

iCarhire INSURANCE.IE



Excess Europe



Excess Worldwide



USA and Canada



Worldwide Plus

Car Hire Insurance

policy wording



Halo Insurance Services Limited

Park View, 82 Oxford Road, Uxbridge, UB8 1UX United Kingdom

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**THE MOST
IMPORTANT JOURNEY
IS YOURS!**

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POLICY WORDING

Car Hire Insurance

Excess Europe, Excess Worldwide, USA and Canada, and Worldwide Plus

INTRODUCTION

Thank you for choosing iCarhireinsurance.ie and welcome to peace of mind Car 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 +353 14311 334, email customerservice@iCarhireinsurance.ie or write to us at the following address: Halo Insurance Services Limited, Parkview, 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.ie 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.ie

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.

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 minus an administration fee (of up to €10).

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**, Parkview, 82 Oxford Road, Uxbridge UB8 1UX, United Kingdom or by emailing customerservice@iCarhireinsurance.ie 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 Ireland 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 4, Section 5 and Section 19. 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.ie/make-a-claim and request a claim form online. Alternatively, you can contact our insurer's claims team:

Email: NotifyClaims@haloinsurance.com

Tel: +353 14311 334

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 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.

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

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.

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.

Country of Residence

Where you have your habitual/main residence within the European Economic Area (EEA), as printed on your Certificate of Insurance.

Covered Rental Trip

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

Eligible Persons

Any person resident in 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 21 and 85 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. named on the Vehicle Rental Agreement (up to a maximum of 9 drivers).

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 Department of Foreign Affairs and Trade 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.

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 Department of Foreign Affairs and Trade 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).

PART A – TERRITORIES

SECTION 1 – 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 Department of Foreign Affairs and Trade or a local Government/Regulatory body has advised against all or all but essential travel. Also refer to General Exclusions

SECTION 2 – 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 Department of Foreign Affairs and Trade or a local Government/Regulatory body has advised against all or all but essential travel. Also refer to General Exclusions

SECTION 3 – 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: <ul style="list-style-type: none">➤ 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 Department of Foreign Affairs and Trade 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 4 – EXCESS INSURANCE

What is insured	What is not insured
<p>We will pay up to €7,500 for any single incident or €7,500 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.</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>Missfuelling: 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. ➤ Any payment or any claim for a Campervan or Motorhome unless covered by Section 19 of this policy and the relevant premium has been paid. ➤ Any amount for Loss of Use where there is no valid Excess damage claim under the policy. <p>Also refer to General Exclusions</p>

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

SECTION 5 – 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.</p>	<p>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 not being driven by you or in your charge or control. ➤ Where the Rental Vehicle is being driven by a driver who is not stated or named on your Vehicle Rental Agreement; ➤ 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 6

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

SECTION 7 – 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 8 – 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 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); ➤ We will not pay any amount exceeding €1,000. <p>Also refer to General Exclusions</p>

SECTION 9 – 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 by anything said or done by you or any passenger in your Rental Vehicle; ➤ We will not pay any amount exceeding €1,000. <p>Also refer to General Exclusions</p>

SECTION 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 kilometres from your home ➤ any amount exceeding €150 <p>Also refer to General Exclusions</p>

SECTION 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 80 kilometres from your home ➤ any amount exceeding €50. <p>Also refer to General Exclusions</p>

SECTION 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 having 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 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 14 – 65 DAYS CONTINUOUS COVER

What is insured	What is not insured
<p>If you have purchased an annual policy it 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 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 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 European Economic Area (EEA).</p>

PART C – COVER EXTENSIONS (additional premium applies)

SECTION 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 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 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 €500 or the equivalent in local currency, for each and every claim, subject to a maximum of €500 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 €500 for any one claim; ➤ Any amount exceeding €500 in any one year. <p>Also refer to General Exclusions</p>

SECTION 18 – 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 have 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 19 – CAMPERVAN AND MOTORHOME (OPTIONAL EXTRA)

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 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. 	<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 claim under the policy. <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 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 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 policy shall be governed by, and construed in accordance with, the laws of the Republic of Ireland whose courts alone shall have jurisdiction in any dispute arising under 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 or vehicles which are more than 20 years old;

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 19 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 judgement or award which does not compensate the party benefiting from the award or judgement 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;

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 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 Department of Foreign Affairs and Trade or a Local Government / Regulatory body has advised against all or all but essential travel;

v. Not being an Eligible Person.

You 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 18.**

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: +353 14311 334 (choose Option 1)
- Email: info@haloinsurance.com
- Write: Halo Insurance Services Limited, Parkview, 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 have a complaint regarding a claim or the claims handling service and remain dissatisfied, you can refer to the UK Ombudsman for review:

UK Financial Ombudsman Service, Exchange Tower, London, E14 9SR

Telephone: +44 8000 234 567 (free on mobile phones and landlines)

Email: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

If you have a complaint regarding the sale of your policy and remain dissatisfied, you can refer to the Financial Services and Pensions Ombudsman for review:

The Financial Services and Pensions Ombudsman, 3rd Floor, Lincoln House, Lincoln Place, Dublin 2 DO2 VH29. Phone: +353 1 567 7000.

Email: info@fspo.ie, <http://www.fspo.ie>

This procedure does not affect your right to take legal action.

Making a complaint online

If you have purchased your policy online, you can submit a complaint through the European Online Dispute Resolution (ODR) platform: <http://ec.europa.eu/>. Please note there may be a slight delay while your complaint is directed to us.

FINANCIAL SERVICES COMPENSATION SCHEME

We are covered by the Financial Services Compensation Scheme (FSCS), which means that you may be entitled to compensation if we are unable to meet our obligations to you.

Further information is available at www.fscs.org.uk or by contacting the FSCS directly on 0800 678 1100.

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.ie. 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

NOTE: The risk carrier would change to another ZIP Branch for continental European business if a hard Brexit occurs.

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

NOTE: The intermediary would change to another company entity for continental European business if a hard Brexit occurs.

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).

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