

iCarhire INSURANCE.COM

Excess UK



Excess Europe



Excess Worldwide



USA and Canada



Worldwide Plus

Vehicle Hire

Car Hire Insurance
Car Club Excess Insurance
Van Hire Excess Insurance

policy wording



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POLICY WORDING

Vehicle Hire Insurance

Excess Europe, Excess Worldwide, USA and Canada, and Worldwide Plus, Car Club Excess, Car Club Plus EUROPE, Car Club Plus WORLDWIDE, Van Hire Excess

INTRODUCTION

Thank **You** for choosing iCarhireinsurance.com and welcome to peace of mind Vehicle Hire Insurance. This Policy Wording contains important information and gives **You** a full explanation of **Your** cover. **We** have tried to make this document easy to understand, but if **You** have any questions please call us on +44 (0)20 3302 2296, email customerservice@icarhireinsurance.com or write to us at the following address: Halo Insurance Services Limited, Park View, 82 Oxford Road, Uxbridge, UB8 1UX, UNITED KINGDOM.

You need to be aware that all policies are subject to certain exclusions and conditions. It is therefore essential that **You** are aware of what is covered and what is not and any security requirements and conditions **You** need to comply with. For simplicity, the insurer uses keywords or phrases which are shown in Definitions and these are listed in alphabetical order. They have the same meaning whenever they appear and will always be shown in bold with an initial capital letter so as to remind **You** of their importance.

To help **You** understand the cover provided, sections of this policy wording are laid out under the following headings:

What is Insured – This text gives information about the cover provided

What is Not Insured – This text draws **Your** attention to what is not covered

In addition, **You** should also read the General Conditions and Exclusions which appear at the end of the document.

Your Certificate of Insurance should be read in conjunction with the Policy Wording and the Local Legal Information Document LLID as together they form the basis of **Your** insurance contract.

It is **our** ambition at iCarhireinsurance.com to design products that meet **Your** needs. **We** are focused on providing **You** with the best-in-class products and selection in order to bring **You** peace of mind on **Your** trips wherever they may take **You**.

We hope **You** visit us again soon and keep us in mind next time **You** hire a car!

Please take some time to read through **Your Insurance Documents** and contact **Us** if **You** need any further information.

Once again, thank **You** for **Your** custom.

Best,



Ernie Suarez
iCarhireinsurance.com

We, Zurich Insurance plc, agree to provide the insurance described in this policy to **You** in return for payment of the premium and compliance with the policy conditions.

STATEMENT OF DEMANDS AND NEEDS

We have not / will not provide You with a personal recommendation as to whether Our products are suitable for Your demands and needs. Our products meet the demands and needs of people who meet the acceptance criteria, are hiring a vehicle, and wish to protect themselves against some, or all of the financial liabilities that they may incur to the rental company if the rental vehicle is damaged in a collision, fire, or is stolen whilst in their care.

MONETARY LIMITS

We can insure **You** up to the amount of the sum insured or other specified limit, which will be shown in this policy.

CANCELLING THIS POLICY

Daily single-trip policies:

If **Your** policy has not started and **You** wish to cancel the policy, a full refund will be given.

If **You** made a claim before **You** asked to cancel **Your** policy, no refund will be given for cancellations.

Any refund will be paid by **Us** within 30 days of the date of **Your** cancellation notice.

Annual multi-trip policies:

If **Your** policy has not started and **You** wish to cancel the policy, a full refund will be given.

If **Your** policy has started and **Your** car hire rental has not started and **You** have not made a claim and **You** wish to cancel the policy within 14 days of the date of purchase, a full refund will be given. If **You** wish to cancel more than 14 days after purchasing the policy, no premium refund will be made.

If **You** made a claim before **You** asked to cancel **Your** policy, no refund will be given for cancellations.

Any refund will be paid by **Us** after the date of **Your** cancellation notice.

To make a cancellation request, please write to **Us** at:

Halo Insurance Services Limited, Park View, 82 Oxford Road, Uxbridge UB8 1UX, United Kingdom or by emailing customerservice@icarhireinsurance.com

ADMINISTRATION CHARGE

If **You** make a change to **Your** policy or request a duplicate policy certificate during the period of the contract, **You** will incur an administration fee of £10. This fee is payable to **Halo Insurance Services Limited** for handling the administration of **Your** policy. Please refer to Halo's Terms and Conditions

for further information.

JURISDICTION AND LAW

This insurance shall be governed by the laws of **Your Country of Residence** (being either the **UK** or a country within the European Economic Area EEA), who's courts alone shall have jurisdiction in any dispute arising from this insurance. Please see the attached Local Legal Information Document LLID for applicable details.

WHAT TO DO IF YOU WANT TO MAKE A CLAIM

Should **You** wish to make a claim under **Your** Car Hire Insurance, **You** can do so 24 hours a day 7 days a week on-line. **You** must give **Us** any information or help that **We** ask for. In respect of Section 1.04, Section 1.05, Section 1.21 and Section 1.22, **You** may have the costs of any damage to the **Rental Vehicle** automatically deducted from your credit debit or charge card by the **Rental Company** (this is standard practice and does not mean that you have accepted responsibility for the damage).

Full details of how to notify us of a claim online are set out below.

CLAIMS NOTIFICATION

If you have to make a claim, then please visit our website at www.icarhireinsurance.com/zurichclaims and request a claim form online.

Alternatively, you can contact our insurer's claims team:

Email: NotifyClaims@haloinsurance.com

Tel: +44 (0)20 3302 2296

Hours of operation: 9am-5pm Mon-Fri.

You will be asked to confirm details of the incident for which **You** are making a claim – please have **Your** policy number to hand. **We** will ask **You** to provide documentation to support **Your** claim (please see list below).

It is important that You provide all documentation requested (scanned copies are acceptable), as We may be unable to process Your claim until received. Any payments made for claims will be paid to You by electronic transfer into Your bank account.

1. A copy of **Your Vehicle Rental Agreement**
2. Charge receipt for the rental (if separate from the **Vehicle Rental Agreement**)
3. Copies of any invoices, receipts, or other documents confirming any amount **You** have paid in respect of the incident for which **You** are claiming
4. A front and back copy of the driving licence of the person driving the **Rental Vehicle** involved in the accident (the driver). **You** may also be asked for other forms of identification.
5. A copy of the **Rental Company's** accident damage report.

We may also require the following additional documents:

6. If the accident requires the attendance of the Police, **We** require an original copy of the Police Report (a police report will be required if **You** are claiming for any theft, either of the vehicle or personal belongings)
7. A copy of the **Your** credit card or bank statement showing payment of the damages claimed.

FAILURE TO FOLLOW THE ABOVE STEPS MAY DELAY OR JEOPARDISE THE REIMBURSEMENT OF YOUR COSTS

THE RENTAL VEHICLE COVERED

This policy only covers **one Rental Vehicle at any one time**, and it is only available where the Rental Vehicle is a private car registered* vehicle, hired and collected **in your chosen territory as expressed in your Certificate of Insurance**.

** If when collecting the **Rental Vehicle** you become aware that it is not registered in your destination country, please email us at info@haloinsurance.com with your name and policy number, stating where the **Rental Vehicle** is registered. If you are in Europe Territory, provided the **Rental Vehicle** is not registered in the destination country, we will send you appropriate replacement insurance documents at no additional charge. This will not affect your right to claim for damage to the **Rental Vehicle**.*

DURATION

This policy is valid between the Start Date and Expiry Date set out on **Your Certificate of Insurance**. If you have purchased a Car Club **Excess** policy, it can be for a **Rental Vehicle Agreement** period not exceeding 30 consecutive days. If you have purchased a Car Club Plus policy, it can be for a **Rental Vehicle Agreement** period not exceeding 65 consecutive days. If you have purchased a Van Hire Excess policy, it can be for a Rental Vehicle Agreement period not exceeding 14 consecutive days.

This insurance is provided for one **Rental Vehicle** at any one time, which may be driven and operated by **You**.

Except in respect of **Vehicle Rental Cancellation (section 2.21)**, cover will take effect from the time **You** take legal control of the **Rental Vehicle** and will cease at the time the **Vehicle Rental company** or **Car Club Company** assumes control of the **Rental Vehicle** whether at its business location or elsewhere.

This policy must have been purchased prior to the commencement of and for the full duration of a **Vehicle Rental Agreement** for which **You** wish this policy to be operative.

If **You** have purchased an Annual multi-trip policy, then cover will cease at the Expiry Date set out on **Your Certificate of Insurance**. Annual multi trip policy is only offered for Car Hire and Car Club agreements, not for Van Hire agreements.

DEFINITIONS

Assistance Company

A company which acts on behalf of the **Rental Company** or **Car Club Company**.

Car Club Company

A company or agency which is fully licensed with the regulatory authority of the country, state or local authority who provide registered paying members use of all **Rental Vehicles** within the **Car Club Company** fleet. A car club provides its members with quick and easy access to a car or a van for short term hire. Members can make use of car club and van club vehicles, as and when they need them.

Please note **Car Club Company** is different from **Rental Company** as indicated in DEFINITIONS.

Car Club Member

A member of the **Car Club Company**. This policy covers “Joint Member” and/or “Partner Member” that reside at the same main residence.

Certificate of Insurance

Document produced by **Us** confirming that a policy has been issued to **You** and premium collected using iCarhireinsurance. This document is issued to **You** on confirmation of purchase along with **Your** policy wording.

Close Relatives

Defined as spouse or partner, civil partner, parents, parents-in-law, brothers, sisters, brothers- in-law, sisters-in-law, adult child or fiancé/ fiancée living in the same residence as **You**.

Covered Rental Trip

The period of hire of the **Rental Vehicle** as shown in the **Vehicle Rental Agreement**.

Country of Residence

The country in which you have your habitual/main residence **within the UK or the European Economic Area (EEA)**, as printed on your Certificate of Insurance.

Eligible Persons

Any person resident **in the UK** or a country within the **European Economic Area (EEA)** at the time of purchase of this policy. **You** must hold a driver’s licence which entitles **You** to rent and drive the **Rental Vehicle** in the country where **You** are renting and driving the **Rental Vehicle**. **You** must also be:

1. aged between 25 and 80 years of age, and
2. eligible to rent and drive the **Rental Vehicle** and able to adhere to the terms of the **Vehicle Rental Agreement**.
3. be named on the **Vehicle Rental Agreement** (up to a maximum of 9 drivers, and up to a maximum of 3 drivers for Van Hire Rental Agreement).
4. If you have purchased one of our car club excess products or upgrade section 1.21, a “Member”, “Joint Member” and/or “Partner Member” of a **CarClub Company**.

European Economic Area (EEA)

Comprises the countries of the European Union (EU), plus Iceland, Liechtenstein and Norway.

Europe Territory

Includes all European Union (EU) Member States and countries to the West of the Ural Mountains including the British Isles, Ireland, Iceland, islands in the Mediterranean, Morocco, Tunisia, Turkey, Canary Islands, Madeira and the Azores. Excludes any claim resulting from **You** travelling to a specific country or to an area where the Foreign Office and Commonwealth Office or a Local Government/ Regulatory body has advised against all or all but essential travel.

Excess

The monetary amount for which **You** are liable for loss or damage to the **Rental Vehicle** under the **Vehicle Rental Agreement**.

Home

Means **Your** normal place of residence in **Your Home Country**.

Home country

Means the country in which **You** are **Resident**.

Insurer/Our/Us/We

Means **Zurich Insurance plc**.

Loss of Use

The period during which the **Rental Vehicle** hired by **You** is not available for hire due to damage caused during the **Vehicle Rental Agreement**. **Loss of Use** charges are calculated at the same rate at which **You** paid when you hired the **Rental Vehicle**.

Membership Card / Keys

Keys, Key Fobs, Membership Cards used to open and lock the **Rental Vehicle**. This definition only applies for vehicle hired with a **Car Club Company**.

Rental Company

A company or agency which is fully licensed with the regulatory authority of the country, state or local authority where the **Rental Vehicle** is collected.

Rental Vehicle

Any vehicle rented under a **Vehicle Rental Agreement** on a daily or weekly basis from a **Rental Company** or a **Car Club Company** within the Territories

covered by **Your** policy and which is collected from the **Rental Company** or **Car Club Company** within the Geographical Scope of this Insurance.

Resident

Have **Your Home** in and have lived in for at least 6 months (or hold a valid residency permit or visa), and are liable to pay taxes in.

Specified Driver(s)

Up to a maximum of nine (9) drivers listed on the **Vehicle Rental Agreement**, and who are Eligible Persons.

Territories

The **Worldwide Territory** and/or **Europe Territory** and/or **USA/Canada Territories** in which this policy provides cover, as shown on **Your Certificate of Insurance**.

USA/Canada Territories

United States of America (USA) and Canada only. Excludes any claim resulting from **You** travelling to a specific country or to an area where a Local Government body or Regulatory body has advised against all or all but essential travel.

Vehicle Rental Agreement

The contract of hire between the **Rental Company** or **Car Club Company** and the **Insured Person**.

Voluntary Excess

The amount **You** are liable to pay in the event a claim is made on **Your** insurance policy, before any payment is made by **Your** insurer.

Worldwide Territory

Includes all countries. EXCLUDING any trip in, to, or through Afghanistan, Cuba, Congo, Iran, Iraq, Ivory Coast, Liberia, North Korea, Myanmar, Sudan and Zimbabwe.

Excludes any claim resulting from **You** travelling to a specific country or to an area where the Foreign Office and Commonwealth Office or a Local Government/ Regulatory body has advised against all or all but essential travel.

You/Your/Insured Person(s)/Policyholder

The person who is named on the **Certificate of Insurance**, who must be an **Eligible Person**, and the lead named driver on the **Vehicle Rental Agreement** and any of the **Specified Driver(s)** on the **Vehicle Rental Agreement** (up to a maximum of 8 additional named drivers, and up to a maximum of 2 additional named drivers for Van Hire).

PRODUCT OVERVIEW

This table shows an overview of all available covers by product name via www.iCarhireinsurance.com. The name of the product purchased is expressed in your **Certificate of Insurance**.

	Product	Excess Europe	Excess Worldwide	USA & Canada	Worldwide Plus	Car Club Excess	Car Club Plus EUROPE	Car Club Plus WORLDWIDE	Van Hire Excess
	Vehicle Type	Car Hire	Car Hire	Car Hire	Car Hire	Car Club	Car Club + Car Hire	Car Club + Car Hire	Van Hire
	Voluntary Excess	Nil or £250	Nil or £250	Nil or £250	Nil or £250	Nil or £250	Nil or £250	Nil or £250	£100 or £200
	Additional Drivers	9	9	9	9	9	9	9	3
A	TERRITORIES	1.01 - 1.03	1.01 - 1.03	1.01 - 1.03	1.01 - 1.03	2.01 - 2.02	2.01 - 2.02	2.01 - 2.02	3.01
	Europe Territory	✓	✓	•	✓	✓	✓	✓	✓
	USA / Canada	•	✓	✓	✓	•	•	✓	•
	Worldwide Territory	•	✓	✓	✓	•	•	✓	•
B	POLICY COVER	1.04 - 1.15	1.04 - 1.15	1.04 - 1.15	1.04 - 1.15	2.03 - 2.06	2.03 - 2.17	2.03 - 2.17	3.02 - 3.05
	Excess Insurance	✓	✓	✓	✓	✓	✓	✓	✓
	Collision/Loss Damage Waiver	•	•	✓	✓	•	•	•	•
	Lock Out	✓	✓	✓	✓	•	✓	✓	•
	Road Rage	✓	✓	✓	✓	•	✓	✓	•
	Car Jacking	✓	✓	✓	✓	•	✓	✓	✓
	Hotel Expenses	✓	✓	✓	✓	•	✓	✓	•
	Travel Expenses	✓	✓	✓	✓	•	✓	✓	•
	Restitution	✓	✓	✓	✓	•	✓	✓	•
	Drop Off	✓	✓	✓	✓	•	✓	✓	•
	65 days Continuous Cover	✓	✓	✓	✓	•	✓	✓	•
	14 days Continuous Cover								✓
	30 days Continuous Cover	•	•	•	•	✓	✓	✓	•
	In-Country Rentals	✉	✉	✉	✉	✉	✉	✉	✉
	CC Membership Card Replacement	•	•	•	•	✓	✓	✓	•
C	COVER EXTENSIONS (Addt'l Premium applies)	1.15 - 1.22	1.15 - 1.22	1.15 - 1.22	1.15 - 1.22		2.18 - 2.22	2.18 - 2.22	3.06
	Family Member	££	££	££	££				
	Vehicle Key Replacement	££	££	££	££		££	££	££
	Personal Belongings and Baggage	££	££	££	££				
	Personal Accident	££	££	££	££	££	££	££	
	Vehicle Rental Cancellation Insurance	££	££	££	££		££	££	
	Car Club Plus	££	££	££	££		££	££	
	Campervan and Motorhome	££	££						

✓ = Covered

• = Not Covered

££ = Upgrade available

✉ = See your Certificate of Insurance

CAR HIRE INSURANCE

THIS POLICY WORDING ONLY APPLIES IF IT STATES IN YOUR CERTIFICATE OF INSURANCE THAT YOU HAVE BOUGHT THIS POLICY.

PART A – TERRITORIES

NOTE: If **You** purchased an annual policy and chose no In-Country cover, **You** will not be covered when renting and driving a **Rental Vehicle** in Your **Home Country**. Please refer to **Your** Certificate of Insurance for more information

SECTION 1.01 – EUROPE TERRITORY

What is insured	What is not insured
Your Policy cover only applies whilst the Rental Vehicle is being used in or has been hired in a country defined as a Europe Territory .	Where the Rental Vehicle is being used in, to or through a country not defined as a Europe Territory . Any claim resulting from You travelling to a specific country or to an area where the Foreign Ministry or a local Government/Regulatory body has advised against all or all but essential travel. Also refer to General Exclusions

SECTION 1.02 – USA/CANADA

What is insured	What is not insured
Your Policy cover only applies whilst the Rental Vehicle is being used in or has been hired in the United States of America (USA) or Canada.	Where the Rental Vehicle is being used in, to or through any other country other than the USA or Canada. Any claim resulting from You travelling to a specific country or to an area where the Foreign Ministry or a local Government/Regulatory body has advised against all or all but essential travel. Also refer to General Exclusions

SECTION 1.03 – WORLDWIDE TERRITORY

What is insured	What is not insured
Your Policy cover only applies whilst the Rental Vehicle is being used in or has been hired in a country defined as a Worldwide Territory .	Where the Rental Vehicle is being used in, to or through the following countries: > Afghanistan, Cuba, Congo, Iran, Iraq, Ivory Coast, Liberia, North Korea, Myanmar, Sudan, and Zimbabwe. Any claim resulting from You travelling to a specific country or to an area where the Foreign Ministry or a local Government/Regulatory body has advised against all or all but essential travel. Also refer to General Exclusions

PART B – POLICY COVER

SECTION 1.04 – EXCESS INSURANCE

What is insured	What is not insured
<p>We will pay up to £6,000 for any single incident or £6,000 for a series of incidents during any single Vehicle Rental Agreement for the reimbursement of the Excess applied by the Rental Company caused by accidental damage to the Rental Vehicle including any caused by fire, theft or vandalism, as well as for any repair costs that the Rental Company charges You or for payments that You are responsible for under the terms of Your Vehicle Rental Agreement following accidental damage to windscreens, tyres, roof and under-carriage.</p> <p>We will pay up to £500 for any Loss of Use of the Rental Vehicle due to damage and theft.</p> <p>We will pay up to £1,000 for any rental fees charged by the Rental Company for which You are liable during a period for which the Rental Vehicle is unable to be used by You and for any related towing costs including any additional costs incurred by You arising from the breakdown of the Rental Vehicle for You to travel home or to Your destination, as long as those fees or costs are the result of accidental damage or theft.</p> <p>Misfuelling: We will pay up to £1,000 in the event that the wrong type of fuel is put into the Rental Vehicle by any person named on the Vehicle Rental Agreement.</p>	<ul style="list-style-type: none"> ➤ Any payment or any claim for which You are not liable under the Vehicle Rental Agreement for loss or damage to the Rental Vehicle. ➤ Any payment or any claim where You have not met the terms of Your Vehicle Rental Agreement. ➤ Where the Rental Vehicle is not driven by You or in your charge or is driven by a person not named on the Vehicle Rental Agreement (up to 8 additional drivers). ➤ Any payment or any claim for vehicles operated by a Car Club Company and/or Your acceptance to the terms and conditions of such membership agreement, unless covered by Section 1.21 of this policy and the relevant premium has been paid. ➤ Any payment or any claim for a Campervan or Motorhome unless covered by Section 1.22 of this policy and the relevant premium has been paid. ➤ Any amount for Loss of Use where there is no valid Excess damage or theft claim under the policy. ➤ Breakdown of the Rental Vehicle caused by lack of fuel, frozen fuel or any other cause not directly resulting from accidental damage or theft. ➤ Voluntary Excess up to £250 if You have selected this when purchasing Your policy. Please refer to Your Certificate of Insurance for more information.

This Section only applies if the Vehicle Rental Agreement does not contain any Collision and/or Loss Damage Waiver Insurance provision.

SECTION 1.05 – COLLISION/LOSS DAMAGE WAIVER

What is insured	What is not insured
<p>We will pay up to £100,000 for Your liability to pay for any accidental damage during any single Vehicle Rental Agreement to the Rental Vehicle including any caused by fire, theft, vandalism, damage to windscreens, tyres, roof and under-carriage.</p> <p>You are covered for any rental fees charged by the Rental Company for which You are liable during a period for which the Rental Vehicle is unable to be used by You and for any related towing costs as long as those fees or costs are the result of accidental damage or theft.</p> <p>We will pay up to £500 for any Loss of Use of the Rental Vehicle due to damage and theft.</p>	<p>We will not pay:</p> <ul style="list-style-type: none"> ➤ Any payment or any claim for which You are not liable under the Vehicle Rental Agreement for loss or damage to the Rental Vehicle. ➤ Any payment or any claim where You have not met the terms of Your Vehicle Rental Agreement. ➤ Where the Rental Vehicle is not driven by You or in your charge or is driven by a person not named on the Vehicle Rental Agreement (up to 8 additional drivers). ➤ Any amount for Loss of Use where there is no valid Excess damage or theft claim under the policy. ➤ Breakdown of the Rental Vehicle caused by lack of fuel, frozen fuel or any other cause not directly resulting from accidental damage or theft. ➤ Voluntary Excess up to £250 if You have selected this when purchasing Your policy. Please refer to Your Certificate of Insurance for more information. <p>Also refer to General Exclusions</p>

SECTION 1.06

[For iCarhire internal use only – this makes no difference to your cover]

SECTION 1.07 – LOCK OUT

What is insured	What is not insured
<p>In the event that You are unintentionally locked out of the Rental Vehicle, We will pay costs incurred up to a maximum of £500 in total to open the vehicle, without causing any further damage to the Rental Vehicle.</p> <p>The Rental Company must approve the locksmith and the Assistance Company is to approve this course of action prior to a locksmith being called out. All receipts are to be retained and presented by the named insured to the Assistance Company for the reimbursement to be approved.</p> <p>Failure to follow these steps may void this cover.</p>	<p>We will not pay:</p> <ul style="list-style-type: none">➤ Any costs exceeding £500.➤ Where the locksmith is not approved by the Rental Company, and where the course of action was not approved by the Assistance Company.➤ Where receipts and invoices are not presented. <p>Also refer to General Exclusions</p>

SECTION 1.08 – ROAD RAGE

What is insured	What is not insured
<p>We will pay You or Your legal representatives £1,000 if You suffer a physical assault by another person which results in a physical injury as a direct result of an accident involving Your Rental Vehicle.</p> <p>The maximum amount We will pay is £1,000 in any one period of cover.</p>	<p>We will not pay You where the physical assault:</p> <ul style="list-style-type: none">➤ is caused by a relative or a person known to You;➤ results in a physical injury which is not supported by medical evidence;➤ is not reported to the police within 24 hours of the incident;➤ is contributed to by anything said or done by You or any passenger in Your Rental Vehicle, other than the accident itself;➤ where the Rental Vehicle is being driven by an additional driver not stated or named on the Your Vehicle Rental Agreement (up to 9 additional drivers); <p>Also:</p> <ul style="list-style-type: none">➤ We will not pay any amount exceeding £1,000. <p>Also refer to General Exclusions</p>

SECTION 1.09 – CAR JACKING

What is insured	What is not insured
<p>We will pay You or Your legal representatives £1,000 if You suffer a physical assault by another person which results in a physical injury as a result of Your Rental Vehicle being subject to a theft or attempted theft.</p> <p>The maximum amount We will pay is £1,000 in any one period of cover.</p>	<p>We will not pay You where the physical assault:</p> <ul style="list-style-type: none"> ➤ is caused by a relative or a person known to You; ➤ results in a physical injury which is not supported by medical evidence; ➤ is not reported to the police within 24 hours of the incident; ➤ is contributed to by anything said or done by You or any passenger in Your Rental Vehicle; <p>Also:</p> <ul style="list-style-type: none"> ➤ We will not pay any amount exceeding £1,000. <p>Also refer to General Exclusions</p>

SECTION 1.10 – HOTEL EXPENSES

What is insured	What is not insured
<p>We will pay up to £150 in total for You or Your travelling companions for any necessary overnight accommodation if You are unable to use Your Rental Vehicle as a result of it being stolen or damaged following an accident.</p>	<p>We will not pay:</p> <ul style="list-style-type: none"> ➤ for overnight accommodation if You are less than 50 miles from Your home: ➤ any amount exceeding £150 <p>Also refer to General Exclusions</p>

SECTION 1.11 - TRAVEL EXPENSES

What is insured	What is not insured
<p>We will pay up to £50 in total for You or Your travelling companion(s) to travel home or to Your destination if You are unable to use Your Rental Vehicle as a result of it being stolen or damaged following an accident.</p>	<p>We will not pay:</p> <ul style="list-style-type: none"> ➤ for any travel expenses if You are less than 50 miles from Your home: ➤ any amount exceeding £50 <p>Also refer to General Exclusions</p>

SECTION 1.12 – RESTITUTION

What is insured	What is not insured
<p>This section applies only to the lead contracting person named on the Certificate of Insurance.</p> <p>This Policy will provide a benefit of £25 per day if the Vehicle Rental Agreement is cancelled or cut short on the advice of a physician as long as the Assistance Company is consulted.</p> <p>You must be confined to a bed in a hospital, in a hotel or in private accommodation during the time that the Rental Vehicle was booked and paid for.</p> <p>For a single claim, the maximum amount payable is £300.</p> <p>The maximum amount payable within this section for the policy period or period of the Vehicle Rental Agreement is £500.</p> <p>This is subject to:</p> <ul style="list-style-type: none"> ➤ The Vehicle Rental Agreement document and a Medical Certificate showing the time You have been confined to bed being presented; ➤ You have agreed to the Vehicle Rental Agreement for at least seven days; ➤ Additionally, the Assistance Company may request proof of booking and confirmation of duration of rental. 	<p>We will not pay:</p> <ul style="list-style-type: none"> ➤ where the advice of a physician was not obtained, and where the Assistance Company not consulted; ➤ where proof of the Vehicle Rental Agreement is not available ➤ where a Medical Certificate is not available; ➤ any amount exceeding £300 for a single claim. ➤ any amount exceeding £500 during the policy period or period of the Vehicle Rental Agreement. <p>Also refer to General Exclusions</p>

SECTION 1.13 – DROP OFF

What is insured	What is not insured
<p>We will pay up to £300 for drop off charges incurred in the event of You being unable to return the Rental Vehicle to the Vehicle Rental Company due to:</p> <ul style="list-style-type: none"> > an accident where hospitalisation takes place; > illness where hospitalisation takes place. <p>Subject to:</p> <ul style="list-style-type: none"> > the Assistance Company being made aware of the situation immediately; > negotiations being made between the Assistance Company and the Vehicle Rental Company. 	<p>We will not pay:</p> <ul style="list-style-type: none"> > where proof of hospitalisation is not available if requested by the Assistance Company; > where the Vehicle Rental is a One-Way Rental; > where the Assistance Company and the Vehicle Rental Company are not involved in the negotiations. <p>Also refer to General Exclusions</p>

SECTION 1.14 – 65 DAYS CONTINUOUS COVER

What is insured	What is not insured
<p>If You have purchased an annual policy provides cover in any of the territories selected for 65 continuous days for any one Vehicle Rental Agreement.</p>	<p>We will not pay:</p> <ul style="list-style-type: none"> > where the Vehicle Rental Agreement exceeds 65 continuous days. <p>Also refer to General Exclusions</p>

SECTION 1.15 – IN-COUNTRY RENTALS (NO RESTRICTIONS FROM DECLARED RESIDENCE)

What is insured	What is not insured
<p>You are covered when renting and driving a Rental Vehicle in Your home country of residence provided that Your home country of residence is in the UK / European Economic Area (EEA).</p>	<p>You are not covered when renting and driving a Rental Vehicle in Your home country of residence if Your home country of residence is outside the UK / European Economic Area (EEA).</p> <p>If You purchased an annual policy and chose no In-Country cover, You will not be covered when renting and driving a Rental Vehicle in Your Home Country.</p>

PART C – COVER EXTENSIONS (additional premium applies)

SECTION 1.16 – FAMILY MEMBER (OPTIONAL EXTRA)

What is insured	What is not insured
<p>This provides cover for Your Close Relatives named on the Certificate of Insurance living in the same main residence as You, travelling together or separately on trips up to 65 consecutive days at any one time.</p> <p>Cover is provided for 65 continuous days for any one Vehicle Rental Agreement.</p> <p>Close Relatives defined as: Spouse or Partner, Civil Partner, parents, parents-in-law, brothers, sisters, brothers-in-law, sisters-in-law, adult child or fiancé/fiancée.</p> <p>Subject to: Adhering to all the conditions set in “Eligible Persons” under DEFINITIONS on Page 7 of this policy document.</p>	<ul style="list-style-type: none"> > For any period exceeding 65 continuous days for any one Vehicle Rental Agreement. > Where the driver is not a close relative by Our definition as shown opposite. > Where the Close Relative does not live at the same residence as You. > Policy cover will not apply where an incident or accident occurs between the Policyholder and Your Close Relatives. <p>Also refer to General Exclusions</p>

SECTION 1.17 – VEHICLE KEY REPLACEMENT (OPTIONAL EXTRA)

What is insured	What is not insured
<p>We will pay You costs incurred up to a maximum of £1,000 or the equivalent in local currency, for each and every claim, subject to a maximum of £1,000 or the equivalent in local currency in any one year, for replacing a lost or stolen Rental Vehicle key, including replacement locks and locksmith charges.</p> <p>Cover is subject to You having declined the Rental Company's Loss Damage Waiver (LDW) or any similar provision and provided that You have complied with all the terms and conditions of this policy.</p> <p>Losses are limited to the costs which would have been waived had You paid for the Loss Damage Waiver (LDW) cover or similar provision/insurance offered by the Rental Company.</p>	<p>We will not pay:</p> <ul style="list-style-type: none"> ➢ Any amount exceeding £1,000 for any one claim; ➢ Any amount exceeding £1,000 in any one year. <p>Also refer to General Exclusions</p>

SECTION 1.18 – PERSONAL BELONGINGS AND BAGGAGE (OPTIONAL EXTRA)

What is insured	What is not insured
<p>We will pay up to £150 for any single claim, for loss or damage to Personal Belongings and/or Baggage while in Your Rental Vehicle.</p> <p>The maximum amount payable within this section for the policy period or period of the Vehicle Rental Agreement is £500.</p>	<p>We will not pay:</p> <ul style="list-style-type: none"> ➢ Money, stamps, tickets, documents, securities; ➢ Telephone, communications or entertainment equipment, including but not limited to mobile phones, satellite navigation systems and games consoles; ➢ goods, samples or equipment carried in connection with any trade or business; ➢ loss or damage to personal belongings as a result of theft or attempted theft where Your Rental Vehicle has been left unlocked and unattended; ➢ loss or damage to personal belongings as a result of theft or attempted theft unless they have been concealed in the glove box or luggage compartment of the Rental Vehicle; ➢ any equipment not part of the Rental Vehicle which has been supplied by the Rental Company; ➢ where a travel policy is in place which already provides cover for loss or damage to Your personal belongings and baggage, or where any other insurance policy is in place which provides the same cover; ➢ any loss by theft or attempted theft, unless reported to the Police and a Police report obtained. <p>Also refer to General Exclusions</p>

SECTION 1.19 – PERSONAL ACCIDENT (OPTIONAL EXTRA)

What is insured	What is not insured
<p>If a driver is injured whilst travelling in the Rental Vehicle, then We will pay the driver or the driver's legal representative £10,000, if within 90 days of the accident, the injury is the sole cause of:</p> <ul style="list-style-type: none"> ➢ death; or ➢ permanent loss of a limb; or ➢ permanent loss of sight in one or both eyes. <p>The most We will pay within any policy period is £10,000.</p> <p>Death or disability must happen within 90 days of the accident.</p> <p>Any claim must be supported by a medical report by a medical practitioner or in the event of death, a death certificate.</p>	<p>We will not pay:</p> <ul style="list-style-type: none"> ➢ if the driver is not named as a Specified Driver on the Vehicle Rental Agreement; ➢ for any injury or death resulting from suicide or attempted suicide, or committing or attempting to commit a self-injury; ➢ if the driver of the Rental Vehicle is convicted of an alcohol or drugs related offence at the time of injury; ➢ where the driver has committed a criminal act at the time of the accident; ➢ where a seatbelt was not worn at the time of the accident, if one is required by law. <p>Also refer to General Exclusions</p>

SECTION 1.20 – VEHICLE RENTAL CANCELLATION INSURANCE (OPTIONAL EXTRA)

What is insured	What is not insured
<p>We will pay up to £500, towards any cancellation charges incurred from the Vehicle Rental Company if You cancel the Vehicle Rental Agreement prior to its start date.</p> <p>This section only applies to Rental Vehicle bookings made and/or reserved and/or transacted after the inception date of Your policy as expressed on Your Certificate of Insurance.</p>	<p>We will not pay:</p> <ul style="list-style-type: none"> ➢ where You cancel the Vehicle Rental Agreement after its start date; ➢ Any amount exceeding £500; ➢ Any Rental Vehicle booking made and/or reserved and/or transacted before the start date of Your policy. <p>Also refer to General Exclusions</p>

SECTION 1.21 – CAR CLUB PLUS (OPTIONAL EXTRA)

What is insured	What is not insured
<p>Within this section You/Your also refers to Car Club Member.</p> <p>a) Excess Insurance</p> <p>This section increases the sums insured in Section 1.04 by the following amounts:</p> <p>We will pay up to £1,500 for a single incident and up to £3,000 for a series of incidents during any single Vehicle Rental Agreement for the reimbursement of the Excess applied by the Car Club Company.</p> <p>You are covered for any physical loss or damage to the Rental Vehicle for which You are responsible under the terms of the Vehicle Rental Agreement, including:</p> <ul style="list-style-type: none"> ➢ Physical damage to windscreens, tyres, roof and under carriage; ➢ Fire; ➢ Theft; ➢ Vandalism; ➢ towing costs relating to the loss or damage; 	<p>a) Excess Insurance – We will not pay:</p> <ul style="list-style-type: none"> ➢ Any payment or any claim where You have not met the terms of Your Vehicle Rental Agreement. ➢ Where the Rental Vehicle is being driven by a driver who is not stated or named on your Vehicle Rental Agreement; ➢ Any payment over £3,000 for a series of claims during any single vehicle agreement. ➢ Any amount for Loss of Use where there is no valid Excess damage or theft claim under the policy.

<ul style="list-style-type: none"> ➤ Any fees up to £500 charged by the Rental Vehicle Company for which You are liable for the Loss of Use of the Rental Vehicle caused by accidental damage. 	
<p>b) 30 Days Continuous Cover If You have purchased an annual policy which provides cover in any of the territories selected for 30 continuous days for any one Vehicle Rental Agreement from the Car Club Company.</p>	<p>b) 30 Days Continuous Cover – We will not pay:</p> <ul style="list-style-type: none"> ➤ Where the Vehicle Rental Agreement exceeds 30 continuous days.
<p>c) Car Club Membership Card replacement and keys We will pay You costs incurred up to a maximum of £50 for each and every claim for replacing a lost or stolen Rental Vehicle Membership Card/Keys from the Car Club Company.</p>	<p>c) Car Club Membership Card replacement and keys – We will not pay:</p> <ul style="list-style-type: none"> ➤ Any amount exceeding £50 for any one claim. ➤ if You fail to inform Your Car Club Company immediately that You have lost the Membership Card/Keys. ➤ if You fail to place the Membership Card/Keys in their designated place in the glove-box at the end of the member’s reservation period. ➤ if You fail to lock the vehicle at the end of the reservation period.
<p>d) Who is covered by this Section This annual policy provides cover only for the Policyholder who is described within the Certificate of Insurance. The Policyholder must be a Car Club Member.</p>	<p>d) Who is not covered by this Section</p> <ul style="list-style-type: none"> ➤ Where the Policyholder is not a Car Club Member. ➤ Any other driver, which includes members of the same Car Club Company travelling with the Policyholder. ➤ Joint Car Club Members who live at the same home address as the Policyholder. <p>Also refer to General Exclusions</p>

SECTION 1.22 – CAMPERVAN AND MOTORHOME (OPTIONAL EXTRA)

You are covered under this section if You have paid the appropriate premium.

What is insured	What is not insured
<p>If You rent a Rental Vehicle that is a campervan or caravan, We will pay up to £1,000 for a single incident and up to £2,000 for a series of incidents during any single Vehicle Rental Agreement for the reimbursement of the Excess applied by the Rental Company. You are covered for any accidental physical loss or damage to the Rental Vehicle, being a campervan or caravan for which You are responsible under the terms of the Vehicle Rental Agreement, including:</p> <ul style="list-style-type: none"> ➤ Fire; ➤ Theft; ➤ Vandalism; ➤ Physical damage to windscreens, tyres, roof and under carriage; ➤ Towing costs resulting from accidental damage or theft; ➤ Any fees up to £500 charged by the Rental Vehicle Company for which You are liable for the Loss of Use of the Rental Vehicle caused by accidental damage or theft. 	<ul style="list-style-type: none"> ➤ Any payment or any claim where You have not met the terms of Your Vehicle Rental Agreement. ➤ Where the Rental Vehicle is being driven by a driver who is not stated or named on your Vehicle Rental Agreement; ➤ Any payment over £1,000 for a single incident or over £2,000 for a series of incidents during any single vehicle agreement. ➤ Any amount for Loss of Use where there is no valid Excess damage or theft claim under the policy. <p>Also refer to General Exclusions</p>

CAR CLUB INSURANCE

THIS POLICY WORDING ONLY APPLIES IF IT STATES IN YOUR CERTIFICATE OF INSURANCE THAT YOU HAVE BOUGHT THIS POLICY.

PART A – TERRITORIES

SECTION 2.01 – EUROPE TERRITORY

What is insured	What is not insured
<p>Your Policy cover only applies whilst the Rental Vehicle is being used in or has been hired in a country defined as a Europe Territory.</p>	<p>Where the Rental Vehicle is being used in, to or through a country not defined as a Europe Territory. Any claim resulting from You travelling to a specific country or to an area where the Foreign and Commonwealth Office or a local Government/Regulatory body has advised against all or all but essential travel.</p> <p>Also refer to General Exclusions</p>

SECTION 2.02 – WORLDWIDE TERRITORY

What is insured	What is not insured
<p>Your Policy cover only applies whilst the Rental Vehicle is being used in or has been hired in a country defined as a Worldwide Territory.</p>	<p>Where the Rental Vehicle is being used in, to or through the following countries:</p> <ul style="list-style-type: none">➤ Afghanistan, Cuba, Congo, Iran, Iraq, Ivory Coast, Liberia, North Korea, Myanmar, Sudan, and Zimbabwe. <p>Any claim resulting from You travelling to a specific country or to an area where the Foreign and Commonwealth Office or a local Government/Regulatory body has advised against all or all but essential travel.</p> <p>Also refer to General Exclusions</p>

PART B – CAR CLUB EXCESS POLICY COVER

SECTION 2.03 – EXCESS INSURANCE

What is insured	What is not insured
<p>We will pay up to £1,500 for any single incident or £3,000 for a series of incidents during any single Vehicle Rental Agreement for the reimbursement of the Excess applied by the Car Club Company caused by accidental damage to the Rental Vehicle including any caused by fire, theft or vandalism, as well as for any repair costs that the Rental Company charges You or for payments that You are responsible for under the terms of Your Vehicle Rental Agreement following accidental damage to windscreens, tyres, roof and under-carriage.</p> <p>We will pay up to £500 for any Loss of Use of the Rental Vehicle due to damage or theft.</p> <p>We will pay up to £1,000 for any rental fees charged by the Car Club Company or Car Club for which You are liable during a period for which the Rental Vehicle is unable to be used by You and for any related towing costs including any additional costs incurred by You arising from the breakdown of the Rental Vehicle for You to travel home or to Your destination, as long as those fees or costs are the result of accidental damage or theft.</p>	<p>Any payment or any claim for which You are not liable under the Vehicle Rental Agreement for loss or damage to the Rental Vehicle.</p> <ul style="list-style-type: none"> ➤ Any payment or any claim where You have not met the terms of Your Vehicle Rental Agreement. ➤ Any payment over £1,500 for a single incident or up to £3,000 for a series of incidents during any single Vehicle Rental Agreement. ➤ Reimbursement of penalty fees charged by the Car Club Company for failure to adhere to their membership terms and conditions. ➤ Misfuelling: We will not pay in the event that the wrong type of fuel is put into the Rental Vehicle by any person named on the Vehicle Rental Agreement. ➤ Any amount for Loss of Use where there is no valid Excess damage or theft claim under the policy. ➤ Breakdown of the Rental Vehicle caused by lack of fuel, frozen fuel or any other cause not directly resulting from accidental damage or theft. ➤ Voluntary Excess up to £250 if You have selected this when purchasing Your policy. Please refer to Your Certificate of Insurance for more information. <p>Also refer to General Exclusions</p>

SECTION 2.04 – CAR CLUB 30 DAYS CONTINUOUS COVER

What is insured	What is not insured
<p>If You have purchased an annual policy provides cover in any of the territories selected for 30 continuous days for any one Vehicle Rental Agreement.</p>	<p>Where the Vehicle Rental Agreement exceeds 30 continuous days.</p> <p>Also refer to General Exclusions</p>

SECTION 2.05 – CAR CLUB MEMBERSHIP CARD REPLACEMENT

What is insured	What is not insured
<p>We will pay You costs incurred up to a maximum of £50 for each and every claim for replacing a lost or stolen Rental Vehicle Membership card/keys from the Car Club Company.</p>	<p>We will not pay:</p> <ul style="list-style-type: none"> ➤ Any amount exceeding £50 for any one claim ➤ if You fail to inform Your Car Club Company immediately that You have lost the Membership Card / Keys ➤ if You fail to place the Membership Card / Keys in their designated place in the glove-box at the end of the member's reservation period. ➤ if You fail to lock the vehicle at the end of the reservation period. <p>Also refer to General Exclusions</p>

SECTION 2.06 – ADDITIONAL DRIVERS

What is insured	What is not insured
<p>The Car Club Excess annual policy provides cover to You and Car Club Members.</p>	<p>Policy cover will not apply where an incident or accident occurs between the Policyholder and the Additional Policyholder.</p> <p>Also refer to General Exclusions</p>

PART B – CAR CLUB EXCESS POLICY COVER (additional premium applies)



SECTION 2.07 – EXCESS INSURANCE

What is insured	What is not insured
<p>We will pay up to £6,000 for any single incident or £6,000 for a series of incidents during any single Vehicle Rental Agreement for the reimbursement of the Excess applied by the Rental Company caused by accidental damage to the Rental Vehicle including any caused by fire, theft or vandalism, as well as for any repair costs that the Rental Company charges You or for payments that You are responsible for under the terms of Your Vehicle Rental Agreement following accidental damage to windscreens, tyres, roof and under-carriage.</p> <p>We will pay up to £500 for any Loss of Use of the Rental Vehicle due to damage or theft.</p> <p>We will pay up to £1,000 for any rental fees charged by the Rental Company for which You are liable during a period for which the Rental Vehicle is unable to be used by You and for any related towing costs including any additional costs incurred by You arising from the breakdown of the Rental Vehicle for You to travel home or to Your destination, as long as those fees or costs are the result of accidental damage or theft.</p> <p>Misfuelling: We will pay up to £1,000 in the event that the wrong type of fuel is put into the Rental Vehicle by any person named on the Vehicle Rental Agreement.</p>	<ul style="list-style-type: none"> ➤ Any payment or any claim for which You are not liable under the Vehicle Rental Agreement for loss or damage to the Rental Vehicle. ➤ Any payment or any claim where You have not met the terms of Your Vehicle Rental Agreement. ➤ Where the Rental Vehicle is not driven by You or in your charge or is driven by a person not named on the Vehicle Rental Agreement (up to 8 additional drivers). ➤ Any payment or any claim for vehicles operated by a Car Club Company and/or Your acceptance to the terms and conditions of such membership agreement, unless covered by Section 2.03 of this policy and the relevant premium has been paid. ➤ Any payment or any claim for a Campervan or Motorhome unless covered by Section 2.22 of this policy and the relevant premium has been paid. ➤ Any amount for Loss of Use where there is no valid Excess damage or theft claim under the policy. ➤ Breakdown of the Rental Vehicle caused by lack of fuel, frozen fuel or any other cause not directly resulting from accidental damage or theft. ➤ Voluntary Excess up to £250 if You have selected this when purchasing Your policy. Please refer to Your Certificate of Insurance for more information. <p>Also refer to General Exclusions</p>

SECTION 2.08 – LOCK OUT

What is insured	What is not insured
<p>In the event that You are unintentionally locked out of the Rental Vehicle, We will pay costs incurred up to a maximum of £500 in total to open the vehicle, without causing any further damage to the Rental Vehicle.</p> <p>The Rental Company must approve the locksmith and the Assistance Company is to approve this course of action prior to a locksmith being called out. All receipts are to be retained and presented by the named insured to the Assistance Company for the reimbursement to be approved.</p> <p>Failure to follow these steps may void this cover.</p>	<p>We will not pay:</p> <ul style="list-style-type: none"> ➤ Any costs exceeding £500. ➤ Where the locksmith is not approved by the Rental Company, and where the course of action was not approved by the Assistance Company. ➤ Where receipts and invoices are not presented. <p>Also refer to General Exclusions</p>

SECTION 2.09 – ROAD RAGE

What is insured	What is not insured
<p>We will pay You or Your legal representatives £1,000 if You suffer a physical assault by another person which results in a physical injury as a direct result of an accident involving Your Rental Vehicle.</p> <p>The maximum amount We will pay is £1,000 in any one period of cover.</p>	<p>We will not pay You where the physical assault:</p> <ul style="list-style-type: none"> ➢ is caused by a relative or a person known to You; ➢ results in a physical injury which is not supported by medical evidence; ➢ is not reported to the police within 24 hours of the incident; ➢ is contributed to by anything said or done by You or any passenger in Your Rental Vehicle, other than the accident itself; ➢ where the Rental Vehicle is being driven by an additional driver not stated or named on the Your Vehicle Rental Agreement (up to 8 additional drivers). <p>Also:</p> <ul style="list-style-type: none"> ➢ We will not pay any amount exceeding £1,000. <p>Also refer to General Exclusions</p>

SECTION 2.10 – CAR JACKING

What is insured	What is not insured
<p>We will pay You or Your legal representatives £1,000 if You suffer a physical assault by another person which results in a physical injury as a result of Your Rental Vehicle being subject to a theft or attempted theft.</p> <p>The maximum amount We will pay is £1,000 in any one period of cover.</p>	<p>We will not pay You where the physical assault:</p> <ul style="list-style-type: none"> ➢ is caused by a relative or a person known to You; ➢ results in a physical injury which is not supported by medical evidence; ➢ is not reported to the police within 24 hours of the incident; ➢ is contributed to by anything said or done by You or any passenger in Your Rental Vehicle; <p>Also:</p> <ul style="list-style-type: none"> ➢ We will not pay any amount exceeding £1,000. <p>Also refer to General Exclusions</p>

SECTION 2.11 – HOTEL EXPENSES

What is insured	What is not insured
<p>We will pay up to £150 in total for You or Your travelling companions for any necessary overnight accommodation if You are unable to use Your Rental Vehicle as a result of it being stolen or damaged following an accident.</p>	<p>We will not pay:</p> <ul style="list-style-type: none"> ➢ for overnight accommodation if You are less than 50 miles from Your home; ➢ any amount exceeding £150 <p>Also refer to General Exclusions</p>

SECTION 2.12 - TRAVEL EXPENSES

What is insured	What is not insured
<p>We will pay up to £50 in total for You or Your travelling companion(s) to travel home or to Your destination if You are unable to use Your Rental Vehicle as a result of it being stolen or damaged following an accident.</p>	<p>We will not pay:</p> <ul style="list-style-type: none"> ➢ for any travel expenses if You are less than 50 miles from Your home; ➢ any amount exceeding £50 <p>Also refer to General Exclusions</p>

SECTION 2.13 – RESTITUTION

What is insured	What is not insured
<p>This section applies only to the lead contracting person named on the Certificate of Insurance.</p> <p>This Policy will provide a benefit of £25 per day if the Vehicle Rental Agreement is cancelled or cut short on the advice of a physician as long as the Assistance Company is consulted.</p> <p>You must be confined to a bed in a hospital, in a hotel or in private accommodation during the time that the Rental Vehicle was booked and paid for.</p> <p>For a single claim, the maximum amount payable is £300.</p> <p>The maximum amount payable within this section for the policy period or period of the Vehicle Rental Agreement is £500.</p> <p>This is subject to:</p> <ul style="list-style-type: none"> ➢ The Vehicle Rental Agreement document and a Medical Certificate showing the time You have been confined to bed being presented; ➢ You have agreed to the Vehicle Rental Agreement for at least seven days; ➢ Additionally, the Assistance Company may request proof of booking and confirmation of duration of rental. 	<p>We will not pay:</p> <ul style="list-style-type: none"> ➢ where the advice of a physician was not obtained, and where the Assistance Company not consulted; ➢ where proof of the Vehicle Rental Agreement is not available ➢ where a Medical Certificate is not available; ➢ any amount exceeding £300 for a single claim. ➢ any amount exceeding £500 during the policy period or period of the Vehicle Rental Agreement. <p>Also refer to General Exclusions</p>

SECTION 2.14 – DROP OFF

What is insured	What is not insured
<p>We will pay up to £300 (or equivalent in local currency) for drop off charges incurred in the event of You being unable to return the Rental Vehicle to the Vehicle Rental Company due to:</p> <ul style="list-style-type: none"> ➢ an accident where hospitalisation takes place; ➢ illness where hospitalisation takes place. <p>Subject to:</p> <ul style="list-style-type: none"> ➢ the Assistance Company being made aware of the situation immediately; ➢ negotiations being made between the Assistance Company and the Vehicle Rental Company. 	<p>We will not pay:</p> <ul style="list-style-type: none"> ➢ where proof of hospitalisation is not available if requested by the Assistance Company; ➢ where the Vehicle Rental is a One-Way Rental; ➢ where the Assistance Company and the Vehicle Rental Company are not involved in the negotiations. <p>Also refer to General Exclusions</p>

SECTION 2.15 – 65 DAYS CONTINUOUS COVER

What is insured	What is not insured
<p>If You have purchased an annual policy provides cover in any of the territories selected for 65 continuous days for any one Vehicle Rental Agreement.</p>	<p>We will not pay:</p> <ul style="list-style-type: none"> ➢ Where the Vehicle Rental Agreement exceeds 65 continuous days. <p>Also refer to General Exclusions</p>

SECTION 2.16 – IN-COUNTRY RENTALS (NO RESTRICTIONS FROM DECLARED RESIDENCE)

What is insured	What is not insured
<p>You are covered when renting and driving a Rental Vehicle in Your home country of residence provided that Your home country of residence is in the UK / European Economic Area (EEA).</p>	<p>You are not covered when renting and driving a Rental Vehicle in Your home country of residence if Your home country of residence is outside the UK / European Economic Area (EEA).</p> <p>If You purchased an annual policy and chose no In-Country cover, You will not be covered when renting and driving a Rental Vehicle in Your Home Country.</p>

SECTION 2.17 – ADDITIONAL DRIVERS

What is insured	What is not insured
<p>The Car Club Plus annual policy provides cover to You and allows up to 9 Specified Drivers listed on the Vehicle Rental Agreement.</p>	<p>Policy cover will not apply where an incident or accident occurs between the Policyholder and the Additional Policyholder.</p> <p>Also refer to General Exclusions</p>

PART D – COVER EXTENSIONS (additional premium applies)

SECTION 2.18 – VEHICLE KEY REPLACEMENT (OPTIONAL EXTRA)

What is insured	What is not insured
<p>We will pay You costs incurred up to a maximum of £1,000 or the equivalent in local currency, for each and every claim, subject to a maximum of £1,000 or the equivalent in local currency in any one year, for replacing a lost or stolen Rental Vehicle key, including replacement locks and locksmith charges.</p> <p>Cover is subject to You having declined the Rental Company's Loss Damage Waiver (LDW) or any similar provision and provided that You have complied with all the terms and conditions of this policy.</p> <p>Losses are limited to the costs which would have been waived had You paid for the Loss Damage Waiver (LDW) cover or similar provision/insurance offered by the Rental Company.</p>	<p>We will not pay:</p> <ul style="list-style-type: none"> ➢ Any amount exceeding £1,000 for any one claim; ➢ Any amount exceeding £1,000 in any one year. <p>Also refer to General Exclusions</p>

SECTION 2.19 – PERSONAL BELONGINGS AND BAGGAGE (OPTIONAL EXTRA)

What is insured	What is not insured
<p>We will pay up to £150 for any single claim, for loss or damage to Personal Belongings and/or Baggage while in Your Rental Vehicle.</p> <p>The maximum amount payable within this section for the policy period or period of the Vehicle Rental Agreement is £500.</p>	<p>We will not pay:</p> <ul style="list-style-type: none"> ➤ Money, stamps, tickets, documents, securities; ➤ Telephone, communications or entertainment equipment, including but not limited to mobile phones, satellite navigation systems and games consoles; ➤ goods, samples or equipment carried in connection with any trade or business; ➤ loss or damage to personal belongings as a result of theft or attempted theft where Your Rental Vehicle has been left unlocked and unattended; ➤ loss or damage to personal belongings as a result of theft or attempted theft unless they have been concealed in the glove box or luggage compartment of the Rental Vehicle; ➤ any equipment not part of the Rental Vehicle which has been supplied by the Rental Company; ➤ where a travel policy is in place which already provides cover for loss or damage to Your personal belongings and baggage, or where any other insurance policy is in place which provides the same cover; ➤ any loss by theft or attempted theft, unless reported to the Police and a Police report obtained. <p>Also refer to General Exclusions</p>

SECTION 2.20 – PERSONAL ACCIDENT (OPTIONAL EXTRA)

What is insured	What is not insured
<p>If a driver is injured whilst travelling in the Rental Vehicle, then We will pay the driver or the driver's legal representative £10,000, if within 90 days of the accident, the injury is the sole cause of:</p> <ul style="list-style-type: none"> ➤ death; or ➤ permanent loss of a limb; or ➤ permanent loss of sight in one or both eyes. <p>The most We will pay within any policy period is £10,000.</p> <p>Death or disability must happen within 90 days of the accident.</p> <p>Any claim must be supported by a medical report by a medical practitioner or in the event of death, a death certificate.</p>	<p>We will not pay:</p> <ul style="list-style-type: none"> ➤ if the driver is not named as a Specified Driver on the Vehicle Rental Agreement; ➤ for any injury or death resulting from suicide or attempted suicide, or committing or attempting to commit a self-injury; ➤ if the driver of the Rental Vehicle is convicted of an alcohol or drugs related offence at the time of injury; ➤ where the driver has committed a criminal act at the time of the accident; ➤ where a seatbelt was not worn at the time of the accident, if one is required by law. <p>Also refer to General Exclusions</p>

SECTION 2.21 – VEHICLE RENTAL CANCELLATION INSURANCE (OPTIONAL EXTRA)

What is insured	What is not insured
<p>We will pay up to £500, towards any cancellation charges incurred from the Vehicle Rental Company if You cancel the Vehicle Rental Agreement prior to its start date.</p> <p>This section only applies to Rental Vehicle bookings made and/or reserved and/or transacted after the inception date of Your policy as expressed on Your Certificate of Insurance.</p>	<p>We will not pay:</p> <ul style="list-style-type: none"> ➤ where You cancel the Vehicle Rental Agreement after its start date; ➤ Any amount exceeding £500; ➤ Any amount for Loss of Use where there is no valid Excess damage claim under the policy. <p>Also refer to General Exclusions</p>

SECTION 2.22 – CAMPERVAN AND MOTORHOME (OPTIONAL EXTRA)

You are covered under this section if You have paid the appropriate premium.

What is insured	What is not insured
<p>If You rent a Rental Vehicle that is a campervan or caravan, We will pay up to £1,000 for a single incident and up to £2,000 for a series of incidents during any single Vehicle Rental Agreement for the reimbursement of the Excess applied by the Rental Company.</p> <p>You are covered for any accidental physical loss or damage to the Rental Vehicle, being a campervan or caravan for which</p> <p>You are responsible under the terms of the Vehicle Rental Agreement, including:</p> <ul style="list-style-type: none"> ➤ Fire; ➤ Theft; ➤ Vandalism; ➤ Physical damage to windscreens, tyres, roof and under carriage; ➤ Towing costs resulting from accidental damage or theft; ➤ Any fees up to £500 charged by the Rental Vehicle Company for which You are liable for the Loss of Use of the Rental Vehicle caused by accidental damage or theft. 	<ul style="list-style-type: none"> ➤ Any payment or any claim where You have not met the terms of Your Vehicle Rental Agreement. ➤ Where the Rental Vehicle is not being driven by or in the charge or control of You. ➤ Where the Rental Vehicle is being driven by a driver who is not stated or named on your Vehicle Rental Agreement; ➤ Any payment over £1,000 for a single incident or over £2,000 for a series of incidents during any single vehicle agreement. ➤ Any amount for Loss of Use where there is no valid Excess damage claim under the policy. ➤ Breakdown of the Rental Vehicle caused by lack of fuel, frozen fuel or any other cause not directly resulting from accidental damage or theft. ➤ Voluntary Excess up to £250 if You have selected this when purchasing Your policy. Please refer to Your Certificate of Insurance for more information. <p>Also refer to General Exclusions</p>

VAN HIRE INSURANCE

THIS POLICY WORDING ONLY APPLIES IF IT STATES IN YOUR CERTIFICATE OF INSURANCE THAT YOU HAVE BOUGHT THIS POLICY.

PART A – TERRITORIES

SECTION 3.01 – EUROPE TERRITORY

What is insured	What is not insured
<p>Your Policy cover only applies whilst the Rental Vehicle is being used in or has been hired in a country defined as a Europe Territory.</p>	<p>Where the Rental Vehicle is being used in, to or through a country not defined as a Europe Territory. Any claim resulting from You travelling to a specific country or to an area where the Foreign and Commonwealth Office or a local Government/Regulatory body has advised against all or all but essential travel.</p> <p>Also refer to General Exclusions</p>

PART B – POLICY COVER

SECTION 3.02 – EXCESS INSURANCE

What is insured	What is not insured
<p>We will pay up to £1,000 for any single incident or up to £2,000 for a series of incidents during any single Vehicle Rental Agreement for the reimbursement of the Excess applied by the Rental Company caused by accidental damage to the Rental Vehicle including any caused by fire, theft or vandalism, as well as for any repair costs that the Rental Company charges You or for payments that You are responsible for under the terms of Your Vehicle Rental Agreement following accidental damage to windscreens, tires, roof and under- carriage.</p> <p>We will pay up to £500 for any Loss of Use of the Rental Vehicle due to damage or theft.</p> <p>We will pay up to £1,000 for any rental fees charged by the Rental Company for which You are liable during a period for which the Rental Vehicle is unable to be used by You and for any related towing costs including any additional costs incurred by You arising from the breakdown of the Rental Vehicle for You to travel home or to Your destination, as long as those fees or costs are the result of accidental damage or theft.</p> <p>A Voluntary Excess (displayed on the Certificate of Insurance as “Voluntary Excess”) is required towards the payment of each and every claim made within this section. The amount of contribution is stated within Your Certificate of Insurance.</p>	<ul style="list-style-type: none"> ➤ Any payment or any claim for which You are not liable under the Vehicle Rental Agreement for loss or damage to the Rental Vehicle. ➤ Any payment or any claim where You have not met the terms of Your Vehicle Rental Agreement. ➤ Where the Rental Vehicle is not being driven by You or in Your charge or is driven by a person not named on the Vehicle Rental Agreement. ➤ Any payment over £1,000 for a single incident or up to £2,000 for a series of incidents during any single Vehicle Rental Agreement. ➤ Any amount for Loss of Use where there is no valid Excess damage or theft claim under the policy. ➤ Breakdown of the Rental Vehicle caused by lack of fuel, frozen fuel or any other cause not directly resulting from accidental damage or theft. ➤ Voluntary Excess up to £100 or £200 if You have selected this when purchasing Your policy. Please refer to Your Certificate of Insurance for more information. ➤ <p>Also refer to General Exclusions</p>

SECTION 3.03 – LOCK OUT

What is insured	What is not insured
<p>In the event that You are unintentionally locked out of the Rental Vehicle, We will pay costs incurred up to a maximum of £500 in total to open the vehicle, without causing any further damage to the Rental Vehicle.</p> <p>The Rental Company must approve the locksmith and the Assistance Company is to approve this course of action prior to a locksmith being called out. All receipts are to be retained and presented by the named insured to the Assistance Company for the reimbursement to be approved.</p> <p>Failure to follow these steps may void this cover.</p>	<p>We will not pay:</p> <ul style="list-style-type: none"> > Any costs exceeding £500. > Where the locksmith is not approved by the Rental Company, and where the course of action was not approved by the Assistance Company. > Where receipts and invoices are not presented. <p>Also refer to General Exclusions</p>

SECTION 3.04 – 14 DAYS CONTINUOUS COVER

What is insured	What is not insured
<p>If You have purchased an annual policy provides cover in any of the territories selected for 14 continuous days for any one Vehicle Rental Agreement.</p>	<p>We will not pay:</p> <ul style="list-style-type: none"> > Where the Vehicle Rental Agreement exceeds 14 continuous days. <p>Also refer to General Exclusions</p>

SECTION 3.05 – IN-COUNTRY RENTALS (NO RESTRICTIONS FROM DECLARED RESIDENCE)

What is insured	What is not insured
<p>You are covered when renting and driving a Rental Vehicle in Your country of residence provided that Your country of residence is the UK or within the European Economic Area (EEA).</p>	<p>You are not covered when renting and driving a Rental Vehicle outside Your country of residence if Your country of residence is outside the UK or outside a country of the European Economic Area (EEA).</p>

PART C – COVER EXTENSIONS (additional premium applies)

SECTION 3.06 – VEHICLE KEY REPLACEMENT (OPTIONAL EXTRA)

What is insured	What is not insured
<p>We will pay You costs incurred up to a maximum of £1,000, for each and every claim, subject to a maximum of £1,000 in any one year, for replacing a lost or stolen Rental Vehicle key, including replacement locks and locksmith charges.</p> <p>Cover is subject to You having declined the Rental Company's Loss Damage Waiver (LDW) or any similar provision and provided that You have complied with all the terms and conditions of this policy.</p> <p>Losses are limited to the costs which would have been waived had You paid for the Loss Damage Waiver (LDW) cover or similar provision/insurance offered by the Rental Company.</p>	<p>We will not pay:</p> <ul style="list-style-type: none"> > Any amount exceeding £1,000 for any one claim; > Any amount exceeding £1,000 in any one year. <p>Also refer to General Exclusions</p>

GENERAL CONDITIONS

The following conditions apply to all sections of this policy.

1. Keeping to the terms of Your policy.

The cover provided by this policy only applies if **You** have met all the terms and conditions stated within this document.

2. Number of Rental Vehicles.

Cover is provided for one **Rental Vehicle** at any one time which may be driven and operated by **You** or any of the **Specified Drivers** as detailed on the **Vehicle Rental Agreement**. Cover will take effect from the time **You** take legal control of the **Rental Vehicle** and will cease at the time the **Rental Company** or **Car Club Company** assumes control of the **Rental Vehicle** whether at its business location or elsewhere.

3. Purchase of Policy.

This policy must have been purchased prior to the commencement date of a **Vehicle Rental Agreement** for which **You** require this Cover to be operative.

4. Provision of Accurate Information.

In deciding to provide this Cover and in setting the terms and premium **We** have relied on the information that has been provided by **You** and the declarations **You** made when purchasing cover **You** must take care when answering any question to ensure that all information is accurate and complete. **You** must tell **Us**, as soon as possible, if there are any changes to the information that has already been provided.

Cover shall be void if **You** deliberately or recklessly provide false information to **Us** or make a false declaration whether at inception, when advising of a change or when making a claim.

5. If You have a Claim.

- a) The Claims Department must be notified of any accident, proceeding or other event which may give rise to a claim as soon as reasonably practicable. Delay in notifying us may affect **Our** ability to pay a claim.
- b) **You** must co-operate with **Us** at all times and give **Us** all the information and help **We** request;
- c) **You** must provide **Us** with the records and documents **We** request;
- d) **You** must not admit liability, negotiate or refuse any claim without **Our** written consent;
- e) **We** are entitled to the control and settlement of all proceedings arising out of or in connection with **Your** claim;
- f) Claims will not be paid in respect of expense to the extent that they are assumed, waived or paid by the **Rental Company** or its insurers.
- g) Payments will be made to **You** in the currency **You** purchased the policy.

6. Other Insurance.

We will not pay more than our proportional share for losses in respect of any property, damages, liability or expenses where there is another insurance covering the same loss.

7. Proceedings to make a recovery.

We may take proceedings in **Your** name to recover compensation from any third party in respect of any indemnity provided under this insurance and any amounts so recovered shall belong to **Us**, and **You** or any of the **Specified Drivers** shall co-operate and provide all reasonable assistance as necessary to **Us**.

8. Jurisdiction and Law.

This insurance shall be governed by the laws of Your Country of Residence (being either the UK or a country within the European Economic Area EEA), whose courts alone shall have jurisdiction in any dispute arising from this insurance. Please see the attached Local Legal Information Document for applicable details.

9. Driving Licence.

You and all **Specified Drivers** must hold a valid driving licence or hold a full internationally recognised licence.

10. Care of Vehicle.

You must take all reasonable steps to protect the **Rental Vehicle** against loss and damage.

11. Third Party Rights

You and **We** have agreed that it is not intended for any third party to this contract to have the right to enforce the terms of this contract. **You** and **We** can rescind or vary the terms of this contract without the consent of any third party to this contract, who might seek to assert that they have rights to assert so.

12. Sanctions.

We shall not be liable to provide cover or benefit or pay any sums if that would directly or indirectly put **Us** or any of **Our** group companies in breach of any applicable economic or trade sanctions.

13. Single trip and Annual Multi-trip policies - Cancellation by Us.

We may cancel **Your** policy where there is a valid reason for doing so by giving **You** seven days' notice in writing to **your** last known address or by email to the address **You** have given **us**. **We** will give **You** a refund in proportion to the time left until **Your** current period of insurance is due to run out. Valid reasons may include but are not limited to:-

- If **You** advise **Us** of a change of risk under **Your** policy which **We** are unable to insure;
- Where **You** consistently fail to take reasonable care to prevent loss or damage that may be claimable under this policy;
- Where **You** fail to respond to requests from **Us** for further information or documentation;
- Where **You** have given incorrect information and fail to provide clarification when requested; and/or
- The use of threatening or abusive behaviour or language, or intimidation or bullying of **Our** staff or suppliers, by **You** or any person acting on **Your** behalf.

No refund will be payable if **You** have made or intend to make a claim or if **Your trip** has already started.

GENERAL EXCLUSIONS

The General Exclusions apply to the whole of this insurance policy and apply in addition to “What is not Insured” within each policy section.

Your insurance does NOT cover

1. Any claim arising directly or indirectly from or in connection with:

- a. **Fraudulent/Dishonest/Criminal Acts.**
any fraudulent, dishonest or criminal act committed by **You** or anyone with whom **You** are in collusion, or insurance effected in circumstances where a claim might reasonably be anticipated;
- b. **Violation of Rental Agreement Terms.**
the use of the **Rental Vehicle** in violation of the terms of the **Vehicle Rental Agreement**;
- c. **Unauthorised Drivers.**
driving a **Rental Vehicle** by persons who are not **Specified Drivers** on the **Vehicle Rental Agreement**, and by persons who do not have a valid driving licence and are not **Eligible Persons**;
- d. **Unacceptable Vehicles.**
the rental of vehicles where the value of the vehicle exceeds £100,000, vehicles which are more than 20 years old, vehicles leased by an **Insured Person**; peer-to-peer rental vehicles, vehicles under a subscription agreement or vehicles used for hire or reward purposes.
- e. **Unacceptable Vehicle Types.**
for the rental of vehicles not licensed for road use, and other vehicles types, including trailers or caravans, camper vans (except if **You** have bought cover under section 1.22 or 2.22 of this policy), commercial vehicles, vans or loan vehicles, trucks, motorcycles, mopeds, motorbikes, off-road vehicles, recreational vehicles, motor homes, passenger vans and vehicles with more than 9 seats;
- f. **Competition and Performance Driving.**
the use of any **Rental Vehicle** in racing competitions, rallying, trials, rallies or speed testing, or when driven on a motor sport circuit;
- g. **Injury, Illness, Drink/Drugs.**
self-inflicted injury or illness, suicide, attempted suicide, alcoholism, substance abuse or the use of drugs (other than drugs taken in accordance with treatment prescribed and directed by a registered medical practitioner, but not for the treatment of drug addiction or self-exposure to needless peril except in an attempt to save human life);
- h. **Alcohol Limit.**
You or any of the **Specified Drivers** driving any kind of vehicle while the alcohol level in their blood is higher than the legal limit of the country where the incident occurs;
- i. **Radioactivity, Nuclear.**
from the loss or damage to any property or any liability, loss or exposure resulting or arising from:
 - 1) ionising radiation or contamination by radioactivity from any nuclear fuel or any nuclear waste and the combustion of nuclear fuel; or
 - 2) the radioactive, toxic, explosive or other hazardous properties or any explosive nuclear assembly equipment or nuclear component thereof;
- j. **War and Hostilities.**
loss or damage caused by war (whether war be declared or not), invasion, acts of foreign enemies, hostilities, 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;
- k. **Rental Vehicle Interior.**
any loss or damage to the **Rental Vehicle**'s interior other than in the event of a collision;
- l. **Benefits payable by laws.**
benefits payable under any uninsured or underinsured motorist law, first party benefit law or no-fault law, or law similar to the foregoing in any state or territory;
- m. **Fines, Penalties etc.**
fines, penalties, exemplary or punitive damages or any other type or kind of judgment or award which does not compensate the party benefiting from the award or judgment for any actual loss or damage sustained;
- n. **Property in Your Control.**
any loss or damage to material property transported by **You** or in **Your** care, custody or control, unless covered by Section 19 of this policy and the relevant premium paid;
- o. **Pollution.**
bodily injury or damage to material property as a result of the actual, alleged or threatened discharge, dispersal, seepage, migration, release or escape of pollutants;

- p. Wear and Tear.**
mechanical breakdown or damage that occurs as a result of normal use and aging;
- q. Off Road.**
damage as the result of driving on an un-made up road which is not designated as a public thoroughfare;
- r. Car Clubs.**
any payment or any claim from vehicles operated by a **Car Club Company** and or **Your** acceptance to the terms and conditions of such membership agreement, unless covered by Section 21 of this policy and the relevant premium paid.
- s. Fines.**
any fines imposed, administration costs, claims for diminution of value or any costs involved with the impounding of the **Rental Vehicle**;
- t. Additional Drivers.**
We will not pay any claim where an incident or accident occurs between the **Policyholder** and the Additional **Policyholder**;
- u. Territories.**
We will not pay any claim resulting from **You** travelling to a specific country or to an area where the Foreign and Commonwealth Office or a Local Government / Regulatory body has advised against all or all but essential travel;
- v. Not being an Eligible Person.**
You are renting and driving the **Rental Vehicle** if **You** are not an **Eligible Person**;
- w. Pressure Waves**
pressure waves caused by aircraft travelling at the speed of sound, or faster;
- x. Use not covered by the Rental Vehicle Agreement**
the **Rental Vehicle** being driven or used by any **Eligible Person** for a purpose that is not covered by the **Vehicle Rental Agreement**;
- y. Terrorism**
terrorism (meaning an act, including but not limited to the use or planned use of force or violence and/or the threat of any person or group of persons, whether they are acting alone or on behalf of, or in connection with, any organisation, or government, committed for political, religious, ideological or similar purposes including the intention to influence any government and/or the public, or to put any section of the public in fear). **This exclusion does not apply to the optional Personal Accident Section 19.**
- 2. Liability.**
any liability arising directly or indirectly from the use of the Rental Vehicle;
- 3. Other Insurance.**
the amount of the indemnity **You** are entitled to claim from any other insurance whether or not the insurer refuses the claim or fails to settle for any reason whatsoever;
- 4. Payment of Premium.**
any claim where the full premium or any additional premium have not been paid by **You**;

COMPLAINTS PROCEDURE

How to complain

We aim to provide the best possible level of service. However, if for any reason you are unhappy with the service received or have other cause for complaint, please let us know.

You can contact us as detailed below. Please quote your policy number or claim reference number and give us full details of your complaint.

- Call: +44 (0) 20 3538 0686
- Email: info@haloinsurance.com
- Write: Halo Insurance Services Limited, Park View, 82 Oxford Road, Uxbridge, UB8 1UX, United Kingdom.

If necessary, Halo will arrange for your complaint to be handled by Zurich Insurance or their representative, however, if this is the case, the below process will still apply.

Many complaints can be resolved within a few days of receipt

If we can resolve your complaint to your satisfaction within the first few days of receipt, we will do so. Otherwise, we will keep you updated with progress and will provide you with our decision as quickly as possible.

Next steps if you are still unhappy

If you are not happy with the outcome of your complaint, please see details in the Local Legal Information Document LLID.

CONFIDENTIALITY AND DATA PROTECTION

The information that **You** provide to **Us** is governed by the privacy policy available on the following

URL: https://documents.haloinsurance.com/ZU/GDPR/ZURICH_EU_GDPR_20180424.pdf, which **You** will have had the opportunity to review and consent to prior to buying your policy. It explains how **We** will treat **Your** data, and it should be read alongside the separate privacy policy available on iCarhireinsurance.com. When you use iCarhireinsurance.ie to buy a policy, **You** agree that your data is transferred by Halo Insurance Services Limited to **Us**. **We** then become a Joint Controller of the information that they transmit to **Us** for the purposes of fulfilling your insurance contract.

INFORMATION ABOUT YOUR INSURANCE PROVIDERS

This policy is administered by **Halo Insurance Services Limited** and underwritten by **Zurich Insurance plc**.

Zurich Insurance plc

A public limited company incorporated in Ireland. Registration No. 13460. Registered Office: Zurich House, Ballsbridge Park, Dublin 4, Ireland. UK Branch registered in England and Wales Registration No. BR7985. UK Branch Head Office: The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire PO15 7JZ. Zurich Insurance plc is authorised by the Central Bank of Ireland and authorised and subject to limited regulation by the Financial Conduct Authority. Details about the extent of our authorisation by the Financial Conduct Authority are available from us on request. Our FCA Firm Reference Number is 203093.

Halo Insurance Services Limited

Halo Insurance Services Limited, registered office: Suite 1, 56 Gloucester Road, London, SW7 4UB and is registered in England number 6929208. Halo Insurance Services Limited is authorised and regulated by the Financial Conduct Authority, Register No. 504629, for the sale and administration of general insurance products in the United Kingdom and throughout the European Economic Area (EEA).

iCarhireinsurance.com

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