

Van Hire Excess Insurance

Insurance Product Information Document



Company: Zurich Insurance plc




Product: Van Hire Excess Insurance

Car Hire Insurance is administered by Halo Insurance Services Limited. Registered office Suite 1, 56 Gloucester Road, London, SW7 4UB and is registered in England number 6929208. 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)

This document is a summary of the insurance cover and restrictions. It is not personalised to your individual needs. Please refer to your policy documentation for full details of your cover and the terms and conditions.

What is this type of Insurance?

This is personal single trip car hire insurance designed to cover you if you damage your van hire car. Your chosen product, duration (in calendar days) and sections of cover are shown on your Certificate of Insurance.

<p> What is insured?</p> <p>✓ Excess Insurance Up to £1,000 for any single incident or up to £2,000 for a series of incidents during any single vehicle rental agreement. This includes:</p> <ul style="list-style-type: none">• Accidental damage including any caused by fire, theft or vandalism.• Accidental damage to windscreens, tyres, roof and undercarriage.• Loss of Use – up to £500 <p>Up to £1,000 for any single incident or series of incidents during any single vehicle rental agreement. This includes:</p> <ul style="list-style-type: none">• Rental fees charged by the rental company for which you are liable during a period for which you are unable to use the rental vehicle.• Related towing costs to travel home or to your destination, including any additional costs incurred by you arising from the breakdown of the rental vehicle, as long as those fees or costs are the result of accidental damage or theft. <p>✓ Lock Out Charges of up to £500 from a locksmith approved by the rental car assistance company.</p> <p>✓ 14 Days Continuous Cover</p> <p>✓ In-Country Rentals No restrictions from declared residence</p> <p>If you pay the additional premium, your policy may include or be extended to include:</p> <ul style="list-style-type: none">• Vehicle Key Replacement (up to £1,000)	<p> What is not insured?</p> <ul style="list-style-type: none">✗ Use of the rental vehicle outside of the covered territories where indicated in the policy wording.✗ 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.✗ Contribution Excess stated on Certificate of Insurance as “Policy Excess”.✗ 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 any driver not stated or named on your vehicle rental agreement or contract of insurance.✗ Losses recoverable elsewhere.✗ Terrorism, war or hostilities, civil unrest or any similar event <p><i>Also refer to “General Exclusions” section of your policy wording.</i></p>
<p> Are there any restrictions on cover?</p> <p>You must hold a valid 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:</p> <ol style="list-style-type: none">1. Aged between 21 and 85 years of age, and2. 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 rental car agreement <p>We will not pay more than the sum insured or limits as shown in your policy wording.</p>	



Where am I covered?

You are covered for damages to a rental vehicle during the period of insurance, as confirmed on your Certificate of Insurance.

Refer to your policy wording for full details.



What are my obligations?

It is your responsibility to

- Take reasonable care to make sure all information provided by you or on your behalf is honest and accurate.
- Tell us if any of your information is wrong or changes before collecting the rental vehicle (e.g. main policyholder, start and expiry date).
- Pay the premium when required.
- Tell us about any incidents connected to this insurance as soon as possible whether or not related to a claim.
- Give us the information and help we need. This includes details of any police charges against you or the person driving your rental vehicle related to a claim being made.
- Check your policy documentation when you receive it to make sure you have the cover you need and expect.
- Present receipts and invoices for damages when notifying us of a claim.

Your policy may not be valid if we do not have the correct information.



When and how do I pay?

You will need to pay the full cost of your policy prior to cover commencing. You must also pay for your policy prior to collecting your rental vehicle from the rental car company. You can pay for this insurance by using a credit card on our websites or by calling our customer service team.

Refer to your policy wording for full contact details or visit www.iCarhireinsurance.com.



When does the cover start and end?

You will find your cover start and end dates on your Certificate of Insurance. Your annual policy cover will start on the policy start date.



How do I cancel the contract?

If you decide that, you no longer require the policy please tell us of your decision, in writing or by phone. You can cancel prior to your policy start date and time or up to the date and time you are collecting the rental vehicle. 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 premium refund will be paid by Halo Insurance Services Limited. To obtain a refund of your insurance policy, you must cancel it before the start of your rental hire period.

Refer to your policy wording for full cancellation terms.

Zurich Insurance Plc

Our Car Hire Insurance products are underwritten by **Zurich Insurance plc** with administration services being provided on its behalf by Halo Insurance Services Limited. Zurich Insurance plc, a Public limited company incorporated in Ireland. Registration No. 13460. Registered Office: Zurich House, Ballsbridge Park, Dublin 4, Ireland. **Zurich Insurance plc** UK Branch is registered in England and Wales Reg. No BR7985. Authorised by the Central Bank of Ireland and authorised and subject to limited regulation by the Financial Conduct Authority. FCA Firm Reference Number 203093.