(s)**

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## General Conditions

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**You** must comply with the following conditions to have the full protection of **your policy**. If **you** do not comply with them, **we** may at **our** option cancel the **policy**, decline **your claim** or reduce the amount of any **claim** payment.

### **Keeping your sums insured at the correct level**

**You** must at all times keep the sums insured at a level which represents the full cost of replacing **your** property. The cost of replacing **your** property is based on the Basis of Claims Settlement which is shown in **your schedule**.

### **The value of your buildings**

If **your policy schedule** states **New for Old**, the **buildings sum insured** in **your schedule** must represent: The value of a brand new **leisure home** of the same make and model as **your** existing home plus all the associated costs of replacing the home. These costs include clearance of the damaged home and re-siting of the new home.

If the amount shown on **your schedule** represents less than 100% of the **New for Old** value of **your buildings**, **we** will only be able to settle **claims** at a percentage **you** are insured for. For example, if the value of **your buildings** shown on **your schedule** only represents 80% of the **New for Old** value then **we** will not pay more than 80% of **your claims**.

If **your policy schedule** states **Market Value**, the **buildings sum insured** in **your schedule** must represent: The value of a replacement model of **your leisure home** taking into account any depreciation in value of **your** home due to the age of the home and wear and tear, plus all the associated costs of replacing the home. These costs include clearance of the damaged home and re-siting of the new home.

If the amount shown on **your schedule** represents less than 100% of the **Market Value** of **your buildings**, **we** will only be able to settle **claims** at a percentage **you** are insured for. For example, if the value of **your buildings** shown on **your schedule** only represents 80% of the **Market Value** then **we** will not pay more than 80% of **your claims**.

### **The value of your contents**

The **sum insured** for **contents** in **your schedule** must represent:

The current cost as new (other than for clothes and household linen); For clothes and household linen the current cost as new less an appropriate allowance for wear and tear.

**You** must notify **us** as soon as possible when the value of **your contents** exceeds the amount shown in **your policy schedule**. If the amount shown on **your policy schedule** represents less than 100 % of the full value of **your contents** (the cost of replacing **your contents** as new), **we** will only be able to settle **claims** at the percentage **you** are insured for.

For example, if the value of **your contents** shown on **your schedule** only represents 80 % of the full value then **we** will not pay more than 80 % of **your claims**.

If the full value of **your contents** exceeds the amount shown in **your schedule** the cover under this **policy** will no longer meet **your** needs.

### **Changes in your circumstances**

**You** must tell **us** as soon as possible after **you** become aware of any changes in the information **you** have provided to **us** which happens before or during any **period of insurance**. When **we** are notified of a change, **we** will tell **you** if this affects **your policy**. For example, **we** may cancel **your policy** in accordance with the Cancellation clause, amend the terms of **your policy** or require **you** to pay more for **your** insurance. If **you** do not inform **us** about a change it may affect any **claim you** make or could result in **your** insurance being invalid.

#### **You must tell us if:**

- **You** are going to move in to **your leisure home** permanently;
- **Your leisure home** is going to be **unoccupied** for a period of 150 days or more and/or unfurnished;
- **Your leisure home** is going to be used for business purposes;
- Work is to be done on **your leisure home** which is not routine maintenance, repair or decoration, for example any structural alteration or extension to **your leisure home**;
- **You** or any member of **your family** has received a conviction for any offence other than driving.

### **Cancellation – If we wish to cancel**

**We** can cancel this contract of insurance by giving **you** fourteen (14) days' notice in writing. Any return **premium** due to **you** will depend on how long this contract of insurance has been in force.

**We** will only cancel this contract of insurance or any part of it for a valid reason or if there are serious grounds to do so such as but not limited to:

- Non-payment of **premium**;
- Non-cooperation or failure to supply any information or documentation **we** request;
- **We** establish that **you** have provided **us** with incorrect information;
- The use of threatening or abusive behaviour or language;
- Where there are changes to **your** circumstances which mean **you** no longer meet **our** criteria for providing insurance;
- Failure to take reasonable care of the property insured.

Any **premium** due to **you** will be calculated on a proportional daily rate basis depending on how long this insurance has been in force. No return of **premium** will be given if a **claim** has occurred during the **period of insurance**.

### **Cancellation – If you wish to Cancel**

This insurance has a cooling off period of fourteen (14) days from either:

- the date **you** receive this insurance documentation; or
- the start of the **period of insurance**

Whichever is the later.

After the cooling off period if this insurance is cancelled then, provided **you** have not made a **claim**, **you** will be entitled to a refund of any **premium** paid, subject to a deduction for any time for which **you** have been covered. This will be calculated on a proportional basis. For example, if **you** have been covered for six (6) months, the deduction for the time **you** have been covered will be half the annual **premium**.

If **you** cancel this insurance outside the cooling off period, there will be an additional charge, of 15% of the total **premium**.

If **we** pay any **claim**, in whole or in part, then no refund of **premium** will be allowed and the full annual **premium** will be payable.

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## General Conditions continued

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### Premiums paid and up to date

If the **premium** is paid under a monthly instalment plan and a **claim** has been settled during the current **period of insurance**, **you** must continue with the instalment payments.

### Payment by credit agreement condition

If **you** pay **your premium** by instalments under a credit agreement made available by **My Holiday Home Insurance**, **you** must pay each instalment when it is due. If **you** miss an instalment and do not pay it within the time frame permitted by the credit provider, **you** will have to pay all **money you** owe along with any charges. Please refer to the applicable agreement **you** have with the credit provider for full terms and conditions including charges and payment **schedule**.

If **My Holiday Home Insurance** does not receive this payment by the date they have stated, **we** will cancel this insurance in accordance with the Cancellation section of this **policy**. If **you** or others have not made a **claim** under this insurance, **we** will refund the proportionate part of **your premium**.

### Dual Insurance

If any injury, loss, damage or liability is covered by any other insurance then **we** will not pay more than **our** share.

### Fraud

If **you** or a **family** member has intentionally misrepresented information provided to **us** or acted fraudulently in **your** dealings with **us** the entire **policy** will be void.

### Storm Damage

**Storm** is defined as wind with gusts of at least 48 knots (55mph), heavy rainfall at a rate of at least 25mm per hour, snow to a depth of at least 30cm in 24 hours, or hail that causes damage to hard surfaces or breaks glass.

These extreme weather conditions can cause damage to even well-maintained homes. However, damage caused to property that has not been well-maintained, or caused by normal weather or wear and tear, is not covered. Please see general exclusions on page 23, gradually operating causes.

### Taking care of your property

**You** and **your family** must take all reasonable precautions to avoid injury, loss or damage and that all practicable steps are taken to safeguard the property insured from loss or damage.

**You** must maintain the property insured in a good state of repair.

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## General Conditions continued

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### **Leaving your Leisure Home Unoccupied Condition**

a) When the leisure home is left without an occupant for 30 consecutive days, **any single unfixed item with a value of over GBP 5,000 is excluded from this insurance.**

b) Between 1st November and 31st March both days inclusive, if the **leisure home** is left without an occupant for more than 48 hours the **leisure home** must have;

- The mains water supply turned off by means of a stopcock at the first available point of entry of the water supply to the **leisure home** and any outbuildings. It is **your** responsibility that this is complied with.

As well as the above, **you** must take one of the following actions:

1. Drain down the property - all water tanks must be emptied by leaving both hot and cold kitchen taps fully open, this must be done throughout the property. If your **leisure home** has a sealed heating system containing antifreeze then the home will not need to be drained down but antifreeze levels checked annually and particularly prior to the period of unoccupancy.

2. Leave the heating on – The entire home benefits from a heating system being gas or a geothermal or full electric system (not night storage heaters), fitted with automatic controls and a separate thermostat. The system must be set to operate continuously for 24 hours of each day (not controlled by a timing device) and the thermostat set to not less than 13 degrees Celsius and all internal doors must remain open throughout the leisure home and where fitted the loft hatch left open.

3. Heating systems with frost stats - If the heating system as described above is installed and additionally fitted with a 'frost stat' that is designed and installed to override all the heating controls, irrespective of their functional status, then this may be set to operate at no less than 4 degrees Celsius.

Before **we** can pay **you** any **claim** it is a requirement that **you** (at **our** request) provide any bills for any utilities being supplied to the insured premises at the time of any loss or damage resulting from escape of water for verification by **us**.

Please note that outbuildings with water supplies must also benefit from one of the above actions.

**Failure to comply with the requirements above will result in loss or damage resulting from escape of water or burst pipes being excluded from this insurance.**

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## General Exclusions

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These exclusions apply throughout **your policy**.

### **We will not pay for**

#### **Valuables**

Any loss or damage to **valuables**.

#### **Money**

Any loss or damage to **money**.

#### **Riot/Civil Commotion**

Any loss, damage or liability occasioned by or happening through riot or civil commotion outside the United Kingdom, the Isle of Man or the Channel Islands.

#### **Sonic Bangs**

Loss or damage by pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.

#### **Pre-existing Damage Liability or Injury**

This **policy** does not cover loss, damage, liability or injury occurring before the cover under **your policy** started.

#### **Illegal Activities**

**We** will not be liable for any loss or damage caused as a result of the property being used for illegal activities.

#### **Reduction in Market Value**

Any reduction in **market value** of any property following its repair or reinstatement.

#### **Confiscation**

Any loss or damage or liability occasioned by or happening through confiscation or detention by customs or other officials or authorities.

The exclusions above do not apply to the following covers:

- Property Owners Liability.

#### **Pollution/Contamination**

Loss, damage, liability or bodily injury arising directly or indirectly from pollution or contamination unless caused by:

- A sudden and unforeseen and identifiable incident;

#### **Transportation Exclusion**

Any loss, damage or liability arising from the **leisure home** being moved or relocated.

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## General Exclusions continued

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### **Radioactive Contamination and Nuclear Assemblies**

**We** will not pay for:

- Loss or destruction of or damage to any property whatsoever, or any loss or expenses whatsoever resulting or arising therefrom;
- Any legal liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from:
  - a) Ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel;
  - b) The radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.

### **War**

**We** will not pay for any loss or damage or liability directly or indirectly occasioned by, happening through or in consequence of war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, or confiscation or nationalisation or requisition or destruction of or damage to property by or under the order of any government or public or local authority.

### **Cyber and Data Exclusion**

The following exclusions apply to the whole of the contract.

**We will not pay for any:**

(a) Cyber

loss, damage, liability, cost or expense caused deliberately or accidentally by:

- i. the use of or inability to use any application, software, or programme;
- ii. any computer virus;
- iii. any computer related hoax relating to i and/or ii above.

(b) Electronic Data

loss of or damage to any electronic data (for example files or images) wherever it is stored.

### **Business Use Exclusion Clause**

Any loss, damage or liability arising due to the property being used for business purposes (excluding letting the property as a holiday home) is excluded from this insurance.



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## General Exclusions continued

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### **Biological and Chemical Contamination**

**We** will not pay for:

- Loss or damage to any property whatsoever, or any loss or expenses whatsoever resulting or arising there from;
- Any legal liability of whatsoever nature;
- Death or injury to any person;

directly or indirectly caused by or contributed to by or arising from Biological or Chemical contamination due to or arising from;

a) Terrorism; and/or

b) Steps taken to prevent, suppress, control or reduce the consequences of any actual, attempted, threatened, suspected or perceived terrorism.

For the purposes of this exclusion “terrorism” means any act(s) of any person(s) or organisation(s) involving:

- The causing, occasioning or threatening of harm of whatever nature and by whatever means;
- Putting the public or any section of the public in fear;

in circumstances in which it is reasonable to conclude that the purpose(s) of the person(s) or organisation(s) concerned are wholly or partly of a political, religious, ideological or similar nature.

### **Contractors Exclusion Clause**

- Any loss, damage or liability arising out of a contractor’s activities at the property insured is excluded if:
- The contract works cost in excess of £10,000;
- **You** sign any contract which in any way, removes or limits **your** legal rights against a contractor or building firm;
- The works involve the application of heat.
- Damage arising due to failure of the works after they have been completed is not excluded however a recovery from the contractor will be sought.

### **Gradually Operating Causes**

Any loss, damage or liability arising from wear and tear or damage that happens gradually over time.

### **Sanctions**

**We** shall not provide any benefit under this contract of insurance to the extent of providing cover, payment of any **claim** or the provision of any benefit where doing so would breach any sanction, prohibition or restriction imposed by law or regulation.

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## General Exclusions continued

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### **Infectious or contagious disease**

**Your** insurance Policy does not cover any loss, damage, liability, cost or expense, in any way caused by or resulting from:

- a) infectious or contagious disease;
- b) any fear or threat of a) above; or
- c) any action taken to minimise or prevent the impact of a) above.

Infectious or contagious disease means any disease capable of being transmitted from an infected person, animal or species to another person, animal or species by any means.

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## Claims Conditions

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**You** must comply with the following **claims** conditions to have the full protection of **your policy**.

If **you/they** do not comply with them, **we** may, at **our** option, cancel the policy or refuse to deal with **your claim** or reduce the amount of any **claim** payment.

### Claims Procedure

If **you** wish to make a **claim** or if something happens which may lead to a **claim**, **you** must notify Davies Group Ltd as soon as possible. Davies act on behalf of **us** to handle **claims**.

Davies Group Ltd                      Tel: 0344 856 2187  
PO Box 2801                              Fax: 0344 856 2005  
Stoke-on-Trent ST4 9DN              assist@davies-group.com

If there has been malicious damage theft or attempted theft, **you** must also tell the police as soon as possible and within 24 hours of becoming aware of it. When notifying the police, **you** should request a Crime Reference Number as this may be required should **you** then submit a **claim**.

**You** will be required to register the **claim** with **us** within 30 days of the incident with all the supporting documents and proofs **we** require - for example written estimates.

If someone crashes into **your** fence or **your leisure home**, make sure **you** record their name, address, vehicle registration number and contact details, also if the opportunity arises, take a photo of the vehicle and the damage it has caused.

If **you** receive a writ of summons or other legal process regarding a **claim** under the **policy**, **you** must send it to **us** as soon as possible or within 3 days.

**You** must give **us** all the help and information necessary to settle or resist a **claim** against **you** or to help **us** take action against someone else. Failure to meet these conditions may invalidate a **claim**.

### Control of claims

Do not admit, deny, negotiate or settle a **claim** without **our** written consent. However, **you** should make **emergency**/temporary repairs to the property to prevent further damage.

### Our special rights

**You** cannot abandon the property to **us**; **we** may in **your** name and on **your** behalf, take complete control of legal action.

**We** may take legal action in **your** name against any other person to recover any payment **we** have made under the **policy**; **we** will do this at **our** expense.

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## Claims Conditions continued

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### Contribution

If at the time of a **claim** there is any other **policy** covering anything insured under this **policy**, **we** shall be liable only for a proportionate share.

### Arbitration

If **we** admit liability for a **claim** but **you** cannot agree with **us** the amount to be paid, the disagreement will be referred to an arbitrator appointed jointly by **you** and **us** in accordance with the law in force at the time. **You** will not be able to take action in law against **us** over this disagreement until the arbitrator has made their award.

### Fraud

If a **claim** is found to be false or fraudulent in any respect, or if fraudulent means are used by **you** or anyone acting on **your** behalf to obtain any benefit under this **policy**, or if any damage is caused by **your** wilful act or with **your** involvement, all benefit under the **policy** will be forfeited.

### **How We Settle Claims**

#### Buildings

a) **We** will pay **you** the value of the **leisure home** at the time of its loss or destruction or shall at **our** option repair, reinstate or replace the **leisure home** or any part of it, provided that the total liability shall not exceed the **sum insured** or the **market value** whichever is the lesser amount. **We** will not be liable for that part of any repair or replacement which improves the **leisure home** beyond the condition before the loss or damage occurred.

b) If the Basis of Claim Settlement specified in the **schedule** states **New for Old** cover, in the event of the **leisure home** being lost or damaged beyond economic repair and provided the **sum insured** represents the full replacement value as new, at the time of the loss or damage, **we** will replace the **leisure home** with a new one of the same manufacture and model or pay the cash equivalent at their discretion. Any available discount will be taken into account in the settlement amount.

#### Contents

**We** will at **our** option repair reinstate or replace the lost or damaged property. Where property cannot be replaced or repaired, **we** may at **our** option pay in cash the amount of the loss or damage. If **we** do pay cash, the sum payable will reflect any discounts **we** may have received, had **we** replaced the property. The sums insured will not be reduced by any **claim**.

There will be a deduction for clothes and household linen. There will be no deduction for all other **contents** provided they have been maintained in good repair and the **sum insured** represents the full value of the property (see General Conditions on page 17).

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## Claims Conditions continued

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### **Sports Equipment & Pedal Cycles Section**

If Section 4 of **your schedule** states cover is provided for Sports Equipment & Pedal Cycles, **we** will at **our** option repair reinstate or replace the lost or damaged property. Where property cannot be replaced or repaired, **we** may at **our** option pay in cash the amount of the loss or damage. If **we** do pay cash, the sum payable will reflect any discounts **we** may have received, had **we** replaced the property. The sums insured will not be reduced by any **claim**.

### **Matching sets suites and carpets**

An individual item of a matching set of articles or suite of furniture or **sanitary ware** or other bathroom fittings is regarded as a single item. **We** will pay **you** for individual damaged items but not for undamaged companion pieces. Where carpeting is damaged beyond repair, only the damaged carpet will be replaced and not undamaged carpet in adjoining rooms.

### **Approved Repairers**

In all **claim** instances an approved supplier may be appointed where appropriate to act on **our** behalf to further validate **your claim** and they are authorised to arrange a quotation, a repair or a replacement where appropriate.

**Your policy** is designed to help **you** understand the extent of cover provided.

**You** will find on many pages these headings:

What is covered	What is not covered
These sections are printed on a light orange background and give detailed information on the insurance provided and must be read with ' <b>What is not covered</b> ' at all times.	These sections shown on a light grey background draw <b>your</b> attention to what is not included within the scope of <b>your policy</b> .

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## Section 1 Buildings

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We will cover **you** for loss of or damage to the **buildings** up to the **sum insured** for **buildings** in **your schedule** for the events described below.

What is covered	What is not covered
<b>1.</b> Fire, smoke, explosion, lightning or earthquake.	<ul style="list-style-type: none"><li>• Loss or damage caused by, scorching, melting, warping or other forms of heat distortion unless accompanied by flames. (If it is <b>accidental damage</b> and <b>you</b> have cover under part 18 of section 1 (<b>contents</b>) this would be insured subject to the exceptions and <b>excess</b> applicable to that cover).</li><li>• The <b>excess</b> for each and every <b>claim</b> as shown on <b>your policy schedule</b>;</li><li>• For smoke damage caused by any gradually operating cause.</li></ul>
<b>2.</b> Riot, civil commotion, strikes or labour disturbances.	<ul style="list-style-type: none"><li>• The <b>excess</b> for each and every <b>claim</b> as shown on <b>your policy schedule</b>.</li></ul>
<b>3.</b> Malicious acts or vandalism.	<ul style="list-style-type: none"><li>• Loss or damage caused caused by <b>you</b>, <b>your family</b>, domestic employees, lodgers, paying guests or tenants;</li><li>• The <b>excess</b> for each and every <b>claim</b> as shown on <b>your policy schedule</b>.</li></ul>

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## Section 1 Buildings

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What is covered	What is not covered
<b>4. Storm</b> or flood.	<ul style="list-style-type: none"><li>• Loss or damage caused by frost;</li><li>• Loss or damage to fences, gates and hedges;</li><li>• Loss or damage to cantilever car-ports, canopies and awnings;</li><li>• Loss or damage caused by underground water;</li><li>• Loss or damage caused by <b>subsidence, heave or landslip</b>. (<b>subsidence</b> or <b>heave</b> of the site on which the <b>buildings</b> stand or <b>landslip</b> caused by storm or flood would be insured under part 5 of section 1 (<b>buildings</b>) and subject to the exceptions and <b>excess</b> applicable to that cover);</li><li>• The <b>excess</b> for each and every <b>claim</b> as shown on <b>your policy schedule</b>.</li></ul>

## Section 1 Buildings

What is covered	What is not covered
<p><b>5. Subsidence, Heave or Landslip</b> of the site on which the <b>buildings</b> stand.</p>	<ul style="list-style-type: none"> <li>• For loss or damage to domestic fixed fuel-oil tanks, swimming pools, tennis courts, drives, patios and terraces, walls, gates and fences unless the private dwelling is also affected at the same time by the same event;</li> <li>• For loss or damage to solid floors unless the walls of the private dwelling are damaged at the same time by the same event;</li> <li>• For loss or damage caused by faulty or unsuitable materials or design or poor workmanship;</li> <li>• For loss or damage which compensation has been provided for or would have been but for the existence of this contract of insurance under any contract or a guarantee or by law;</li> <li>• The <b>excess</b> for each and every <b>claim</b> as shown on <b>your policy schedule</b>;</li> <li>• For loss or damage caused by coastal or river bank erosion;</li> <li>• For loss or damage whilst the <b>buildings</b> are undergoing any structural repairs, alterations, extensions or demolition.</li> <li>• For loss or damage caused by normal <b>settlement</b> and / or any general deterioration of the <b>building</b>;</li> <li>• Loss or damage caused by the action of chemicals on, or the reaction of chemicals with, any materials which form part of the <b>buildings</b>.</li> <li>• For damage to, or the cost of stabilising, the concrete base on which your <b>Leisure Home</b> is sited.</li> </ul>



## Section 1 Buildings

What is covered	What is not covered
<p><b>6.</b> Theft or attempted theft.</p>	<ul style="list-style-type: none"> <li>• For loss or damage while the <b>leisure home</b> is <b>unoccupied</b> unless involving forcible or violent entry to or exit from the <b>leisure home</b></li> <li>• Loss or damage caused by <b>you, your</b> domestic employees, lodgers, paying guests or tenants.</li> <li>• The <b>excess</b> for each and every <b>claim</b> as shown on <b>your policy schedule</b>.</li> </ul>
<p><b>7.</b> Escape of water from any washing machine, dishwasher or plumbed in domestic water or heating installation.</p>	<ul style="list-style-type: none"> <li>• Loss or damage caused by water overflowing from wash basins, sinks, bidets, showers, and baths as a result of taps being left on in <b>your leisure home</b>. (If it is <b>accidental damage</b> and <b>you</b> have cover under part 5 of section 1 (<b>buildings</b>), this would be insured subject to the exceptions and <b>excess</b> applicable to that cover);</li> <li>• Loss or damage caused by <b>subsidence, heave or landslip</b>. (<b>subsidence</b> or <b>heave</b> of the site on which the <b>buildings</b> stand or <b>landslip</b> caused by escape of water would be insured under part 5 of section 1 (<b>buildings</b>), and subject to the exceptions and <b>excess</b> applicable to that cover);</li> <li>• The <b>excess</b> for each and every <b>claim</b> as shown on <b>your policy schedule</b>.</li> </ul>
<p><b>8.</b> Collision with any aircraft or other aerial device (or anything dropped from them) or with any vehicle or animal.</p>	<ul style="list-style-type: none"> <li>• The <b>excess</b> for each and every <b>claim</b> as shown on <b>your policy schedule</b>.</li> </ul>

## Section 1 Buildings

What is covered	What is not covered
<p><b>9.</b> Fallen trees and branches.</p>	<ul style="list-style-type: none"> <li>• The <b>excess</b> for each and every <b>claim</b> as shown on <b>your policy schedule</b>;</li> <li>• Loss or damage to hedges, gates or fences caused by fallen trees or branches;</li> <li>• Damage caused by felling, lopping or topping of trees.</li> <li>• The cost of removing trees or branches when there has been no damage to the <b>buildings</b>.</li> </ul>
<p><b>10.</b> Fallen television and radio receiving aerials, aerial fittings, satellite dishes, solar panels or masts.</p>	<ul style="list-style-type: none"> <li>• The <b>excess</b> for each and every <b>claim</b> as shown on <b>your policy schedule</b>;</li> </ul>
<p><b>11.</b> Frost damage to any plumbed-in domestic water or heating installation.</p>	<ul style="list-style-type: none"> <li>• For loss or damage caused by <b>subsidence, heave or landslip</b> other than as covered under part 5 of section 1 (<b>buildings</b>);</li> <li>• For loss or damage to domestic fixed fuel-oil tanks and swimming pools and hot tubs;</li> <li>• Loss or damage occurring during a <b>period of unoccupancy</b>;</li> <li>• The <b>excess</b> for each and every <b>claim</b> as shown on <b>your policy schedule</b>.</li> </ul>

## Section 1 Buildings

What is covered	What is not covered
<p><b>12.</b> Loss of rent and alternative accommodation.</p> <p>During the period <b>your leisure home</b> is made uninhabitable by any cause covered under this section <b>we</b> will pay for:</p> <p>a) The necessary cost incurred for alternative accommodation or the hire of a similar <b>leisure home</b> but only if the loss or damage occurs after holiday arrangements have been made or while the <b>leisure home</b> is being used for holiday purposes.</p> <p>b) For the loss of hiring charges for bookings accepted prior to the loss or damage but only if a record has been maintained of all hiring, agreed hiring charges and deposits paid.</p>	<ul style="list-style-type: none"> <li>• Any amount over 20% of the <b>sum insured</b> for the <b>buildings</b> damaged or destroyed.</li> <li>• Any loss of rental income unless <b>your policy schedule</b> shows type of use as 'Let'.</li> <li>• The <b>excess</b> for each and every <b>claim</b> as shown on <b>your policy schedule</b>.</li> </ul>
<p><b>13.</b> Tracing and accessing leaks inside the leisure home.</p> <p>The insurance provided by part 7 of section 1 (<b>buildings</b>) also covers the costs involved in tracing the source of the escape of water and replacement or repair of any walls, floors or ceilings (including fixtures and fittings attached to them), inside the <b>leisure home</b> where this occurs in the course of these investigations. Cover is subject to the exclusions and <b>excess</b> that apply to part 7 of section 1 (<b>buildings</b>).</p>	<ul style="list-style-type: none"> <li>• Any amount over £5,000 for any one event, or more than £25,000 for any single <b>period of insurance</b>.</li> <li>• Where there is no evidence of water damage to the property.</li> <li>• The <b>excess</b> for each and every <b>claim</b> as shown on <b>your policy schedule</b>.</li> </ul>

## Section 1 Buildings

What is covered	What is not covered
<p><b>14. Emergency access.</b>  <b>We</b> will pay for damage to the <b>buildings</b> caused by fire, ambulance or police services if they have to make a forced entry to <b>your leisure home</b> as a result of an <b>emergency</b>.</p>	<ul style="list-style-type: none"> <li>Any amount over £10,000 for any one event.</li> <li>The <b>excess</b> for each and every claim as shown on <b>your policy schedule</b>.</li> </ul>
<p><b>15. Fire Brigade Costs.</b>  Expenses <b>you</b> have to pay in respect of fire brigade charges for which <b>you</b> are legally liable to pay following attendance by the fire brigade at the premises shown in the <b>schedule</b>.</p>	<ul style="list-style-type: none"> <li>More than £750 in any <b>period of insurance</b> if <b>you claim</b> for such loss under sections one and two, <b>we</b> will not pay more than £750 in total.</li> </ul>
<p><b>16. Loss or theft of keys.</b>  If keys to <b>your leisure home</b> are lost or stolen, <b>we</b> will pay for the replacement and installation of door locks for any external doors of <b>your leisure home</b>.</p>	<ul style="list-style-type: none"> <li>Loss or damage that is otherwise insured.</li> <li>Any amount over £1,000.</li> <li>When the home is let.</li> <li>The <b>excess</b> for each and every <b>claim</b> as shown on <b>your policy schedule</b>.</li> </ul>
<p><b>17. Metered water.</b>  <b>We</b> will pay for loss of metered water following <b>damage which is covered under this insurance contract</b> to <b>your</b> domestic water or heating installations.</p>	<ul style="list-style-type: none"> <li>Any amount over £1,000;</li> <li>The <b>excess</b> for each and every <b>claim</b> as shown on <b>your policy schedule</b>.</li> </ul>

## Section 1 Buildings

What is covered	What is not covered
<p><b>18. Accidental damage.</b></p>	<ul style="list-style-type: none"> <li>• For damage or any proportion of damage which <b>we</b> specifically exclude elsewhere under section one;</li> <li>• For the <b>buildings</b> moving, settling, shrinking, collapsing or cracking;</li> <li>• For damage while the <b>leisure home</b> is being altered, repaired, cleaned, maintained or extended;</li> <li>• For damage to outbuildings and garages which are not of standard construction;</li> <li>• For the cost of general maintenance;</li> <li>• For damage caused by infestation, vermin, corrosion, damp, wet, condensation or dry rot, mould or frost;</li> <li>• For damage caused by faulty or unsuitable materials or design or poor workmanship;</li> <li>• For damage from mechanical or electrical faults or breakdown;</li> <li>• For damage caused by dryness, dampness, extremes of temperature or exposure to light;</li> <li>• For damage to swimming pools, tennis courts, drives, patios and terraces, walls, gates, fences and fuel tanks;</li> <li>• For any damage caused by or contributed to by or arising from any kind of pollution and/ or contamination;</li> <li>• Loss or damage caused by domestic pets.</li> <li>• Damage to underground pipes or cables for which <b>you</b> are not legally responsible;</li> <li>• Damage to any part of underground pipes or cables above ground level;</li> </ul>

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## Section 1 Buildings

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What is covered	What is not covered
	<ul style="list-style-type: none"><li>• Damage to underground pipes or cables for which <b>you</b> are not legally responsible;</li><li>• Damage to any part of underground pipes or cables above ground level;</li><li>• Any loss or damage if <b>your leisure home</b> or any part of it is let or lent, unless <b>your policy schedule</b> shows Accidental Damage Whilst Let is included;</li><li>• The <b>excess</b> for each and every <b>claim</b> as shown on <b>your policy schedule</b>.</li></ul>

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## Section 1 Buildings Optional Extensions

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The following will only be covered if it shows **malicious damage by tenants** is included on **your schedule**.

What is covered	What is not covered
<b>19. Malicious damage by tenants</b>	<ul style="list-style-type: none"><li>• Any amount over £5,000</li><li>• The <b>excess</b> for each and every claim as shown on <b>your policy schedule</b>.</li></ul>

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## Section 1 Buildings Conditions

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Conditions that apply to section **1 (Buildings)** only.

### Settling claims

How **we** deal with **your claim**

The maximum amount **we** will pay up to is the **sum insured** stated in **your schedule**. Please see the General Conditions on Page 16.

In the event of loss or damage at **your leisure home we** will at **our** discretion repair, reinstate or replace the property damaged. If **we** decide that the **leisure home** is damaged beyond economical repair **we** will either pay **you** the value of, or replace **your leisure home**, in accordance with the Basis of Claims Settlement shown in **your schedule**.

#### Market Value cover

If the Basis of Claim Settlement specified in the **schedule** states **Market Value**, **we** will replace the **leisure home** with a similar home taking into account the value of the home at the time of loss and wear and tear to the home or **we** may elect pay a cash equivalent at **our** discretion. If **we** choose to pay **you** a cash equivalent then the sum payable will take into account any available discounts **we** could have got had **we** replaced the **leisure home**. The cash equivalent will never exceed the **market value**.

**We** will not be liable for that part of any repair or replacement which improves the **leisure home** beyond the condition before the loss or damage occurred.

#### New For Old cover

If the Basis of Claim Settlement specified in the **schedule** states **New For Old** cover, **we** will replace the **leisure home** with a new home of the same manufacture and model or pay a cash equivalent at **our** discretion. If **we** choose to pay **you** a cash equivalent then the sum payable will take into account any available discounts **we** could have got had **we** replaced the **leisure home**. The cash equivalent will never exceed the **New for Old** value.

If the **buildings** were not in a good state of repair, **we** may deduct an amount from **your claim**.

**We** will not pay the cost of replacing or repairing any undamaged parts of the **buildings** which form part of a pair, set, suite or part of a common design or function when the loss or damage is restricted to a clearly identifiable area or to a specific part. **If the loss or damage is covered by this insurance we may:**

- Arrange for repair, replacement or reinstatement using one of **our** suppliers;
- Pay the cost of repair; or
- Make a cash settlement



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## Section 1 Buildings Conditions

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### Your sum insured

1. **We** will not reduce the **sum insured** under section one after **we** have paid a **claim** as long as **you** agree to carry out **our** recommendations to prevent further loss or **damage**
2. If **you** are under-insured, which means the cost of rebuilding the **buildings** at the time of loss or damage is more than **your sum insured** for the **buildings**, then **we** will only pay a proportion of the **claim**. For example, if **your sum insured** only covers one half of the cost of rebuilding the **buildings**, **we** will only pay one half of the cost of repair or replacement.

### Limit of insurance

3. **We** will not pay more than the **sum insured** for each premises shown in the **schedule**.

## Section 2 Contents

We will cover loss or damage to the **contents** at **your leisure home** up to the **sum insured** shown in **your schedule** for the events described below.

What is covered	What is not covered
<p><b>1.</b> Fire, smoke, explosion, lightning or earthquake.</p>	<ul style="list-style-type: none"> <li>Loss or damage caused by scorching, melting, warping or other forms of heat distortion unless accompanied by flames. (If it is <b>accidental damage</b> and <b>you</b> have cover under part 14 of section 2 (<b>contents</b>), this would be insured subject to the exceptions applicable to that cover.)</li> <li>For loss or damage by smoke caused by any gradually operating cause.</li> <li>The <b>excess</b> for each and every <b>claim</b> as shown on <b>your policy schedule</b>.</li> </ul>
<p><b>2.</b> Riot, civil commotion, strikes or labour disturbances.</p>	<ul style="list-style-type: none"> <li>The <b>excess</b> for each and every <b>claim</b> as shown on <b>your policy schedule</b>.</li> </ul>
<p><b>3.</b> Malicious acts or vandalism.</p>	<ul style="list-style-type: none"> <li>Loss or damage caused by <b>you, your family</b>, domestic employees, lodgers, paying guests or tenants.</li> <li>The <b>excess</b> for each and every <b>claim</b> as shown on <b>your policy schedule</b>.</li> </ul>
<p><b>4. Storm</b> or flood.</p>	<ul style="list-style-type: none"> <li>Loss or damage caused by underground water.</li> <li>The <b>excess</b> for each and every <b>claim</b> as shown on <b>your policy schedule</b>.</li> </ul>

## Section 2 Contents

What is covered	What is not covered
<p><b>5. Subsidence, Heave or Landslip</b> of the site on which the <b>buildings</b> stands.</p>	<ul style="list-style-type: none"> <li>• For loss or damage following damage to solid floors unless the walls of the private dwelling are damaged at the same time by the same event;</li> <li>• For loss or damage caused by faulty or unsuitable materials or design or poor workmanship;</li> <li>• For loss or damage which but for the existence of this contract of insurance would be covered under any contract or a guarantee or by law;</li> <li>• For loss or damage whilst the <b>buildings</b> are undergoing any structural repairs, alterations, extensions or demolition;</li> <li>• For loss or damage caused by coastal or river bank erosion.</li> <li>• For damage to, or the cost of stabilising, the concrete base on which your <b>Leisure Home</b> is sited.</li> <li>• The <b>excess</b> for each and every <b>claim</b> as shown on <b>your policy schedule</b>.</li> </ul>
<p><b>6.</b> Theft or attempted theft. The most <b>we</b> will pay for any one <b>claim</b> for <b>contents</b> in locked domestic garages, locked storage containers or locked outbuildings at the <b>leisure home</b> is £1,000.</p>	<ul style="list-style-type: none"> <li>• <b>Money</b> and pedal cycles unless force or violence is used to gain entry to <b>your leisure home</b>;</li> <li>• Any loss or damage if <b>your leisure home</b> or any part of it is let or lent, unless force or violence is used to gain entry to <b>your leisure home</b>;</li> <li>• Loss or damage occurring during a <b>period of unoccupancy</b> unless there has been violent or forcible entry to the <b>leisure home</b>.</li> <li>• Loss or damage caused by <b>you, your</b> domestic employees, lodgers, paying guests or tenants.</li> <li>• The <b>excess</b> for each and every <b>claim</b> as shown on <b>your policy schedule</b>.</li> </ul>

## Section 2 Contents

What is covered	What is not covered
<p><b>7.</b> Escape of water from any washing machine, dishwasher or plumbed in domestic water or heating installation.</p>	<ul style="list-style-type: none"> <li>• Loss or damage caused by water overflowing from wash basins, sinks, bidets, showers, and baths as a result of taps being left on in <b>your leisure home</b>. (If it is <b>accidental damage</b> and <b>you</b> have cover under part 14 of section 2 (<b>contents</b>), this would be insured subject to the exceptions and <b>excess</b> applicable to that cover);</li> <li>• Loss or damage caused by escape of water from guttering, rainwater downpipes, roof valleys and gullies.</li> <li>• The <b>excess</b> for each and every <b>claim</b> as shown on <b>your policy schedule</b>.</li> </ul>
<p><b>8.</b> Collision with any aircraft or other aerial device (or anything dropped from them) or with any vehicle or animal.</p>	<ul style="list-style-type: none"> <li>• Loss or damage caused by domestic pets.</li> <li>• The <b>excess</b> for each and every <b>claim</b> as shown on <b>your policy schedule</b>..</li> </ul>
<p><b>9.</b> Fallen trees and branches.</p>	<ul style="list-style-type: none"> <li>• The cost of removing trees or branches when there has been no damage to the <b>buildings</b>.</li> <li>• The <b>excess</b> for each and every <b>claim</b> as shown on <b>your policy schedule</b>.</li> </ul>
<p><b>10.</b> Fallen television and radio receiving aerials, aerial fittings, satellite dishes, solar panels or masts.</p>	<ul style="list-style-type: none"> <li>• The <b>excess</b> for each and every <b>claim</b> as shown on <b>your policy schedule</b>.</li> </ul>

## Section 2 Contents

What is covered	What is not covered
<p><b>11. Garden Furniture.</b> The insurance provided by parts 1 to 3 and 5 to 11 of section 2 (<b>contents</b>) also covers loss or damage to <b>garden furniture</b> outside the <b>leisure home</b> but within the boundaries of the <b>land</b> allocated to <b>your leisure home</b>.</p>	<ul style="list-style-type: none"> <li>• Any amount over £1,500;</li> <li>• Loss or damage caused by storm or flood;</li> <li>• Theft or attempted theft from any unattended vehicle;</li> <li>• Loss or damage occurring during a <b>period of unoccupancy</b>.</li> <li>• The <b>excess</b> for each and every <b>claim</b> as shown on <b>your policy schedule</b>.</li> </ul>
<p><b>12. Loss or theft of keys.</b> If keys to <b>your leisure home</b> are lost or stolen, <b>we</b> will pay for the replacement and installation of door locks for any external doors of <b>your leisure home</b>.</p>	<ul style="list-style-type: none"> <li>• Any amount over £1,000</li> <li>• When the home is let.</li> <li>• The <b>excess</b> for each and every <b>claim</b> as shown on <b>your policy schedule</b>.</li> </ul>
<p><b>13. Freezer contents.</b> <b>We</b> will pay for food in a freezer cabinet or freezer compartment of a refrigerator at <b>your leisure home</b> made unfit for human consumption due to:</p> <ol style="list-style-type: none"> <li>a) A rise or fall in temperature;</li> <li>b) Contamination by refrigerant or refrigerant fumes.</li> </ol>	<ul style="list-style-type: none"> <li>• Loss of or damage to food if the freezer cabinet or refrigerator is more than 15 years old;</li> <li>• Loss of or damage to food held or used for business purposes;</li> <li>• Loss or damage due to the power supply authority deliberately cutting or reducing the supply to <b>your leisure home</b>.</li> <li>• The <b>excess</b> for each and every <b>claim</b> as shown on <b>your policy schedule</b>.</li> </ul>

## Section 2 Contents

What is covered	What is not covered
<b>14. Accidental damage.</b>	<ul style="list-style-type: none"><li>• For damage or any proportion of damage which <b>we</b> specifically exclude elsewhere under section two;</li><li>• For loss or damage to <b>contents</b> within locked domestic garages, locked storage containers or locked outbuildings;</li><li>• For damage or deterioration of any article caused by dyeing, cleaning, repair, renovation or whilst being worked upon;</li><li>• For damage caused by chewing, tearing, scratching or fouling by animals;</li><li>• Any amount over £5,000 in total for porcelain, china, glass and other brittle articles;</li><li>• For loss or damage to <b>money</b>, bank cards, documents or stamps;</li><li>• For loss or damage to contact, corneal or micro corneal lenses;</li><li>• For damage caused by insects, vermin, infestation, corrosion, damp, wet, condensation or dry rot, mould or frost;</li><li>• For damage caused by faulty design or unsuitable materials specification, workmanship or materials;</li><li>• For damage from mechanical or electrical faults or breakdown;</li><li>• For damage caused by dryness, dampness, extremes of temperature and exposure to light;</li><li>• For any loss or damage caused by or contributed to by or arising from any kind of pollution and/or contamination;</li><li>• For damage caused by domestic pets.</li></ul>

## Section 2 Contents

What is covered	What is not covered
<b>14. Accidental damage (continued).</b>	<ul style="list-style-type: none"><li>• Damage to electrical items designed and intended to be portable (such as laptops and mobile phones), or to hand held computer equipment and games;</li><li>• Electronic failure;</li><li>• Computer virus;</li><li>• Wear and tear;</li><li>• Electrical or mechanical breakdown;</li><li>• Damage caused to televisions and their aerials, digital receivers, radios, computers and ancillary equipment, and other audio and video equipment in the process of cleaning, maintenance, repair or dismantling;</li><li>• Damage to records, cassettes, discs or other data storage devices.</li><li>• For any damage caused by coastal or river bank erosion.</li><li>• Any loss or damage if <b>your leisure home</b> or any part of it is let or lent, unless <b>your policy schedule</b> shows Accidental Damage Whilst Let is included;</li><li>• The <b>excess</b> for each and every <b>claim</b> as shown on <b>your policy schedule</b>.</li></ul>

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## Section 2 Contents Optional Extensions

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The following will only be covered if it shows **malicious damage by tenants** is included on **your schedule**.

What is covered	What is not covered
<b>15. Malicious damage by tenants</b>	<ul style="list-style-type: none"><li>• Any amount over £5,000</li><li>• The <b>excess</b> for each and every <b>claim</b> as shown on <b>your policy schedule</b>.</li></ul>



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## Contents Conditions

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Conditions that apply to section 2 (**Contents**) only.

### Settling claims

How **we** deal with **your claim**

1. If **you claim** for loss or damage to the **contents**, **we** will at **our** option repair, replace or pay for any article covered under section two. There will be a deduction for wear and tear for clothes and household linen. There will be no deduction for all other **contents** provided they have been maintained in good repair and the **sum insured** represents the full value of the **contents** (see General Conditions on page 17).
2. **We** will not pay the cost of replacing or repairing any undamaged parts of the **contents** which form part of a pair, set or suite or part of a common design or function when the loss or damage is restricted to a clearly identifiable area or to a specific part.
3. If the loss or damage is covered by this insurance it is at **our** option that **we** will:
  - Pay the cost of repair for items that can be economically repaired;
  - Replace the item as new; or
  - Make a cash payment, which may be restricted to the discounted replacement price **we** would normally pay using **our** own suppliers.

### Your sum insured

4. **We** will not reduce the **sum insured** under section two after **we** have paid a **claim** as long as **you** agree to carry out **our** recommendations to prevent further loss or damage.
5. If **you** are under-insured, which means the cost of replacing or repairing the **contents** at the time of loss or damage is more than **your sum insured** for the **contents**, then **we** will only pay a proportion of the **claim**. For example, if **your sum insured** only covers one half of the cost of replacing or repairing the **contents**, **we** will only pay one half of the cost of repair or replacement.

### Limit of insurance

**We** will not pay any more than the **sum insured** for the **contents** of each premises shown in the **schedule**.

## Section 3 Property Owners Liability

This section applies only if **your schedule** shows Property Owners Liability is covered.

We will pay for your legal liability:	We will not pay for your legal liability
<ul style="list-style-type: none"> <li>• As owner up to the sums insured stated in the <b>schedule</b> for any amounts <b>you</b> become legally liable to pay as damages for:               <ul style="list-style-type: none"> <li>a) Bodily injury;</li> <li>b) Damage to property;</li> </ul>               caused by an accident happening at the premises during the <b>period of insurance</b>.             </li> </ul>	<ul style="list-style-type: none"> <li>• For bodily injury to:               <ul style="list-style-type: none"> <li>a) <b>you</b></li> <li>b) Any member of <b>your family</b></li> <li>c) Any person who at the time of sustaining such injury is engaged in <b>your</b> service;</li> </ul> </li> <li>• For bodily injury arising directly or indirectly from any communicable disease or condition;</li> <li>• For damage to property owned by or in the charge or control of:               <ul style="list-style-type: none"> <li>a) <b>you</b></li> <li>b) Any other member of <b>your family</b></li> <li>c) Any person engaged in <b>your</b> service</li> </ul> </li> <li>• Arising directly or indirectly out of any profession, occupation, business or employment;</li> <li>• Which <b>you</b> have assumed under contract and which would not otherwise have attached;</li> </ul>

## Section 3 Property Owners Liability continued

This section applies only if **your schedule** shows Property Owners Liability is covered.

We will pay for your legal liability:	We will not pay for your legal liability
	<ul style="list-style-type: none"> <li>• In respect of any kind of pollution and/or contamination other than;               <ul style="list-style-type: none"> <li>a) Caused by a sudden, identified, unexpected and unforeseen accident which happens in its entirety at a specific moment of time during the <b>period of insurance</b> at the premises named in the <b>schedule</b>;</li> <li>b) Reported to <b>us</b> not later than thirty (30) days from the end of the <b>period of insurance</b>. In which case all such pollution and/or contamination arising out of such accident shall be deemed to have happened at the time of such accident;</li> </ul> </li> <li>• Arising out of <b>your</b> ownership, occupation, possession or use of any <b>land</b> or <b>building</b> that is not within the premises;</li> <li>• If <b>you</b> are entitled to payment under any other insurance, until such insurance(s) is exhausted.</li> </ul>

### Limit of insurance

We will not pay

- In respect of other liability covered under section three:
  - more than £5,000,000.

This amount will also include costs, expenses and legal fees for defending **you**, if **we** have agreed these in writing beforehand.

## Section 4 Sports Equipment and Pedal Cycles in and away from the Leisure Home

This section applies only if **your schedule** shows **Sports Equipment** and **Pedal Cycles** is covered.

What is insured	What is not insured
<p>Sports equipment and pedal cycles <b>which are usually kept in your leisure home</b> up to the limits below, against physical loss or damage anywhere in the United Kingdom:</p> <ol style="list-style-type: none"> <li>1. Unspecified sports equipment and pedal cycles up to the amount shown in the <b>schedule</b>. A limit of £1000 for any one item applies including articles forming a <b>pair or set</b></li> <li>2. Pedal cycles that have been individually specified in the <b>schedule</b> up to the value listed in the <b>schedule</b></li> </ol>	<ul style="list-style-type: none"> <li>• Damage caused by moth or vermin;</li> <li>• For damage from electrical or mechanical faults or breakdown;</li> <li>• For loss or damage or deterioration of any article caused by dyeing, cleaning, repair, renovation or whilst being worked upon;</li> <li>• For damage to guns caused by rusting or bursting of barrels;</li> <li>• For breakage of any sports equipment whilst in use;</li> <li>• For any loss of or damage to contact, corneal or micro corneal lenses;</li> <li>• The <b>excess</b> for each and every <b>claim</b> as shown on <b>your policy schedule</b>;</li> <li>• Any amount over £500 in total in respect of theft or disappearance of property from any vehicle when such vehicle is left unattended without an authorised occupant;</li> <li>• For loss or damage of pedal cycles left unattended while away from <b>your leisure home</b> unless they are locked to a permanent structure by a shop bought cycle lock or kept in a locked building;</li> <li>• For loss or damage to pedal cycle accessories or spare parts unless the cycle is stolen at the same time;</li> <li>• For loss or damage to the pedal cycle or sports equipment while it is being used</li> <li>• For loss or damage to the pedal cycle or sports equipment when it is let out on hire or is used other than for private purposes.</li> </ul>

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## Section 4 Sports Equipment and Pedal Cycles in and away from the Leisure Home Conditions

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### Claims settlement under section 4 – Sports Equipment and Pedal Cycles - Conditions

Conditions that apply to section 4 (Sports Equipment and Pedal Cycles) only.

#### How we deal with your claim

1. **We** will at **our** option repair, replace or pay for any article lost or damaged.
2. If the loss or damage is covered by this insurance it is at **our** option that **we** will:
  - Pay the cost of repair for items that can be economically repaired;
  - Replace the item as new; or
  - Make a cash payment, which may be restricted to the discounted replacement price **we** would normally pay using our own suppliers.

#### Your sum insured

If the total value of unspecified items at the time of the loss or damage is more than **your sum insured** for such items, then **we** will only pay for a proportion of the **claim**. For example, if **your sum insured** only represents one half of the total value of unspecified items, **we** will only pay one half of the cost of repair or replacement.

#### Limit of insurance

**We** will not pay more than the sum(s) insured shown in the **schedule**.

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# Privacy Notice

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## Your Data – Information We Process

### Information we process

**You** should understand that information **you** provide, have provided and may provide in the future will be processed by **us**, in compliance with UK data privacy laws for the purpose of providing insurance, handling **claims** and/or responding to complaints.

### Information containing personal and sensitive information

Information **we** process may be defined as personal and/or sensitive personal information. Personal information is information that can be used to identify a living individual e.g. name, address, driving license or national insurance number. Personal information is also information that can identify an individual through work function or their title.

In addition, personal information may contain sensitive personal information except for the specific purpose for which **you** provide it and to carry out the services as set out within this notice.

### Collecting electronic information

If **you** contact **us** via an electronic method, **we** may record **your** internet electronic identifier i.e. **your** internet protocol (IP) address. **Your** telephone company may also provide **us** with **your** telephone number.

### How we use this information?

**Your** personal and/or sensitive personal information may be used by **us** in a number of ways, including to:

- Arrange and administer an application for insurance;
- Manage and administer the insurance;
- Investigate, process and manage **claims**; and/or
- Prevent fraud.

### Who we share your information with?

**We** may pass **your** personal and/or sensitive information to industry related third parties, including authorised agents; service providers; reinsurers; other insurers; legal advisers; loss adjusters and claims handlers.

**We** may also share **your** personal and/or sensitive information with law enforcement, fraud detection, credit reference and debt collection agencies to:

- Assess financial and insurance risks;
- Recover debt;
- To prevent and detect crime; and/or
- Develop products and services.

**We** will not disclose **your** personal and/or sensitive personal information to anyone outside **our** Group of companies except:

- Where **we** have **your** permission;
- Where **we** are required or permitted to do so by law;
- To other companies who provide a service to **us** or **you**; and/or
- Where **we** may transfer rights and obligations under the insurance.

### Why is it necessary to share information?

Insurance companies share **claims** data to:

- Ensure that more than one **claim** cannot be made for the same personal injury or property damage;
- Check that claims information matches what was provided when the insurance was taken out;
- Act as a basis for investigating **claims** when **we** suspect that fraud is being attempted; and/or
- Respond to requests for information from law enforcement agencies.

### Access to your information

**You** have the right to know what personal information **we** hold about **you**. If **you** would like to know what information **we** hold, please contact the Data Protection Manager at the address stated in the **schedule**, stating the reason for the enquiry. **We** may write back requesting **you** confirm **your** identity.

If **we** do hold information about **you**, **we** will:

- Give **you** a description of it;
- Tell **you** why **we** are holding it;
- Tell **you** who it could be disclosed to; and let **you** have a copy of the information in an intelligible form.

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## Privacy Notice continued

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If some of **your** information is inaccurate, **you** can ask **us** to correct any mistakes by contacting **My Holiday Home Insurance's** Data Protection Manager using the contact details within the **policy** (see page 56).

### **Providing consent to process your information**

By providing **us** with **your** personal and/or sensitive information, **you** consent to **your** information being used, processed, disclosed, transferred and retained for the purposes set out within this notice.

If **you** supply **us** with personal information and/or sensitive personal information of other people, please ensure that **you** have fairly and fully obtained their consent for the processing of their information. **You** should also show this notice to the other people.

**You** should understand that if **you** do not consent to the processing of **your** information or **you** withdraw consent, **we** may be unable to provide **you** with insurance services.

### **Changes to the notice**

If **you** have any questions relating to the processing of **your** information, please contact **our** Data Protection Manager using the contact details stated in this document. See page 56.

### **Contacting us**

If **you** have any questions relating to processing of **your** information, please contact **My Holiday Home Insurance's** Data Protection Manager using the contact details within the **policy**. See page 56.



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# Making Yourself Heard

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## Making Yourself Heard

If **you** have cause for complaint, it is important **you** know **we** are committed to providing **you** with an exceptional level of service and customer care.

**We** realise that things can go wrong and there may be occasions when **you** feel that **we** have not provided the service **you** expected. When this happens, **we** want to hear about it so that **we** can try to put things right.

## Who To Contact

The most important factors in getting **your** complaint dealt with as quickly and efficiently as possible are:

- To be sure **you** are talking to the right person;
- That **you** are giving them the right information.

## When You Contact Us

- Please give **us your** name and a contact telephone number;
- Please quote **your policy** and/or **claim** number, and the type of **policy you** hold;
- Please explain clearly and concisely the reason for **your** complaint.
- So, **we** begin by establishing **your** first point of contact.

## Contact Details

Our aim is to ensure that all aspects of **your** contract of insurance are dealt with promptly, efficiently and fairly. At all times **we** are committed to providing **you** with the highest standard of service.

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## Making Yourself Heard continued

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If **you** have any questions or concerns about **your** contract of insurance or the handling of a **claim, you** should, in the first instance, contact:

The Managing Director  
Assist Insurance Services Ltd  
Royal House  
Queenswood  
Newport Pagnell Road West  
Northampton NN4 7JJ

Tel: 01604 946 682  
E-mail: [enquiries@assistinsurance.co.uk](mailto:enquiries@assistinsurance.co.uk)

In the event that **you** remain dissatisfied and wish to make a complaint, **you** can do so at any time by referring the matter to the Complaints team at Lloyd's. The contact details are:

Complaints  
Lloyd's  
One Lime Street  
London EC3M 7HA

Tel: 020 7327 5693  
Fax: 020 7327 5225  
E-mail: [Complaints@lloyds.com](mailto:Complaints@lloyds.com)

Details of Lloyd's complaints procedures are set out in a leaflet "Your Complaint - How **we** Can Help" available at [www.lloyds.com/complaints](http://www.lloyds.com/complaints) and are also available from the above address. If **you** remain dissatisfied after Lloyd's has considered **your** complaint, **you** may have the right to refer **your** complaint to the Financial Ombudsman Service.

Making a complaint does not affect **your** right to take legal action.

### Financial Ombudsman Service

Exchange Tower  
London E14 9SR

### From within the United Kingdom

Telephone Number: 0800 023 4567 or 0330 1239123  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

### From outside the United Kingdom

Telephone number: +44(0) 0800 023 4567  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

This is a free and impartial service and will not affect **your** legal rights.

### Financial Services Compensation Scheme

**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 under this contract of insurance. If **you** were entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of this contract of insurance. Further Information about the Scheme is available from the Financial Services Compensation Scheme (PO Box 300, Mitcheldean, GL17 1DY) and on their website: [www.fscs.org.uk](http://www.fscs.org.uk)



My Holiday Home Insurance  
Royal House  
Queenswood  
Newport Pagnell Road West  
Northampton NN4 7JJ

**Telephone:** 01604 946 787

**E-mail:** [info@myholidayhomeinsurance.co.uk](mailto:info@myholidayhomeinsurance.co.uk)

**Website:** [www.myholidayhomeinsurance.co.uk](http://www.myholidayhomeinsurance.co.uk)

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