

Single Trip & Annual Multi-Trip Travel Insurance



Insurance Product Information Document

Company: Great Lakes Insurance SE

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Product: Post Office Elite Cover

This Insurance Product Information Document is only intended to provide a summary of the main coverage and exclusions, and is not personalised to your specific individual needs in any way. Complete pre-contractual and contractual information on the product is provided in your policy documentation.

What is this type of insurance?

This insurance provides a package of travel insurance benefits to cover either a single trip or in respect of an annual multi trip policy, for multiple trips, within the geographical area and the cover dates you have chosen.



What is insured?

- ✓ **Cancellation** – up to £5,000
- ✓ **Curtailed and Loss of Holiday** – up to £5,000
- ✓ **Emergency Medical Expenses incl 24/7 Assistance** – up to £10 million
- ✓ **Personal Accident** – up to £25,000
- ✓ **Personal Possessions** – up to £2,000
- ✓ **Baggage Delay** – up to £300
- ✓ **Personal Money** – up to £350
- ✓ **Passport and Other Documents** – up to £400
- ✓ **Travel Delay** – up to £400
- ✓ **Missed Departure** – up to £1,000
- ✓ **Personal Liability** – up to £2 million
- ✓ **Legal Costs and Expenses** – up to £25,000
- ✓ **Scheduled Airline Failure** – up to £5,000
- ✓ **End Supplier Failure** – up to £5,000
- ✓ **Pet Care** – up to £300
- ✓ **COVID-19 cover** – up to limits shown under the Cancellation, Curtailed and Loss of Holiday and Emergency Medical Expenses sections above

Optional Covers:

- Extended Travel Disruption
- Gadget
- Winter Sports
- Cruise
- Golf
- Additional Hazardous Activities



What is not insured?

- ✗ Some sections of the policy may be subject to an excess. This is the amount you pay when you make a claim. This applies to each incident for each insured person.
- ✗ Pre-existing medical conditions unless agreed.
- ✗ Travelling against medical advice or with the intention of obtaining medical treatment abroad.
- ✗ The policy includes restrictions regarding the health of close relatives and friends upon whom your trip may depend, even if they are not being insured by this policy.
- ✗ Certain hazardous sports and activities may not be covered under this policy – see policy wording for further details.
- ✗ Personal possessions – “new for old” cover only if item less than 1 years old.
- ✗ You drinking too much alcohol, or any form of alcohol abuse, where it is reasonably foreseeable that such consumption could result in a serious impairment of your faculties and/or judgement.
- ✗ Circumstances you were aware of before your policy was issued or journey was booked (whichever is the later) that might result in a claim.
- ✗ Medical treatment which can wait until you return home.
- ✗ Private medical treatment unless agreed by us.
- ✗ Business trips.
- ✗ Gadgets unless Gadget Cover selected.
- ✗ Claims arising from or related to any coronavirus including but not limited to COVID-19, or any related/ mutated form of the virus. This exclusion does not apply to COVID-19 claims under the COVID-19 cover section.
- ✗ Claims arising from any epidemic or pandemic as declared by the World Health Organisation.



Are there any restrictions on cover?

- ! Only available to residents of the United Kingdom, Channel Islands or Isle of Man
- ! Single Trip policies
 - No maximum age limit
 - Maximum trip limit 63 days
- ! Annual Multi Trip policies
 - No maximum age limit
 - Maximum trip limit is 31 days
- ! Winter Sports Cover option
 - Maximum age is 64 years when the policy started
 - Up to 17 days in total under Annual Multi Trip policies



Where am I covered?

- ✓ You can select the area of cover that is most appropriate for your travel plans. Cover will not apply if you travel outside the area that you have chosen. The area you have chosen will be shown on your insurance confirmation.
- ✓ You will not be covered if you travel to a country or region where the Foreign, Commonwealth & Development Office (FCDO) has advised against all travel or all but essential travel. For further details, visit [gov.uk/foreign-travel-advice](https://www.gov.uk/foreign-travel-advice)



What are my obligations?

- You must be fit to undertake any trip to be covered under the policy.
- Ensure the policy meets your needs.
- You must take care to protect yourself and your property.
- You must tell us as soon as reasonably possible of any event which may result in a claim.
- If you need medical assistance while abroad, you must contact us before going to a medical facility (other than a pharmacy), or as soon as you can.



When and how do I pay?

The premium must be paid to your broker prior to the effective date of the insurance policy, even if you are not travelling until a future date. You will be asked to pay in full by credit/debit card or pre-agreed payment method.



When does the cover start and end?

Single Trip policies start when you make the premium payment and it is accepted by us. These policies end on the date of your return from your trip as set out in the policy schedule.
Annual Multi Trip policies start from the date that you request and end after 12 months.



How do I cancel the contract?

You can cancel this policy at any time. If you cancel within 14 days of receipt of policy documents, we will cancel the policy and refund your premium in full provided that you have not already taken your trip, made a claim or intend to make a claim. To cancel the policy, please telephone 0330 123 3690 or write to us.