

YOUR CANCEL COVER MASTER POLICY WORDING



Policy Document V2 effective for all
bookings insured after 15 February 2022

Policy Document V1 effective for all
bookings insured between 1 September
2021 and 14 February 2022

YOUR CANCEL COVER INSURANCE POLICY

Cancel Cover Master Policy V2 effective for all bookings insured after: 15 February 2022



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MEANING OF WORDS

The following words and expressions used in this master policy shall mean the following wherever they appear in bold within this document:

Coronavirus: Coronavirus disease (COVID-19); severe acute respiratory syndrome coronavirus (SARS-COV-2), any mutation of these or any epidemic or pandemic virus or epidemic or pandemic disease.

Epidemic: a disease, illness or virus spreading in certain region(s) or country(s) and which is defined as such by the World Health Organization or Foreign, Commonwealth and Development Office.

Guest: Individual or party making an insured booking for the holiday property.

Insured Booking: A confirmed booking for which a deposit has been received and coverage put in place with Cancel Cover.

Pandemic: A disease, illness or virus spreading in certain region(s) or country(s) and which is defined as such by the World Health Organization or Foreign, Commonwealth and Development Office.

Terrorism: An act including, but not limited to, the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s) committed for political, religious, ideological, or ethnic purposes or reasons including the intention to influence any government and/or to put public, or any section of the public in fear.

United Kingdom: England, Scotland, Wales, Northern Ireland.

Voluntary Excess: The first amount of a claim that you agree to pay based upon your registration preferences and the rate that you pay for the insurance.

War: A declared state of war between two or more countries

You/Your: The holiday property owner or manager as named in the schedule to this master policy.

CANCEL COVER

Cancel Cover is an insurance policy arranged by Policy Powerhouse Limited. Policy Powerhouse is an appointed representative of Bennett Gould & Partners (Dorset) Limited which is authorised and regulated by the Financial Conduct Authority (firm Reference number 310780).

You can check the regulatory status of Policy Powerhouse by visiting <https://register.fca.org.uk/s/> or by telephoning 0800 111 6768.

The insurance covers UK holiday property owners or managers against financial loss because of cancellation by a guest between 2 and 60 days before the commencement of an insured booking.

THE INSURERS

The insurer details provided below can be checked on the Financial Services Register by visiting: www.fca.org.uk or contacting the Financial Conduct Authority on 0800 111 6768.

This insurance is underwritten by Insurance Company 'Euroins' AD authorised and regulated by the Bulgarian Financial Supervision Commission. Deemed authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the Financial Conduct Authority's website.

PERIOD OF COVER AND TERMINATION

- The master policy is effective from the date that registration is accepted, and the policy is issued (as shown in the schedule to this document).
- Only bookings made between the master policy start date and master policy end date are covered by this insurance policy.
- Cancel Cover master policies have a common renewal date of 1st September.
- A renewal notice highlighting any changes to the previous year will be issued by 10th August each year and a new master policy issued on 1st September.
- Bookings can be insured under each master policy for holiday bookings commencing up to 17 months after the expiry of the policy. For example, a master policy issued on 1st September 2021 will expire on 31st August 2022. Bookings made between those dates for bookings with a start date up to 31st January 2024 can be insured under this master policy.
- The insurers reserve the right to amend the rates applicable to this insurance at any time subject to 30 days' notice.

The insurers reserve the right to terminate the master policy at any time subject to 90 days' notice.

- If notice of termination is served you cannot insure any further bookings from the effective date of termination (after the 90 days' notice has expired) but all insured bookings effected prior to the termination date will continue to be insured under the master policy.
- The master policy will be suspended with immediate effect in the event of suspected fraud or an unusual frequency of claims. This means that no new bookings can be insured until the master policy is reviewed and either reinstated or terminated. Notice will be served to the master policy holder to their email address supplied when applying for a master policy.

THE COVER, EXCLUSIONS AND CONDITIONS

This wording provides full details of your cover including the conditions and exclusions which apply to the policy.

THE COVER

What you are covered for:

The policy covers you for financial loss if an insured booking is cancelled by the guest for reason other than those mentioned in the general exclusions. Cover is only provided for cancellations made between 60 and 2 days prior to the commencement of the insured booking and if that booking cannot be resold or is resold for a lesser amount than the insured booking. If the booking is resold for a lower amount than the original booking, this policy will cover the difference between the original booking cost and the resale cost.

EXCLUSIONS

What you are not covered for:

- Any cancellation arising directly or indirectly from war, terrorism, epidemic or pandemic.
- Any claim arising whatsoever as a result of coronavirus and associated travel limitations, lockdowns, illness, self-isolation or quarantine.
- The first 5% of the total cost of the insured booking.
- Any cancellation 60 days earlier than the commencement of the insured booking.
- Any cancellation 2 days or closer to the commencement of the insured booking.
- Any amounts that you recover from a resale of the insured booking (your claim will be the original value of the insured booking less the amount that the insured booking is resold for).
- Any voluntary excess amount that you have selected as detailed in the schedule above.
- Any booking accepted by you on a booking platform (OTA) or through any means other than a direct booking with you.

CONDITIONS

What you must do:

- Ensure that all bookings (other than those that cannot be covered by Cancel Cover) are registered on the Cancel Cover system within a maximum of 5 days of your acceptance of the booking.
- Remarket any cancelled insured booking as quickly and as effectively as possible.
- Notify Cancel Cover through the web portal (claims section) of a cancellation within 2 working days after you are notified by the guest.
- Ensure that your booking terms make it clear that the guest must pay 5% of the insured booking if the booking is cancelled (the 5% may be described as an administration fee).
- Apply the cancellation terms from point of booking. You cannot apply different cancellation terms pre and post final balance payment.
- Policy Powerhouse will review claims frequency, booking activity, insured bookings, and remarketing of cancelled insured bookings.
- Work with Policy Powerhouse to explain any activity which appears to be outside of the terms of this master policy.
- All bookings must be subject to your own booking terms and conditions which must include the terms required by Cancel Cover (as displayed in the Cancel Cover website FAQ section). These must include:
 - No refund in the event of cancellation due to Coronavirus or self-isolation.
 - Payment of a deposit at point of booking of no less than XX% (25% minimum) of the total booking value.
 - Collection of final balances no later than 30 days before check in date
 - Refund of 95% (the guest must pay 5% if cancelling).
- Payment must be made directly to you and held by you.
- Booking Terms and Conditions must be consistent before and after 60 days before check in date.
- You must obtain from your guest a written reason for the cancellation.

ELIGIBILITY

- This policy is only available to companies/individual property owners or managers resident in the United Kingdom.
- This policy only covers holiday properties based in the United Kingdom.
- You must operate and maintain a booking system that can clearly identify bookings, cancellations and re-bookings by party name, date (booking and holiday period) holiday property and party size.
- You must have registered your details on the Cancel Cover portal and been accepted as a master policy holder - master policies are reissued annually on a common renewal date.

PREMIUMS

- The premium rate is selected at point of registration based upon the level of voluntary excess selected. Once selected, this rate applies to all insured bookings and cannot be changed until the annual renewal of the master policy unless a rate change is notified by the insurer.
- The premium rate is valid for 12 months unless a change is notified by the insurer. If a rate change is notified by the insurer the following will apply:
 - The insurer will give 30 days' notice of such a change in premium rate;
 - The new rate will only apply to insured bookings made after the

effective date of the rate change;

- You will have the option to change your rate by selecting an alternative level of voluntary excess from the effective date of the rate change;
- You may terminate the master policy.
- Insurance Premium Tax (IPT) is included within the premium rate at the rate prevailing at the time the master policy is issued. If a change to the rate of IPT is made you will be notified as quickly as possible together with any change to the overall premium rate.

CANCELLATIONS & ADJUSTMENTS

- An insured booking can be cancelled, and a refund of premium obtained if:
 - No claim is being made for this insured booking;
 - The refund of premium request is submitted more than 60 days prior to the commencement of the insured booking.
- No refund of premium is possible within 60 days of the commencement of the insured booking.
- A booking date can be moved (following the process on the Cancel Cover Web portal). The start date of the booking must be within 12 months of the original booking start date, and no later than 18 months after the master policy end date.
- If following a cancellation of an insured booking the same period is resold with no claim against this policy, the insured booking (in the name of the new party) will automatically be covered without additional premium payment.

CLAIMS

- Following a cancellation of an insured booking you must notify Cancel Cover through the online claims' portal within 2 working days of being notified by the guest that they have to cancel the booking.
- Once the insured booking has expired (the end of the booked period) you must submit your claim for payment within 30 days by contacting International Medical Rescue on 02380 177300.
- Documents required will be: original booking confirmation, cancellation notification, written confirmation from the guest for the reason for cancellation, rebooking confirmation (if rebooked) for the insured booking.

COMPLAINTS

If you have any cause for complaint, please address these in the first instance to:

The Compliance Manager,
Policy Powerhouse Limited
The Granary
Hermitage Court
Hermitage Lane
Maidstone
Kent
ME16 9NT
Email: CancelCover@Policypowerhouse.co.uk

For complaints about how a claim has been handled you should contact:

International Medical Rescue
15 East Links
Tollgate
Hampshire
SO53 3TG
Email: complaints@im-rescue.com

If the appropriate party cannot resolve your complaint, you may refer your complaint to the Financial Ombudsman Service. You can ask the Financial Ombudsman Service to review your complaint if for any reason you are dissatisfied with the final response, or if the appropriate party have not issued their final response within eight weeks from you first raising the complaint.

Please note that if you do not refer your complaint within 6 months, the Financial Ombudsman Service will not have our permission to consider your complaint and therefore will only do so in very limited circumstances. For example, if it believes that the delay was a result of exceptional circumstances.

You can contact the Financial Ombudsman Service at:

Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London
E14 9SR
Phone: 0800 023 4567
Email: complaint.info@financial-ombudsman.org.uk

FRAUD

Insurers expect you to act honestly in the operation of this master policy. If you or anyone acting for you:

- Knowingly provides information that is not true and complete to the best of your knowledge and belief;
- Makes a fraudulent or exaggerated claim;
- Makes a false statement in support of a claim;
- Submits a false or forged document in support of a claim;
- Makes a claim for any loss caused by your willful act or caused with your agreement, knowledge, or collusion.

Insurers will:

- Prosecute fraudulent claimants;
- Make the policy void from the date of the fraudulent act;
- Not pay any fraudulent claims;
- Be entitled to recover from you the amount of any fraudulent claim already paid under your policy from the start date;
- Not return any premium paid by you for this policy;
- Inform the police of the circumstances;
- Pass your details to fraud prevention agencies;
- Provide your details to a register of claims through which insurers share claims related information.

PRIVACY NOTICE

Any information that you have given to Policy Powerhouse Limited will be used for the administration of your policy. The information that you have provided will be shared with the following parties:

- The insurers of the policy, Insurance Company 'Euroins' AD.
- Policy Powerhouse FCA principal: Bennett Gould & partners (Dorset) Limited.
- In the event of a claim your personal information will be shared with the insurer and their appointed claims administrator. Details of these organisations are stated within these policy terms and conditions.
- The Financial Conduct Authority and/or other regulatory/governing bodies for the purposes of compliance monitoring and to prevent and detect fraud.
- We reserve the right to disclose personally identifiable information to comply with the law, applicable regulations, and government requests.
- We also reserve the right to use such information to protect our operating systems and integrity as well as other users.
- Any third parties employed by us to process your data on our behalf are subject to contractual obligations to protect the security of your data.

These activities are carried out within the UK and European Economic Area (EEA), and outside the EEA. The data protection laws and/or the agreements we have entered into with the receiving parties in relation to the processing of data outside the EEA provide a similar level of protection to the laws and/or agreements we have entered into within the EEA. You are entitled, on request, to a copy of the personal information Policy Powerhouse holds about you, and you have other rights in relation to how we use your data (as set out in Policy Powerhouse's privacy policy which can be accessed through links on the Policy Powerhouse website). Please let us know if you think any information held about you is inaccurate, so that it may be corrected.

YOUR CANCELCOVER INSURANCE POLICY



Reference Number: Policy Document V1 effective for all booking insured between 1st September 2021 and 14th February 2022

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Guest: Individual or party making an insured booking for the holiday property

Insured Booking: A confirmed booking for which a deposit has been received and coverage put in place with Cancel Cover

Pandemic: a disease, illness or virus spreading in certain region(s) or country(s) and which is defined as such by the World Health Organization or Foreign, Commonwealth and Development Office.

Terrorism: An act including, but not limited to, the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s) committed for political, religious, ideological, or ethnic purposes or reasons including the intention to influence any government and/or to put public, or any section of the public in fear.

United Kingdom: England, Scotland, Wales, Northern Ireland

Voluntary Excess: The first amount of a claim that you agree to pay based upon your registration preferences and the rate that you pay for the insurance

War: A declared state of war between two or more countries

You/Your: The holiday property owner or manager as named in the schedule to this master policy

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You can check the regulatory status of Policy Powerhouse by visiting <http://www.fca.uk/register> or by telephoning 0800 111 6768.

The insurance covers UK holiday property owners or managers against financial loss because of cancellation by a guest between 2 and 60 days before the commencement of an insured booking.

THE INSURERS

The insurer details provided below can be checked on the Financial Services Register by visiting: www.fca.org.uk or contacting the Financial Conduct Authority on 0800 111 6768.

This insurance is underwritten by Insurance Company 'Euroins' AD authorised and regulated by the Bulgarian Financial Supervision Commission. Deemed authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details of the Temporary Permissions Regime, which allows EEA-based firms to operate in the UK for a limited period while seeking full authorisation, are available on the Financial Conduct Authority's website.

PERIOD OF COVER AND TERMINATION

- The master policy is effective from the date that registration is accepted, and the policy is issued (as shown in the schedule to this document).
- Only bookings made between the master policy start date and master policy end date are covered by this insurance policy
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- Bookings can be insured under each master policy for holiday bookings commencing up to 17 months after the expiry of the policy. For example, a master policy issued on 1st September 2021 will expire on 31st August 2022. Bookings made between those dates for bookings with a start date up to 31st January 2024 can be insured under this master policy.
- The insurers reserve the right to amend the rates applicable to this insurance at any time subject to 30 days' notice.

The insurers reserve the right to terminate the master policy at any time subject to 90 days' notice.

- If notice of termination is served you cannot insure any further bookings from the effective date of termination (after the 90 days' notice has expired) but all insured bookings effected prior to the termination date will continue to be insured under the master policy.

THE COVER, EXCLUSIONS AND CONDITIONS

This wording provides full details of your cover including the conditions and exclusions which apply to the policy.

THE COVER

What you are covered for:

The policy covers you for financial loss if an insured booking is cancelled by the guest for reasons outside of their control. Cover is only provided for cancellations made between 60 and 2 days prior to the commencement of the insured booking and if that booking cannot be resold or is resold for a lesser amount than the insured booking. If the booking is resold for a lower amount than the original booking, this policy will cover the difference between the original booking cost and the resale cost.

EXCLUSIONS

What you are not covered for:

- Any cancellation arising directly or indirectly from war, terrorism, epidemic or pandemic.
- Any claim arising whatsoever as a result of coronavirus and associated travel limitations, lockdowns, illness, self-isolation or quarantine.
- The first 5% of the total cost of the insured booking.
- Any cancellation 60 days earlier than the commencement of the insured booking.
- Any cancellation 2 days or closer to the commencement of the insured booking.
- Any amounts that you recover from a resale of the insured booking (your claim will be the original value of the insured booking less the amount that the insured booking is resold for).
- Any voluntary excess amount that you have selected as detailed in the schedule above.

CONDITIONS

What you must do:

- Ensure that all bookings are registered on the Cancel Cover system within a maximum of 5 days of your acceptance of the booking
- Remarket any cancelled insured booking as quickly and as effectively as possible
- Notify Cancel Cover through the web portal (claims section) of a cancellation within 2 working days after you are notified by the guest
- Ensure that your booking terms make it clear that the guest must pay 5% of the insured booking if the booking is cancelled (the 5% may be described as an administration fee)
- Apply the cancellation terms from point of booking. You cannot apply different cancellation terms pre and post final balance payment.
- Policy Powerhouse will review claims frequency, booking activity, insured bookings, and remarketing of cancelled insured bookings.
- Work with Policy Powerhouse to explain any activity which appears to be outside of the terms of this master policy

ELIGIBILITY

- This policy is only available to companies/individual property owners or managers resident in the United Kingdom.
- This policy only covers holiday properties based in the United Kingdom.
- You must operate and maintain a booking system that can clearly identify bookings, cancellations and re-bookings by party name, date (booking and holiday period) holiday property and party size.
- You must have registered your details on the Cancel Cover portal and been accepted as a master policy holder – master policies are reissued annually on a common renewal date.

PREMIUMS

- The premium rate is selected at point of registration based upon the level of voluntary excess selected. Once selected, this rate applies to all insured bookings and cannot be changed until the annual renewal of the master policy unless a rate change is notified by the insurer.
- The premium rate is valid for 12 months unless a change is notified by the insurer. If a rate change is notified by the insurer the following will apply:
 - The insurer will give 30 days' notice of such a change in premium rate;
 - The new rate will only apply to insured bookings made after the effective date of the rate change;

- You will have the option to change your rate by selecting an alternative level of voluntary excess from the effective date of the rate change;
- You may terminate the master policy.
- Insurance Premium Tax (IPT) is included within the premium rate at the rate prevailing at the time the master policy is issued. If a change to the rate of IPT is made you will be notified as quickly as possible together with any change to the overall premium rate.

CANCELLATIONS & ADJUSTMENTS

- An insured booking can be cancelled, and a refund of premium obtained if:
 - No claim is being made for this insured booking
 - The refund of premium request is submitted more than 60 days prior to the commencement of the insured booking.No refund of premium is possible within 60 days of the commencement of the insured booking.
- A booking date can be moved (following the process on the Cancel Cover Web portal). The start date of the booking must be within 12 months of the original booking start date, and no later than 18 months after the master policy end date.
- If following a cancellation of an insured booking the same period is resold with no claim against this policy, the insured booking (in the name of the new party) will automatically be covered without additional premium payment.

CLAIMS

- Following a cancellation of an insured booking you must notify Cancel Cover through the online claims' portal within 2 working days of being notified by the guest that they have to cancel the booking.
- Once the insured booking has expired (the end of the booked period) you must submit your claim for payment within 30 days by contacting International Medical Rescue on 02380 177300.
- Documents required will be: original booking confirmation, cancellation notification, written confirmation from the guest for the reason for cancellation, rebooking confirmation (if rebooked) for the insured booking.

COMPLAINTS

If you have any cause for complaint, please address these in the first instance to:

The Compliance Manager,
Policy Powerhouse Limited
The Granary
Hermitage Court
Hermitage Lane
Maidstone
Kent
ME16 9NT
Email: CancelCover@Policypowerhouse.co.uk

For complaints about how a claim has been handled you should contact:

International Medical Rescue
15 East Links
Tollgate
Hampshire
SO53 3TG
Email: complaints@im-rescue.com

If the appropriate party cannot resolve your complaint, you may refer your complaint to the Financial Ombudsman Service. You can ask the Financial Ombudsman Service to review your complaint if for any reason you are dissatisfied with the final response, or if the appropriate party have not issued their final response within eight weeks from you first raising the complaint.

Please note that if you do not refer your complaint within 6 months, the Financial Ombudsman Service will not have our permission to consider your complaint and therefore will only do so in very limited circumstances. For example, if it believes that the delay was a result of exceptional circumstances.

You can contact the Financial Ombudsman Service at:

Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London
E14 9SR
Phone: 0800 023 4567
Email: complaint.info@financial-ombudsman.org.uk

FRAUD

Insurers expect you to act honestly in the operation of this master policy.

If you or anyone acting for you:

- knowingly provides information that is not true and complete to the best of your knowledge and belief,
- makes a fraudulent or exaggerated claim,
- makes a false statement in support of a claim,
- submits a false or forged document in support of a claim,
- makes a claim for any loss caused by your willful act or caused with your agreement, knowledge, or collusion.

Insurers will:

- prosecute fraudulent claimants,
- make the policy void from the date of the fraudulent act,
- not pay any fraudulent claims,
- be entitled to recover from you the amount of any fraudulent claim already paid under your policy from the start date,
- not return any premium paid by you for this policy,
- inform the police of the circumstances,
- pass your details to fraud prevention agencies,
- provide your details to a register of claims through which insurers share claims related information,

PRIVACY NOTICE

Any information that you have given to Policy Powerhouse Limited will be used for the administration of your policy. The information that you have provided will be shared with the following parties:

- The insurers of the policy, Insurance Company 'Euroins' AD,
- Policy Powerhouse FCA principal: Bennett Gould & partners (Dorset) Limited,
- In the event of a claim your personal information will be shared with the insurer and their appointed claims administrator. Details of these organisations are stated within these policy terms and conditions.
- The Financial Conduct Authority and/or other regulatory/governing bodies for the purposes of compliance monitoring and to prevent and detect fraud.
- We reserve the right to disclose personally identifiable information to comply with the law, applicable regulations, and government requests.
- We also reserve the right to use such information to protect our operating systems and integrity as well as other users.
- Any third parties employed by us to process your data on our behalf are subject to contractual obligations to protect the security of your data. These activities are carried out within the UK and European Economic Area (EEA), and outside the EEA. The data protection laws and/or the agreements we have entered into with the receiving parties in relation to the processing of data outside the EEA provide a similar level of protection to the laws and/or agreements we have entered into within the EEA. You are entitled, on request, to a copy of the personal information Policy Powerhouse holds about you, and you have other rights in relation to how we use your data (as set out in Policy Powerhouse's privacy policy which can be accessed through links on the Policy Powerhouse web site. Please let us know if you think any information held about you is inaccurate, so that it may be corrected.