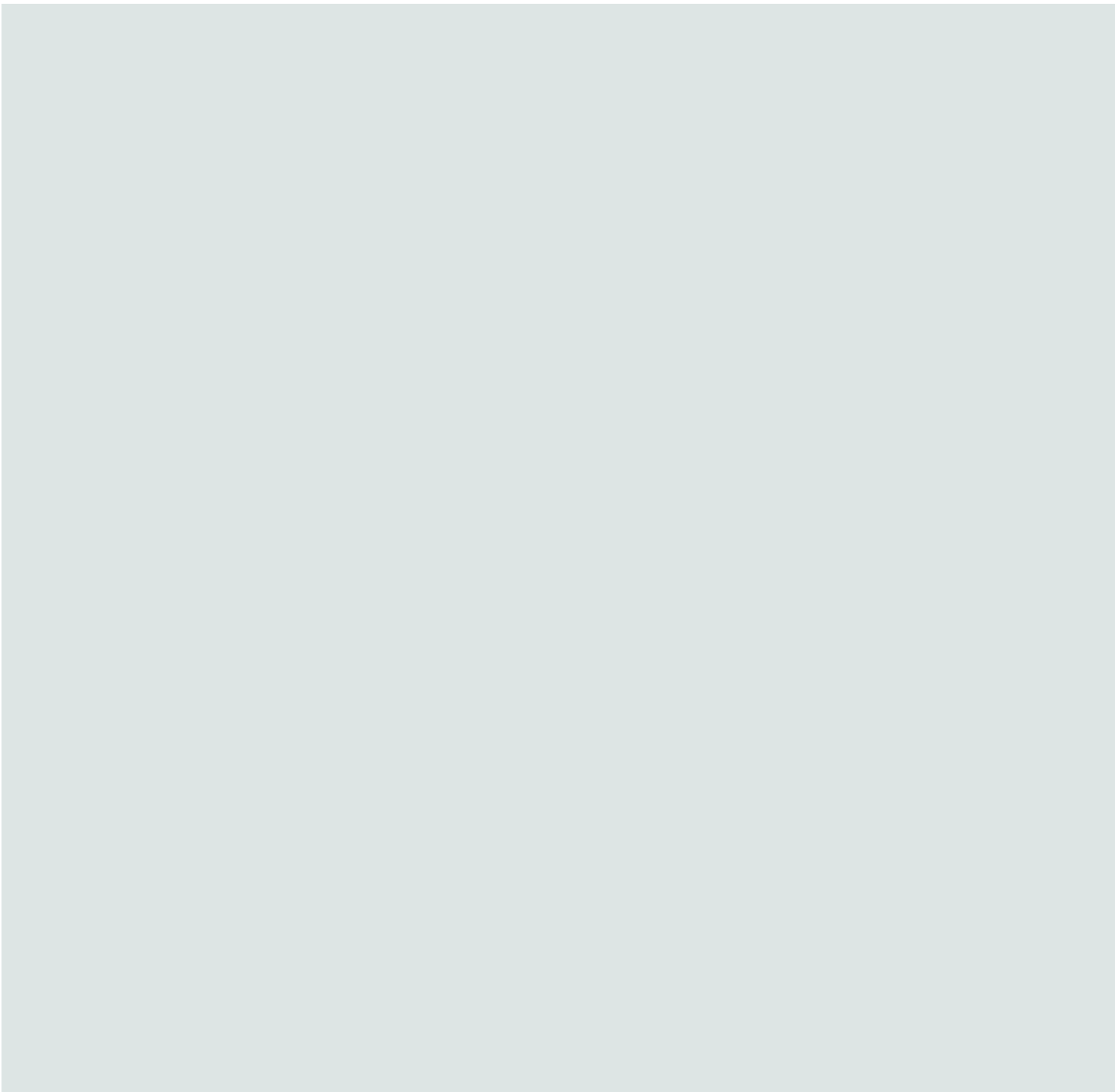


# Marine Combined Policy document





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# Data protection statement

## Who controls your personal information

This notice tells you how Zurich Insurance plc ('Zurich'), as data controller, will deal with your personal information. Where Zurich introduces you to a company outside the group, that company will tell you how your personal information will be used.

You can ask for further information about our use of your personal information or complain about its use in the first instance, by contacting our Data Protection Officer at: Zurich Insurance Group, Tri-centre 1, Newbridge Square, Swindon, SN1 1HN or by emailing the Data Protection Officer at GBZ.General.Data.Protection@uk.zurich.com.

If you have any concerns regarding our processing of your personal information, or are not satisfied with our handling of any request by you in relation to your rights, you also have the right to make a complaint to the Information Commissioner's Office. Their address is: First Contact Team, Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, SK9 5AF.

## What personal information we collect about you

We will collect and process the personal information that you give us by phone, email, filling in forms, including on our website, and when you report a problem with our website. We also collect personal information from your appointed agent such as your trustee, broker, intermediary or financial adviser in order to provide you with the services you have requested and from other sources, such as credit reference agencies and other insurance companies, for verification purposes. We will also collect information you have volunteered to be in the public domain and other industry-wide sources.

We will only collect personal information that we require to fulfil our contractual or legal requirements unless you consent to provide additional information. The type of personal information we will collect includes: basic personal information (i.e. name, address and date of birth), occupation and financial details, health and family information, claims and convictions information and where you have requested other individuals be included in the arrangement, personal information about those individuals.

If you give us personal information on other individuals, this will be used to provide you with a quotation and/or contract of insurance and/or provision of financial services. You agree you have their permission to do so. Except where you are managing the contract on another's behalf, please ensure that the individual knows how their personal information will be used by Zurich. More information about this can be found in the 'How we use your personal information' section.

## How we use your personal information

We and our selected third parties will only collect and use your personal information (i) where the processing is necessary in connection with providing you with a quotation and/or contract of insurance and/or provision of financial services that you have requested; (ii) to meet our legal or regulatory obligations, or for the establishment, exercise or defence of legal claims; (iii) for our "legitimate interests". It is in our legitimate interests to collect your personal information as it provides us with the information that we need to provide our services to you more effectively including providing you with information about our products and services. We will always ensure that we keep the amount of information collected and the extent of any processing to the absolute minimum to meet this legitimate interest.

Examples of the purposes for which we will collect and use your personal information are:

- to provide you with a quotation and/or contract of insurance
- to identify you when you contact us
- to deal with administration and assess claims
- to make and receive payments
- to obtain feedback on the service we provide to you
- to administer our site and for internal operations including troubleshooting, data analysis, testing, research, statistical and survey purposes
- for fraud prevention and detection purposes.

We will use your health information and information about any convictions for the purposes of providing insurance, and this includes arranging, underwriting, advising on or administering an insurance contract between you and us.

We will contact you to obtain consent prior to processing your personal information for any other purpose, including for the purposes of targeted marketing unless we already have consent to do so.

## Who we share your personal information with

Where necessary, we share personal information for the purposes of providing you with the goods and services you requested with the types of organisations described below:

- associated companies including reinsurers, suppliers and service providers
- brokers, introducers and professional advisers
- survey and research organisations
- credit reference agencies
- healthcare professionals, social and welfare organisations
- other insurance companies
- comparison websites and similar companies that offer ways to research and apply for financial services products
- fraud prevention and detection agencies.



Or, in order to meet our legal or regulatory requirements, with the types of organisations described below:

- regulatory and legal bodies
- central government or local councils
- law enforcement bodies, including investigators
- credit reference agencies
- other insurance companies.

We may also share the following data with the types of organisations outlined above, for the purpose of statistical analysis, research and improving services:

- anonymised data – data encrypted to make it anonymous, which protects an individual's privacy by removing personally identifiable information
- pseudonymised data – personally identifiable information replaced with a pseudonym to make the data less identifiable, such as replacing a name with a unique number
- aggregated data – similar groups of data, such as age, profession or income which are expressed as a summary for statistical analysis.

#### **How we use your personal information for websites and email communications**

When you visit one of our websites we may collect information from you such as your email address or IP address. This helps us to track unique visits and monitor patterns of customer website traffic, such as who visits and why they visit.

We use cookies and/or pixel tags on some pages of our website. A cookie is a small text file sent to your computer. A pixel tag is an invisible tag placed on certain pages of our website but not on your computer. Pixel tags usually work together with cookies to assist us to provide you with a more tailored service. This allows us to monitor and improve our email communications and website. Useful information about cookies, including how to remove them, can be found on our websites.

#### **How we transfer your personal information to other countries**

Where we transfer your personal information to countries that are outside of the UK and the European Union (EU) we will ensure that it is protected and that the transfer is lawful. We will do this by ensuring that the personal information is given adequate safeguards by using 'standard contractual clauses' which have been adopted or approved by the UK and the EU, or other solutions that are in line with the requirements of European data protection laws.

A copy of our security measures for personal information transfers can be obtained from our Data Protection Officer at: Zurich Insurance Group, Tri-centre 1, Newbridge Square, Swindon, SN1 1HN, or by emailing the Data Protection Officer at GBZ.General.Data.Protection@uk.zurich.com.

#### **How long we keep your personal information for**

We will keep and process your personal information for as long as necessary to meet the purposes for which it was originally collected.

There are a number of factors influencing how long we will keep your personal information, and these are shown below:

- to comply with applicable laws and regulations or set out in codes issued by regulatory authorities or professional bodies
- our business processes, associated with the type of product or service that we have provided to you
- the type of data that we hold about you
- if your data relates to any ongoing, pending, threatened, imminent or likely dispute, litigation or investigation
- to enable us to respond to any questions, complaints, claims or potential claims
- if you or a regulatory authority require us to keep your data for a legitimate purpose.

#### **Your data protection rights**

We will, for the purposes of providing you with a contract of insurance, processing claims, reinsurance and targeted marketing, process your personal information by means of automated decision making and profiling where we have a legitimate interest and/or you have consented to this.

You have a number of rights under the data protection laws, namely:

- to access your data (by way of a subject access request)
- to have your data rectified if it is inaccurate or incomplete
- in certain circumstances, to have your data deleted or removed
- in certain circumstances, to restrict the processing of your data
- a right of data portability, namely to obtain and reuse your data for your own purposes across different services
- to object to direct marketing
- not to be subject to automated decision making (including profiling), where it produces a legal effect or a similarly significant effect on you
- to claim compensation for damages caused by a breach of the data protection legislation
- if we are processing your personal information with your consent, you have the right to withdraw your consent at any time.

You can exercise your rights by contacting our Data Protection Officer at: Zurich Insurance Group, Tri-centre 1, Newbridge Square, Swindon, SN1 1HN or by emailing the Data Protection Officer at GBZ.General.Data.Protection@uk.zurich.com.

#### **What happens if you fail to provide your personal information to us**

If you do not provide us with your personal information, we will not be able to provide you with a contract or assess future claims for the service you have requested.

# Important notes



## Fraud prevention and detection

In order to prevent and detect fraud we may at any time:

- check your personal data against counter fraud systems
- use your information to search against various publicly available and third party resources
- use industry fraud tools including undertaking credit searches and to review your claims history
- share information about you with other organisations including but not limited to the police, the Insurance Fraud Bureau (IFB), other insurers and other interested parties.

If you provide false or inaccurate information and fraud is identified, the matter will be investigated and appropriate action taken. This may result in your case being referred to the Insurance Fraud Enforcement Department (IFED) or other police forces and fraud prevention agencies. You may face fines or criminal prosecution. In addition, Zurich may register your name on the Insurance Fraud Register, an industry-wide fraud database.

## Claims history

We may pass information relating to claims or potential claims to the Claims and Underwriting Exchange Register (CUE), where the data is controlled by the Motor Insurers' Bureau, and other relevant databases.

We and other insurers may search these databases when you apply for insurance, when claims or potential claims are notified to us or at time of renewal to validate your claims history or that of any other person or property likely to be involved in the policy or claim.

This helps to check information provided and prevent fraudulent claims.

## Employers' Liability Tracing Office (ELTO)

We are members of the Employers' Liability Tracing Office (ELTO), an independent industry body who maintains a centralised database that helps those who have suffered injury or disease in the workplace to identify the relevant Employers' Liability insurer quickly and efficiently.

It is important, for the services of ELTO to be fully effective, that you inform us of your ERN (Employer Reference Number also known as the Employer PAYE reference) and all subsidiary company names and their ERNs if applicable.

As members of ELTO we will forward details of your policy if it contains Employers' Liability cover to ELTO together with details of any ERNs you have supplied to us.





# Your Marine Combined policy

This Policy is a contract between the Insured as stated in the schedule (also referred to as you, your, yours or yourselves) and Zurich Insurance plc (also referred to as the Insurer, we, us, our or ours).

This Policy and any Schedule, Endorsement and Certificate should be read as if they are one document.

We will insure you under those Sections stated in the Schedule during any Period of Insurance for which we have accepted your premium. Our liability will in no case exceed the amount of any sum insured or limit of indemnity stated in this Policy, the Schedule or any endorsement to this Policy.

Any reference to the singular will include the plural and vice versa.

Any reference to any statute or statutory instrument will include any amendments thereto or re-enactment thereof.

Any heading in this Policy is for ease of reference only and does not affect its interpretation.

## **Law applicable to this contract**

In the UK the law allows both you and us to choose the law applicable to this contract. This contract will be subject to the relevant law of England and Wales, Scotland, Northern Ireland, the Isle of Man or the Channel Islands depending upon your address stated in the schedule. If there is any dispute as to which law applies it will be English law.

The parties agree to submit to the exclusive jurisdiction of the English courts.

This is a legal document and should be kept in a safe place.

Please read this Policy and any Schedule, Endorsement and Certificate carefully and if they do not meet your needs contact us or your broker or insurance intermediary.





# Section A – Material Damage ‘All Risks’

In the event of the Property Insured described in the Schedule being accidentally lost, destroyed or damaged during the Period of Insurance the Insurer will pay to the Insured the value of the property at the time of its loss or destruction or the amount of the damage or at the Insurer's option reinstate or replace such property or any part of it.

Provided always that the liability of the Insurer under this Section shall not exceed:

- a) in the whole the Total Sum Insured or in respect of any item its sum insured or any other limit of liability stated in the Schedule at the time of the loss, destruction or damage
- b) the sum insured (or limit) remaining after deduction for any other loss, destruction or damage occurring during the same Period of Insurance, unless the Insurer shall have agreed to reinstate any such sum insured (or limit).

## Definitions

### 1. Property Insured

#### Buildings

- a) Buildings described in the Schedule and including:
  - i) landlords' fixtures and fittings
  - ii) outbuildings, extensions, annexes, canopies, fixed signs, gangways, conveniences, lamp posts and street furniture
  - iii) walls, gates and fences
  - iv) drains, sewers, piping, ducting, cables, wires and associated control gear and accessories on the Premises and extending to the public mains, but only to the extent of the Insured's responsibility
  - v) yards, car-parks, roads, pavements, forecourts, all constructed of solid materials
  - vi) all fixed glass at the Premises but excluding any lettered, stained, leaded, engraved, coloured, armoured or other special glass in excess of £500 in respect of any one claim.

#### Contents

- b) Contents therein and thereon the property of the Insured or held by the Insured in trust for which the Insured is responsible including:
  - i) tenants' improvements, alterations and decorations
  - ii) so far as they are not otherwise insured, employees', directors' and visitors' personal effects of every description (other than motor vehicles) for an amount not exceeding £500 in respect of any one person
  - iii) Contents of outbuildings
  - iv) Contents in the open yards

but excluding:

- i) landlords' fixtures and fittings
- ii) stock and materials in trade
- iii) money and stamps (including National Insurance stamps) in excess of £500
- iv) documents, manuscripts and business books except for the cost of the materials and of clerical labour expended in reproducing such records
- v) computer systems records except for an amount not exceeding £10,000 in respect of the cost of the materials and of clerical labour and computer time expended in reproducing such records
- vi) any expense in connection with the production of the information to be recorded in documents, manuscripts, business books or computer systems records
- vii) vehicles licensed for road use including accessories thereon
- viii) vessels, boats and all other waterborne craft.

#### Stock

- c) Stock and materials in trade therein and thereon the property of the Insured or held by the Insured in trust for which the Insured is responsible excluding vessels, boats and all other waterborne craft.

#### Miscellaneous

- d) As described under the heading 'Description' in the Schedule.

For the purpose of determining where necessary the heading under which any property is insured the Insurer agrees to accept the designation under which such property has been entered in the Insured's books.

### 2. Damage

'DAMAGE' in capital letters shall mean accidental loss or destruction of or damage to the Property Insured.

### 3. Defined Peril

'Defined Peril' shall mean fire, lightning, explosion, aircraft or other aerial devices or articles dropped therefrom, riot, civil commotion, strikers, locked-out workers, persons taking part in labour disturbances, malicious persons (other than thieves), earthquake, storm, flood, escape of water from any tank, apparatus or pipe or impact by any mechanically propelled vehicle or by goods falling therefrom or animal.

### Exclusions

Refer to the section titled Exclusions applicable to Sections A, B1, B2 and B3.



## Clauses applicable to Section A

### 1. Architects', Surveyors', Legal and Consulting Engineers' Fees

- a) The insurance by each item on Buildings and Contents includes an amount in respect of Architects', Surveyors', Legal and Consulting Engineers' Fees
- b) the insurance on Fees applies only to those necessarily and reasonably incurred in the reinstatement or repair of Property Insured consequent upon its DAMAGE but not for preparing any claim, it being understood that the amount payable under the item shall not exceed in total its Sum Insured.

### 2. Automatic Reinstatement of Loss

In the absence of written notice by the Insurer or the Insured to the contrary the insurance hereby shall not be reduced by the amount of any loss in consideration of which the Insured shall pay the appropriate extra premium on the amount of the loss from the date thereof to the expiry of the Period of Insurance provided always that:

- a) the aggregate of the amounts so reinstated for losses by Theft during any one Period of Insurance shall not exceed the amount of the sum insured
- b) the Insured shall take immediate steps to effect such additions to or variations in the protections of the Property Insured as the Insurer may require.

### 3. Capital Additions

The insurance by this Section shall subject to its terms and conditions extend to cover:

- a) any newly acquired Buildings and Contents in the United Kingdom insofar as the same are not otherwise insured; and
- b) alterations, additions and improvements to Buildings and Contents

but not in respect of any appreciation in value during the current Period of Insurance at any of the Premises hereby insured provided always that:

- i) at any one situation this cover shall not exceed 10% of the Total Sum Insured on such property or £500,000 whichever is the lesser
- ii) the Insured undertakes to give particulars of such extensions of cover as soon as practicable and to effect specific insurance thereon retrospective to the date of the commencement of the Insurer's liability
- iii) the provisions of this clause shall be fully maintained notwithstanding any specific insurance effected under ii) above.

### 4. Contract Price

In respect only of goods sold but not delivered for which the Insured is responsible subject to a sale contract which, following DAMAGE insured hereby, is cancelled by reason of its conditions wholly or to the extent of the DAMAGE, the liability of the Insurer shall be based on the contract price.

### 5. Contracting Purchasers

If at the time of DAMAGE the Insured shall have contracted to sell their interest in any Building hereby insured and the purchase shall not have been but shall be thereafter completed, the purchaser on completion of the purchase

(if and so far as the property is not insured against such DAMAGE by him or on his behalf) shall be entitled to benefit under this Section without prejudice to the rights and liabilities of the Insured or the Insurer until completion.

### 6. Customers' Goods

The Insured having intimated to their customers that they will accept responsibility for loss or damage to goods the property of such customers or for which the said customers may be legally responsible whether manufactured by the Insured or not, upon which work is to be, is being done, or has been done on behalf of customers by the Insured or which may be left in the Insured's custody it is hereby declared and agreed that all such goods shall be held to be insured by the item(s) on the Schedule relating to Stock except insofar as they may be more specifically insured elsewhere. This Clause does not apply to vessels, boats and all other waterborne craft.

### 7. Excess

Where an excess is shown in the Schedule to this Section the Insured shall bear such amount in respect of each and every loss after the application of any Condition of Average (Underinsurance).

### 8. Fire Extinguishment Expenses

The Insurer will pay the reasonable costs incurred by the Insured in:

- a) refilling fire extinguishing appliances
- b) recharging halon gas and CO2 flooding systems
- c) replacing used sprinkler heads
- d) refilling sprinkler tanks where water costs are metered
- e) resetting fire and intruder alarms

all in consequence of DAMAGE insured hereby.

### 9. Index Linking

Where so indicated in the Schedule to this Section the Sum Insured will be adjusted during the Period of Insurance in accordance with fluctuations in suitable indices of cost.

In the event of loss the Sum Insured will continue to be adjusted in accordance with fluctuations in the indices during the period necessary for completion of repair or reinstatement provided always that repair or reinstatement is carried out without unreasonable delay.

The premium will remain unchanged during the Period of Insurance but at each renewal the premium will be calculated on the revised Sum Insured.

### 10. Landscaped Gardens

This Section includes costs and expenses incurred with the consent of the Insurer in making good destruction of or damage to landscaped gardens or grounds at the Premises caused by DAMAGE as insured hereby, but excluding:

- a) the cost of movement of soil other than as necessary for surface preparation
- b) the failure of trees, shrubs or turf to become established following replanting
- c) the failure of seeds to germinate.





Provided always that:

- i) the Insurer shall not be liable for the first £1,000 in respect of each and every loss arising from DAMAGE caused by Storm, Flood or Malicious Persons (other than by Fire or Explosion) not acting on behalf of or in connection with any political organisation or All Other Damage
- ii) the Insurer's liability any one occurrence shall not exceed £10,000 or 10% of the Sum Insured by the relevant item, whichever is the lesser.

### 11. Metered Water

The Insurer will pay the cost for which the Insured is responsible in respect of loss of metered water

Provided always that:

- a) the amount payable in respect of any one Premises is limited to such excess water charges demanded by the Water Authority and resulting from the accidental escape of water from pipes apparatus or tanks in consequence of DAMAGE insured hereby
- b) the Insurer's liability under this clause any one occurrence shall not exceed £10,000 or 10% of the Sum Insured by this Section, whichever is the less.

### 12. Mortgagees and Lessors

Any increase in the risk of DAMAGE resulting from any act or neglect of any Mortgagor, Leaseholder, Lessee or Occupier of any Buildings insured by this Policy will not prejudice the interest of any Mortgagee, Freeholder or Lessor provided such increase in risk is without their prior knowledge or authority and that the Insurer is notified immediately they become aware of such increase in risk and pay an appropriate additional premium if required.

### 13. Non-Invalidation

This insurance hereby shall not be invalidated by any act or omission or by any alteration whereby the risk of DAMAGE is increased unknown to or beyond the control of the Insured provided always that the Insured immediately they become aware thereof shall give notice to the Insurer and pay an additional premium if required.

### 14. Other Interests

Various parties may have a legal interest in part of the property insured by this Policy and the Insured undertakes to declare the names, nature and extent of any interest of any such parties at the time of the DAMAGE.

### 15. Removal of Debris

The insurance by all items of this Section except those applying wholly or in part to Stock if insured, includes costs and expenses necessarily incurred by the Insured with the consent of the Insurer in:

- a) removing debris
- b) dismantling and/or demolishing
- c) shoring up or propping
- d) boarding up

of the portion or portions of the property insured by the said items destroyed or damaged by any cause not herein excluded.

The liability of the Insurer under this clause and the Section in respect of any item shall in no case exceed the sum insured thereby.

The Insurer will not pay for any costs or expenses:

- i) incurred in removing debris except from the site of such property destroyed or damaged and the surface of the area immediately adjacent to such site
- ii) arising from pollution or contamination of property not insured by this Section.

### 16. Rent

The insurance on rent applies only if (any of) the said building(s) or any part thereof is unfit for occupation in consequence of its DAMAGE and then the amount payable shall not exceed such proportion of the Sum Insured on rent as the period necessary for reinstatement bears to the term of rent insured.

### 17. Stock Debris Removal Costs

Any insurance on 'Stock Debris Removal Costs' applies only in respect of costs and expenses necessarily incurred by the Insured with the consent of the Insurer in removing debris of the portion or portions of the Stock destroyed or damaged by any cause not herein excluded.

The Insurer will not pay for any costs or expenses:

- a) incurred in removing debris except from the site of such property destroyed or damaged and the surface of the area immediately adjacent to such site
- b) arising from pollution or contamination of property not insured by this Section.

### 18. Subrogation Waiver

In the event of a claim arising under this Policy, the Insurer agrees to waive any rights, remedies or relief to which it might become entitled by subrogation against:

- a) any Company standing in the relation of Parent to Subsidiary or Subsidiary to Parent to the Insured as defined in the Companies Act or Companies (N.I.) Order, as appropriate, current at the time of the DAMAGE
- b) any Company which is a Subsidiary of a Parent Company of which the Insured are themselves a Subsidiary in each case within the meaning of the Companies Act or Companies (N.I.) Order, as appropriate, current at the time of the DAMAGE
- c) any tenant or lessee in respect of DAMAGE to that part of the Premises in the demise of that tenant or lessee or to those parts of the Premises in which all the tenants have a common interest where the premium has been paid by the tenant or lessee unless such DAMAGE arises out of a criminal or malicious act of the tenant or lessee.

### 19. Temporary Removal

The property insured under this Section (other than Stock) is covered whilst temporarily removed for cleaning, renovation, repair or similar purposes elsewhere and in transit thereto and therefrom all in Great Britain, Northern Ireland, the Channel Islands and the Isle of Man.



Provided always that:

- a) the liability of the Insurer under this clause in respect of each item of the Section for any DAMAGE occurring elsewhere than at the within mentioned Premises shall not exceed 10% of the sum insured by the item
- b) this clause does not apply to property in so far as it is otherwise insured.

## 20. Temporary Removal – Documents and Computer System Records

This Section includes the following whilst temporarily removed to premises not in the Insured's occupation but whilst remaining within Great Britain, Northern Ireland, the Channel Islands and the Isle of Man:

- a) deeds and other documents, manuscripts, plans and writings of every description and books (but excluding computer system records) up to 10% of the total value of such property
- b) computer system records up to 10% of the limit of liability shown in the definition of Contents.

## 21. Trace and Access

In the event of DAMAGE resulting from Escape of Water or Fuel Oil if insured hereby, the insurance includes the costs necessarily and reasonably incurred with the consent of the Insurer in:

- a) locating the source of such DAMAGE
- b) the subsequent making good of damage caused as a consequence thereof

provided always that the Insurer's liability for any one occurrence shall not exceed £10,000 or 10% of the Sum Insured by this Section, whichever is the lesser.

## 22. Unauthorised use of Electricity, Gas or Water

This Section includes the cost of metered electricity, gas or water for which the Insured are legally responsible arising from its unauthorised use by persons taking possession, keeping possession or occupying the Premises without the Insured's authority.

Provided always that:

- a) all practicable steps are taken to terminate such unauthorised use as soon as it is discovered
- b) the Insurer's limit of liability any one occurrence shall not exceed £10,000 or 10% of the sum insured by the relevant item, whichever is the lesser.

## 23. Workmen

Workmen are allowed to work in the Buildings for the purposes of effecting any repairs, minor additions and alterations or decorations without prejudice to this insurance.

## 24. Theft of Keys

Where DAMAGE by theft is not excluded in its entirety the Insurer will pay to the Insured the reasonable expenses not exceeding £500 incurred for the necessary replacement of locks following the loss of keys to the premises or any safe or strongroom therein caused by theft from the Premises or from the private residence of the Insured or an authorised employee.

## 25. Damage by Theft to the Building of the Premises

The insurance under this Section includes damage to the buildings of the Premises (including damage to glass which is accepted by a Police Authority as prima facie evidence of attempted theft) falling to be borne by the Insured which directly results from theft or attempted theft (as otherwise insured hereby).

Provided always that if the Buildings of the Premises are not insured by this Section the liability of the Insurer under this clause during any one Period of Insurance shall not exceed the sum of £25,000 or the Total Sum Insured if less.

## Supplementary conditions applicable to Section A

### 1. Condition of Average (Underinsurance)

The sum insured by each item of this Section (other than those applying solely to fees, rent, removal of debris or private dwelling houses) is declared to be separately subject to Average.

Whenever a sum insured is declared to be subject to Average, if such sum shall at the commencement of any DAMAGE be less than the value of the property covered within such sum insured, the amount payable by the Insurer in respect of such DAMAGE shall be proportionately reduced.

For the avoidance of doubt solely in respect of the application of Average to any item under this policy clause c) iii) of General Condition 8 – Fair Presentation of the Risk will not apply.

### 2. Fire Break Doors and Shutters

The Insured undertakes to maintain all firebreak doors and shutters within his custody or control in efficient working order and to keep them free from obstruction at all times.

### 3. Fire Extinguishing Appliances

The Insured undertakes to have fire extinguishing appliances serviced and maintained under an annual service contract with approved suppliers or as agreed with the Insurer.

Subject to the observance of the above undertaking this Policy shall not be invalidated as a result of any defect in any of the said appliances unknown to or beyond the control of the Insured.

### 4. Security Requirements

- a) Any additional protection required by the Insurer shall be fitted in accordance with their requirements and together with all other devices for the protection of the Property Insured shall be kept in good order and put into full and effective operation whenever the Premises are closed for business to customers or callers or are unattended
- b) all keys including duplicate keys relative to the security of the Premises or to any safe or strongroom containing Property Insured shall be removed from the Premises whenever they are closed for business or left unattended.

### 5. Unoccupied Buildings

The Insured will notify the Insurer when any Buildings become unoccupied or when an unoccupied Building or portion thereof becomes occupied and will pay a suitable additional premium if required.



## 6. European Community and Public Authorities (including Undamaged Property)

Subject to the following special conditions the insurance in respect of Buildings and Contents extends to include such additional cost of reinstatement as may be incurred solely by reason of the necessity to comply with the stipulations of:

- a) European Community Legislation; or
- b) Building or other Regulations under or framed in pursuance of any Act of Parliament or Bye-Laws of any Public Authority

(hereinafter referred to as 'the Stipulations') in respect of:

- i) the lost, destroyed or damaged property hereby insured
- ii) undamaged portions thereof

excluding:

- 1) the cost incurred in complying with the Stipulations:
  - A) in respect of DAMAGE occurring prior to the granting of this Extension
  - B) in respect of DAMAGE not insured by the Policy
  - C) under which notice has been served upon the Insured prior to the happening of the DAMAGE
  - D) for which there is an existing requirement which has to be implemented within a given period
  - E) in respect of property entirely undamaged
- 2) the additional cost that would have been required to make good the property lost, destroyed or damaged to a condition equal to its condition when new had the necessity to comply with the Stipulations not arisen
- 3) the amount of any charge or assessment arising out of capital appreciation which may be payable in respect of the property or by the owner thereof by reason of compliance with the Stipulations.

### Special conditions

- 1 The work of reinstatement must be commenced and carried out without unreasonable delay and in any case must be completed within twelve months after the DAMAGE or within such further time as the Insurer may allow (during the said twelve months) and may be carried out upon another site (if the Stipulations so necessitate) subject to the liability of the Insurer under this Extension not being thereby increased.
- 2 If the liability of the Insurer under (any item of) the Policy apart from this Extension shall be reduced by the application of any of the terms and conditions of the Policy then the liability of the Insurer under the Extension (in respect of any such item) shall be reduced in like proportion.
- 3 The total amount recoverable under any item of the Policy in respect of this Extension shall not exceed:
  - a) in respect of the lost, destroyed or damaged property – its sum insured
  - b) in respect of undamaged portions of property (other than foundations) – 15% of the total amount for which the Insurer would have been liable had the property insured by the item at the Premises where the DAMAGE has occurred been wholly destroyed.

- 4 The total amount recoverable under any item of the Policy shall not exceed its sum insured.
- 5 All the terms and conditions of the Policy except in so far as they are varied hereby shall apply as if they had been incorporated herein.

### 7. Reinstatement

Subject to the following special conditions the basis upon which the amount payable in respect of Buildings and Contents is to be calculated shall be the reinstatement of the property lost, destroyed or damaged.

For this purpose 'reinstatement' means:

- a) the rebuilding or replacement of property lost or destroyed which provided the liability of the Insurer is not increased may be carried out:
  - i) in any manner suitable to the requirements of the Insured
  - ii) upon another site
- b) the repair or restoration of property damaged in either case to a condition equivalent to or substantially the same as but not better or more extensive than its condition when new.

### Special conditions

- 1 The liability of the Insurer for the repair or restoration of property damaged in part only shall not exceed the amount which would have been payable had such property been wholly destroyed.
- 2 No payment beyond the amount which would have been payable in the absence of this Supplementary condition shall be made:
  - a) unless reinstatement commences and proceeds without unreasonable delay
  - b) until the cost of reinstatement shall have been actually incurred
  - c) if the Property Insured at the time of its loss, destruction or damage shall be insured by any other insurance effected by or on behalf of the Insured which is not upon the same basis of reinstatement.
- 3 All the terms and conditions of the Policy shall apply:
  - a) in respect of any claim payable under the provisions of this Supplementary condition except in so far as they are varied hereby
  - b) where claims are payable as if this Supplementary condition had not been incorporated.
- 4 If at the time of reinstatement the sum representing 85% of the cost which would have been incurred in reinstating the whole of the property covered by any item subject to this Supplementary condition exceeds its sum insured at the commencement of any DAMAGE, the liability of the Insurer shall not exceed that proportion of the amount of the DAMAGE which the said sum insured shall bear to the sum representing the total cost of reinstating the whole of such property at that time.

**Special condition 4 is not applicable to Buildings and Contents indicated in the Schedule as 'Index Linked'**



The following Supplementary conditions 8 to 11 (inclusive) are only applicable to Section 'A' if indicated in the Schedule to be operative

### 8. Intruder Alarm

It is a condition precedent to the liability of the Insurer that:

- a) any Intruder Alarm System required by the Insurer at any Premises so indicated in the Schedule shall be:
  - i) designed and installed to the requirements of either:
    - 1) BS4737 – Intruder Alarm Systems in Buildings or
    - 2) EN50131 – European Standard for Alarm Systems – Intruder and Hold-up Systems
  - ii) inspected and maintained under contract by a company which is acceptable to the local Police Authority and is approved by and registered with a United Kingdom Accreditation Service (UKAS) accredited intruder alarm inspectorate, whose regulations and codes of practice must be observed
  - iii) put into full and effective operation whenever the alarmed portion of the Premises is closed for business or left unattended
- b) all keys or fobs of the Intruder Alarm System shall be removed from the Premises whenever they are closed for business or left unattended except that where part of the Premises is occupied residentially by the Insured or an employee of the Insured the said keys or fobs shall be removed from the business portion of the Premises.

### Notes

- 1 The Intruder Alarm shall not be regarded as effective and immediate advice shall be given to the Insurer if:
  - a) the specification or system record provides for connection to a telephone line direct line or central station warning system and to the Insured's knowledge such line or system is not in full and effective working order or the Insured has had notice of withdrawal of the police or telephone or central station service and such service has actually been withdrawn
  - b) notice has been received from a Local Authority or Magistrate that imposes any requirement for abatement of a nuisance under the terms of the Environmental Protection Act 1990 or any subsequent or other legislation.
- 2 This Condition has continuing effect and its terms should be kept in mind. If circumstances should arise which render the Insured unable to comply with any part the Insurer should be contacted at once to see if help can be given to obtain reinstatement of cover.
- 3 Breach of this Condition shall only be relevant to claims in respect of theft or attempted theft of property whilst contained in the Premises at which the breach of Condition has occurred.

### 9. Minimum Security Requirements

#### Minimum Requirements for the Physical Security of the Premises

It is a condition precedent to liability that devices for the security of the Premises are installed in accordance with the following Security Requirements and all such devices are put into full and effective operation whenever the Premises are closed for business or left unattended:

#### Security Requirements for the Premises

- a) All external doors of the buildings occupied by the Insured together with internal doors which give access to any part of the buildings not occupied by the Insured must be fitted and secured with one of the following:
  - i) a mortise deadlock with a matching boxed striking plate or a rim lock, which in either case conforms to either BS3621: Thief Resistant Lock Assemblies, or BS3681: Thief Resistant Locks
  - ii) a five (or more) lever close shackle padlock and locking bar
  - iii) in the case of aluminium or UPVC framed doors, an integral cylinder operated swing bolt mortise lock
  - iv) an alternative form of lock or locking system of at least similar quality and strength to BS3621 or BS3681 which has been approved by the Insurer in writing.
- b) Where suitable all outward opening external doors of the buildings occupied by the Insured must be fitted and secured with hinge bolts.
- c) All accessible opening windows, fanlights and skylights including those accessible from decks, roofs, fire escapes or down pipes must be fitted and secured with key operated window locks. This requirement does not apply to windows protected by solid steel bars, grilles, steel shutters, expanded metal or weld-mesh.

#### Notes:

- 1 Any door or window designated a fire exit will require consultation with the Fire Authority or other competent body so that the interests of both safety and security can be met.
- 2 The above measures comprise the Insurer's minimum security requirements. Where additional protections are required by the Insurer or where the Insurer agrees to accept alternative security measures, the Insurer will specifically advise the Insured in writing.
- 3 This Condition has a continuing effect and its terms and conditions should be kept in mind. If circumstances arise which render the Insured unable to comply with any part of it, the Insured should advise the Insurer immediately to see if the Insurer can help the Insured obtain reinstatement of cover.
- 4 Breach of this Condition shall only invalidate claims in respect of theft or attempted theft of property whilst contained in the Premises at which the breach of Condition has occurred.



## 10. Glass Extension

Only applicable to the Premises as indicated in the Schedule. In the event of accidental breakage of fixed glass for which the Insured is responsible the Insurer will indemnify the Insured in respect of the cost of:

- a) replacement of such glass with glass of a similar quality or as otherwise recommended by the British Standard Code of Practice BS6262
- b) temporary boarding up necessarily incurred through breakage of the glass
- c) damage to frames and framework of any description and the cost of removing or replacing any Stock or Contents which may have to be removed to replace the glass up to a limit of £500.

This Extension does not cover:

- i) the cost of silvering, embossing, lettering, bending or ornamenting glass in excess of £500 any one loss
- ii) breakage of cracked or scratched glass
- iii) breakage, damage or loss resulting from repairs or alterations to the Premises or whilst the Premises are vacant or unoccupied
- iv) breakage, damage or loss caused by fire, lightning, explosion or earthquake
- v) in respect of each and every loss the amount stated in the Schedule to be the Excess.

## 11. Reinstatement – day one average

The Supplementary Condition "Reinstatement" is cancelled and the following substituted by the following:

- a) Subject to the following special conditions the basis upon which the amount payable in respect of any item on Buildings and Contents is to be calculated shall be the reinstatement of the property lost destroyed or damaged.

For this purpose "reinstatement" means:

- i) the rebuilding or replacement of property lost or destroyed which, provided the liability of the Insurer is not increased, may be carried out:
  - 1) in any manner suitable to the requirements of the Insured
  - 2) upon another site
- ii) the repair or restoration of property damaged in either case to a condition equivalent to or substantially the same as but not better or more extensive than its condition when new.
- b) The Insured having stated in writing the Declared Value (shown in brackets below the Sum Insured) for each of the said items, the premium has been calculated accordingly.

"Declared Value" means the Insured's assessment of the cost of reinstatement of the Property Insured arrived at in accordance with paragraph a) i) at the level of costs applying at the inception of the Period of Insurance (ignoring inflationary factors which may operate subsequently) together with insofar as the insurance by the item provides, due allowance for:

- i) the additional cost of reinstatement to comply with Public Authority requirements
- ii) professional fees
- iii) debris removal costs.

## Special Conditions

- 1 At the inception of each Period of Insurance the Insured shall notify the Insurer of the Declared Value of the Property Insured by each of the said item(s). In the absence of such declaration the last amount declared by the Insured shall be taken as the Declared Value for the ensuing Period of Insurance.
- 2 If at the time of DAMAGE the Declared Value of the property covered by such item be less than the cost of reinstatement (as defined in paragraph b above) at the inception of the Period of Insurance then the Insurer's liability for the DAMAGE shall not exceed that proportion thereof which the Declared Value bears to such cost of reinstatement.
- 3 The liability of the Insurer for the repair or restoration of property damaged in part only shall not exceed the amount which would have been payable had such Property been wholly destroyed.
- 4 No payment beyond the amount which would have been payable in the absence of this Condition shall be made:
  - a) unless reinstatement commences and proceeds without unreasonable delay
  - b) until the cost of reinstatement shall have been actually incurred
  - c) if the Property Insured at the time of its loss, destruction or damage shall be insured by any other insurance effected by or on behalf of the Insured which is not upon the same basis of reinstatement.
- 5 All the terms and conditions of the Policy shall apply:
  - a) in respect of any claim payable under the provisions of this Condition except in so far as they are varied hereby
  - b) where claims are payable as if this Condition had not been incorporated except that the Sum(s) Insured shall be limited to the Declared Value(s).



# Section B1 – Business Interruption ‘All Risks’ Estimated Gross Profit

In the event of any Incident during the Period of Insurance in consequence of which the Business carried on by the Insured at the Premises be interrupted or interfered with the Insurer will pay to the Insured in respect of each item stated in the Schedule the loss of Gross Profit due to:

- a) reduction in Turnover; and
- b) increase in cost of working

and the amount payable as indemnity shall be:

- i) in respect of reduction in Turnover the sum produced by applying the Rate of Gross Profit to the amount by which the Turnover during the Indemnity Period falls short of the Standard Turnover in consequence of the Incident
- ii) in respect of increase in cost of working the additional expenditure subject to the uninsured standing charges provision necessarily and reasonably incurred for the sole purpose of avoiding or diminishing the reduction in Turnover which but for that expenditure would have taken place during the Indemnity Period in consequence of the Incident but not exceeding the sum produced by applying the Rate of Gross Profit to the amount of the reduction thereby avoided

less any sum saved during the Indemnity Period in respect of the charges and expenses of the Business payable out of Gross Profit as may cease or be reduced in consequence of the Incident.

Provided always that:

- 1) at the time of the Incident there is in force an insurance covering the Insured’s interest in the property against such Incident and that payment:
  - A) has been made or liability admitted therefor
  - B) would have been made or liability admitted but for a proviso excluding liability for losses below a specified amount
- 2) the Insurer’s liability under this Section shall not exceed:
  - A) in respect of Gross Profit 133.3% of the Estimated Gross Profit stated herein and in respect of each other item 100% of the Sum Insured stated herein
  - B) the Sum Insured (or limit) remaining after deduction for any other interruption or interference consequent upon any Incident occurring during the same period of insurance unless the Insurer has agreed to reinstate the Sum Insured (or limit).

## Definitions

### 1. Consequential Loss

‘CONSEQUENTIAL LOSS’, in capital letters, shall mean loss resulting from interruption of or interference with the Business carried on by the Insured at the Premises in consequence of accidental loss or destruction of or damage to property used by the Insured at the Premises for the purpose of the Business.

### 2. Defined Peril

‘Defined Peril’ shall mean fire, lightning, explosion, aircraft or other aerial devices or articles dropped therefrom, riot, civil commotion, strikers, locked-out workers, persons taking part in labour disturbances, malicious persons (other than thieves), earthquake, storm, flood, escape of water from any tank apparatus or pipe or impact by any vehicle or by goods falling therefrom or by animal.

### 3. Estimated Gross Profit

The amount declared by the Insured to the Insurer as representing not less than the Gross Profit which it is anticipated will be earned by the Business during the financial year most nearly concurrent with the period of insurance or a proportionately increased multiple thereof where the Maximum Indemnity Period exceeds 12 months.

### 4. Gross Profit

The amount by which the Turnover plus the closing stock and work in progress exceeds the value of the opening stock plus the work in progress and the amount of the Uninsured Working Expenses.

### 5. Incident

Loss or destruction of or damage to property used by the Insured at the Premises for the purpose of the Business.

### 6. Indemnity Period

The period beginning with the occurrence of the Incident and ending not later than the Maximum Indemnity Period thereafter during which the results of the Business are affected.

### 7. Maximum Indemnity Period

The period stated in the Schedule.

### 8. Outstanding Debit Balances

The total amount outstanding in customers’ accounts on the last day of the month preceding an Incident adjusted for:

- a) bad debts; and
- b) amounts debited (or invoiced but not debited) and credited (including credit notes and cash not passed through the books at the time of the Incident) to customers’ accounts in the period between the last day of the month preceding the Incident and the date of the Incident; and
- c) any abnormal condition of trade which had or could have had a material effect on the Business

so that the adjusted figures shall represent as nearly as practicable those which would have applied at the date of the Incident.

### 9. Rate of Gross Profit

The rate of Gross Profit earned on the Turnover during the financial year immediately before the date of the Incident.



## 10. Standard Turnover

The Turnover during that period in the 12 months immediately before the date of the Incident which corresponds with the Indemnity Period.

## 11. Turnover

The money paid or payable to the Insured for goods sold and delivered and for services rendered in the course of the Business at the Premises.

## 12. Uninsured Working Expenses

Purchases, discounts allowed less discounts received, freight, packaging, bad debts and any other expenses stated as excluded in the Schedule.

### Notes

- 1 To the extent which the Insured is accountable to the tax authorities for Value Added Tax all terms in this Section shall be exclusive of such tax.
- 2 For the purpose of these definitions any adjustment implemented in current cost accounting shall be disregarded.
- 3 The amounts of opening and closing stocks and work in progress shall be arrived at in accordance with the Insured's normal accountancy methods due provision being made for depreciation.
- 4 The words and expressions used in the definition of Uninsured Working Expenses shall have the meaning attached to them in the Insured's books and accounts.
- 5 Adjustments shall be made to the Rate of Gross Profit and Standard Turnover as may be necessary to provide for the trend of the Business and for variations in or other circumstances affecting the Business either before or after the Incident or which would have affected the Business had the Incident not occurred so that the adjusted figures shall represent as nearly as practicable the results which but for the Incident would have been obtained during the relative period after the Incident.

### Clauses

#### 1. Alternative Trading

If during the Indemnity Period goods are sold or services provided elsewhere than at the Premises for the benefit of the Business either by the Insured or by others on the Insured's behalf the money paid or payable in respect of such sales or services shall be brought into account in arriving at the Turnover during the Indemnity Period.

#### 2. Book Debts

In the event of an Incident in consequence of which the Insured is unable to trace or establish the Outstanding Debit Balances in whole or in part due to the Insured the Insurer will pay to the Insured the amount of any loss of Outstanding Debit Balances resulting provided always that:

- a) the amount payable shall not exceed:
  - i) the difference between:
    - 1) Outstanding Debit Balances; and
    - 2) the total of the amounts received or traced

- ii) the additional expenditure incurred with the Insurer's prior consent in tracing and establishing customers' debit balances after the Incident
- iii) in total the sum stated in the Schedule

- b) it is a condition precedent to the Insurer's liability that:
  - i) the Insured's books of account and other business books and records in which customers' accounts are shown shall be kept in fire resisting safes or fire resisting cabinets when not in use
  - ii) duplicate records are kept in a separate building.

### 3. New Businesses

For any claim arising from an Incident occurring before the completion of the first year's trading of the Business at the Premises the definitions of Rate of Gross Profit and Standard Turnover shall have the following meanings:

**Rate of Gross Profit:** the Rate of Gross Profit earned on the Turnover during the period between the date of the commencement of the Business and the date of the Incident.

**Standard Turnover:** the proportional equivalent for a period equal to the Indemnity Period of the Turnover realised during the period between the commencement date of the Business and the date of the Incident.

### 4. Payments on Account

At the Insurer's discretion payments on account may be made to the Insured during the Indemnity Period but in no case shall any payment exceed the Insurer's liability in respect of reduction in Turnover under each item for the period in respect of which a payment is to be made.

### 5. Premium Adjustment

The premium is provisional and based upon the Estimated Gross Profit.

Not later than six months after the expiry of each period of insurance the Insured shall supply to the Insurer a declaration confirmed by the Insured's professional accountants of the Gross Profit earned during the financial year most nearly concurrent with the period of insurance.

If any Incident has occurred giving rise to a claim the declaration shall be increased by the Insurer for the purposes of premium adjustment by the amount by which the Gross Profit was reduced during the financial year solely in consequence of the Incident.

If the declaration adjusted as provided for above and proportionately increased where the Maximum Indemnity Period exceeds 12 months:

- a) is less than the Estimated Gross Profit for the relative period of insurance the Insurer will allow a pro rata return of premium paid on the Estimated Gross Profit but not exceeding 50% of such premium
- b) is greater than the Estimated Gross Profit for the relative period of insurance the Insured shall pay a pro rata addition to the premium on the Estimated Gross Profit.



## 6. Professional Accountants' Fees

The Insurer will pay reasonable fees payable by the Insured to the Insured's professional accountants for producing any particulars or details contained in the Insured's accounts or other documents which may be required by the Insurer under the conditions of this Section for the purpose of investigating or verifying any claim.

## 7. Salvage Sale

If following any Incident giving rise to a claim under this Section the Insured holds a salvage sale during the Indemnity Period the cover paragraph shall read as follows:

In respect of reduction in Turnover the sum produced by applying the Rate of Gross Profit to the amount by which the Turnover during the Indemnity Period less the Turnover for the period of the salvage sale shall in consequence of the Incident fall short of the Standard Turnover from which sum shall be deducted the Gross Profit actually earned during the period of the salvage sale.

## 8. Separate Businesses or Departments

For each business or department of the Business for which independent trading results are ascertainable the cover paragraphs a) and b) applicable to Gross Profit and increase in cost of working shall be separately applied.

## 9. Uninsured Standing Charges

If any standing charges of the Business are not insured having been deducted in arriving at the Gross Profit then in calculating the amount recoverable as increase in cost of working only that proportion of any additional expenditure shall be brought into account which the Gross Profit bears to the sum of the Gross Profit and uninsured standing charges.

The following Extensions 1 to 4 (inclusive) are only applicable to Section B1 if indicated in the Schedule to be operative

### 1. Suppliers Extension

Any loss as insured by this Section resulting from interruption of or interference with the Business in consequence of accidental loss, destruction or damage at the applicable situation(s) named in the Schedule shall be deemed to be an Incident, provided that, after the application of all other terms and conditions of the Policy the liability under the Extension in respect of any one occurrence shall not exceed those limit(s) shown in the Schedule.

This Extension does not cover the premises of any supply undertaking from which the Insured obtains electricity, gas or water or telecommunications services.

### 2. Customers Extension

Any loss as insured by this Section resulting from interruption of or interference with the Business in consequence of accidental loss, destruction or damage at the applicable situation(s) named in the Schedule shall be deemed to be an Incident, provided that, after the application of all other terms and conditions of the Policy the liability under the Extension in respect of any one occurrence shall not exceed those limit(s) shown in the Schedule.

## 3. Denial of Access

This Section is extended to include loss as insured by this Section resulting from interruption of or interference with the Business in consequence of accidental loss, destruction or damage to property within a radius of 500 metres of the Premises, which prevents or hinders the use of the Premises or access thereto, whether the Premises or property of the Insured therein shall be damaged or not. But excluding:

loss or destruction of or damage to property of any supply undertaking from which the Insured obtains electricity, gas or water, or telecommunications services which prevents or hinders the supply of such services, to the Premises.

The liability under this Extension in respect of any one occurrence shall not exceed the amount stated in the Schedule.

The maximum indemnity period provided under this Extension is 3 months.

## 4. Public Utilities – Electricity, Gas, Water and Telecommunications

Any loss as insured by this Section resulting from interruption of or interference with the Business in consequence of accidental loss, destruction or damage to the under-noted property shall be deemed to be an Incident, provided that, after the application of all other terms and conditions of the Policy the liability under the Extension in respect of any one occurrence shall not exceed the amount stated in the Schedule

Property at any:

- a) generating station or sub-station of the public electricity supply undertaking
- b) land based premises of the public gas supply undertaking or of any natural gas producer linked directly therewith
- c) water works or pumping station of the public water supply undertaking
- d) land based premises of the public telecommunications undertaking
- e) the terminal end(s) of a)/d) above

from which the Insured obtains electricity gas water or telecommunications services all in Great Britain or Northern Ireland.

Excluding the first 24 hours of each and every loss.

The maximum indemnity period provided under this Extension is 12 months.





# Section B2 – Business Interruption ‘All Risks’ Estimated Gross Revenue

In the event of any Incident during the Period of Insurance in consequence of which the Business carried on by Insured at the Premises be interrupted or interfered with the Insurer will pay to the Insured in respect of each item stated in the Schedule the:

- a) loss of Gross Revenue; and
- b) increase in cost of working

and the amount payable as indemnity shall be:

- i) in respect of loss of Gross Revenue the amount by which the Gross Revenue during the Indemnity Period falls short of the Standard Gross Revenue in consequence of the Incident
- ii) in respect of increase in cost of working the additional expenditure necessarily and reasonably incurred for the sole purpose of avoiding or diminishing the reduction in Gross Revenue which but for that expenditure would have taken place during the Indemnity Period in consequence of the Incident but not exceeding the amount of reduction in Gross Revenue thereby avoided

less any sum saved during the Indemnity Period in respect of the charges and expenses of the Business payable out of Gross Revenue as may cease or be reduced in consequence of the Incident.

Provided always that:

- 1) at the time of the Incident there is in force an insurance covering the Insured’s interest in the property against such Incident and that payment:
  - A) has been made or liability admitted therefor
  - B) would have been made or liability admitted but for a proviso excluding liability for losses below a specified amount
- 2) the Insurer’s liability under this Section shall not exceed:
  - A) in respect of Gross Revenue 133.3% of the Estimated Gross Revenue stated herein and in respect of each other item 100% of the Sum Insured stated herein
  - B) the Sum Insured (or limit) remaining after deduction for any other interruption or interference consequent upon any Incident occurring during the same period of insurance unless the Insurer has agreed to reinstate the Sum Insured (or limit).

## Definitions

### 1. Consequential Loss

‘CONSEQUENTIAL LOSS’, in capital letters, shall mean loss resulting from interruption of or interference with the Business carried on by the Insured at the Premises in consequence of accidental loss or destruction of or damage to property used by the Insured at the Premises for the purpose of the Business.

### 2. Defined Peril

‘Defined Peril’ shall mean fire, lightning, explosion, aircraft or other aerial devices or articles dropped therefrom, riot, civil commotion, strikers, locked-out workers, persons taking part in labour disturbances, malicious persons (other than thieves), earthquake, storm, flood, escape of water from any tank apparatus or pipe or impact by any vehicle or by goods falling therefrom or by animal.

### 3. Estimated Gross Revenue

The amount declared by the Insured to the Insurer as representing not less than the Gross Revenue which it is anticipated will be earned by the Business during the financial year most nearly concurrent with the period of insurance or a proportionately increased multiple thereof where the Maximum Indemnity Period exceeds 12 months.

### 4. Gross Revenue

The money paid or payable to the Insured for goods sold and delivered and for services rendered in the course of the Business at the premises less the relative cost of purchases and other specific costs as may be applicable to the Business.

### 5. Incident

Loss or destruction of or damage to property used by the Insured at the Premises for the purpose of the Business.

### 6. Indemnity Period

The period beginning with the occurrence of the Incident and ending not later than the Maximum Indemnity Period thereafter during which the results of the Business are affected.

### 7. Maximum Indemnity Period

The period stated in the Schedule.

### 8. Outstanding Debit Balances

The total amount outstanding in customers’ accounts on the last day of the month preceding an Incident adjusted for:

- a) bad debts; and
- b) amounts debited (or invoiced but not debited) and credited (including credit notes and cash not passed through the books at the time of the Incident) to customers’ accounts in the period between the last day of the month preceding the Incident and the date of the Incident; and
- c) any abnormal condition of trade which had or could have had a material effect on the Business

so that the adjusted figures shall represent as nearly as practicable those which would have applied at the date of the Incident.

### 9. Standard Gross Revenue

The Gross Revenue during that period in the 12 months immediately before the date of the Incident which corresponds with the Indemnity Period.



## Notes

- 1 To the extent which the Insured is accountable to the tax authorities for Value Added Tax all terms in this Section shall be exclusive of such tax.
- 2 For the purpose of these definitions any adjustment implemented in current cost accounting shall be disregarded.
- 3 Adjustments shall be made to the Standard Gross Revenue as may be necessary to provide for the trend of the Business and for variations in or other circumstances affecting the Business either before or after the Incident or which would have affected the Business had the Incident not occurred so that the adjusted figures shall represent as nearly as practicable the results which but for the Incident would have been obtained during the relative period after the Incident.

## Clauses

### 1. Alternative Trading

If during the Indemnity Period goods are sold or services provided elsewhere than at the Premises for the benefit of the Business either by the Insured or by others on the Insured's behalf the money paid or payable in respect of such sales or services shall be brought into account in arriving at the Gross Revenue during the Indemnity Period.

### 2. Book Debts

In the event of an Incident in consequence of which the Insured is unable to trace or establish the Outstanding Debit Balances in whole or in part due to the Insured the Insurer will pay to the Insured the amount of any loss of Outstanding Debit Balances resulting provided always that:

- a) the amount payable shall not exceed:
  - i) the difference between:
    - 1) Outstanding Debit Balances; and
    - 2) the total of the amounts received or traced
  - ii) the additional expenditure incurred with the Insurer's prior consent in tracing and establishing customers' debit balances after the Incident
  - iii) in total the sum stated in the Schedule
- b) it is a condition precedent to the Insurer's liability that:
  - i) the Insured's books of account and other business books and records in which customers' accounts are shown shall be kept in fire resisting safes or fire resisting cabinets when not in use
  - ii) duplicate records are kept in a separate building.

### 3. New Businesses

For any claim arising from an Incident occurring before the completion of the first year's trading of the Business at the Premises the definition of Standard Gross Revenue shall have the following meaning:

**Standard Gross Revenue:** the proportional equivalent for a period equal to the Indemnity Period of the Gross Revenue realised during the period between the date of the commencement of the Business and the date of the Incident.

### 4. Payments on Account

At the Insurer's discretion payments on account may be made to the Insured during the Indemnity Period but in no case shall any payment exceed the Insurer's liability in respect of reduction in Gross Revenue under each item for the period in respect of which a payment is to be made.

### 5. Premium Adjustment

The premium is provisional and based upon the Estimated Gross Revenue.

Not later than six months after the expiry of each period of insurance the Insured shall supply to the Insurer a declaration confirmed by the Insured's professional accountants of the Gross Revenue earned during the financial year most nearly concurrent with the period of insurance.

If any Incident has occurred giving rise to a claim the declaration shall be increased by the Insurer for the purposes of premium adjustment by the amount by which the Gross Revenue was reduced during the financial year solely in consequence of the Incident.

If the declaration adjusted as provided for above and proportionately increased where the Maximum Indemnity Period exceeds 12 months:

- a) is less than the Estimated Gross Revenue for the relative period of insurance the Insurer will allow a pro rata return of premium paid on the Estimated Gross Revenue but not exceeding 50% of such premium
- b) is greater than the Estimated Gross Revenue for the relative period of insurance the Insured shall pay a pro rata additional premium on the Estimated Gross Revenue.

### 6. Professional Accountants' Fees

The Insurer will pay reasonable fees payable by the Insured to the Insured's professional accountants for producing any particulars or details contained in the Insured's accounts or other documents which may be required by the Insurer under the conditions of this Section for the purpose of investigating or verifying any claim.

### 7. Temporary Removal of Documents

Loss resulting from interruption or interference with the Business in consequence of loss or destruction of or damage to office records of any description while temporarily removed in Great Britain, Northern Ireland, the Channel Islands or the Isle of Man shall be deemed by the Insurer to be loss resulting from an Incident.



The following Extensions 1 to 4 (inclusive) are only applicable to Section B2 if indicated in the Schedule to be operative.

### 1. Suppliers Extension

Any loss as insured by this Section resulting from interruption of or interference with the Business in consequence of accidental loss, destruction or damage at the applicable situation(s) named in the Schedule shall be deemed to be an Incident, provided that, after the application of all other terms and conditions of the Policy the liability under the Extension in respect of any one occurrence shall not exceed those limit(s) shown in the Schedule.

This Extension does not cover the premises of any supply undertaking from which the Insured obtains electricity, gas or water or telecommunications services.

### 2. Customers Extension

Any loss as insured by this Section resulting from interruption of or interference with the Business in consequence of accidental loss, destruction or damage at the applicable situation(s) named in the Schedule shall be deemed to be an Incident, provided that, after the application of all other terms and conditions of the Policy the liability under the Extension in respect of any one occurrence shall not exceed those limit(s) shown in the Schedule.

### 3. Denial of Access

This Section is extended to include loss as insured by this Section resulting from interruption of or interference with the Business in consequence of accidental loss, destruction or damage to property within a radius of 500 metres of the Premises, which prevents or hinders the use of the Premises or access thereto, whether the Premises or property of the Insured therein shall be damaged or not. But excluding:

loss or destruction of or damage to property of any supply undertaking from which the Insured obtains electricity, gas or water, or telecommunications services which prevents or hinders the supply of such services, to the Premises.

The liability under this Extension in respect of any one occurrence shall not exceed the amount stated in the Schedule.

The maximum indemnity period provided under this Extension is 3 months.

### 4. Public Utilities – Electricity, Gas, Water and Telecommunications

Any loss as insured by this Section resulting from interruption of or interference with the Business in consequence of accidental loss, destruction or damage to the under-noted property shall be deemed to be an Incident, provided that, after the application of all other terms and conditions of the Policy the liability under the Extension in respect of any one occurrence shall not exceed the amount stated in the Schedule

Property at any:

- a) generating station or sub-station of the public electricity supply undertaking
- b) land based premises of the public gas supply undertaking or of any natural gas producer linked directly therewith
- c) water works or pumping station of the public water supply undertaking
- d) land based premises of the public telecommunications undertaking
- e) the terminal end(s) of a)/d) above

from which the Insured obtains electricity gas water or telecommunications services all in Great Britain or Northern Ireland.

Excluding the first 24 hours of each and every loss.

The maximum indemnity period provided under this Extension is 12 months.



# Section B3 – Business Interruption ‘All Risks’ Estimated Rent Receivable

In the event of an Incident during the Period of Insurance in consequence of which the Business carried on by the Insured at the Premises be interrupted or interfered with the Insurer will pay to the Insured in respect of each item stated in the Schedule the:

- a) loss of Rent Receivable; and
- b) increase in cost of working

and the amount payable as indemnity shall be:

- i) in respect of loss of Rent Receivable the amount by which the Rent Receivable during the Indemnity Period falls short of the Standard Rent Receivable in consequence of the Incident
- ii) in respect of increase in cost of working the additional expenditure necessarily and reasonably incurred for the sole purpose of avoiding or diminishing the reduction in the Rent Receivable which but for that expenditure would have taken place during the Indemnity Period in consequence of the Incident

less any sum saved during the Indemnity Period in respect of the charges and expenses of the Business payable out of Rent Receivable as may cease or be reduced in consequence of the Incident.

Provided always that:

- 1) at the time of the Incident there is in force an insurance covering the Insured’s interest in the property against such Incident and that payment:
  - A) has been made or liability admitted therefor
  - B) would have been made or liability admitted but for a proviso excluding liability for losses below a specified amount
- 2) the Insurer’s liability under this Section shall not exceed:
  - A) in respect of Rent Receivable 133.3% of the Estimated Rent Receivable stated herein and in respect of each other item 100% of the Sum Insured stated herein
  - B) the Sum Insured (or limit) remaining after deduction for any other interruption or interference consequent upon any Incident occurring during the same period of insurance unless the Insurer has agreed to reinstate any Sum Insured (or limit).

## Definitions

### 1. Consequential Loss

‘CONSEQUENTIAL LOSS’, in capital letters, shall mean loss resulting from interruption of or interference with the Business carried on by the Insured at the Premises in consequence of accidental loss or destruction of or damage to property used by the Insured at the Premises for the purpose of the Business.

### 2. Defined Peril

‘Defined Peril’ shall mean fire, lightning, explosion, aircraft or other aerial devices or articles dropped therefrom, riot, civil commotion, strikers, locked-out workers, persons taking part in labour disturbances, malicious persons (other than thieves), earthquake, storm, flood, escape of water from any tank apparatus or pipe or impact by any vehicle or by goods falling therefrom or by animal.

### 3. Estimated Rent Receivable

The amount declared by the Insured to the Insurer as representing not less than the Rent Receivable which it is anticipated will be earned by the Business during the financial year most nearly concurrent with the period of insurance or a proportionately increased multiple thereof where the Maximum Indemnity Period exceeds 12 months.

### 4. Incident

Loss or destruction of or damage to property used by you at the Premises for the purpose of the Business.

### 5. Indemnity Period

The period beginning with the occurrence of the Incident and ending not later than the Maximum Indemnity Period thereafter during which the results of the Business are affected.

### 6. Maximum Indemnity Period

The period stated in the Schedule.

### 7. Outstanding Debit Balances

The total amount outstanding in customers’ accounts on the last day of the month preceding an Incident adjusted for:

- a) bad debts; and
- b) amounts debited (or invoiced but not debited) and credited (including credit notes and cash not passed through the books at the time of the Incident) to customers’ accounts in the period between the last day of the month preceding the Incident and the date of the Incident; and
- c) any abnormal condition of trade which had or could have had a material effect on the Business

so that the adjusted figures shall represent as nearly as practicable those which would have applied at the date of the Incident.



## 8. Rent Receivable

The amount of the rent and other income received or receivable from the letting of and the services rendered at the Premises.

## 9. Standard Rent Receivable

The Rent Receivable during that period in the 12 months immediately before the date of the Incident which corresponds with the Indemnity Period.

### Notes

- 1 To the extent which the Insured is accountable to the tax authorities for Value Added Tax all terms in this Section shall be exclusive of such tax.
- 2 For the purpose of these definitions any adjustment implemented in current cost accounting shall be disregarded.
- 3 Adjustments shall be made to the Standard Rent Receivable as may be necessary to provide for the trend of the Business and for variations in or other circumstances affecting the Business either before or after the Incident or which would have affected the Business had the Incident not occurred so that the adjusted figures shall represent as nearly as practicable the results which but for the Incident would have been obtained during the relative period after the Incident.

## Clauses

### 1. Alternative Trading

If during the Indemnity Period the Business is conducted elsewhere than at the Premises the money paid or payable to you in respect of such other premises shall be brought into account in arriving at the Rent Receivable during the Indemnity Period.

### 2. Book Debts

In the event of an Incident in consequence of which the Insured is unable to trace or establish the Outstanding Debit Balances in whole or in part due to the Insured the Insurer will pay to the Insured the amount of any loss of Outstanding Debit Balances resulting provided always that:

- a) the amount payable shall not exceed:
  - i) the difference between:
    - 1) Outstanding Debit Balances; and
    - 2) the total of the amounts received or traced
  - ii) the additional expenditure incurred with the Insurer's prior consent in tracing and establishing customers' debit balances after the Incident
  - iii) in total the sum stated in the Schedule
- b) it is a condition precedent to the Insurer's liability that:
  - i) the Insured's books of account and other business books and records in which customers' accounts are shown shall be kept in fire resisting safes or fire resisting cabinets when not in use
  - ii) duplicate records are kept in a separate building.

## 3. New Businesses

For any claim arising from an Incident occurring before the completion of the first year's trading of the Business at the Premises the definition of Standard Rent Receivable shall have the following meaning:

**Standard Rent Receivable:** the proportional equivalent for a period equal to the Indemnity Period of the Rent Receivable realised during the period between the commencement of the Business and the date of the Incident to which such adjustments shall be made as may be necessary to provide for the trend of the Business and for variations in or other circumstances affecting the Business whether before or after the Incident or which would have affected the Business had the Incident not occurred so that the adjusted figures shall represent as nearly as may be reasonably practicable the results which but for the Incident would have been obtained during the relative period after the Incident.

### 4. Payments on Account

At the Insurer's discretion payments on account may be made to the Insured during the Indemnity Period but in no case shall any payment exceed the Insurer's liability in respect of loss of Rent Receivable under each item for the period in respect of which a payment is to be made.

### 5. Premium Adjustment

The premium is provisional and based upon the Estimated Rent Receivable.

Not later than six months after the expiry of each period of insurance the Insured shall supply to the Insurer a declaration confirmed by the Insured's professional accountants of the Rent Receivable earned during the financial year most nearly concurrent with the period of insurance.

If any Incident has occurred giving rise to a claim the declaration shall be increased by the Insurer for the purposes of premium adjustment by the amount by which the Rent Receivable was reduced during the financial year solely in consequence of the Incident.

If the declaration adjusted as provided for above and proportionately increased where the Maximum Indemnity Period exceeds 12 months:

- a) is less than the Estimated Rent Receivable for the relative period of insurance the Insurer will allow a pro rata return of premium paid on the Estimated Rent Receivable but not exceeding 50% of such premium
- b) is greater than the Estimated Rent Receivable for the relative period of insurance the Insured shall pay a pro rata addition to the premium on the Estimated Rent Receivable.

### 6. Professional Accountants' Fees

The Insurer will pay reasonable fees payable by the Insured to the Insured's professional accountants for producing any particulars or details contained in the Insured's accounts or other documents which may be required by the Insurer under the conditions of this Section for the purpose of investigating or verifying any claim.



The following extensions 1 to 2 (inclusive) are only applicable to Section B3 if indicated in the Schedule to be operative and will be deemed to be an Incident.

### **1. Denial of Access**

This Section is extended to include loss as insured by this Section resulting from interruption of or interference with the Business in consequence of accidental loss, destruction or damage to property within a radius of 500 metres of the Premises, which prevents or hinders the use of the Premises or access thereto, whether the Premises or property of the Insured therein shall be damaged or not. But excluding:

loss or destruction of or damage to property of any supply undertaking from which the Insured obtains electricity, gas or water, or telecommunications services which prevents or hinders the supply of such services, to the Premises.

The liability under this Extension in respect of any one occurrence shall not exceed the amount stated in the Schedule.

The maximum indemnity period provided under this Extension is 3 months.

### **2. Public Utilities – Electricity, Gas, Water and Telecommunications**

Any loss as insured by this Section resulting from interruption of or interference with the Business in consequence of accidental loss, destruction or damage to the under-noted property shall be deemed to be an Incident, provided that, after the application of all other terms and conditions of the Policy the liability under the Extension in respect of any one occurrence shall not exceed the amount stated in the Schedule

Property at any:

- a) generating station or sub-station of the public electricity supply undertaking
- b) land based premises of the public gas supply undertaking or of any natural gas producer linked directly therewith
- c) water works or pumping station of the public water supply undertaking
- d) land based premises of the public telecommunications undertaking
- e) the terminal end(s) of a/d) above

from which the Insured obtains electricity gas water or telecommunications services all in Great Britain or Northern Ireland.

The maximum indemnity period provided under this Extension is 12 months.

Excluding the first 24 hours of each and every loss.



# Exclusions applicable to Sections A, B1, B2 and B3

Sections A, B1, B2 and B3 do not cover:

- 1 DAMAGE or CONSEQUENTIAL LOSS caused by or consisting of:
  - a) inherent vice, latent defect, gradual deterioration, wear and tear, frost, change in water table level, its own faulty or defective design or materials
  - b) faulty or defective workmanship, operational error or omission, on the part of the Insured or any of his employees
  - c) the bursting by steam pressure of a boiler economiser vessel machine or apparatus in which internal pressure is due to steam only and belonging to or under the control of the Insured other than:
    - i) in respect of Section A – a boiler used for domestic purposes only
    - ii) in respect of Sections B1, B2 and B3 – any boiler or economiser on the Premises or a boiler used for domestic purposes only

but this shall not exclude subsequent DAMAGE or CONSEQUENTIAL LOSS which itself results from a cause not otherwise excluded

- 2 DAMAGE or CONSEQUENTIAL LOSS caused by or consisting of:
  - a) corrosion, rust, wet or dry rot, shrinkage, evaporation, loss of weight, dampness, dryness, marring, scratching, vermin or insect
  - b) change in temperature, colour, flavour, texture or finish
 DAMAGE or CONSEQUENTIAL LOSS consisting of:
  - c) joint leakage, failure of welds, cracking, fracturing, collapse or overheating of boilers, economisers, superheaters, pressure vessels or any range of steam and feed piping in connection therewith
  - d) mechanical or electrical breakdown or derangement of the particular machine, apparatus or equipment in which such breakdown or derangement originates
  - e) CONSEQUENTIAL LOSS caused by the deliberate act of a supply undertaking in withholding the supply of water, gas, electricity, fuel or telecommunications services

but this shall not exclude:

- i) such DAMAGE or CONSEQUENTIAL LOSS not otherwise excluded which itself results from a Defined Peril or from any other accidental loss, destruction or damage
- ii) subsequent DAMAGE or CONSEQUENTIAL LOSS which itself results from a cause not otherwise excluded

- 3 DAMAGE caused by or consisting of or CONSEQUENTIAL LOSS arising directly from theft or attempted theft:
  - a) not involving:
    - i) breaking into or out of the Buildings of the Premises by forcible and violent means or
    - ii) robbery or attempted robbery committed in the Premises
  - b) to property on or in any garden, yard, open place or open sided Building
  - c) by any person lawfully on the Premises

DAMAGE caused by or arising directly or indirectly from theft or attempted theft:

- d) of money, cheques, stamps (including National Insurance stamps) bonds, credit cards or securities of any description
- e) of jewellery, precious stones, precious metals, bullion, furs, curiosities, works of art or rare books

but this shall not exclude:

- i) such DAMAGE or CONSEQUENTIAL LOSS not otherwise excluded which itself results from a Defined Peril or from any other accidental loss, destruction or damage
- ii) subsequent DAMAGE or CONSEQUENTIAL LOSS which itself results from a cause not otherwise Excluded

- 4 a) in respect of Section A:
 

loss or destruction or damage caused by pollution or contamination but this shall not exclude destruction of or damage to the Property Insured, not otherwise excluded, caused by:

- i) pollution or contamination which itself results from a Defined Peril
- ii) a Defined Peril which itself results from pollution or contamination
- iii) sudden, identifiable, unintended and unexpected pollution or contamination which itself results from All Other DAMAGE
- iv) all Other DAMAGE which itself results from sudden, identifiable, unintended and unexpected pollution or contamination

- b) in respect of Sections B1, B2 and B3:

loss resulting from pollution or contamination but this shall not exclude loss resulting from destruction of or damage to property used by the Insured at the Premises for the purpose of the Business, not otherwise excluded, caused by:

- i) pollution or contamination at the Premises which itself results from a Defined Peril
- ii) a Defined Peril hereby insured against which itself results from pollution or contamination
- iii) sudden, identifiable, unintended and unexpected pollution or contamination at the Premises which itself results from All Other DAMAGE



- iv) All Other DAMAGE which itself results from sudden, identifiable, unintended and unexpected pollution or contamination

subject to a total limit of liability in respect of a) iii) and iv) and b) iii) and iv) in any one Period of Insurance of £25,000

5 DAMAGE or CONSEQUENTIAL LOSS caused by or consisting of subsidence or ground heave of any part of the site on which the property stands or landslide:

- a) in respect of land insured hereby unless also affecting a building insured hereby
- b) caused by or consisting of:
  - i) the normal settlement or bedding down of new structures
  - ii) the settlement or movement of made-up ground
  - iii) coastal or river erosion
  - iv) defective design or workmanship or the use of defective materials
- c) which originated prior to the inception of this cover
- d) resulting from:
  - i) demolition, construction, structural alteration or repair of any property; or
  - ii) groundwork or excavation at the same premises

6 DAMAGE or CONSEQUENTIAL LOSS caused by or consisting of acts of fraud or dishonesty but this shall not exclude such DAMAGE or CONSEQUENTIAL LOSS if resulting from a cause which is not otherwise excluded

7 DAMAGE caused by or consisting of or CONSEQUENTIAL LOSS arising directly or indirectly from:

- a) disappearance, unexplained or inventory shortage, misfiling or misplacing of information
- b) in respect of Sections B1, B2 and B3:
  - i) erasure, loss, distortion or corruption of information on computer systems or other records, programmes or software caused deliberately by rioters, strikers, locked-out workers, persons taking part in labour disturbances or civil commotion or malicious persons
  - ii) other erasure, loss, distortion or corruption of information on computer systems or other records, programmes or software unless resulting from a Defined Peril insofar as it is not otherwise excluded

8 in respect of Section A:

- a) destruction of or damage to a Building or structure caused by its own collapse or cracking

in respect of Sections B1, B2 and B3:

- b) loss resulting from destruction of or damage to a Building or structure used by the Insured at the Premises caused by its own collapse or cracking

unless resulting from a Defined Peril insofar as it is not otherwise excluded

9 DAMAGE or CONSEQUENTIAL LOSS in respect of:

- a) movable property in the open, fences and gates caused by wind, rain, hail, sleet, snow, flood or dust
- b) property in transit other than whilst at the Premises

10 DAMAGE or CONSEQUENTIAL LOSS:

- a) caused by fire resulting from its undergoing any heating process or any process involving the application of heat
- b) (other than by fire or explosion) resulting from its undergoing any process of production, packing, treatment, testing, commissioning, servicing or repair

11 DAMAGE or CONSEQUENTIAL LOSS caused by:

- a) freezing
- b) escape of water from any tank apparatus or pipe
- c) (other than by fire or explosion) malicious persons not acting on behalf of or in connection with any political organisation

in respect of any building which is empty or not in use for more than thirty consecutive days

12 DAMAGE in respect of:

- a) money, cheques, stamps, bonds, credit cards or securities of any description
- b) jewellery, precious stones, precious metals, bullion, furs, curiosities, works of art or rare books

other than such DAMAGE caused by:

- i) a Defined Peril
- ii) theft or attempted theft involving breaking into or out of the buildings of the Premises by forcible and violent means
- iii) robbery or attempted robbery committed in the Premises

in so far as it is not otherwise excluded

13 a) in respect of Section A – unless specifically mentioned as insured

b) in respect of Sections B1, B2 and B3 – unless CONSEQUENTIAL LOSS is caused by a Defined Peril in so far as it is not otherwise excluded:

- i) vehicles licensed for road use (including accessories thereon), caravans, trailers, railway locomotives, rolling stock, watercraft or aircraft
- ii) piers, jetties, bridges, culverts or excavations
- iii) livestock, growing crops or trees

14 DAMAGE to or CONSEQUENTIAL LOSS in respect of property or structures in course of construction or erection and materials or supplies in connection with all such property in course of construction or erection other than such damage or in respect of such CONSEQUENTIAL LOSS caused by:

- a) a Defined Peril





- b) theft or attempted theft involving breaking into or out of the Buildings of the Premises by forcible and violent means
- c) robbery or attempted robbery committed in the Premises

insofar as it is not otherwise excluded

15 Property which at the time of the happening of DAMAGE is insured by or would but for the existence of this Policy be insured by any marine policy or policies except in respect of any excess beyond the amount which would have been payable under the marine policy or policies had this insurance not been effected

- 16 a) in respect of Section A any loss or destruction of or damage to land
- b) in respect of Sections B1, B2 and B3 CONSEQUENTIAL LOSS caused by loss or destruction of or damage to land

other than for an amount of any loss of less than £25,000 in total in respect of land to a depth of up to one metre, the Insured's own or for which they are responsible, within the perimeter of the Premises provided that such loss is not otherwise excluded

17 any property more specifically insured by or on behalf of the Insured

18 in respect of Section A, CONSEQUENTIAL LOSS of any kind or description except loss of rent when such loss is included in the cover under Section A.





# Section C – ‘Money’

In the event of physical loss or destruction of or damage to:

- a) ‘Money’
- b) safes or strongrooms which normally contain ‘Money’ caused by theft or attempt thereat
- c) any case, bag or waistcoat when such is used for the carriage of ‘Money’
- d) franking machines the property of the Insured or for which the Insured is responsible caused by theft or attempt thereat

occurring within the limits of Great Britain, Northern Ireland, the Channel Islands and the Isle of Man the Insurer will indemnify the Insured against such loss, destruction or damage provided always that the liability of the Insurer in respect of any Item Insured shall not exceed the specified Limit of Liability shown in the Schedule.

Provided always that:

- i) the Insurer’s liability in respect of ‘Money’ in transit by post (insured under Item B.3) shall be limited to £25 per packet while in transit by unregistered post
- ii) whenever the office, room or area in which a safe or strongroom containing ‘Money’ is situated becomes unattended:
  - 1) such safe or strongroom is securely locked; and
  - 2) all keys to such safe or strongroom are removed from the Premises or kept on the person of the Insured or an authorised employee
- iii) the Insured shall keep a complete account of ‘Money’ in transit and on the Premises and shall deposit such record in a secure place other than in a safe or strongroom containing the ‘Money’.

## Definitions

### 1. Money

‘Money’ shall mean cash, bank and currency notes, postal orders, cheques, banker’s drafts, bills of exchange, unused units in postage stamp franking machines, postage stamps, revenue stamps, National Savings certificates, National Insurance stamps, stamped or franked National Insurance cards, Holiday-with-Pay stamps, Premium Savings Bonds, luncheon vouchers, trading stamps, Phonecards (excluding Phonecards held in stock for resale), credit card sales vouchers, consumer redemption vouchers and gift tokens accepted by the Insured and VAT purchase invoices, all pertaining to the Business and belonging to or the responsibility of the Insured.

### 2. Business Hours

‘Business Hours’ shall mean any time when the Insured or the Insured’s directors or employees with responsibility for ‘Money’ are in the Insured’s premises for the purpose of the Insured’s Business.

## Exclusions

This Section does not cover:

- 1 losses in excess of:
  - a) £100 from any unattended vehicle
  - b) £250 from any amusement or vending machine
- 2 loss, destruction or damage caused by or due to:
  - a) the dishonest acts of any person in the employ or service of the Insured not discovered within fourteen days of the actual occurrence thereof
  - b) clerical or accounting errors.

### Accompaniment Condition

It is a condition precedent to the Insurer’s liability that wherever ‘Money’ other than as described in Item A is in transit by the Insured or the Insured’s employee’s arrangements for its security shall be as follows:

- a) for amounts in excess of £3,000 but not exceeding £7,000 it shall be continuously accompanied by at least two able bodied adult persons
- b) for amounts in excess of £7,000 but not exceeding £10,000 it shall be continuously accompanied by at least three able bodied adult persons or contained in a security case approved by the Insurer and accompanied by at least two able bodied adult persons
- c) for amounts in excess of £10,000 it shall be transported by an approved security company.

## Extension

### 1. Safe Damage

In the event of physical loss of money as insured the Insurer will in addition pay for damage to any safe, postal machine or security case not exceeding the sum of £2,500 in total in respect of any one incident.

### 2. Personal Accident (Malicious Attack)

If whilst engaged in the Insured’s Business any person (called ‘the Assured’) shall sustain bodily injury arising from malicious attack or assault or attempt thereat by any person stealing or attempting to steal ‘Money’ insured by this Section then the Insurer will reimburse the Insured in respect of payment to the Assured or his/her legal personal representative as the case may require of the sum or sums set out in the Table of Benefits.

### Table of Benefits

If bodily injury as defined shall be the sole and immediate cause of:

1	Death	£10,000
2	Loss of a limb or limbs and/or loss of an eye or eyes	£10,000
3	Permanent total inability to attend to any occupation or business	£10,000
4	Temporary total inability to attend to the usual occupation or business	The Assured’s normal weekly wage or salary not exceeding £100 per week



Provided always that:

- a) no Benefit shall be payable until the entire amount thereof has been ascertained and agreed
- b) the Insurer shall not be liable under Benefit 4 to pay for a longer period than 104 weeks in respect of any one accident
- c) if the Insurer is satisfied that the inability is permanent Benefit 3 shall become payable when Benefit 4 is exhausted. The Insurer shall not otherwise be liable to pay more than one Benefit in respect of the same accident. In no case shall more than one Benefit be payable in respect of the same period of time
- d) benefit shall only be payable provided death or loss occurs or disablement commences within twenty four months of the date of injury.

If the Assured as a result of a malicious attack or assault or attempt thereat shall sustain loss or damage to clothing or personal effects the Insurer will indemnify the Insured in respect of payment made to the Assured to the extent of the loss or damage so sustained but not exceeding in respect of any one such Assured the sum of £250.

## Definitions applicable to the Personal Accident (Malicious Attack) Extension

### 1. Bodily injury

Accidental injury not including sickness, disease or any naturally occurring condition or degenerative process or any gradually operating cause.

### 2. Loss of limb

Total loss by physical separation at or above the wrist or ankle or permanent total loss of use of an entire hand, arm, foot or leg.

### 3. Loss of eye

Permanent and total loss of sight:

- a) in both eyes if the Assured's name is entered on the Register of Blind Persons on the authority of a fully qualified ophthalmic specialist
- b) in one eye if the degree of sight remaining after correction is 3/60 or less on the Snellen Scale. (This means that the Assured would see at 3 feet what should be seen at 60 feet).

### 4. Usual occupation

The occupation of the Assured as shown in the Insured's records at the date of the bodily injury.





# Section D – Goods In Transit

In the event of:

- a) loss of or damage to:
    - i) Property whilst in or on any road Vehicle operated by the Insured or hauliers or by parcel post or by rail
    - ii) tarpaulin sheets and ropes whilst being carried on any road Vehicle operated by the Insured
    - iii) Personal Effects limited to £250 in total for any one event whilst in any Vehicle operated by the Insured
  - b) expenses reasonably incurred in:
    - i) the transfer of Property to another Vehicle and the delivery to the original destination or return to the place of despatch necessitated by fire, collision or overturning of any road Vehicle operated by the Insured
    - ii) the reloading on to any road Vehicle operated by the Insured of any Property which has fallen from such Vehicle
    - iii) the removal of debris and site clearance consequent upon the destruction of or damage to Property
    - iv) breaking up or dismantling the Property
  - c) sue and labour costs falling to be paid by the Insured
- the Insurer will indemnify the Insured against such loss or damage or expenses or costs occurring whilst in transit within the Territorial Limits.

Provided always that:

- 1) the Insurer may at their option indemnify the Insured by payment or by repair, reinstatement or replacement
- 2) the liability of the Insurer in respect of any one Item Insured shall not exceed the specified Limit of Liability.

## Definitions

### 1. In Transit

'In Transit' shall mean being carried from the time the Property is lifted to the time it is unloaded at its destination including:

- a) loading and unloading
- b) the use of recognised 'roll-on, roll-off' vehicle ferries provided no unloading or re-loading of the Vehicle is involved
- c) whilst temporarily housed on or off the Vehicle in the course of the said carriage but excluding any dismantling, installation, erection or testing.

### 2. Property

'Property' shall mean goods belonging to the Insured or for which the Insured is responsible all pertaining to the Business.

### 3. Vehicle

'Vehicle' shall mean a mechanically driven conveyance including trailers whether attached or temporarily detached from the Vehicle during the course of the transit.

### 4. Personal Effects

'Personal Effects' shall mean personal belongings of the Insured's drivers or attendants excluding money, credit cards, radios, cassette players, laptops, notebooks, ipods and similar portable equipment, televisions or jewellery.

### 5. Working Hours

'Working Hours' shall mean the whole period during which the Vehicle is being worked by its driver.

### 6. Territorial Limits

'Territorial Limits' shall mean anywhere in Great Britain, Northern Ireland, the Channel Islands, the Isle of Man or the Republic of Ireland including transits there between.

## Security provisions applicable solely in respect of vehicles operated by the Insured

### These are only operative if shown in the Schedule

- 1 Whenever a Vehicle operated by the Insured and carrying Property is unattended it shall be protected as follows:
  - a) in Working Hours all doors and windows and other means of access shall be securely fastened and locked
  - b) in Working Hours all doors and windows and other means of access shall be securely fastened and locked and the alarm and immobiliser approved by the Insurer shall be switched on and made fully operational
  - c) at all times out of Working Hours:
    - i) all doors and windows and other means of access shall be securely fastened and locked
    - ii) AND either garaged in a securely locked building of substantial construction or placed in a compound which has secure walls and/or fences and securely locked gates or in a guarded security park
  - d) at all times out of Working Hours:
    - i) all doors and windows and other means of access shall be securely fastened and locked
    - ii) AND either garaged in a securely locked building of substantial construction or placed in a guarded security park
  - e) at all times out of Working Hours all doors and windows and other means of access shall be securely fastened and locked and the alarm and immobiliser approved by the Insurer shall be switched on and made fully operational
  - f) at all times out of Working Hours:
    - i) all doors and windows and other means of access shall be securely fastened and locked and the alarm and immobiliser approved by the Insurer shall be switched on and made fully operational



- ii) AND either garaged in a securely locked building of substantial construction or placed in a compound which has secure walls and/or fences and securely locked gates or in a guarded security park
- g) at all times out of Working Hours:
  - i) all doors and windows and other means of access shall be securely fastened and locked and the alarm and immobiliser approved by the Insurer shall be switched on and made fully operational
  - ii) AND either garaged in a securely locked building of substantial construction or placed in a guarded security park.
- 2 a) Whenever a Vehicle operated by the Insured is carrying Property it shall be kept under constant guard throughout the whole period of transit by a person duly authorised by the Insured
- b) whenever a Vehicle operated by the Insured is carrying Property within the boundary of the M25 it shall be kept under constant guard by a person duly authorised by the Insured.

## Exclusions

This Section does not cover:

- 1 claims in respect of or arising out of:
  - a) depreciation, delay, inadequate documentation, consequential loss
  - b) wear and tear, breakdown of refrigeration, defective packing, mildew, vermin, contamination
  - c) the carriage of explosives or other dangerous goods
  - d) the carriage of livestock, gold or silver articles, precious metals or stones, jewellery, watches, furs, wines, spirits, tobacco, cigars and cigarettes, radios, television sets, video recorders, tape recorders and the like, non-ferrous metals and scrap, coins, money, stamps, stamp collections, bonds, securities and computers unless specifically agreed and endorsed in the Schedule to this Section
  - e) loss from a soft topped, open topped, open sided or curtain sided vehicle or trailer caused by theft or attempted theft (unless the vehicle or trailer is stolen at the same time) or storm
- 2 containers, trailers or demountable vans or the like
- 3 any consequence of riot, strike or civil commotion occurring outside Great Britain the Channel Islands and the Isle of Man, confiscation, nationalisation requisition destruction or damage by any government or local authority.

## Special conditions

### 1. Reasonable Care

The Insured shall exercise due care in the selection and supervision of employees, take all reasonable precautions for the safeguarding and protection of the Property and maintain in good order all Vehicles operated and all locking and other protective devices. Any alarm or immobiliser system shall be serviced and maintained by a qualified person and no alterations to the system shall be made without the approval of the Insurer.

### 2. Condition of Average (Underinsurance)

If the value of the Property contained in any one package or Vehicle and/or trailer and/or container or if the total value at risk at any one location shall at the time of loss or damage thereto exceed the Limit of Liability stated in the Schedule the Insured shall be considered as being his own insurer for the difference and shall bear a rateable share of the loss accordingly.

For the avoidance of doubt solely in respect of the application of Average to any item under this policy clause c) iii) of General Condition 8 – Fair Presentation of the Risk will not apply.

## Excess

Where an excess is shown in the Schedule to this Section the Insured shall bear such amount in respect of each and every loss after the application of any Condition of Average (Underinsurance).



# Section E – Specified Items ‘All Risks’

In the event of loss of or damage to the Property Insured occurring within the Territorial Limits specified in the Schedule the Insurer will indemnify the Insured against such loss or damage at their option by payment or by repair, reinstatement or replacement but in no circumstances shall the liability of the Insurer exceed in respect of each Item the Sum Insured thereon or the intrinsic value thereof whichever is the less.

## Exclusions

This Section does not cover:

- 1 DAMAGE arising from wear and tear or occasioned by moth or vermin or any process of heating, drying, cleaning, dyeing, alteration or repair to which the Property Insured is subjected
- 2 depreciation or electrical or mechanical breakdown
- 3 DAMAGE arising from any act of dishonesty committed or connived at by any person in the employ or service of the Insured
- 4 breakage of china, glass, marble, earthenware or scratching or bruising of furniture, household or musical goods unless caused by accident to the vessel or conveyance in which such property is being carried
- 5 loss of or damage to deeds, bonds, coins, money, securities, stamp collections, plans, patterns, designs, documents of title, contracts or other documents, business books or manuscripts or computer records unless described in the Specification of Property Insured
- 6 loss of any liquid by leakage from the receptacle in which it is contained
- 7 confiscation, destruction or detention by Customs or other Authorities
- 8 in respect of petrol and/or oil installations:
  - a) DAMAGE resulting from flood or atmospheric or climatic conditions other than lightning or hail
  - b) loss of use of the installation or loss of petrol, oil or other Contents thereof
- 9 in respect of cycles:
  - a) loss of or damage to lamps, tyres or accessories unless the cycle itself is lost or damaged at the same time
  - b) DAMAGE whilst being used for racing or pacemaking
- 10 DAMAGE contributed to, caused by or arising from riot, strike or civil commotion occurring outside Great Britain, the Channel Islands and the Isle of Man
- 11 laptops, notebooks, ipods and similar portable electronic equipment left in unattended vehicles unless the vehicle is securely locked at all points of access and the equipment is placed out of sight in the vehicle boot, hatchback or van body.

Special condition applicable to Section E

### Condition of Average (Underinsurance)

If at the time of the happening of any loss or damage the Sum Insured in respect of the property so lost or damaged shall be less than the intrinsic value of such property the Insured shall be considered as being his own insurer for the difference and shall bear a rateable share of the loss or damage accordingly.

For the avoidance of doubt solely in respect of the application of Average to any item under this policy clause c) iii) of General Condition 8 – Fair Presentation of the Risk will not apply.

Clause applicable to Section E

### Index Linking

Where so indicated in the Schedule to this Section the Sum Insured will be adjusted during the Period of Insurance in accordance with fluctuations in suitable indices of cost.

In the event of loss the sums insured will continue to be adjusted in accordance with fluctuations in the indices during the period necessary for completion of repair or reinstatement provided always that repair or reinstatement is carried out without unreasonable delay.

The premium will remain unchanged during the Period of Insurance but at each renewal the premium will be calculated on the revised sum insured.

### Definition

#### Damage

‘DAMAGE’ in capital letters shall mean loss or destruction of or damage to the Property Insured.

#### Excess

Where an excess is shown in the Schedule to this Section the Insured shall bear such amount in respect of each and every loss as ascertained after the application of any Condition of Average (Underinsurance).



# Section F – Employers' Liability

If any employee shall sustain any bodily injury or disease caused during any Period of Insurance and arising out of and in the course of his employment by the Insured in the Business the Insurer will indemnify the Insured against all sums for which the Insured shall be liable in respect of any claim for damages for such injury or disease settled or defended with the consent of the Insurer. The Insurer will in addition pay claimants' costs and expenses and be responsible for all costs and expenses incurred with the consent of the Insurer in defending any such claim for damages.

## Extensions

### 1. Work Overseas

The insurance by this Section shall not apply to nor include liability in respect of any bodily injury or disease caused elsewhere than in Great Britain, Northern Ireland, the Isle of Man or the Channel Islands but this exclusion shall not apply to employees temporarily employed elsewhere provided always that the contract of service or apprenticeship was entered into in the aforesaid countries.

### 2. Definitions of Employee

Employee shall mean any person under a contract of service or apprenticeship with the Insured which shall be deemed to include:

- a) any labour master or labour only subcontractor or persons supplied by any of them
- b) self employed persons
- c) persons under work experience schemes
- d) any person hired or borrowed by the Insured from another employer

working for the Insured in connection with the Business.

### 3. Indemnity to Directors and Employees

Where specifically requested to do so by the Insured the Insurer will indemnify any director or employee of the Insured in respect of claims made against such director or employee subject to the terms and conditions of the Section.

### 4. Indemnity to Principal

In the event of any claim in respect of which the Insured would be entitled to receive indemnity under this Section being brought or made against any Public or Local Authority or other Principal the Insurer will indemnify the said Public or Local Authority or other Principal against such claim and/or any costs, charges and expenses in respect thereof.

### 5. Solicitors' Fees

The Insurer will also pay solicitors' fees incurred with their consent for:

- a) representation at any Coroner's Inquest or Fatal Inquiry in respect of any death
- b) defending in any Court of Summary Jurisdiction any proceedings in respect of any act or omission causing or relating to any event

which may be the subject of indemnity under this Section.

### 6. Additional Activities

The Business shall include the provision and management of canteen, social, sports and welfare organisations for the benefit of the Insured's employees and fire, ambulance and security services.

### 7. Private Work

This Section applies to private work carried out by employees of the Insured for any director and/or executive of the Insured.

### 8. Indemnity to First Aid and Medical Teams

This Section extends to indemnify any employee whilst acting as a member of the Insured's first aid or medical arrangements (but excluding medical practitioners) in respect of liability for damages and legal costs to any other employee resulting from treatment given in connection with any bodily injury or disease sustained by such person and arising out of and in the course of the employment of such person by the Insured.

### 9. Health and Safety at Work etc. Act 1974

This Section subject to its terms and conditions extends to indemnify the Insured or any director or employee of the Insured in respect of legal fees or expenses including the costs of appeal against conviction reasonably incurred by the solicitor or firm of solicitors engaged with the Insurer's consent to act for or on behalf of the Insured or any director or employee in his defence against a criminal charge brought under:

- a) Sections 36 or 37 of the Health and Safety at Work etc. Act 1974 in respect of an offence as defined in Section 33 of the said Act
- b) Article 34 of the Health and Safety at Work (Northern Ireland) Order 1978 in respect of an offence as defined in Article 31 of the said Order

committed or alleged to have been committed during the Period of Insurance and which relates to any event arising in the course of the Business involving bodily injury or disease which is or may be the subject of indemnity under this Section including costs of prosecution awarded against such director or employee or the Insured arising from such proceedings.

Provided always that:

- i) this Extension shall apply only to proceedings brought in Great Britain, Northern Ireland, the Isle of Man or the Channel Islands
- ii) the Insurer will be under no liability:
  - 1) where the Insured or any director or employee is insured by any other policy
  - 2) where the criminal charge is in respect of any deliberate or intentional criminal act of the Insured or any director or employee
  - 3) in respect of legal fees and expenses which the Insured or any director or employee may be ordered to pay by a court of criminal jurisdiction in respect of the deliberate or intentional criminal act or omission of the director or employee
  - 4) in respect of fines or penalties of any kind or the costs of appeal against Improvement or Prohibition notices
  - 5) for any part of the cost of any investigation or inquiry other than a solicitor's investigation restricted to a criminal charge as above defined



iii) the Insured or any director or employee shall give to the Insurer immediate notice of any summons or other process served upon the Insured or any director or employee and of any event that may give rise to proceedings against the Insured or any director or employee.

### 10. Unsatisfied Court Judgments

In the event of a judgment for damages being obtained by any employee or the personal representatives of any employee in respect of bodily injury or disease of the employee caused during any Period of Insurance and arising out of and in the course of employment by the Insured in the Business against any company or individual operating from premises within Great Britain, Northern Ireland, the Isle of Man or the Channel Islands in any court situated in the aforesaid territories and remaining unsatisfied in whole or in part six months after the date of such judgment the Insurer will pay to the employee or the personal representative of the employee at the request of the Insured the amount of any such damages and any awarded costs to the extent that they remain unsatisfied.

Provided always that:

- a) there is no appeal outstanding
- b) if any payment is made under the terms of this Extension the employee or the personal representatives of the employee shall assign the judgment to the Insurer.

### 11. Court Attendance costs

In the event of any of the undermentioned persons attending court as a witness at the request of the Insurer in connection with a claim in respect of which the Insured is entitled to indemnity under this Section the Insurer will provide compensation to the Insured at the following rates per day for each day on which attendance is required:

- a) any director or partner of the Insured £250
- b) any employee £100

### 12. Corporate Manslaughter and Corporate Homicide Act 2007

This Section extends to indemnify the Insured in respect of legal costs and expenses incurred with the Insurer's prior written consent in connection with the defence of any criminal proceedings (including any appeal against conviction arising from any such proceedings) brought in respect of a charge and or investigations connected with a charge of corporate manslaughter or corporate homicide under the Corporate Manslaughter and Corporate Homicide Act 2007 or any equivalent legislation in the Isle of Man or the Channel Islands committed or alleged to have been committed during the Period of Insurance and which relates to any event arising in the course of the Business involving bodily injury or disease which is or may be the subject of indemnity under this Section.

Provided always that:

- a) the Insurer's liability under this Extension will not exceed £5,000,000 in any one period of insurance. This limit will form part of and not be in addition to the limit of indemnity stated in the Schedule
- b) this Extension will only apply to proceedings brought in Great Britain, Northern Ireland, the Isle of Man or the Channel Islands

- c) the Insurer must consent in writing to the appointment of any solicitor or counsel who are to act for and on behalf of the Insured
- d) the Insured shall give to the Insurer immediate notice of any summons or other process served upon the Insured which may give rise to proceedings under this Extension
- e) in relation to any appeal counsel has advised there are strong prospects of such appeal succeeding
- f) the Insurer will be under no liability:
  - i) where the Insured has committed any deliberate or intentional criminal act giving rise to a corporate manslaughter or corporate homicide charge
  - ii) in respect of fines or penalties of any kind
  - iii) in respect of the defence of any criminal proceedings brought or in an appeal against conviction arising from such proceedings in respect of a breach of the Health and Safety at Work etc. Act 1974 or the Health and Safety at Work Act (Northern Ireland) Order 1978 or any regulations made thereunder
  - iv) where indemnity for defence costs is available from any other source or is provided by any other insurance or where but for the existence of this Extension indemnity would have been provided by such other source or insurance
- g) where the Insurer has already indemnified the Insured in respect of legal costs or expenses incurred in the defence of any criminal proceedings arising out of the same cause or occurrence which gave rise to the charge of and or investigation connected with corporate manslaughter or corporate homicide under another section of this Policy the amount paid under that section will be taken into account in arriving at the Insurer's liability payable under this Extension.

Provided always that:

- 1) the Insurer shall not be liable unless the Insurer has the sole conduct and control of all claims covered by these extensions
- 2) these extensions shall not apply to any liability which is covered by any other policy.

## Exclusions applicable to Section F

### 1. Work Offshore

This Section does not indemnify the Insured in respect of any claim(s) for damages for bodily injury or disease caused during any Period of Insurance and sustained by any employee:

- a) on any offshore installation or support or accommodation vessel for any offshore installation; or
- b) in transit to from or between any offshore installation support or accommodation vessel for any offshore installation.

### 2. Motor

This Section does not cover liability for which compulsory motor insurance or security is required under road traffic legislation.





## Provision applicable to Section F

### 1. Terrorism Limitation Clause

The limit of liability payable under this Section in respect of any claim against or by the Insured or series of claims against or by the Insured arising directly or indirectly from terrorism shall be £5,000,000.

For the purposes of this Provision 'Terrorism' means:

- a) any act or preparation in respect of action or threat of action designed to influence the government de jure or de facto of any nation or any political division thereof or in pursuit of political, religious, ideological, or similar purposes to intimidate the public or a section of the public of any nation by any person or group whether acting alone or on behalf of or in connection with any organisation or government de jure or de facto and which:
  - i) involves violence against one or more persons
  - ii) involves damage to property
  - iii) endangers life other than that of the person committing the action
  - iv) creates a risk to health or safety of the public or a section of the public
  - v) is designed to interfere with or to disrupt an electronic system
- b) any action in controlling, preventing, suppressing, retaliating against or responding to any act or preparation in respect of action or threat of action described in a) above.

In any action or suit or other proceedings where the Insurer alleges that by reason of this Exclusion cover is not provided under this Policy the burden of proving that cover is provided under this Policy will be upon the Insured.



# Section G – Public and Products Liability

## Sub-section 1 Public Liability

The Insurer agrees to indemnify the Insured in respect of all sums which the Insured shall become legally liable to pay as compensation for:

- a) accidental death of or accidental Personal Injury to any person other than an Employee where such death or Personal Injury arises out of and in the course of the employment
- b) accidental loss of or accidental damage to material property
- c) accidental obstruction, accidental trespass, accidental nuisance, accidental interference with pedestrian, road, rail, air or waterborne traffic, accidental invasion of the right of privacy excluding any liability arising under Regulation (EU) 2016/679 (General Data Protection Regulation) or Data Protection Act 2018, or accidental interference with any right of air, light, water or way
- d) unlawful detention, imprisonment or arrest

occurring during the Period of Insurance within the Territorial Limits in connection with the Business of the Insured.

The liability of the Insurer under this Sub-section for all compensation payable by the Insured to any claimant or number of claimants in respect of any one occurrence or all occurrences of a series arising out of one original cause shall not exceed the Limit(s) of Indemnity.

## Exclusions applicable to Sub-section 1

The indemnity granted by this Sub-section shall not apply to or include:

- 1 liability arising from the ownership or possession or use by or on behalf of the Insured of any mechanically propelled vehicle or mobile plant
  - a) which is licensed for road use; or
  - b) for which compulsory motor insurance or security is required; or
  - c) which is more specifically insured

Provided always that this Exclusion shall not apply in respect of:

- i) liability not more specifically insured under any other policy arising during the act of loading or unloading mechanically propelled vehicles or mobile plant or the bringing to or the taking away of a load from such vehicle or such plant
- ii) the use of any mechanically propelled vehicle or mobile plant solely as a tool of trade unless more specifically insured or unless compulsory motor insurance or security is required

- iii) the unauthorised movement on the Insured's premises or contract site of any mechanically propelled vehicle or mobile plant unless more specifically insured or unless compulsory motor insurance or security is required
- 2 liability arising from the ownership or possession or use by or on behalf of the Insured of craft designed to travel through air or space or hovercraft
- 3 liability arising from Products after they have ceased to be in the custody or control of the Insured other than food or beverages for consumption on the premises of the Insured or at any other premises where the Insured is carrying on the Business
- 4 loss of or damage to that part of any property upon which the Insured or any servant or agent of the Insured is or has been working where the loss or damage is the direct result of such work
- 5 loss of or damage to property belonging to the Insured or held in trust by or borrowed, rented, leased or hired for use by the Insured but this Exclusion shall not apply to:
  - a) the personal effects (including vehicles and their contents) of directors, employees and visitors
  - b) buildings or their contents temporarily occupied by the Insured for the purpose of carrying out work therein or thereon
  - c) premises (or fixtures and fittings therein) hired, rented, leased or lent to the Insured other than such loss or damage if liability is assumed by the Insured under a tenancy or other agreement and would not have attached in the absence of such agreement
- 6 liability arising out of any trial or demonstration of any Vessel whilst afloat unless Extension 16 is stated in the Schedule to be operative
- 7 liability arising out of the delivery of a customer's Vessel, under the Vessel's own power, unless stated in the Schedule
- 8 liability arising out of towage or shifting other than of another Vessel
- 9 liability arising out of the towage or shifting of any Vessel while afloat outside a radius of five miles of the Premises stated in the Schedule unless stated in the Schedule
- 10 liability for loss of or damage to any Vessel whilst being transported by road outside a radius of five miles of the Premises stated in the Schedule unless otherwise stated in the Schedule
- 11 liability for loss of or damage to any Vessel under construction, in the course of assembly, during fit-out or at any time prior to sale or handing over
- 12 liability arising from the ownership or possession or use by or on behalf of the Insured of any power operated lift, elevator, hoist, crane, or mechanically propelled vehicle or trailer attached thereto unless stated in the Schedule
- 13 liability arising out of any salvage operation including associated towage



14 liability for loss of or damage to any trailer or craft kept thereon left in the custody or control of the Insured unless such trailer is immobilised and securely locked with an anti-theft device in addition to the normal method of attachment

15 liability for loss of or damage to any outboard motor attached to craft in the custody or control of the Insured unless such outboard motor is securely locked with an anti-theft device in addition to the normal method of attachment

16 liability arising from any activity involving persons being pulled by any Vessel

17 the first amount stated in the Schedule as the excess of compensation payable for loss of or damage to material property in respect of any one occurrence or all occurrences of a series arising out of one original cause.

### Sub-section 2 Products Liability

a) Accidental death of or accidental Personal Injury to any person other than an Employee where such death or Personal Injury arises out of and in the course of the employment

b) accidental loss of or accidental damage to material property

occurring during the Period of Insurance within the Territorial Limits and caused by Products.

The liability of the Insurer under this Sub-section for all compensation payable by the Insured in respect of all such death or such Personal Injury and such loss of or such damage to such material property occurring during any one Period of Insurance shall not exceed the Limit(s) of Indemnity.

### Exclusions applicable to Sub-section 2

The indemnity granted by this Sub-section shall not apply to or include:

- 1 replacing, reinstating, rectifying, recalling or guaranteeing the performance of any Products
- 2 liability arising from any Products:
  - a) which at the time of the contract of sale or supply are knowingly
    - i) sold or supplied for use in craft designed to travel through air or space
    - ii) exported to the United States of America or Canada
  - b) in the custody or control of the Insured.

### Exclusions applicable to Section G

The indemnity granted by this Section shall not apply to or include:

- 1 liability in respect of liquidated damages or fines or penalties which attaches solely because of a contract or agreement
- 2 liability arising out of survey, inspection, condition report or valuation or professional advice given by the Insured for a fee or in circumstances where a fee would normally be charged

3 any Associated or Subsidiary Company of the Insured or Branch Office or Representative of the Insured with Power of Attorney domiciled elsewhere than in Great Britain, Northern Ireland, the Channel Islands or the Isle of Man

4 exemplary, vindictive or punitive damages awarded by any Court of Law outside Great Britain, Northern Ireland, the Channel Islands or the Isle of Man

5 liability directly or indirectly caused by, contributed to by or arising out of any asbestos, asbestos fibres or any derivatives of asbestos including any product containing any asbestos fibres or derivatives

6 liability arising out of any actual (or alleged) unauthorised acts (including malicious acts) which results in access to, disruption of, or any failure of any computer or other equipment or component or system or item which processes, stores, transmits or receives Data.

This exclusion is not applicable to the indemnity provided by Extension 13 of this Section.

### Extensions applicable to Section G

#### 1. Legal Costs

In addition to the indemnity provided by Sub-sections 1 and 2 of this Policy the Insurer will indemnify the Insured in respect of all legal costs awarded to any claimant or incurred in the defence of any claim that is contested by or with the consent of the Insurer.

Provided always that in the event of the Insurer exercising their right under the Discharge of Liability (Clause No. 1) to pay to the Insured in connection with any claim or series of claims the amount of the Limit(s) of Indemnity (after deduction of sums already paid as compensation in respect of such claim or claims or other relevant claims) or any lesser amount for which such claim or claims can be settled the Insurer relinquish the conduct and control of and be under no further liability in connection with such claim or claims then the Insurer's liability for such legal costs is limited to those costs and expenses incurred prior to the time of such payment.

#### 2. Additional Benefit

The Insurer will pay the costs incurred with their consent for:

- a) representation at any Coroner's Inquest or Fatal Inquiry in respect of any death
- b) defending in any Court of Summary Jurisdiction any proceedings in respect of any act or omission causing or relating to any event

which may be the subject of indemnity under this Section.

#### 3. Health and Safety at Work etc. Act 1974 – Legal Defence Costs

The Insurer will indemnify the Insured or at the request of the Insured any director or Employee of the Insured against legal costs and expenses incurred in the defence of any criminal proceedings brought for a breach of the Health and Safety at Work etc. Act 1974 or the Health & Safety at Work (Northern Ireland) Order 1978 or any regulations made thereunder committed or alleged to have been committed during the Period of Insurance and which relates to any event arising in the course of the Business involving Personal



Injury which is or may be the subject of indemnity under this Section including:

- a) costs of prosecution awarded against the Insured or any director or Employee of the Insured
- b) legal costs and expenses incurred with the consent of the Insurer in an appeal against conviction arising from such proceedings.

Provided always that the Insurer shall not be liable under this Extension for the payment of fines and penalties of any kind or the cost of appeal against improvement or prohibition notices.

#### 4. Food Safety Act – Legal Defence Costs

The Insurer will indemnify the Insured or at the request of the Insured any director or Employee of the Insured against legal costs and expenses incurred in the defence of any criminal proceedings brought for a breach of Food Safety Act 1990 or any regulations thereunder committed or alleged to have been committed during the Period of Insurance including legal costs and expenses incurred with the consent of the Insurer in an appeal against conviction arising from such proceedings.

Provided always that:

- a) the criminal proceedings relate to an offence committed in the course of the Insured's Business and which relates to any event involving Personal Injury or loss of or damage to material property which is or may be the subject of indemnity under this Section
- b) this Extension shall apply only to proceedings brought in Great Britain, Northern Ireland, the Channel Islands or the Isle of Man
- c) the Insurer shall not be liable under this Extension:
  - i) where the Insured, director or Employee is insured by any other policy of insurance
  - ii) where the criminal proceedings are in respect of any deliberate or intentional criminal act or omission of the Insured, director or Employee
  - iii) in respect of legal costs and expenses which the Insured, director or Employee may be ordered to pay by a court of Criminal Jurisdiction in respect of the deliberate or intentional criminal act or omission of the Insured, director or Employee
  - iv) in respect of fines or penalties
  - v) for the cost of any investigation or inquiry other than a solicitor's investigation restricted to criminal proceedings as above defined
- d) the Insured, director or Employee shall give to the Insurer immediate notice of any summons or other process served upon the Insured, director or Employee and of any event that may give rise to proceedings against the Insured, director or Employee.

#### 5. Personal Representatives

In the event of the death of the Insured the indemnity provided by this Section shall apply to any personal representative of the Insured in respect of liability incurred by the Insured.

Provided always that such personal representatives shall as though he were the Insured observe, fulfil and be subject to the terms, limitations and conditions of this Policy.

#### 6. Indemnity to Directors and Employees

In the event of any claim in respect of which the Insured named in the Schedule hereto would be entitled to receive indemnity under this Section being brought or made against:

- a) any director or Employee of the Insured
- b) any officer, member or Employee of the Insured's social, sports or welfare organisations or first aid, security, fire or ambulance services

the Insurer will indemnify such person if the Insured so requests against such claim and/or any costs, charges and expenses in respect thereof.

Provided always that:

- i) such person is not entitled to indemnity under any other insurance
- ii) such person shall as though he were the Insured observe, fulfil and be subject to the terms, limitations and conditions of this Policy
- iii) the Insurer shall not be liable under this Extension unless the Insurer has the sole conduct and control of all claims.

#### 7. Personal Liability Overseas

At the request of the Insured this Section shall apply to the personal liability:

- a) of any director or Employee of the Insured or any member of the family of such director or Employee accompanying such director or Employee during temporary visits anywhere in the world in connection with the Business of the Insured
- b) of any member of Sports and Social Clubs operating in connection with the Business of the Insured engaged in club activities.

Provided always that:

- i) this Extension shall not apply to liability more specifically insured under any other insurance
- ii) any person indemnified under this Extension shall as though he were the Insured observe, fulfil and be subject to the terms, limitations and conditions of this Policy
- iii) the Insurer shall not be liable under this Extension unless the Insurer has the sole conduct and control of all claims.

#### 8. Indemnity to Principal

In the event of any claim in respect of which the Insured would be entitled to receive indemnity under this Section being brought or made against any Public or Local Authority or other Principal the Insurer will indemnify the said Public or Local Authority or other Principal against such claim and/or any costs, charges and expenses in respect thereof.

Provided always that the Insurer shall not be liable under this Extension unless the Insurer has the sole conduct and control of all claims.



## 9. Libel and Slander

The indemnity provided by Sub-section 1 of this Section extends to indemnify the Insured in respect of legal liability to pay compensation and claimants costs and expenses in respect of claims made against the Insured during the Period of Insurance arising from any act of libel or slander committed or uttered in good faith by the Insured during the Period of Insurance in the course of the Business.

Provided always that:

- a) the indemnity granted by this Extension shall apply solely to the Insured's in-house and trade publications
- b) the liability of the Insurer under this Extension shall not exceed £250,000 in any one Period of Insurance.

## 10. Defective Premises Act 1972

The Insurer will indemnify the Insured against liability at law incurred by the Insured under Section 3 of the Defective Premises Act 1972 or Section 5 of the Defective Premises (Northern Ireland) Order 1975 in connection with premises which have been disposed of by the Insured.

Provided always that the Insurer shall not be liable under this Extension:

- a) for the cost of remedying any defect or alleged defect in the said premises
- b) in respect of liability more specifically insured under any other insurance.

## 11. Cross Liabilities

Where this Policy is issued in the joint names of more than one party it will indemnify each party in the same manner as if a separate Policy had been issued to each of them.

## 12. Contingent Motor Liability (Non-Owned Vehicles)

The Insurer will indemnify the Insured named in the Schedule and no other for the purpose of this Extension in respect of legal liability for accidental death of or accidental Personal Injury to any person and/or accidental loss of or accidental damage to property as within defined arising out of the use of any motor vehicle not the property of nor provided by the Insured and being used in connection with the Business.

Provided always that the Insurer shall not be liable under this Extension:

- a) in respect of loss of or damage to such vehicle or to goods conveyed therein or thereon
- b) for accidental death of or accidental Personal Injury to any person and/or accidental loss of or accidental damage to material property arising whilst such vehicle is being driven by the Insured or by any person who to the knowledge of the Insured or his representative does not hold a licence to drive such vehicle unless such person has held and is not disqualified from holding or obtaining such a licence
- c) in respect of liability more specifically insured under any other insurance
- d) in respect of liability arising outside Great Britain, Northern Ireland, the Channel Islands or the Isle of Man.

## 13. Data Protection

The Insurer will indemnify the Insured for legal costs and expenses incurred with the Insurer's prior consent, and all sums the Insured is required to pay as damages to an individual arising from proceedings brought against the Insured under:

- a) Sections 168 and 169 of the Data Protection Act 2018
- b) Article 82 of Regulation (EU) 2016/679 (General Data Protection Regulation).

Provided always that:

- i) the Insurer shall not be liable under this Extension for:
  - 1) fines, penalties, liquidated, punitive or exemplary damages
  - 2) the costs of notifying any person regarding loss of personal data
  - 3) the cost of replacing, reinstating, rectifying or erasing any personal data
  - 4) any deliberate or intentional criminal act or omission giving rise to any claim under this Extension committed by the Insured
- ii) the liability of the Insurer under this Extension shall not exceed £1,000,000 in any one Period of Insurance.

## 14. Court Attendance costs

In the event of any of the undermentioned persons attending court as a witness at the request of the Insurer in connection with a claim in respect of which the Insured is entitled to indemnity under this Section the Insurer will provide compensation to the Insured at the following rates per day for each day on which attendance is required:

- a) any director or partner of the Insured      £250
- b) any employee      £100

## 15. Consumer Protection Act 1987 – Legal Defence costs

The Insurer will indemnify the Insured or at the request of the Insured any director or Employee of the Insured against legal costs and expenses incurred in the defence of any criminal proceedings brought for a breach of Part 11 of the Consumer Protection Act 1987 or any regulations made thereunder committed or alleged to have been committed during the Period of Insurance including legal costs and expenses incurred with the consent of the Insurer in an appeal against conviction arising from such proceedings.

Provided always that:

- a) the criminal proceedings relate to an offence committed in the course of the Insured's Business and which relates to any event involving Personal Injury or loss of or damage to material property which is or may be the subject of indemnity under this Section
- b) this Extension shall apply only to proceedings brought in Great Britain, Northern Ireland, the Isle of Man or the Channel Islands
- c) the Insurer shall not be liable under this Extension
  - i) where the Insured, director or Employee is insured by any other policy of insurance



- ii) where the criminal proceedings are in respect of any deliberate or intentional criminal act or omission of the Insured, director or Employee
  - iii) in respect of legal costs and expenses which the Insured, director or Employee may be ordered to pay by a court of Criminal Jurisdiction in respect of the deliberate or intentional criminal act or omission of the Insured, director or Employee
  - iv) in respect of fines or penalties
  - v) for the cost of any investigation or inquiry other than a solicitor's investigation restricted to criminal proceedings as above defined
  - vi) unless the Insurer has the sole conduct and control of all claims
- d) the Insured, director or Employee shall give to the Insurer immediate notice of any summons or other process served upon the Insured, director or Employee and of any event that may give rise to proceedings against the Insured, director or Employee.

**16. Trials or Demonstrations of any Customer's Vessel**  
Applicable only where stated in the Schedule.

The Insurer will indemnify the Insured under Sub-sections 1a) and 1b) in respect of liability arising from any Vessel owned by a customer whilst on a trial trip or demonstration.

Provided always that such trial trips or demonstrations are carried out:

- a) within a radius of ten miles of the Premises stated in the Schedule or any other premises where the Insured is carrying on the Business within the Territorial Limits
- b) at a speed not exceeding forty five knots
- c) for periods not exceeding four hours any one trial or demonstration
- d) on Vessels not exceeding the length limit stated in the Schedule.

Provided always that:

- i) this Extension are subject to the terms, limitations and conditions of the Policy insofar as they can apply
- ii) the total liability of the Insurer to pay compensation shall not exceed the limit(s) of Indemnity.

**17. Corporate Manslaughter and Corporate Homicide Act 2007**

The Insurer will indemnify the Insured in respect of legal costs and expenses incurred with the Insurer's prior written consent in connection with the defence of any criminal proceedings (including any appeal against conviction arising from any such proceedings) brought in respect of a charge and or investigations connected with a charge of corporate manslaughter or corporate homicide under the Corporate Manslaughter and Corporate Homicide Act 2007 or any equivalent legislation in the Channel Islands or the Isle of Man committed or alleged to have been committed during the Period of Insurance in the course of the Business and which relates to any event involving Personal Injury which is or may be the subject of indemnity under this Section.

Provided always that:

- a) the Insurer's liability under this Extension shall not exceed £5,000,000 in any one period of insurance or the limit of indemnity stated in the Schedule whichever is the lesser. This limit will form part of and not be in addition to the limit of indemnity stated in the Schedule
- b) this Extension shall apply only to proceedings brought in Great Britain, Northern Ireland, the Channel Islands or the Isle of Man
- c) the Insurer must consent in writing to the appointment of any solicitor or counsel who are to act for and on behalf of the Insured
- d) the Insured shall give to the Insurer immediate notice of any summons or other process served upon the Insured which may give rise to proceedings under this Extension
- e) in relation to any appeal counsel has advised there are strong prospects of such appeal succeeding
- f) the Insurer will be under no liability:
  - i) where the Insured has committed any deliberate or intentional criminal act giving rise to a corporate manslaughter or corporate homicide charge
  - ii) in respect of fines or penalties of any kind
  - iii) in respect of the defence of any criminal proceedings brought or in an appeal against conviction arising from such proceedings in respect of a breach of:
    - 1) the Health and Safety at Work etc. Act 1974 or the Health and Safety at Work Act (Northern Ireland) Order 1978 or any regulations made thereunder
    - 2) the Food Safety Act 1990 or any regulations made thereunder
    - 3) the Consumer Protection Act 1987 or any regulations made thereunder
  - iv) where indemnity for defence costs is available from any other source or is provided by any other insurance or where but for the existence of this Extension indemnity would have been provided by such other source or insurance
- g) where the Insurer has already indemnified the Insured in respect of legal costs or expenses incurred in the defence of any criminal proceedings arising out of the same cause or occurrence which gave rise to the charge of and or investigation connected with corporate manslaughter or corporate homicide under another section of this Policy the amount paid under that section will be taken into account in arriving at the Insurer's liability payable under this Extension.

**18. Environmental Clean Up Costs**

The Insurer will indemnify the Insured in respect of all sums including statutory debts that the Insured is legally liable to pay in respect of Clean Up Costs arising from environmental damage caused by Pollution or Contamination where such liability arises under an environmental directive, statute or statutory instrument.



Provided always that:

- a) liability arises from Pollution or Contamination caused by a sudden, identifiable, unintended and unexpected incident which takes place in its entirety at a specific time and place during the Period of Insurance. All Pollution or Contamination which arises out of one incident shall be deemed to have occurred at the same time such incident takes place
- b) the Insurer's liability under this Extension shall not exceed £1,000,000 for any one occurrence and in the aggregate in any one Period of Insurance and will be the maximum the Insurer will pay inclusive of all costs and expenses. This limit will form part of and not be in addition to the Limit of Indemnity stated in the Schedule
- c) immediate loss prevention or salvage action is taken and the appropriate authorities are notified
- d) the Insurer shall be under no liability:
  - i) in respect of Clean Up Costs for damage to the Insured's land, premises, watercourse or body of water whether owned, leased, hired, tenanted or otherwise in the Insured's care, custody or control
  - ii) for damage connected with pre-existing contaminated property
  - iii) for damage caused by a succession of several events where such individual event would not warrant immediate action
  - iv) in respect of removal of any risk of an adverse effect on human health on the Insured's land, premises, watercourse or body of water whether owned, leased, hired, tenanted or otherwise in the Insured's care, custody or control
  - v) in respect of costs in achieving an improvement or alteration in the condition of the land, atmosphere or any watercourse or body of water beyond that required under any relevant and applicable law or statutory enactment at the time Remediation commences
  - vi) in respect of costs for prevention of imminent threat of environmental damage where such costs are incurred without there being Pollution or Contamination caused by a sudden, identifiable, unintended and unexpected incident
  - vii) for damage resulting from an alteration to subterranean stores of groundwater or to flow patterns
  - viii) in respect of costs for the reinstatement or reintroduction of flora or fauna
  - ix) for damage caused deliberately or intentionally by the Insured or where they have knowingly deviated from environmental protection rulings or where the Insured has knowingly omitted to inspect, maintain or perform necessary repairs to plant or machinery for which they are responsible
  - x) in respect of fines or penalties of any kind

- xi) for damage caused by the ownership or operation on behalf of the Insured of any mining operations or storage, treatment or disposal of waste or waste products other than caused by composting, purification or pre-treatment of waste water
- xii) for damage which is covered by a more specific insurance policy
- xiii) for damage caused by persons aware of the defectiveness or harmfulness of products they have placed on the market or works or other services they have performed
- xiv) for damage caused by disease in animals belonging to or kept or sold by the Insured.

### 19. Salvage sue and labour

The Insurer will indemnify the Insured in respect of Salvage Charges, costs or expenses incurred in preventing or minimising a loss insured under this Policy in respect of Insured Vessels.

## Definitions applicable to Section G

### 1. Business

In addition to the business stated in the schedule the following activities shall be included:

- a) maintenance of property and premises owned or occupied by the Insured
- b) the provision and management of canteen, social, sports and welfare organisations for the benefit of Employees of the Insured
- c) first aid, security, fire and ambulance services
- d) private work carried out within the Territorial Limits by an Employee of the Insured for any director or senior executive of the Insured
- e) participation in exhibitions within the Territorial Limits.

### 2. Personal Injury

Personal injury shall mean bodily injury or disease.

### 3. Employee

Employee shall mean any person under a contract of service or apprenticeship with the Insured which shall be deemed to include:

- a) any labour master or labour only subcontractor or persons supplied by any of them
- b) self-employed persons
- c) persons under work experience schemes
- d) any person hired or borrowed by the Insured from another employer

working for the Insured in connection with the business.

### 4. Territorial Limits

Territorial Limits shall mean:

#### Sub-section 1

- a) Anywhere within the limits of Great Britain, Northern Ireland, the Channel Islands or the Isle of Man
- b) manual and non-manual work carried out during temporary visits anywhere in the world (other than the United States of America or Canada); and



- c) non-manual work carried out during temporary visits to the United States of America or Canada.

## Sub-section 2

Anywhere in the world in respect of Products supplied in or from Great Britain, Northern Ireland, the Channel Islands or the Isle of Man.

## 5. Products

Products shall mean any commodities or goods or any thing (including packaging, containers and labels) sold, supplied, hired out, constructed, erected, installed, treated, repaired, serviced, processed, stored, handled, transported or disposed of by or on behalf of the Insured or any structure constructed, erected or installed or contract work executed by or on behalf of the Insured in the course of the Business of the Insured.

## 6. Clean Up Costs

Clean Up Costs shall mean:

- a) testing for or monitoring of Pollution or Contamination
- b) the costs of Remediation required by any Enforcing Authority to a standard reasonably achievable by the methods available at the time that such Remediation commences.

## 7. Remediation

Remediation shall mean remedying the effects of Pollution or Contamination including primary, complementary and compensatory actions as specified in the Environmental Damage (Prevention and Remediation) Regulations 2009.

## 8. Enforcing Authority

Enforcing authority shall mean any government or statutory authority or body implementing or enforcing environmental protection legislation within Great Britain, Northern Ireland, the Channel Islands and the Isle of Man.

## 9. Pollution or Contamination

Pollution or contamination shall mean:

- a) all pollution or contamination of buildings or other structures or of water or land or the atmosphere; and
- b) all loss or damage or Personal Injury directly or indirectly caused by such pollution or contamination.

## 10. Vessel

Vessel shall mean any watercraft including its hull, machinery, boats, gear, equipment and ship's tools as would normally be sold with it.

## 11. Seaworthy

Seaworthy shall mean that the Vessel is constructed, fitted-out, manned and ready to be navigated in conditions which can reasonably be expected.

## 12. Salvage Charges

Salvage Charges shall mean charges which apply in maritime law to compensate a third party in the event of a successful salvage due to a voluntary act by that third party independent of any contract.

## 13. Data

Data shall mean data of any sort whatever, including without limitation tangible or intangible data, and any programs or software, bandwidth, cryptographic keys, databases, documents, domain names or network addresses or anything similar, files, interfaces, metadata, platforms, processing capability, storage media, transaction gateways, user credentials, websites, or any information whatever.

## Clauses applicable to Section G

### 1. Discharge of Liability

The Insurer may at any time pay to the Insured in connection with any claim or series of claims the amount of the Limit(s) of Indemnity (after deduction of sums already paid as compensation in respect of such claim or claims or other relevant claims) or any lesser amount for which such claim or claims can be settled and upon such payment being made the Insurer relinquish the conduct and control of and be under no further liability in connection with such claim or claims other than the payment of costs and expenses incurred prior to the time of such payment.

### 2. Moorings Clause

All moorings must be thoroughly examined at least once a year and a full record of such inspections prepared and made available on request.

### 3. Pollution Clause

This Section excludes all liability in respect of Pollution or Contamination other than caused by a sudden identifiable unintended and unexpected incident which takes place in its entirety at a specific time and place during the Period of Insurance.

All Pollution or Contamination which arises out of one incident shall be deemed to have occurred at the time such incident takes place.

### 4. Surveys and Inspections Clause

The Insurer may at any time through a duly authorised representative examine the premises, and the Insured shall be bound to give them every facility for so doing. In the event that such examination shall identify any defect or deficiency the Insurer shall notify the Insured of the particulars of such defect or deficiency and shall give the Insured a specified time in which to remedy the same.

### 5. Terms of Business Clause

Any estimate, tender, indemnity, agreement, contract and acceptance whether verbal or in writing given, prepared or issued by the Insured shall incorporate or draw attention to the terms of business currently sponsored by the British Marine Federation or other such Terms of Business as may have been approved by the Insurer.

### 6. Terrorism Limitation Clause

The limit of liability payable under this Section in respect of any claim against or by the Insured or series of claims against or by the Insured arising directly or indirectly from terrorism shall be £5,000,000.





For the purposes of this Provision 'Terrorism' means:

- a) any act or preparation in respect of action or threat of action designed to influence the government de jure or de facto of any nation or any political division thereof or in pursuit of political, religious, ideological, or similar purposes to intimidate the public or a section of the public of any nation by any person or group whether acting alone or on behalf of or in connection with any organisation or government de jure or de facto and which:
  - i) involves violence against one or more persons
  - ii) involves damage to property
  - iii) endangers life other than that of the person committing the action
  - iv) creates a risk to health or safety of the public or a section of the public
  - v) is designed to interfere with or to disrupt an electronic system
- b) any action in controlling, preventing, suppressing, retaliating against or responding to any act or preparation in respect of action or threat of action described in a) above.

In any action or suit or other proceedings where the Insurer alleges that by reason of this Exclusion cover is not provided under this Policy the burden of proving that cover is provided under this Policy will be upon the Insured.

### 7. Use of Heat Clause

It is a condition precedent to the liability of the Insurer under this Section that the following precautions are complied with on each occasion of the use or application of heat (as defined below) by or on behalf of the Insured taking place elsewhere than on the Insured's own premises.

For the purposes of this Clause the use or application of heat is defined as: the application of heat by means of electric oxyacetylene or other welding or cutting equipment or angle grinders, blow lamps, blow torches, hot air guns or hot air strippers.

For cover to be effective:

- a) The area in the immediate vicinity of the work (including in the case of work carried out on one side of a hull, bulkhead, deck, floor, wall or partition, the opposite side of the hull, bulkhead, deck, floor, wall or partition) must be cleared of all loose combustible material; other combustible material must be covered by sand or overlapping sheets or screens of non-combustible material.
- b) At least two adequate and appropriate portable fire extinguishers, in proper working order, must be kept in the immediate area of the work being undertaken and used immediately smoke or smouldering or flames are detected.
- c) A fire safety check of the working area must be made approximately 60 minutes after the completion of each period of work and immediate steps taken to extinguish any smouldering or flames discovered.
- d) Blow lamps and blow torches must be filled in the open and must not be lit until immediately before use and must be extinguished immediately after use.

- e) A person must be appointed by the Insured to act as an observer to watch for signs of smoke or smouldering or flames.

Sub-paragraph e) does not apply to the application of heat by means of blow lamps, blow torches, hot air guns or hot air strippers.

### Use of asphalt, bitumen, tar, pitch or lead heaters

The heating must be carried out in the open in a vessel designed for the purpose and, if carried out on a roof, the vessel must be placed on a non-combustible heat insulating base.

### Endorsements

Applicable only where stated in the Schedule.

#### 1. Annual Programme of Events Condition

It is a condition of this Section that the Insured's annual programme of events be forwarded to the Insurer prior to each renewal.

#### 2. Bonfire and Firework Party Condition

It is a condition precedent to all liability of the Insurer that the Insured:

- a) advises the Insurer of any bonfire or firework party organised by the Insured not less than 14 days before the event
- b) comply with all relevant statutory requirements, manufacturers' recommendations and other regulations relating to the use of fireworks, or any other pyrotechnics
- c) adheres to HSE guidelines for the organisers of bonfire and fireworks parties
- d) require any independent stall holder, exhibitor, contractor or supplier engaged at, or for the event to hold relevant third party liability insurance for the duration of said event and to obtain confirmation such insurance is in place.

The Insurer will not pay any claim where the Insured's failure to comply with these conditions caused or worsened the Insurer's liability.

#### 3. Buoyancy Aid Condition

It is a condition precedent to the Insurer's liability that a buoyancy aid is worn by any person using a Vessel.

#### 4. Kill-cord Condition

It is a condition precedent to the Insurer's liability that the kill-cord, if fitted to any Vessel, is used whilst the Vessel is in operation.

#### 5. Member to Member Extension

The Insurer will indemnify any officer or member of the Insured in respect of their legal liability to any other officer or member arising out of their activities as a club member, but excluding any liability arising out of the use or navigation of any watercraft not covered under Section H.

Provided always that:

- a) such person is not entitled to indemnity under any other insurance
- b) such person shall as though they were the Insured observe, fulfil and be subject to the terms, limitations and conditions of this Policy



- c) the Insurer shall not be liable under this Extension unless the Insurer has the sole conduct and control of all claims.

#### **6. Rescue Craft Condition**

It is a condition precedent to the Insurer's liability that a rescue Vessel is on the water and in attendance at all times when any other Vessel is in use.

#### **7. Royal Yachting Association (RYA) and Adventure Activity Licensing Authority (AALA) Condition**

It is a condition precedent to the Insurer's liability that the Insured is RYA approved and licensed under the AALA regulations.

#### **8. Royal Yachting Association (RYA) Condition**

It is a condition precedent to the Insurer's liability that the Insured is RYA approved.

#### **9. Skipper Condition**

It is a condition precedent to the Insurer's liability a director or employee of the Insured with a minimum of 3 years experience of skippering a similar vessel on board and in charge whilst the Vessel is in use.

#### **10. Watercraft Exclusion**

This Section excludes liability arising from the ownership or use of any watercraft not insured under Section H.





# Section H – Marine Hull Material Damage

In the event of accidental loss or damage to the Vessel during the Period of Insurance within the Territorial Limits whilst being used for the Permitted Use the Insurer will pay to the Insured:

- a) in the event of a Total Loss or constructive Total Loss either the Agreed Value of the Vessel or provide a replacement Vessel of a similar age, size and type even if the appearance and condition of the Vessel is not the same
- b) in the event of loss of or damage to outboard motors and unspecified boats, the maximum amount payable shall be the market value of the item at the time of loss or damage.

Provided always that the Insurer shall pay no more than the Sum Insured indicated in the Schedule.

No deduction in respect of new material replacing old will be made except in respect of sails, protective covers, canopies and side screens, running rigging, batteries, outboard motors and unspecified boats or items identified as obsolete or for which parts or a replacement are no longer available or legally compliant.

The amount payable in respect of claims for unrepaired damage shall be the reduction in the market value of the Vessel at the time of the damage, but not exceeding the reasonable cost of repair or replacement. In no case shall the Insurer be liable for unrepaired damage in the event of a subsequent Total Loss.

## Definitions

### 1. Agreed Value

Agreed value shall mean the amount stated in the Schedule as the Sum Insured which represents the value of the Vessel as declared by the Insured and agreed by the Insurer.

### 2. In Commission

In commission shall mean when the Vessel is fitted out and ready for use.

### 3. Laid Up Out of Commission

Laid up out of commission shall mean when the Vessel is not fitted out or available for use.

### 4. Machinery

Machinery shall mean the Vessel's motors, electrical machinery, gear and equipment, batteries and their connections, (but not shaft and propeller).

### 5. Total Loss

Total loss shall mean when the Vessel is irretrievably lost or destroyed. A constructive Total Loss is when the cost of replacement or repair exceeds the Sum Insured.

### 6. Vessel

Vessel shall mean any watercraft as described in the Schedule including its hull, machinery, boats, gear, equipment and ship's tools such as would normally be sold with the craft including any additional items stated in the Schedule.

### 7. Salvage Charges

Salvage Charges shall mean charges which apply in maritime law to compensate a third party in the event of a successful salvage due to a voluntary act by that third party independent of any contract.

### 8. Seaworthy

Seaworthy shall mean that the Vessel is constructed, fitted-out, manned and ready to be navigated in conditions which can reasonably be expected.

### 9. Territorial Limits

Territorial limits shall mean the Territorial Limits stated in the Schedule.

### 10. Permitted Use

Permitted Use shall mean the Permitted Use stated in the Schedule.

## Exclusions applicable to Section H

Section H does not cover:

- a) the cost of replacing, repairing or renewing a defective part of the Vessel
- b) the cost of making good any defect in repair, maintenance or alteration work carried out for the account of the Insured resulting from either negligence or breach of contract
- c) the cost of remedying a fault or error in design or construction or attributable to betterment or alteration in design or construction
- d) theft of the entire Vessel or any trailer if not immobilised or fitted with an anti-theft device whilst left unattended
- e) theft of any outboard motor if not securely locked with an anti-theft device in addition to its normal method of attachment
- f) theft of machinery including outboard motors, gear and equipment not involving forcible entry into the Vessel or place of storage or following forcible removal of fixed gear and equipment from the exterior of the Vessel
- g) loss or damage arising from electrolysis or osmosis
- h) loss or damage arising from the failure, fault, short circuit or breakdown of Machinery
- i) loss or damage arising from frost damage to Machinery unless manufacturers recommendations have been complied with
- j) loss or damage to a jet drive or jet propulsion unit, as a result of ingestion of an underwater or floating object.
- k) loss or damage to Machinery as a result of gradual incursion of water into the Vessel unless following physical damage to the Vessel resulting from impact
- l) loss or damage to Machinery resulting from water gradually escaping from any fixed pipe appliance or pipe
- m) loss or damage in respect of fire or explosion where the Vessel is fitted with inboard machinery and the maximum design speed exceeds 20 m.p.h. or 17 knots unless it is equipped with automatic fire extinguishing apparatus in the engine compartment



- n) loss or damage to sails, protective covers, canopies and side screens split by the wind or blown away unless as a result of the Vessel stranding or being in contact with any external substance (including ice) other than water or as a result of damage to spars to which sails are bent
- o) loss or damage to consumable stores, the Vessel's own moorings or fishing gear, or cargo
- p) wear and tear, deterioration from use or gradual deterioration
- q) depreciation, or loss in value following repair
- r) the Vessel's boat not permanently marked with an identifiable mark
- s) loss or damage to the Vessel caused by or arising from the Vessel not being Seaworthy
- t) loss or damage to the Vessel whilst being transported as either marine or air cargo.

## Extensions applicable to Section H

### 1. Grounding

This insurance covers reasonable costs necessarily incurred in inspecting the Vessel following grounding even if no damage is found.

### 2. Pollution hazard

This insurance includes loss or damage to the Vessel directly caused by any governmental authority acting under the powers vested in them to prevent or mitigate a pollution hazard, or threat thereof, resulting directly from damage to the Vessel for which the Insurer is liable under this Section, provided such act of governmental authority has not resulted from want of due diligence by the Insured, the owners or managers of the Vessel or any of them to prevent or mitigate such hazard or threat. Masters, officers, crew or pilots will not to be considered owners within the meaning of this Extension should they hold shares in the Vessel.

## Clauses applicable to Section H

### 1. Excess clause

The Insured has agreed to bear the first loss up to the amount stated in the Schedule in respect of each claim except in the case of Total Loss of the Vessel.

### 2. Sistership clause

Should the Vessel come into collision with or receive salvage services from another Vessel belonging wholly or in part to the Insured or under the same management, the Insured shall have the same rights under this Policy as the Insured would have were the other Vessel entirely the property of owners not interested in the Vessel; but in such cases the liability for the collision or the amount payable for the services rendered shall be referred to a sole arbitrator to be agreed upon between the Insurer and the Insured.

## Endorsements

The following endorsements are applicable to Sections H where stated in the Schedule.

### 1. War extension

This Policy extends to include cover for loss, damage or expense caused by:

- a) war, civil war, conflict or commotion
- b) terrorism
- c) capture, seizure, arrest, restraint, detainment, confiscation, expropriation and the resulting consequences.

Provided always that this Policy does not cover:

- i) loss or damage arising from outbreak of war between any of the following:
  - United States of America
  - United Kingdom
  - France
  - the Russian Federation
  - the People's Republic of China
- ii) loss or damage whilst the Vessel is in the territorial waters of the countries listed on our War and Strikes Areas of Exclusion Notice
- iii) hostile detonation of an atomic or nuclear weapon
- iv) loss or damage whilst the Vessel is ashore.

### Cancellation

The Insurer may cancel this cover by giving 7 days notice. The Insured may cancel this cover by giving 7 days notice. The Insurer may re-instate the cover providing the Insurer and the Insured agree on a revised premium and the conditions of the cover offered.

### 2. Frost cover

This insurance includes loss or damage to the Vessel's machinery caused by frost, subject to all reasonable precautions being taken to safeguard the machinery.

### 3. Road transit

This insurance includes road, rail or transit on a 'roll-on, roll-off' vehicle ferry within the limits of Great Britain, Northern Ireland, the Channel Islands or the Isle of Man including loading and unloading but excluding scratching, bruising, denting and claims for repainting.

### 4. Machinery damage extension

This Insurance shall cover loss or damage to Machinery caused by:

- a) latent defects in the Machinery but excluding the cost of replacing or repairing a defective part
- b) the negligence of any person whatsoever, but excluding the cost of making good any defect resulting from either negligence or breach of contract in respect of any repair or alteration work carried out at the expense of the Insured or in respect of the maintenance of the Vessel.



Providing always that the Machinery is:

- i) regularly maintained within the original manufacturer's guidelines or an independent marine engineer
- ii) evidence of servicing and repair is verifiable and can be provided on request to the Insurer.

The Policy Excess is doubled in respect of this Extension.

### 5. Strikes extension

This Insurance shall cover loss, or damage or expense caused by:

- a) strikers, locked-out workmen, or persons taking part in labour disturbances, riots or civil commotions
- b) any terrorist or any person acting from a political motive.

### 6. Loss of income

If during the currency of this Policy the Vessel becomes damaged under Section A so as to be unfit for normal charter usage, the Insurer agrees to indemnify the Insured for such loss of charter usage until the Vessel is repaired or replaced subject to the following indemnity limits not being exceeded

£1,000 loss of charter fees payable per week up to a maximum of £10,000 arising out of any one occurrence up to 10 weeks but excluding the first 14 days

Provided always that:

- a) no claim is to attach in respect of booking during which the loss occurs payments shall only be made under this clause in respect of proven bookings made in respect of the Vessel, which is the subject of the claim, prior to such loss or damage occurring
- b) the Insured shall take all responsible practicable steps to minimise the period in which the Vessel so lost or damaged is not available for hire and shall arrange repairs to the Vessel or replacement of the Vessel as soon as possible
- c) all vessels built, hired or chartered by the Insured following the accident or occurrence to be deemed replacement vessel
- d) in the event of the vessel being hired or chartered by the insured following a loss under this Extension the Insurer will indemnify the Insured for any additional costs incurred
- e) the Insurer has the sole conduct and control of all claims covered by this Extension.

### 7. Loss of income following total loss

If during the currency of this Insurance the within Insured Vessel becomes a Total Loss a sum not more than 10% of the Total Sum Insured will become payable in addition to the sum insured shown in the schedule.

### 8. Skipper requirement

It is a condition precedent to all liability of the Insurer that a director or employee of the Insured with a minimum of 3 years experience of skippering a similar vessel is on board and in charge whilst the Vessel is in use.

### 9. Outboard retaining clamps

Exclusion 5) is amended to read as follows:

This Policy excludes theft of any outboard motor if attached to the Vessel unless it is securely locked with a purpose manufactured anti-theft device which prevents retaining bolts/clamps being undone in addition to its normal method of attachment.

### 10. Trailer wheel clamp

Exclusion 4) is amended to read as follows:

This Policy excludes theft of the entire Vessel or any trailer if insured hereunder unless the trailer is fitted with and securely locked with a purpose manufactured wheel clamp whilst left unattended.

### 11. Increased excess for underwater gear

It is agreed that the excess is doubled in respect of claims for loss or damage to the Vessel's propulsion, stability and steering equipment that is under the water.

### 12. Reduced excess

It is agreed that the excess is reduced to £150 in respect of claims for loss or damage to any outboard motor or Vessel's boat.

### 13. Trials and demonstrations

This insurance includes trials or demonstrations to prospective purchasers within the Territorial Limits.

### 14. Vessel security ashore

It is a condition precedent to all liability of the Insurer that Vessels are kept ashore in a locked building or compound when not in use.

### 15. Vessel laid up ashore

It is a condition precedent to all liability of the Insurer that Vessels are laid up ashore when not in use.

### 16. Crew repatriation, salary and personal effects

The Insurer will indemnify the Insured in respect of claims arising from the Insured's interest in the Vessel in respect of:

- a) repatriation costs of the Vessel's crew up to a maximum of £5,000 per crew member
- b) up to two months salary of the Vessel's crew up to £6,000 anyone crew member
- c) personal effects of the Vessel's crew up to £1,000
- d) medical expenses of the Vessels crew of no greater than £1,000.

Provided always that:

- i) the aggregate indemnity any one period of insurance does not exceed £50,000
- ii) the Vessel is a Total Loss at the time of the claim
- iii) the crew member is employed by the Insured, on the Vessel, at the time of the Total Loss.

### 17. Racing risks extension

Definition:

#### Sails and Rigging

Sails and Rigging shall mean the Vessel's sails, masts and spars and standing and running rigging including fittings.

This insurance includes the replacement cost of the Sails and Rigging following loss or damage whilst the Vessel is racing.



Provided always that:

- a) loss or damage is covered by this Policy
- b) the value of the Sails and Rigging shall not exceed 50% of the Insured value of the Vessel or as stated in the Schedule
- c) no deduction in respect of new material replacing old will be made
- d) this Extension shall exclude one third of the value of the Sails and Rigging after deduction of the Policy Excess.

### 18. Indemnity to hirer – inland hire

The Insurer will provide Indemnity to any person using any Vessel with the permission of the Insured, provided always that:

- a) such person is not entitled to indemnity under any other insurance
- b) such person shall as though they were the Insured observe, fulfil and be subject to the terms, limitations and conditions of this Policy.

### Conditions applicable to this Extension:

#### 1 Non-invalidiation

This Policy will not be prejudiced by the actions of any hirer or user of the Vessel providing this has occurred without the knowledge or consent of the Insured who upon becoming aware of these actions immediately informs the Insurer and takes steps to avoid a reoccurrence.

#### 2 Handover procedure

It is a condition of this Extension that the Insured undertakes the Association of Pleasure Craft Operators (APCO) hire boat handover programme or similar to the hirers of the Vessel, prior to commencement of such period of hire.

#### 19. Hired in equipment

This insurance covers loss or damage to equipment not owned by the Insured but installed for use on the Vessel and for which the Insured has assumed contractual liability, whether such equipment be in the nature of aids to navigation or communication or otherwise and where such loss or damage is covered by this Insurance.

Providing always that:

- a) in no event shall the liability of the Insurer exceed agreed contractual value of the equipment or its replacement market value
- b) all such equipment shall be included in the insured value of the Vessel
- c) the maximum indemnity provided under this Extension shall not exceed £50,000 any one item of equipment.

### 20. Loss of hire: passenger vessels

In the event of the Vessel which is licensed to carry fare paying passengers becoming unfit for normal use as a result of an insured loss, this Insurance will pay additionally per day a sum which is 1/365 of an amount equal to 20% of the insured value of the Vessel concerned as shown in the Schedule.

Provided always that:

- a) no payment shall be made in respect of the first 14 days after the occurrence of the loss or damage giving rise to a claim under this Extension
- b) no payment shall be made in respect of periods out of service between 1st November and 31st March inclusive, unless specially agreed by the Insurer
- c) no payment shall be made for any period which this Insurance does not remain in force
- d) in the event of Vessels being hired to meet commitments, the cost of such hiring or of necessary temporary repairs to the insured Vessel shall be recoverable as a claim hereunder in lieu of and not exceeding the amount of the daily loss of use payment
- e) payment under this Clause shall be limited to a total of 90 days
- f) the Insured shall take all reasonable steps to minimise any loss under this Extension and shall arrange repairs and/or replacement as soon as possible
- g) no payment shall be made in the event of the Actual Total Loss of the Vessel, or where the agreed value of the Vessel is paid owing to the reasonable costs of recovery and/or repair exceeding the sum insured shown against the Vessel in the Schedule.

### 21. Stock extension

Section H extends to cover stock of food, alcoholic and other beverages and tobacco products on board the Vessel, being the property of the Insured, up to the amount(s) shown in the Schedule but limited to loss or damage caused by fire, lightning, explosion and theft following violent and forcible entry into locked store on board the insured Vessel and Total Loss following Total Loss of the Vessel by an insured peril.

### 22. Rebate premium

A rebate of 7.5% of the Gross Premium charged for the 12 months period of this Policy shall be allowed on expiry subject to:

- a) the insurance being renewed by the Insurer for a further 12 months from the expiry date subject to terms and conditions as may be agreed between the Insured and the Insurer
- b) the claims paid and outstanding as notified as occurring during the 12 months period not exceeding 40% of Gross Premiums charged during that period
- c) in the event of unquantified claims remaining at renewal date the Insurer reserves the right to withhold the rebate until such time as the likely claim cost is known.

### 23. Financial interest

The following company holds an interest in the Vessel.



#### **24. Crew personal accident**

It is agreed that benefits in accordance with the Schedule of compensation below will be paid if at any time during the period of insurance a member of the crew of the Vessel whilst on board the Vessel shall sustain bodily injury caused by accidental violent and visible means which shall solely and independently of any other cause within 12 months from the date of the accident result in his/her:

Death	£25,000
Loss of One or More Limbs by Physical Separation at or Above the Wrist or Ankle	£25,000
Total and Irrecoverable Loss of Sight of One or Both Eyes	£25,000

#### **25. Towcon conditions of towage**

It is a condition of this Policy that the towage is undertaken as per the TOWCON conditions of towage.

#### **26. Towage exclusion – the towed vessel**

This Policy excludes liability to and of the towed vessel.

#### **27. Exhibition cover**

This insurance includes any Vessel owned by the Insured whilst on exhibition within Great Britain, Northern Ireland, the Channel Islands or the Isle of Man and in transit thereto and therefrom. This insurance excludes scratching, bruising, denting and claims for repainting occurring in transit or during loading or unloading.

#### **28. Delivery voyages**

This insurance includes the delivery of the Vessel by water, under the Vessel's own power, within the Territorial Limits.

#### **29. Private and pleasure use by directors**

This insurance includes private pleasure use of Vessels by directors of the Insured and senior employees with the permission of the Insured.



# Section I – Defective Title of Vessels

## Clause

### 1. Excess Clause

The Insured shall bear the amount shown in the Schedule in respect of each claim.

The Insurer will indemnify the Insured if there is not good title to any Vessel in respect of:

- a) the reasonable expected sale price of any Vessel owned by the Insured and not sold
- b) the sale price of any Vessel that the Insured has sold
- c) the commission or fee received in the case of any Vessel that the Insured has sold for which the Insured has acted as an agent

if either:

- i) the true owner proves a valid claim for the return of the Vessel or its value; or
- ii) the purchaser proves a valid claim for damages

during the Period of Insurance within the Territorial Limits provided always that the liability of the Insurer shall not exceed in respect of any one claim the purchase price of the Vessel or the Sum Insured stated in the Schedule whichever is the lesser nor in the aggregate in respect of all claims during the Period of Insurance the Sum Insured stated in the Schedule.

## Definitions

### 1. Territorial Limits

Territorial Limits shall mean anywhere in Great Britain, Northern Ireland, the Channel Islands or the Isle of Man.

### 2. Vessel

Vessel shall mean any watercraft including its hull, machinery, boats, gear, equipment and ship's tools that would normally be sold with it.

## Warranty

### 1. Bill of Sale and Finance Agreements

Warranted that the Insured will obtain the relevant bill of sale and establish details of any finance agreement affecting any Vessel and ensure it is discharged.

## Conditions

### 1. Record Keeping

The Insured will keep accurate written records of the purchase transaction for any second hand Vessel.

### 2. Payments

Payment for any Vessel purchased or allowances for part exchange, given by the Insured, must be by cheque, banker's draft or money transfer or by credit given by the Insured against a new purchase.

### 3. Ownership Declaration

The Insured will obtain from the vendor of any Vessel, prior to purchasing or agreeing to purchase it, a signed declaration that the vendor is the true owner and that there are no outstanding charges on the Vessel.





# Section J – Terrorism

A. In the event that:

- a) Her Majesty's Government or Her Majesty's Treasury or any successor relevant authority issue a certificate certifying an event or occurrence to have been Terrorism; or
- b) Her Majesty's Government or Her Majesty's Treasury or any successor relevant authority refuse to issue a certificate certifying an event or occurrence to have been Terrorism and that refusal is reversed by the decision of a validly constituted tribunal

the Insurer will provide cover for:

- i) DAMAGE to property insured under Sections A, C, D and E
- ii) CONSEQUENTIAL LOSS stated in the Schedule(s) to Section B1, B2 and B3

proximately caused by such Terrorism in so far and to the extent that it is insured under this Policy.

Provided always that:

- 1) in respect of i) above the Insurer will at the Insurer's option indemnify the Insured by reinstatement, replacement or repair and the Insurer's liability will not exceed:
  - A) in the whole the total sum insured
  - B) in respect of any item its sum insured
  - C) any other limit of indemnity stated in the schedule at the time of the DAMAGE
- 2) in respect of ii) above the Insurer's liability will not exceed the amount of any CONSEQUENTIAL LOSS following DAMAGE to property used by the Insured at the premises for the purposes of the Business provided always that:
  - A) insurance is in force covering the Insured's interest in the property at the premises against such DAMAGE; and
  - B) payment has been made or liability admitted for such DAMAGE or would have been made for such DAMAGE but for a proviso excluding liability for losses below a certain amount; and
  - C) the Insurer's liability will not exceed in the whole the total sum insured or in respect of any item its sum insured or any other limit of indemnity stated in the schedule at the time of the DAMAGE
- 3) such DAMAGE and/or CONSEQUENTIAL LOSS occurs in England, Wales or Scotland but not the territorial seas adjacent thereto as defined by the Territorial Sea Act 1987 and not Northern Ireland, the Isle of Man or the Channel Islands
- 4) in any action, suit or other proceedings where the Insurer alleges that any DAMAGE or CONSEQUENTIAL LOSS resulting from DAMAGE is not covered by this Section the burden of proving that such DAMAGE or CONSEQUENTIAL LOSS is covered will fall upon the Insured

5) the insurance effected by this Section excludes:

- A) any losses whatsoever:
    - a) occasioned by riot, civil commotion, war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power
    - b) directly or indirectly caused by or contributed to by or arising from or occasioned by or resulting from:
      - i) damage to or the destruction of any Computer System; or
      - ii) any alteration, modification, distortion, erasure or corruption of Data
- in each case whether the property of the Insured or not, where such loss is directly or indirectly caused by or contributed to by or arising from or occasioned by or resulting from Virus or Similar Mechanism, Hacking, Phishing or Denial of Service Attack

Proviso to exclusion 5) A) b)

save that Covered Loss otherwise falling within this exclusion 5) A) b) will not be treated as excluded by exclusion 5) A) b) solely to the extent that such Covered Loss:

- i) results directly (or, solely as regards ii) 3) below, indirectly) from fire, explosion, flood, escape of water from any tank, apparatus or pipe (including any sprinkler system), impact of aircraft or any aerial devices or articles dropped from them, impact of any sea-going or water-going vessel or of any vehicle whatsoever or of any goods or cargo carried in or on such vessel or vehicle, destruction of, damage to or movement of buildings or structures, plant or machinery other than any Computer System; and
- ii) comprises:
  - 1) the cost of reinstatement, replacement or repair in respect of damage to or destruction of Property insured; or
  - 2) the amount of business interruption loss suffered directly by the Insured by way of loss of or reduction in profits, revenue or turnover or increased cost of working as a direct result of either damage to or destruction of Property insured or as a direct result of denial, prevention or hindrance of access to or use of the Property insured by reason of Terrorism causing damage to other Property within one mile of the Property insured to which access is affected; or
  - 3) the amount of loss caused by the cancellation, abandonment, postponement, interruption, curtailment or relocation of an event as a result of damage to or destruction of Property and any additional costs or charges reasonably and necessarily paid by the Insured to avoid or diminish such loss



and

- iii) is not proximately caused by Terrorism in relation to which the relevant organisation or any persons acting on behalf of or in connection with that organisation are controlled by, acting on behalf of or part of any de jure or de facto government of any nation, country or state
- iv) for the purposes of this Proviso
  - 1) The meaning of 'Property' shall exclude:
    - A) any money (including Money as defined in Section C), currency, electronic cryptographic or virtual currency including Bitcoin or anything similar, negotiable or non-negotiable instruments, financial securities or any other financial instrument of any sort whatever; and
    - B) any Data.
  - 2) 'Covered Loss' means all losses arising as a result of damage to or the destruction of Property insured, the proximate cause of which is Terrorism
- v) Notwithstanding the exclusion of Data from Property, to the extent that damage to or destruction of Property within the meaning of sub-paragraph ii) above indirectly results from any alteration, modification, distortion, erasure or corruption of Data, because the occurrence of one or more of the matters referred to in sub-paragraph i) above results directly or indirectly from any alteration, modification, distortion, erasure or corruption of Data, that shall not prevent cost or business interruption loss directly resulting from damage to or destruction of such Property and otherwise falling within sub-paragraphs i) and ii) 1) or 2) nor any loss, cost or charges otherwise falling within sub-paragraphs i) and ii) 3) above from being recoverable under this Section.

In no other circumstances than the previous sentence, however, will any loss or losses directly or indirectly caused by, contributed to by or arising from or occasioned by or resulting from any alteration, modification, distortion, erasure or corruption of Data be recoverable under this Section

- B) any type of property which has been specifically excluded under any Applicable Section
- C) any Nuclear Installation or Nuclear Reactor and all fixtures and fittings situated thereon and attached thereto and all pipes, wires, cables, drains or other conduits or service media of any description which are affixed or connected to or in any way serve such Nuclear Installation or Nuclear Reactor

- 6) save for the exclusions listed in 5) above no other exclusions in Applicable Sections will apply. All the other terms and conditions of the said Sections including but not limited to any excess or deductible to be borne by the Insured will apply to the insurance effected by Section A) of this Section except for:
  - A) any long term undertaking applying
  - B) any terms which provide for adjustments of premium based upon declarations on expiry or during the period of insurance contained in Applicable Sections
  - C) any extension of premises to locations outside England and Wales and Scotland.
- B. In the event that Her Majesty's Government or Her Majesty's Treasury or any successor relevant authority refuse to issue a certificate certifying an event or occurrence to have been Terrorism and such refusal is upheld by the decision of a validly constituted tribunal Applicable Sections are amended as follows:
  - a) The exclusion in respect of Terrorism will not apply in respect of such event or occurrence providing such DAMAGE and/or CONSEQUENTIAL LOSS occurs in England, Wales or Scotland but not the territorial seas adjacent thereto as defined by the Territorial Sea Act 1987 and not Northern Ireland, the Isle of Man or the Channel Islands.

Save for a) above the terms and conditions of Applicable Sections will apply.

## Definitions

### 1. Applicable Sections

'Applicable Sections' shall mean Sections A, B1, B2, B3, C, D and E.

### 2. Computer System

'Computer System' shall mean a computer or other equipment or component or system or item which processes, stores, transmits or receives Data.

### 3. Data

'Data' shall mean data of any sort whatever, including without limitation tangible or intangible data, and any programs or software, bandwidth, cryptographic keys, databases, documents, domain names or network addresses or anything similar, files, interfaces, metadata, platforms, processing capability, storage media, transaction gateways, user credentials, websites, or any information whatever.

### 4. Denial of Service Attack

'Denial of Service Attack' shall mean any actions or instructions constructed or generated with the ability to damage, interfere with or otherwise affect the availability or performance of networks, network services, network connectivity or Computer Systems.

Denial of Service Attacks include but are not limited to the generation of excess traffic into the network addresses, the exploitation of system or network weaknesses and the generation of excess or non-genuine traffic between and amongst networks and the procurement of such actions or instructions by other Computer Systems.



## **5. Hacking**

'Hacking' shall mean unauthorised access to any Computer System whether the property of the Insured or not.

## **6. Nuclear Installation**

'Nuclear Installation' shall mean any installation of such class or description as may be prescribed by regulations made by the relevant Secretary of State from time to time by statutory instrument being an installation designed or adapted for:

- a) the production or use of atomic energy
- b) the carrying out of any process which is preparatory or ancillary to the production or use of atomic energy and which involves or is capable of causing the emission of ionising radiation
- c) the storage, processing or disposal of nuclear fuel or of bulk quantities of other radioactive matter being matter which has been produced or irradiated in the production or use of nuclear fuel.

## **7. Nuclear Reactor**

'Nuclear Reactor' shall mean any plant including any machinery, equipment or appliance whether affixed to land or not designed or adapted for the production of atomic energy by a fission process in which a controlled chain reaction can be maintained without an additional source of neutrons.

## **8. Phishing**

'Phishing' shall mean any access or attempted access to Data made by means of misrepresentation or deception.

## **9. Terrorism**

'Terrorism' shall mean any act or acts of persons acting on behalf of or in connection with any organisation which carries out activities directed towards the overthrowing or influencing by force or violence of Her Majesty's Government in the United Kingdom or any other government de jure or de facto.

## **10. Virus or Similar Mechanism**

'Virus or Similar Mechanism' shall mean program code, programming instruction or any set of instructions intentionally constructed with the ability, or purposely used, to damage, interfere with, adversely affect, infiltrate or monitor Computer Systems, Data or operations, whether involving self-replication or not.

Virus or Similar Mechanism includes but is not limited to trojan horses, worms and logic bombs and the exploitation of bugs or vulnerabilities in a computer program to damage, interfere with, adversely affect, infiltrate or monitor as above.

# Section K – Legal Expenses

## Meaning of words

The following words have these meanings wherever they appear in this policy in **bold**:

### appointed representative

The **preferred law firm**, law firm, tax consultancy, accountant or other suitably qualified person **we** appoint to act on the **insured person's** behalf.

### business

The business declared to **us** and covered by the commercial policy to which this policy attaches.

### costs and expenses

- (a) All reasonable, proportionate and necessary costs chargeable by the **appointed representative** and agreed by **us** in accordance with the **DAS Standard Terms of Appointment**.
- (b) The costs incurred by opponents in civil cases if the **insured person** has been ordered to pay them, or the **insured person** pays them with **our** agreement.

### countries covered

- (a) For insured incidents Legal defence (excluding 5 Statutory notice appeals and 7 Disciplinary hearings), and Personal injury  
The United Kingdom of Great Britain and Northern Ireland, the European Union, the Isle of Man, the Channel Islands, Albania, Andorra, Bosnia Herzegovina, Gibraltar, Iceland, Liechtenstein, Macedonia, Monaco, Montenegro, Norway, San Marino, Serbia, Switzerland and Turkey.
- (b) For all other insured incidents  
The United Kingdom of Great Britain and Northern Ireland, the Isle of Man and the Channel Islands.

### DAS Standard Terms of Appointment

The terms and conditions (including the amount **we** will pay to an **appointed representative**) that apply to the relevant type of claim, which could include a conditional fee agreement (no win, no fee). Where a law firm is acting on **your** behalf the amount **we** will pay is currently £100 per hour. This amount may vary from time to time.

### date of occurrence

- (a) For civil cases (other than as specified under (c) to (e) below), the date of the event that leads to a claim. If there is more than one event arising at different times from the same originating cause, the **date of occurrence** is the date of the first of these events. (This is the date the event happened, which may be before the date **you** or an **insured person** first became aware of it.)
- (b) For criminal cases, the date the **insured person** began, or is alleged to have begun, to break the law.

- (c) For insured incident **Statutory licence appeal**, the date when **you** first became aware of the proposal by the relevant licensing or regulatory authority to suspend, alter the terms of, refuse to renew or cancel **your** licence, mandatory registration or British Standard Certificate of Registration.
- (d) For insured incident **Tax protection**, the date when HM Revenue & Customs, or the relevant authority, first notifies **you** of its intention to carry out an enquiry. For **VAT** or **employer compliance disputes**, the date the dispute arises during the **period of insurance** following the issue of an assessment, written decision or notice of a civil penalty.
- (e) For insured incident Legal defence 5 Statutory notice appeals, the date when the **insured person** is issued with the relevant notice and has the right to appeal.

### employer compliance dispute

A dispute with HM Revenue & Customs concerning **your** compliance with Pay As You Earn, Social Security, Construction Industry or IR35 legislation and regulations.

### insured person

- (a) **You** and the directors, partners, managers, employees and any other individuals declared to **us** by **you**.
- (b) A person contracted to work for **you** who works for **you** on the same basis as **your** employees, and performs that work under **your** supervision and direction.

### period of insurance

The period for which **we** have agreed to cover the **insured person** and for which **we** have accepted the premium.

### preferred law firm

A law firm, barrister or tax expert **we** choose to provide legal or other services. These specialists are chosen as they have the proven expertise to deal with the **insured person's** claim and must comply with **our** agreed service standard levels, which **we** audit regularly. They are appointed according to the **DAS Standard Terms of Appointment**.

### reasonable prospects

- (a) For civil cases, the prospects that the **insured person** will recover losses or damages or a reduction in tax or National Insurance liabilities (or obtain any other legal remedy that **we** have agreed to, including an enforcement of judgment) or make a successful defence, must be at least 51%. A **preferred law firm** or tax consultancy on **our** behalf, will assess whether there are **reasonable prospects**.
- (b) For criminal cases there is no requirement for there to be prospects of a successful outcome.
- (c) For civil and criminal appeals the prospects of a successful outcome must be at least 51%.

### tax enquiry

A written notice of enquiry, issued by HM Revenue & Customs, to carry out an Income Tax or Corporation Tax compliance check which either:

- (i) includes a request to examine any aspect of **your** books and records; or



(ii) advises of a check of **your** whole tax return.

### VAT dispute

A dispute with HM Revenue & Customs following the issue of an assessment, written decision or notice of a civil penalty relating to **your** VAT affairs.

### we, us, our, DAS

DAS Legal Expenses Insurance Company Limited.

### you, your

The **business** that has taken out this policy.

## Welcome to DAS

**Your business** is now protected by the UK's leading specialist legal expenses insurer.

DAS Legal Expenses Insurance Company Limited ('DAS') is the underwriter and provides the legal protection insurance under **your** policy. The legal advice service is provided by DAS Law Limited and/or a **preferred law firm** on behalf of **DAS**.

To make sure that **you** get the most from **your DAS** cover, please take time to read this policy wording which explains the insurance cover and additional services available to **you**. Please follow the procedures throughout the policy and in particular those applying to **Employment disputes and compensation awards** cover.

### How your policy can help

Please find below information about the services **your** policy offers and details of how to make a claim.

If **you** wish to speak to **us** about:

- **Legal Advice** – **you** can get telephone legal advice on any legal issue affecting **your business**.
- **Insurance Claims** – **you** can report a claim 24/7.
- **Tax Advice** – dedicated tax advisers can provide advice on tax issues affecting **your business**.

Please phone **us** on **0344 893 0859**. **We** will ask **you** about **your** legal issue and if necessary call **you** back to deal with **your** query.

### Online law guide and document drafting

Using [www.dasbusinesslaw.co.uk](http://www.dasbusinesslaw.co.uk) **you** can access the free online law guide and create ready-to-sign contracts, agreements and letters in minutes. Developed by solicitors and tailored by **you** using **our** smart document builders.

**You** can also buy legal documents from the site, ranging from simple debt recovery letters to employment contracts.

Register using the voucher code **DAS472301** to gain access to a range of free documents.

### Reporting a claim

#### Important information

Please do not ask for help from a lawyer, accountant or anyone else before **we** have agreed that **you** should do so. If **you** do, **we** will not pay the costs involved even if **we** accept the claim.

### Report your claim

- Call **us** on **0344 893 0859**, available 24 hours a day, 7 days a week
- Have **your** policy number ready and **we'll** ask **you** about **your** claim

### We will assess the claim

- To check **your** claim is covered by **your** policy
- And, if it is, **we** will send it to a lawyer who specialises in **your** type of claim

### The lawyer will

- Assess **your** case and tell **you** how likely it is **you** will win

### If you are more likely than not to win, the lawyer will

- Manage the case from start to finish

Please note this is an overview of the claims process for guidance purposes only. **Our** claims handlers can answer any questions **you** may have when they receive **your** claim, alternatively **you** can visit

[www.das.co.uk/legal-protection/how-to-claim](http://www.das.co.uk/legal-protection/how-to-claim)

### Our agreement

This policy, the policy schedule and any endorsement shall be read together as one document and describe the contract between **you** and **us**.

**We** agree to provide the insurance described in this policy for **you** (or where specified, the **insured person**) in respect of any insured incident arising in connection with the **business**, in return for payment of the premium and subject to the terms, conditions, exclusions and limitations set out in this policy, provided that:

- 1 **reasonable prospects** exist for the duration of the claim
- 2 the **date of occurrence** of the insured incident is during the **period of insurance**, or
- 3 during the currency of a previous equivalent legal expenses insurance policy, provided that:
  - the previous legal expenses insurance policy required **you** to report claims during its currency
  - **you** could not have notified a claim previously as **you** could not have reasonably been aware of the insured incident
  - cover has been continuously maintained in force
  - any claim that should have been covered under a previously operative legal expenses insurance policy will not be covered by **us**, and
  - the available limit of indemnity shall be limited to the lesser of the sums payable under this or **your** previous policy
- 4 any legal proceedings will be dealt with by a court, or other body which **we** agree to, within the **countries covered**, and
- 5 the insured incident happens within the **countries covered**.



## What we will pay

We will pay an **appointed representative**, on **your** behalf, **costs and expenses** incurred following an insured incident, and any compensation awards that **we** have agreed to, provided that:

- 1 the most **we** will pay in respect of all claims resulting from one or more event arising at the same time or from the same originating cause, for **costs and expenses** and compensation awards claims, is the amount stated in the schedule
- 2 the most **we** will pay for the total of all compensation awards under insured incident **Employment disputes and compensation awards 2 Compensation awards** in any one **period of insurance** shall not exceed £1,000,000
- 3 the most **we** will pay in **costs and expenses** is no more than the amount **we** would have paid to a preferred law firm or tax consultancy. The amount **we** will pay a law firm (where acting on **your** behalf) is currently £100 per hour. This amount may vary from time to time
- 4 in respect of an appeal or the defence of an appeal, **you** must tell **us** as soon as possible and within the statutory time limits allowed that **you** want to appeal. Before **we** pay the **costs and expenses** for appeals, **we** must agree that **reasonable prospects** exist
- 5 for an enforcement of judgment to recover money and interest due to **you** after a successful claim under this policy, **we** must agree that **reasonable prospects** exist
- 6 where an award of damages is the only legal remedy to a dispute and the cost of pursuing legal action is likely to be more than any award of damages, the most **we** will pay in **costs and expenses** is the value of the likely award, and
- 7 in respect of insured incident **Legal defence 6 Jury service and court attendance** the maximum **we** will pay is the **insured person's** net salary or wages for the time that the **insured person** is attending court or tribunal, less any amount **you**, the court or tribunal pays.

## What we will not pay

- 1 In the event of a claim, if **you** decide not to use the services of a preferred law firm or tax consultancy, **you** will be responsible for any costs that fall outside the **DAS Standard Terms of Appointment** and these will not be paid by **us**.
- 2 If **you** are registered for VAT **we** will not pay the VAT element of any **costs and expenses**.
- 3 The first £500 of any contract dispute claim where the amount in dispute exceeds £5,000 (including VAT). If **you** are using a **preferred law firm**, **you** will be asked to pay this within 21 days of **your** claim having been assessed as having **reasonable prospects**. If **you** are using **your** own law firm, this will be within 21 days of their appointment (following confirmation **your** claim has **reasonable prospects**). If **you** do not pay this amount the cover for **your** claim could be withdrawn.

## Employment disputes and compensation awards

### 1 Employment disputes

#### What is covered

**Costs and expenses** to defend **your** legal rights:

- (a) before the issue of legal proceedings in a court or tribunal:
  - (i) following the dismissal of an employee; or
  - (ii) where an employee or ex-employee has contacted ACAS ('Advisory, Conciliation and Arbitration Service') to commence the Early Conciliation procedure; or
- (b) in unfair dismissal disputes under the ACAS Arbitration Scheme; or
- (c) in legal proceedings in respect of any dispute relating to:
  - (i) a contract of employment with **you**; or
  - (ii) an alleged breach of the statutory rights of an employee, ex-employee or prospective employee under employment legislation.

#### What is not covered

A claim relating to the following:

- 1 unless equivalent legal expenses insurance was continuously in force before:
  - (a) any dispute where the originating cause of action arises within the first 90 days of the start of this policy;
  - (b) any dispute with an employee who was subject to a written or oral warning (formal or informal) within 180 days immediately preceding the inception date of this policy if the **date of occurrence** was within the first 180 days of the start of this policy and the dispute relates directly to the same matter(s) which gave rise to that warning;
  - (c) any notice of redundancy or alleged redundancy or unfair selection for redundancy which occurs within the first 180 days of the start of this policy
- 2 employee internal disciplinary or grievance procedures
- 3 damages for personal injury
- 4 Transfer of Undertakings Regulations (TUPE) or the Transfer of Employment (Pension Protection) Regulations
- 5 pursuing **your** legal rights.

### 2 Compensation awards

#### What is covered

In respect of a claim **we** have accepted under insured incident **1 Employment disputes** **we** will pay:

- (a) any basic and compensatory award; and/or
- (b) an order for compensation or damages following a breach of **your** statutory duties under employment legislation.



Provided that:

- (a) in cases relating to performance and/or conduct, **you** have throughout the employment dispute either:
  - (i) followed the ACAS Code of Disciplinary and Grievance Procedures; or
  - (ii) followed equivalent codes of practice issued by the Labour Relations Agency in Northern Ireland; or
  - (iii) sought and followed advice from **our** legal advice service (telephone **0344 893 0859**)
- (b) for an order of compensation following **your** breach of statutory duty under employment legislation **you** have at all times sought and followed advice from **our** legal advice service since the date when **you** should have known about the employment dispute (telephone **0344 893 0859**)
- (c) for any compensation award for redundancy or alleged redundancy or unfair selection for redundancy, **you** have sought and followed advice from **our** legal advice service before starting any redundancy process or procedure with employees (telephone **0344 893 0859**)
- (d) any sum of money in settlement of a dispute is awarded by a court, tribunal or through the ACAS Arbitration Scheme, under a judgment made after full argument and otherwise than by default, or is payable under settlement approved in writing in advance by **us**.

*Please note that the total amount payable by us for all compensation awards and sums of money in settlement of a dispute, in aggregate and in any one period of insurance is £1,000,000.*

#### What is not covered

A claim relating to the following:

- 1 Any compensation award relating to the following:
  - trade union activities, trade union membership or non-membership;
  - pregnancy or maternity rights, paternity, parental or adoption rights;
  - health and safety related dismissals brought under section 44 of the Employment Rights Act 1996;
  - statutory rights in relation to trustees of occupational pension schemes.
- 2 Non-payment of money due under a contract.
- 3 Any award ordered because **you** have failed to provide relevant records to employees under National Minimum Wage legislation.
- 4 A compensation award or increase in a compensation award relating to failure to comply with a current or previous recommendation made by a tribunal.
- 5 A settlement agreed and payable following conciliation under the ACAS Early Conciliation procedure.

### 3 Employee civil legal defence

#### What is covered

**Costs and expenses** to defend the **insured person's** (other than **your**) legal rights if:

- (a) an event arising from their work leads to civil action being taken against them under legislation for unlawful discrimination; or
- (b) civil action is being taken against them as trustee of a pension fund set up for the benefit of **your** employees.

*Please note that we will only provide cover for an insured person (other than you) at your request.*

### 4 Service occupancy

#### What is covered

**Costs and expenses** to recover possession of premises owned by **you**, or for which **you** are responsible, from **your** employee or ex-employee.

#### What is not covered

Any claim relating to defending **your** legal rights, other than defending a counter-claim that is an insured incident under this policy.

### Legal defence

**Costs and expenses** to defend the **insured person's** legal rights:

(provided that for each of the following sections of **Legal defence** cover 1-6 **you** request **us** to provide cover for the **insured person**.)

#### 1 Criminal pre-proceedings cover

##### What is covered

Prior to the issue of legal proceedings, when dealing with the Police, Health and Safety Executive and/or Local Authority Health and Safety Enforcement Officer where it is alleged that the **insured person** has or may have committed a criminal offence.

Provided that:

for claims relating to the Health and Safety at Work etc Act 1974 the **countries covered** shall be any place where the Act applies.

*Please note we will only cover criminal investigations and/or prosecutions which arise in direct connection with the activities of the **business**. Please see the section titled **Our agreement** at the start of this policy.*

##### What is not covered

A claim relating to the following:

- 1 any criminal investigation or enquiry by, with or on behalf of HM Revenue & Customs
- 2 investigations due to alleged infringement of road traffic laws or regulations in connection with the ownership, driving or use of a motor vehicle.



## 2 Criminal prosecution defence

### What is covered

Following an event which leads to the **insured person** being prosecuted in a court of criminal jurisdiction.

Provided that:

for claims relating to the Health and Safety at Work etc Act 1974 the countries covered shall be any place where the Act applies.

*Please note we will only cover criminal investigations and/or prosecutions which arise in direct connection with the activities of the **business**. Please see the section titled **Our agreement at the start of this policy**.*

### What is not covered

A claim relating to the following:

- 1 prosecution due to alleged infringement of road traffic laws or regulations in connection with the ownership, driving or use of a motor vehicle.

## 3 Data protection

### What is covered

If civil action is taken against the **insured person** for compensation under data protection legislation, when handling personal data in their capacity as a data controller and/or a data processor by:

- (a) An individual. **We** will also pay any compensation award in respect of such a claim.
- (b) A data controller and/or data processor, which arises out of, or relates to, a claim made by an individual for compensation against that data controller and/or data processor. Please note **we** will not pay any compensation award in respect of such a claim.

Provided that:

in respect of 3(a) any sum of money in settlement of a dispute is awarded by a court under a judgment made after full argument and otherwise than by consent or default, or is payable under settlement approved in advance by **us**.

*Please note we will not cover the cost of fines imposed by the Information Commissioner, or any other regulatory and/or criminal body.*

### What is not covered

A claim relating to the following:

- 1 the loss, alteration, corruption or distortion of, or damage to stored personal data, or
- 2 a reduction in the functionality, availability, or operation of stored personal data

resulting from hacking (unauthorised access), malicious or negligent transfer (electronic or otherwise) of a computer program that contains any malicious or damaging code, computer virus or similar mechanism.

## 4 Wrongful arrest

### What is covered

If civil action is taken against the **insured person** for wrongful arrest in respect of an accusation of theft alleged to have been carried out during the **period of insurance**.

## 5 Statutory notice appeals

### What is covered

In an appeal against the imposition or terms of any statutory notice issued under legislation affecting **your business**.

### What is not covered

A claim relating to the following:

- 1 an appeal against the imposition or terms of any statutory notice issued in connection with **your** licence, mandatory registration or British Standard Certificate of Registration
- 2 a statutory notice issued by an **insured person's** regulatory or governing body.

## 6 Jury service and court attendance

### What is covered

An **insured person's** absence from work:

- (a) to perform jury service
- (b) to attend any court, tribunal or at the request of the **appointed representative**.

The maximum **we** will pay is the **insured person's** net salary or wages for the time that they are absent from work less any amount **you**, the court or tribunal, have paid them.

**We** will reimburse **you** for net salary or wages that **you** have paid the **insured person** for that time, less any amount they have been paid by, or can recover from, the court or tribunal.

### What is not covered

A claim relating to the following:

- 1 any claim if **you** or the **insured person** are unable to prove the loss.

## 7 Statutory licence appeal

### What is covered

#### Costs and expenses for:

An appeal to the relevant statutory or regulatory authority, court or tribunal following a decision by a licensing or regulatory authority to suspend, or alter the terms of, or refuse to renew, or cancel **your** licence, mandatory registration or British Standard Certificate of Registration.

### What is not covered

A claim relating to the following:

- 1 the original application or renewal application of a statutory licence, mandatory registration or British Standard Certificate of Registration
- 2 the ownership, driving or use of a motor vehicle.





## 8 Contract disputes

This insured incident is an optional cover and only operative if stated in the schedule as insured.

### What is covered

#### Costs and expenses for:

A contractual dispute arising from an agreement or an alleged agreement which has been entered into by **you** or on **your** behalf for the purchase, hire, sale or provision of goods or of services.

Provided that:

- (a) the amount in dispute exceeds £500 (incl VAT)
- (b) if the amount in dispute exceeds £5,000 (incl VAT), **you** must pay the first £500 of any claim. If **you** are using a **preferred law firm**, **you** will be asked to pay this within 21 days of **your** claim having been assessed as having **reasonable prospects**. If **you** are using **your** own law firm, this will be within 21 days of their appointment (following confirmation your claim has **reasonable prospects**). If **you** do not pay this amount the cover for **your** claim could be withdrawn
- (c) if the amount in dispute is payable in instalments, the instalments due and payable at the time of making the claim exceed £500 (incl VAT)
- (d) if the dispute relates to money owed to **you**, a claim under the policy is made within 90 days of the money becoming due and payable.

### What is not covered

A claim relating to the following:

- 1 a dispute arising from an agreement entered into prior to the start of this policy if the **date of occurrence** is within the first 90 days of the start of this policy, unless equivalent legal expenses insurance was in force immediately before
- 2 (a) a dispute relating to an insurance policy, other than when **your** insurer refuses **your** claim
  - (b) the sale, purchase, terms of a lease, licence, or tenancy of land or buildings. However, **we** will cover a dispute with a professional adviser in connection with these matters
  - (c) a loan, mortgage, pension, guarantee or any other financial product. However, **we** will cover a dispute with a professional adviser in connection with these matters
  - (d) a motor vehicle owned by, or hired or leased to **you** other than agreements relating to the sale of motor vehicles where **you** are engaged in the business of selling motor vehicles
- 3 a dispute with an employee or ex-employee which arises out of, or relates to, a contract of employment with **you**. (Please refer to insured incident **Employment disputes and compensation awards**.)

4 a dispute which arises out of the:

- sale or provision of computer hardware, software, systems or services; or
- the purchase or hire of computer hardware, software, systems or services tailored by a supplier to **your** own specification

5 the recovery of money and interest due from another party, other than disputes where the other party indicates that a defence exists

6 a dispute arising from a breach or alleged breach of professional duty by an **insured person**.

## Debt recovery

This insured incident is an optional cover and only operative if stated in the schedule as insured.

### What is covered

#### Costs and expenses for:

A dispute relating to the recovery of money and interest due from the sale or provision of goods or services, including enforcement of judgments.

Provided that:

- (a) the debt exceeds £500 (incl VAT)
- (b) a claim is made within 90 days of the money becoming due and payable
- (c) **we** have the right to select the method of enforcement, or to forego enforcing judgment if **we** are not satisfied that there are, or will be, sufficient assets available to satisfy judgment.

### What is not covered

A claim relating to the following:

- 1 any debt arising from an agreement entered into prior to the start of the policy if the debt is due within the first 90 days of the start of this policy, unless equivalent legal expenses insurance was in force immediately before
- 2 (a) the settlement payable under an insurance policy
  - (b) the sale, purchase, terms of a lease, licence, or tenancy of land or buildings
  - (c) a loan, mortgage, pension, guarantee or any other financial product. However, **we** will cover a dispute with a professional adviser in connection with these matters
  - (d) a motor vehicle owned by, or hired or leased to **you** other than agreements relating to the sale of motor vehicles where **you** are engaged in the business of selling motor vehicles
- 3 a dispute which arises out of the supply, hire, sale or provision of computer hardware, software, systems or services
- 4 the recovery of money and interest due from another party where the other party indicates that a defence exists
- 5 any dispute which arises from debts **you** have purchased from a third party.



## Property protection

### What is covered

#### Costs and expenses for:

A civil dispute relating to physical property which is owned by **you**, or is **your** responsibility following:

- 1 any event which causes physical damage to such physical property; or
- 2 a legal nuisance (meaning any unlawful interference with **your** use or enjoyment of **your** land, or some right over, or in connection with it); or
- 3 a trespass.

*Please note that **you** must have, or there must be reasonable prospects of establishing **you** have, the legal ownership or right to the physical property that is the subject of the dispute.*

### What is not covered

A claim relating to the following:

- 1 a contract **you** have entered into (please refer to insured incident Contract disputes)
- 2 physical property which is in transit or which is lent or hired out
- 3 goods at premises other than those occupied by **you** unless the goods are at the premises for the purpose of installations or use in work to be carried out by **you**
- 4 mining subsidence
- 5 defending **your** legal rights but **we** will cover defending a counter-claim that is an insured incident under this policy
- 6 a motor vehicle owned or used by, or hired or leased to an **insured person** (other than damage to motor vehicles where **you** are in the business of selling motor vehicles)
- 7 the enforcement of a covenant by or against **you**.

## Personal injury

### What is covered

At **your** request, **costs and expenses** for an **insured person's** and their family members' legal rights following a specific or sudden accident that causes the death of, or bodily injury to them.

### What is not covered

A claim relating to the following:

- 1 any illness or bodily injury that happens gradually
- 2 psychological injury or mental illness unless the condition follows a specific or sudden accident that has caused physical bodily injury
- 3 defending an **insured person's** or their family members' legal rights other than in defending a counter-claim
- 4 clinical negligence.

## Tax protection

### What is covered

#### Costs and expenses for:

- 1 A **tax enquiry**
- 2 An **employer compliance dispute**
- 3 A **VAT dispute**.

Provided that:

**you** have taken reasonable care to ensure that all returns are complete and correct and are submitted within the statutory time limits allowed.

Please note **we** will only cover tax claims which arise in direct connection with the activities of the **business**. Please see the section titled **Our agreement** at the start of this policy.

### What is not covered

A claim relating to the following:

- 1 a tax avoidance scheme
- 2 any failure to register for Value Added Tax or Pay As You Earn
- 3 any investigation or enquiries by, with or on behalf of HM Revenue & Customs Special Investigations Section, Special Civil Investigations, Criminal Investigations Unit, Criminal Taxes Unit, under Public Notice 160 or by the Revenue & Customs Prosecution Office
- 4 any claim relating to import or excise duties and import VAT
- 5 any investigation or enquiry by HM Revenue & Customs into alleged dishonesty or alleged criminal offences.



## Policy exclusions

We will not pay for the following:

### 1 Late reported claims

Any claim reported to us more than 180 days after the date the **insured person** should have known about the insured incident.

### 2 Costs we have not agreed

**Costs and expenses** incurred before our expressed acceptance.

### 3 Court awards and fines

Fines, penalties, compensation or damages which the **insured person** is ordered to pay by a court or other authority, other than compensation awards covered under insured incidents **Employment disputes and compensation awards, 2 Compensation awards and Legal defence.**

### 4 Legal action we have not agreed

Legal action an **insured person** takes which we or the **appointed representative** have not agreed to, or where the **insured person** does anything that hinders us or the **appointed representative**.

### 5 Intellectual property rights

Any claim relating to patents, copyrights, trademarks, merchandise marks, registered designs, intellectual property, secrecy and confidentiality agreements.

### 6 Wilful acts

Any wilful act or omission of an **insured person** deliberately intended to cause a claim under this policy.

### 7 Franchise or agency agreements

Any claim relating to rights under a franchise or agency agreement entered into by **you**.

### 8 A dispute with DAS

Any claim under this policy for a dispute with us. For disagreements with us about the handling of a claim refer to Policy condition 8.

### 9 Shareholding or partnership disputes

Any claim relating to a shareholding or partnership share in the **business**.

### 10 Judicial review, coroner's inquest or fatal accidental inquiry

**Costs and expenses** arising from or relating to judicial review, coroner's inquest or fatal accident inquiry or fatal accident inquiry.

### 11 Nuclear, war and terrorism risks

Any claim caused by, contributed to by or arising from:

- (a) ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from burning nuclear fuel;
- (b) the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear part of it;
- (c) war, invasion, act of foreign enemy, hostilities (whether war is declared or not), civil war, rebellion, revolution, military force or coup, or any other act of terrorism or alleged act of terrorism as defined by the Terrorism Act 2000;
- (d) pressure waves caused by aircraft or any other airborne devices travelling at sonic or supersonic speeds.

## 12 Bankruptcy

Any claim where either at the start of, or during the course of a claim:

- (a) **you** are declared bankrupt
- (b) **you** have filed a bankruptcy petition
- (c) **you** have filed a winding-up petition
- (d) **you** have made an arrangement with **your** creditors
- (e) **you** have entered into a deed of arrangement
- (f) **you** are in liquidation
- (g) part or all of **your** affairs or property are in the care or control of a receiver or administrator.

## 13 Defamation

Any claim relating to written or verbal remarks that damage the **insured person's** reputation.

## 14 Litigant in person

Any claim where an **insured person** is not represented by a law firm, barrister or tax expert.



## Policy conditions

### 1 Your representation

- (a) On receiving a claim, if representation is necessary, we will appoint a **preferred law firm** or tax consultancy as **your** appointed representative to deal with **your** claim. They will try to settle **your** claim by negotiation without having to go to court.
- (b) If the appointed **preferred law firm** or tax consultancy cannot negotiate settlement of **your** claim and it is necessary to go to court and legal proceedings are issued or there is a conflict of interest, then **you** may, if **you** prefer, choose a law firm or tax expert of **your** own choice to act as the **appointed representative**. We will choose the **appointed representative** to represent **you** in any proceedings where **we** are liable to pay a compensation award.
- (c) If **you** choose a law firm as **your appointed representative** who is not a preferred law firm or tax consultancy, **we** will give **your** choice of law firm the opportunity to act on the same terms as a **preferred law firm** or tax consultancy. However if they refuse to act on this basis, the most **we** will pay is the amount **we** would have paid if they had agreed to the **DAS Standard Terms of Appointment**. The amount **we** will pay a law firm (where acting on **your** behalf) is currently £100 per hour. This amount may vary from time to time.
- (d) The **appointed representative** must co-operate with **us** at all times and must keep **us** up to date with the progress of the claim.

### 2 Your responsibilities

An **insured person** must:

- (a) co-operate fully with **us** and the **appointed representative**;
- (b) give the **appointed representative** any instructions that **we** ask them to.

### 3 Offers to settle a claim

- (a) An **insured person** must tell **us** if anyone offers to settle a claim and must not negotiate or agree to any settlement without **our** expressed consent.
- (b) If an **insured person** does not accept a reasonable offer to settle a claim, **we** will not pay further **costs and expenses**.
- (c) **We** may decide to pay an **insured person** the reasonable value of the claim that the **insured person** is claiming or is being claimed against them instead of starting or continuing legal action. In these circumstances an **insured person** must allow **us** to take over and pursue or settle a claim in their name. An **insured person** must allow **us** to pursue at **our** own expense and for **our** benefit, any claim for compensation against any other person and an **insured person** must give **us** all the information and help **we** need to do so.

### 4 Assessing and recovering costs

- (a) An **insured person** must instruct the **appointed representative** to have **costs and expenses** taxed, assessed or audited if **we** ask for this.

- (b) An **insured person** must take every step to recover **costs and expenses** and court attendance and jury service expenses that **we** have to pay and must pay **us** any amounts that are recovered.

### 5 Cancelling an appointed

If the **appointed representative** refuses to continue acting for an **insured person** with representative's appointment good reason or if an **insured person** dismisses the **appointed representative** without good reason, the cover **we** provide will end at once, unless **we** agree to appoint another **appointed representative**.

### 6 Withdrawing cover

- (a) If an **insured person** settles a claim or withdraws their claim without **our** agreement, or does not give suitable instructions to the **appointed representative**, **we** can withdraw cover and will be entitled to reclaim any **costs and expenses** **we** have paid.
- (b) If during the course of a claim **reasonable prospects** no longer exist the cover **we** provide will end at once. **We** will pay any **costs and expenses** and compensation awards **we** have agreed to, up to the date cover was withdrawn.

### 7 Expert opinion

If there is a disagreement between an **insured person** and **us** on the merits of the claim or proceedings, or on a legal principle, **we** may suggest the **insured person** obtains at their own expense an opinion on the matter from an independent and appropriate expert. The expert must be approved in advance by **us** and the cost expressly agreed in writing between the **insured person** and **us**. Subject to this **we** will pay the cost of getting the opinion if the expert's opinion indicates that it is more likely than not that the **insured person** will recover damages (or obtain any other legal remedy that **we** have agreed to) or make a successful defence. This does not affect the **insured person's** rights under Policy condition 8.

### 8 Arbitration

If there is a disagreement between an **insured person** and **us** about the handling of a claim and it is not resolved through **our** internal complaints procedure the **insured person** can contact the Financial Ombudsman Service for help. This is a free arbitration service for eligible consumers, small businesses, charities and trusts. (Details available from [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk))

If the dispute is not covered by the Financial Ombudsman Service there is a separate arbitration process available. The arbitrator will be a barrister, solicitor or other suitably qualified person chosen jointly by the **insured person** and **us**. If there is a disagreement over the choice of arbitrator, **we** will ask the Chartered Institute of Arbitrators to decide. The arbitrator will decide who will pay the costs of the arbitration. For example, costs may be split between the **insured person** and **us** or may be paid by either the **insured person** or **us**.

### 9 Keeping to the policy terms

An **insured person** must:

- (a) keep to the terms and conditions of this policy
- (b) take reasonable steps to avoid and prevent claims



- (c) take reasonable steps to avoid incurring unnecessary costs
- (d) send everything **we** ask for in writing, and
- (e) report to **us** full and factual details of any claim as soon as possible and give **us** any information **we** need.

### 10 Cancelling the policy

**You** can cancel this policy by telling **us** at any time as long as **you** tell **us** at least 14 days beforehand. **We** can cancel this policy at any time as long as **we** tell **you** at least 14 days beforehand.

Subject to the terms of business between **you** and the person who sold **you** this policy, **you** may be entitled to a partial refund of the premium.

It is important to note that charges may apply to any refund subject to the individual terms of business between **you** and the person who sold **you** this policy. Please contact them directly for full details of charges.

### 11 Fraudulent claims

**We** will, at **our** discretion, void the policy (make it invalid) from the date of claim, or alleged claim, and/or **we** will not pay the claim if:

- (a) a claim the **insured person** has made to obtain benefit under this policy is fraudulent or intentionally exaggerated, or
- (b) a false declaration or statement is made in support of a claim.

### 12 Claims under this policy by a third party

Apart from **us**, **you** are the only person who may enforce all or any part of this policy by a third party and the rights and interests arising from or connected with it. This means that the Contracts (Rights of Third Parties) Act 1999 does not apply to the policy in relation to any third-party rights or interest.

### 13 Other insurances

If any claim covered under this policy is also covered by another policy, or would have been covered if this policy did not exist, **we** will only pay **our** share of the claim even if the other insurer refuses the claim.

### 14 Law that applies

This policy is governed by the law that applies in the part of the United Kingdom, Channel Islands or Isle of Man where **your business** is registered. Otherwise the law of England and Wales applies.

All Acts of Parliament mentioned in this policy include equivalent laws in Scotland, Northern Ireland, the Isle of Man and the Channel Islands as appropriate.

## Data protection

To comply with data protection regulations **we** are committed to processing personal information fairly and transparently. This section is designed to provide a brief understanding of how **we** collect and use this information.

**We** may collect personal details including name, address, date of birth, email address and, on occasion, dependent on the type of cover in place, sensitive information such as medical records. This is for the purpose of managing the products and services in place and this may include underwriting, claims handling and providing legal advice. **We** will only obtain personal information either directly from **you**, the third party dealing with **your** claim or from the authorised partner who sold this policy.

### Who we are

DAS Legal Expenses Insurance Company Limited is part of DAS UK Holdings Limited (DAS UK Group). The uses of personal data by **us** and members of the DAS UK Group are covered by **our** individual company registrations with the Information Commissioner's Office. DAS has a Data Protection Officer who can be contacted at [dataprotection@das.co.uk](mailto:dataprotection@das.co.uk)

### How we will use your information

**We** may need to send personal information to other parties, such as lawyers or other experts, the court, insurance intermediaries, insurance companies, appointed service providers, specialist agencies or other members of the DAS UK Group, so they may contact **you** for **your** feedback. If the policy includes legal advice **we** may have to send the personal information outside of the European Economic Area (EEA) in order to give legal advice on non-European Union law. Dependent on the type of cover in place, the personal information may also be sent outside the EEA so the service provider can administer the claim.

**We** will take all steps reasonably necessary to ensure the personal data is treated securely and in accordance with this Privacy Notice. Any transfer outside of the EEA will be encrypted using SSL technology.

**We** will not disclose the personal data to any other person or organisation unless **we** are required to by **our** legal and regulatory obligations. For example, **we** may use and share the personal data with other organisations and public bodies, including the police and anti-fraud organisations, for the prevention and detection of crime, including fraud and financial sanctions. If false or inaccurate information is provided and fraud is identified, details will be passed to fraud prevention agencies to prevent fraud and money laundering. Further details explaining how the information held by fraud prevention agencies may be used can be obtained by writing to, or telephoning DAS. A copy is also accessible and can be downloaded via **our** website.



## What is our legal basis for processing your information?

It is necessary for **us** to use the personal information to perform **our** obligations in accordance with any contract that **we** may have with the person taking out this policy. It is also in **our** legitimate interest to use the personal information for the provision of services in relation to any contract that **we** may have with the person taking out this policy.

## How long will your information be held for?

**We** will retain personal data for 7 years. **We** will only retain and use the personal data thereafter as necessary to comply with **our** legal obligations, resolve disputes, and enforce **our** agreements. If **you** no longer want **us** to use the personal data, please contact **us** at [dataprotection@das.co.uk](mailto:dataprotection@das.co.uk)

## What are your rights?

The following rights are available in relation to the handling of personal data:

- the right to access personal data held
- the right to have inaccuracies corrected for personal data held
- the right to have personal data held erased
- the right to object to direct marketing being conducted based upon personal data held
- the right to restrict the processing for personal data held,
- including automated decision-making
- the right to data portability for personal data held.

Any requests, questions or objections should be made in writing to the Data Protection Officer:

Data Protection Officer  
DAS Legal Expenses Insurance Company Limited  
DAS House  
Quay Side  
Temple Back  
Bristol  
BS1 6NH

Or via email: [dataprotection@das.co.uk](mailto:dataprotection@das.co.uk)

## How to make a complaint

If there is any dissatisfaction with the way in which personal data has been processed, the Data Protection Officer can be contacted in the first instance using the details above. If **you** remain dissatisfied, the Information Commissioner's Office can be approached directly for a decision.

The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

[www.ico.org.uk](http://www.ico.org.uk)

## How to make a complaint

**We** always aim to give the **insured person** a high quality service. If the **insured person** thinks **we** have let them down, they can contact **us** by:

- phoning **0344 893 9013**
- emailing [customerrelations@das.co.uk](mailto:customerrelations@das.co.uk)
- writing to the **Customer Relations Department | DAS Legal Expenses Insurance Company Limited | DAS House | Quay Side | Temple Back | Bristol | BS1 6NH**
- completing **our** online complaint form at [www.das.co.uk/about-das/complaints](http://www.das.co.uk/about-das/complaints)

Further details of **our** internal complaint-handling procedures are available on request.

If the **insured person** is not happy with the complaint outcome or if **we've** been unable to respond to their complaint within 8 weeks, they can, provided **you** are an eligible small business, charity or trust, ask the Financial Ombudsman Service for a free and independent review of their complaint.

The **insured person** can contact them by:

- phoning **0800 023 4567** (free from mobile phones and landlines) or **0300 123 9123**
- emailing [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)
- writing to **The Financial Ombudsman Service | Exchange Tower | London | E14 9SR**

Further information is available on their website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

The Financial Ombudsman's role is to assess **our** handling of a claim in light of the policy terms. It is not to assess the quality of legal advice. If the **insured person** is unhappy with the service provided by an **appointed representative** the relevant complaint-handling procedure is available on request.

## Financial Services Compensation Scheme

**We** are covered by the Financial Services Compensation Scheme (FSCS). Compensation from the scheme may be claimed if **we** cannot meet **our** obligations. This will be dependent on the type of business and the circumstances of the claim. More information on the compensation scheme arrangements can be found on the FSCS website, [www.fscs.org.uk](http://www.fscs.org.uk)



# General Conditions applying to the whole Policy other than Section K – Legal Expenses

## 1. Alteration

The Insured must notify the Insurer as soon as possible during the period of insurance if there is any change in circumstances or to the material facts previously disclosed by the Insured to the Insurer or stated as material facts by the Insurer to the Insured which increases the risk of accident, injury, loss, damage or liability.

Upon notification of any such change the Insurer will be entitled to vary the premium and terms for the rest of the period of insurance. If the changes make the risk unacceptable to the Insurer then the Insurer is under no obligation to agree to make them and may no longer be able to provide the Insured with cover.

If the Insured does not notify the Insurer of any such change the Insurer may exercise one or more of the options described in clauses c) i), ii) and iii) of General Condition 8 – Fair Presentation of the Risk but only with effect from the date of the change in circumstances or material facts.

## 2. Arbitration

If the Insurer admits liability for a claim but there is a dispute as to the amount to be paid the dispute will be referred to an arbitrator. The arbitrator will be appointed jointly by the Insured and the Insurer in accordance with the law at the time. The Insured may not take any legal action against the Insurer over the dispute before the arbitrator has reached a decision.

## 3. Authorised Persons

It is a condition of this Policy that the use of the Vessel is restricted to the Insured's appointed skipper or other persons authorised to operate the Vessel on behalf of the Insured other than whilst being loaned, hired, or chartered, unless otherwise stated in the Schedule.

## 4. Cancellation

This insurance may be cancelled by the Insurer at any time subject to 30 days notice to the Insured or by mutual agreement, when a pro rata daily return of premium shall be made calculated on the annual premium charged. Subject always to a minimum retained premium of £50.

## 5. Claims Procedures

- a) On the happening of any event which could give rise to a claim the Insured must notify, the Insurer or the Insured's insurance intermediary, as soon as reasonably possible. Our claims department telephone number is **01273 863400**. The Insured will need to tell the Insurer:
- the company name
  - the nature and cause of the loss or damage
  - any relevant telephone numbers and/or addresses

The Insured must:

- i) as soon as reasonably possible notify the Police in respect of any loss or damage by theft or attempted theft or by riot, civil commotion, strikers, locked-out workers, persons taking part in labour disturbances and malicious persons
- ii) as soon as reasonably possible forward to the Insurer any writ or summons issued against the Insured by a third party
- iii) take action to minimise the loss or damage and to avoid interruption or interference with the Business and to prevent further damage or injury
- iv) at their own expense and within:
  - 1) seven days of loss or damage caused by riot, civil commotion, strikers, locked-out workers or persons taking part in labour disturbances or malicious persons
  - 2) thirty days of expiry of the Indemnity Period in respect of Sections B1, B2 and B3
  - 3) thirty days of any other loss or damage interruption or interference with the Business or injury or disease

supply full details of the claim in writing to the Insurer together with any evidence and information that may be reasonably required by the Insurer for the purpose of investigating or verifying the claim and (if demanded) a statutory declaration of the truth of the claim and any matters connected therewith.

- b) No settlement, admission of liability, payment or promise of payment shall be made to a third party without the consent of the Insurer.

## 6. Compulsory Insurance

The Insured must repay the Insurer any amounts which the Insurer is required by compulsory insurance legislation to pay out under this Policy to the extent that the Insurer would not otherwise have been liable to make such payments on account of a breach of any of the terms or conditions of this Policy.

## 7. Contribution

If in the event of a loss, damage or liability under this Policy there shall be in force any other insurance providing cover against such claim:

- a) the liability of the Insurer shall be limited to its rateable proportion of such claim
- b) but which is subject to any provision excluding it from ranking concurrently with this Policy either in whole or in part or from contributing rateably to the claim then the liability of the Insurer shall be limited to such proportion of the claim as the sum insured bears to the value of the property.

## 8. Fair Presentation of the Risk

- a) At inception and renewal of this Policy and also whenever changes are made to it at the Insured's request the Insured must:
- i) disclose to the Insurer all material facts in a clear and accessible manner; and
  - ii) not misrepresent any material facts.



- b) If the Insured does not comply with clause a) of this condition the Insurer may:
- i) avoid this Policy which means that the Insurer will treat it as if it had never existed and refuse all claims where any non-disclosure or misrepresentation by the Insured is proven by the Insurer to be deliberate or reckless in which case the Insurer will not return the premium paid by the Insured; and
  - ii) recover from the Insured any amount the Insurer has already paid for any claims including costs or expenses the Insurer has incurred.
- c) If the Insured does not comply with clause a) of this condition and the non-disclosure or misrepresentation is not deliberate or reckless this Policy may be affected in one or more of the following ways depending on what the Insurer would have done if the Insurer had known about the facts which the Insured failed to disclose or misrepresented:
- i) if the Insurer would not have provided the Insured with any cover the Insurer will have the option to:
    - 1) avoid the Policy which means that the Insurer will treat it as if it had never existed and repay the premium paid; and
    - 2) recover from the Insured any amount the Insurer has already paid for any claims including costs or expenses the Insurer has incurred
  - ii) if the Insurer would have applied different terms to the cover the Insurer will have the option to treat this Policy as if those different terms apply. The Insurer may recover any payments made by the Insurer on claims which have already been paid to the extent that such claims would not have been payable had such additional terms been applied
  - iii) if the Insurer would have charged the Insured a higher premium for providing the cover the Insurer will charge the Insured the additional premium which the Insured must pay in full.
- d) Where this Policy provides cover for any person other than the Insured and that person would if they had taken out such cover in their own name have done so for purposes wholly or mainly unconnected with their trade, business or profession the Insurer will not invoke the remedies which might otherwise have been available to the Insurer under this condition if the failure to make a fair presentation of the risk concerns only facts or information which relate to a particular insured person other than the Insured.

Provided always that if the person concerned or the Insured acting on their behalf makes a careless misrepresentation of fact the Insurer may invoke the remedies available to the Insurer under this condition as against that particular person as if a separate insurance contract had been issued to them leaving the remainder of the Policy unaffected.

## 9. Fraudulent Claims

If the Insured or anyone acting on the Insured's behalf:

- a) makes a fraudulent or exaggerated claim under this Policy; or
- b) uses fraudulent means or devices including the submission of false or forged documents in support of a claim whether or not the claim is itself genuine; or
- c) makes a false statement in support of a claim whether or not the claim is itself genuine; or
- d) submits a claim under this Policy for loss or damage which the Insured or anyone acting on the Insured's behalf or in connivance with the Insured deliberately caused; or
- e) realises after submitting what the Insured reasonably believed was a genuine claim under this Policy and then fails to tell the Insurer that the Insured has not suffered any loss or damage; or
- f) suppresses information which the Insured knows would otherwise enable the Insurer to refuse to pay a claim under this Policy

the Insurer will be entitled to refuse to pay the whole of the claim and recover any sums that the Insurer has already paid in respect of the claim.

The Insurer may also notify the Insured that the Insurer will be treating this Policy as having terminated with effect from the date of any of the acts or omissions set out in clauses a) to f) of this condition.

If the Insurer terminates this Policy under this condition the Insured will have no cover under this Policy from the date of termination and not be entitled to any refund of premium.

If any fraud is perpetrated by or on behalf of an insured person and not on behalf of the Insured this condition should be read as if it applies only to that insured person's claim and references to this Policy should be read as if they were references to the cover effected for that person alone and not to the Policy as a whole.

## 10. Insurer's Rights

The Insurer shall:

- a) be entitled to take over the defence or settlement of any claim made upon the Insured by any other party and the Insured shall give all assistance as may be reasonably required by the Insurer
- b) have the right to enter the premises where the loss or damage has occurred and to keep possession of any of the Property Insured and to deal with the salvage in a reasonable manner but the Insured shall not be entitled to abandon any property to the Insurer
- c) be entitled to take benefit of any rights of the Insured against any other party before or after the Insured has received indemnification under this Policy and the Insured shall give all assistance as may be reasonably required by the Insurer





d) at its option indemnify the Insured by payment, reinstatement, replacement or repair in respect of any property lost or damaged or part thereof. If the Insurer elects to reinstate or replace any property the Insurer shall not be bound to reinstate or replace exactly or completely but only as circumstances permit and in reasonably sufficient manner and shall not in any case be bound to expend in respect of any one of the Items insured more than the Sum Insured thereon.

### **11. Legal Representatives**

In the event of the death of the Insured the Insurer will indemnify the Insured's legal personal representatives in respect of liability at law previously incurred by the Insured provided they observe, fulfil and be subject to the Terms, Conditions and Limitations of the Policy insofar as they can apply.

### **12. Licence**

This Policy will immediately cease if the Insured does not hold the appropriate licence to operate, crew and maintain the Vessel, whether for Maritime Coastguard agency (MCA) or otherwise.

### **13. Premium Adjustment**

If any part of the premium is calculated on estimates furnished by the Insured the Insured shall keep an accurate record containing all particulars relative thereto and shall at all times allow the Insurer to inspect such record. The Insured shall within one month from the expiry of each Period of Insurance furnish to the Insurer such particulars and information as the Insurer may require. The Premium for such period shall thereupon be adjusted and the difference paid by or allowed to the Insured as the case may be subject always to the minimum premium stipulated.

### **14. Reasonable Care**

The Insured shall take all reasonable steps to:

- a) protect the Property Insured
- b) comply with statutory enactments Bye-Laws and any other obligations and Regulations imposed by any authority
- c) employ only competent employees
- d) prevent accidents
- e) maintain all Vessels in a sound condition and state of Seaworthy (as defined in Section G)
- f) maintain all ways, works machinery and plant in sound condition.

In the event of the discovery of any defect or danger the Insured shall forthwith cause such defect or danger to be made good or remedied and in the meantime shall cause such additional precautions to be taken as the circumstances may require.

### **15. Sanctions**

Notwithstanding any other terms of this Policy the Insurer will be deemed not to provide cover nor will the Insurer make any payment or provide any service or benefit to the Insured or any other party to the extent that such cover, payment, service, benefit and/or any business or activity of the Insured would violate any applicable trade or economic sanctions law or regulation.



# General Exclusions applying to the whole Policy other than Section K – Legal Expenses

This Policy does not cover:

## 1. Civil Commotion in Northern Ireland

DAMAGE or CONSEQUENTIAL LOSS in Northern Ireland occasioned by or happening through or in consequence directly or indirectly of Civil Commotion

## 2. Communicable Diseases (Not applicable to Sections F and J)

any loss, damage, liability, claim, cost or expense of whatsoever nature, directly or indirectly caused by, contributed to by, resulting from, arising out of, or in connection with the following:

- a) a Communicable Disease; or
- b) the fear or threat (whether actual or perceived) of a Communicable Disease

regardless of any other cause or event contributing concurrently or in any other sequence thereto.

This exclusion does not however apply to the following:

- i) Sections B1, B2 and B3 – Business interruption in respect of and only to the extent of cover expressly stated as being provided under the endorsement titled Named/Notifiable Diseases, Vermin, Defective Sanitary Arrangements, Murder and Suicide (if operative)
- ii) Section G – Public and products liability in respect of:
  - 1) food or drink poisoning; or
  - 2) Legionnaires' disease (if specifically covered by an endorsement applied to this policy but only to the extent of cover expressly stated as being provided under the endorsement).

### Definitions

For the purposes of this Exclusion, the following special meanings shall apply:

'Communicable Disease' shall mean any disease which can be transmitted by means of any substance or agent from any organism to another organism where:

- a) the substance or agent includes, but is not limited to, a virus, bacterium, parasite or other organism or any variation thereof, whether deemed living or not; and
- b) the method of transmission, whether direct or indirect, includes but is not limited to, airborne transmission, bodily fluid transmission, transmission from or to any surface or object, solid, liquid or gas or between organisms; and

- c) the disease, substance or agent can cause or threaten damage to human health or human welfare or can cause or threaten damage to, deterioration of, loss of value of, marketability of or loss of use of property.

## 3. Date Related Performance and Functionality (Not Applicable to Section F)

loss, destruction or damage, CONSEQUENTIAL LOSS, additional expenditure or extra expenses, legal liability or other fees, costs, disbursements, awards or other expenses of whatsoever nature directly or indirectly caused by or contributed to by or consisting of or arising in whole or in part from:

- a) the way in which any Data Processing System responds to or deals with or fails to respond to or fails to deal with any true calendar date
- b) any Data Processing System responding to or dealing in any way with:
  - i) any data denoting a calendar date or dates as if such data did not denote a calendar date or dates
  - ii) any data not denoting a calendar date or dates as if such data denoted a calendar date or dates

whether such Data Processing System is the property of the Insured or not but in respect of all insurances other than Public Liability or Products Liability this shall not exclude subsequent loss, destruction or damage or CONSEQUENTIAL LOSS, additional expenditure or extra expenses (not otherwise excluded) which itself results from a Defined Peril otherwise covered by this Policy

### Definitions

For the purposes of this Exclusion, the following special meanings shall apply:

'Data Processing System' shall mean any computer or data processing equipment or media or microchip or integrated circuit or any similar device or any computer software or computer firmware.

'Defined Peril' shall mean fire, lightning, explosion, aircraft or other aerial devices or articles dropped therefrom, riot, civil commotion, strikers, locked-out workers, persons taking part in labour disturbances, malicious persons, theft or attempted theft, earthquake, subterranean fire, storm, tempest, flood, escape of water from any tank apparatus or pipe, impact by any vehicle or by goods falling therefrom or animal.

## 4. Electronic Risks

- a) DAMAGE caused by Virus or Similar Mechanism or Hacking or Denial of Service Attack to any computer or other equipment or component or system or item which processes, stores, transmits, retrieves or receives data or any part thereof whether tangible or intangible including but without limitation any information or programs or software and whether the property is insured or not
- b) CONSEQUENTIAL LOSS directly or indirectly caused by or arising from Virus or Similar Mechanism or Hacking or Denial of Service Attack

but this will not exclude DAMAGE or CONSEQUENTIAL LOSS which results from a Defined Peril including the acts of thieves but excluding the acts of malicious persons which do not involve physical force or violence



## Definitions

For the purposes of this Exclusion the following special meanings shall apply:

'Denial of Service Attack' shall mean any actions or instructions constructed or generated with the ability to damage, interfere with or otherwise affect the availability of networks, network services, network connectivity or information systems including but not limited to the generation of excess network traffic into network addresses, the exploitation of system or network weaknesses and the generation of excess or non-genuine traffic between and amongst networks.

'Hacking' shall mean unauthorised access to any computer or other equipment or component or system or item which processes, stores, transmits, retrieves or receives data.

'Virus or Similar Mechanism' shall mean program code, programming instruction or any set of instructions intentionally constructed with the ability to damage, interfere with or otherwise adversely affect computer programs, data files or operations whether involving self-replication or not including but not limited to Trojan horses, worms and logic bombs.

### 5. Nuclear and War Risks, Government or Public Authority Order and Sonic Bangs

death, injury, disablement or loss or damage to any property or any loss or expense resulting or arising therefrom or any consequential loss or any legal liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from:

- a) ionising radiations from or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel
- b) the radioactive, toxic, explosive or other hazardous or contaminating properties of any Nuclear Installation, Nuclear Reactor or other nuclear assembly or nuclear component thereof
- c) any weapon or device employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter
- d) the radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter but this exclusion d) will not apply to radioactive isotopes other than nuclear fuel when such isotopes are being prepared, carried, stored or used for commercial, agricultural, medical, scientific or other peaceful purposes
- e) i) war, invasion, act of foreign enemy, hostilities whether war be declared or not, civil war, rebellion, revolution, insurrection, military or usurped power
- ii) nationalisation, confiscation, requisition, seizure or destruction by any government or public authority
- f) pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds

a), b), c) and d) will not apply to Section F except where the Insured have undertaken under a contract or agreement either to indemnify another party or to assume the liability of another party in respect of such injury.

e) and f) will not apply to Section F.

## Definitions

For the purposes of this General Exclusion the following special meanings shall apply:

'Nuclear Installation' shall mean any installation of such class or description as may be prescribed by regulations made by the relevant Secretary of State from time to time by statutory instrument being an installation designed or adapted for:

- a) the production or use of atomic energy
- b) the carrying out of any process which is preparatory or ancillary to the production or use of atomic energy and which involves or is capable of causing the emission of ionising radiation
- c) the storage, processing or disposal of nuclear fuel or of bulk quantities of other radioactive matter being matter which has been produced or irradiated in the production or use of nuclear fuel.

'Nuclear Reactor' shall mean any plant including any machinery, equipment or appliance whether affixed to land or not designed or adapted for the production of atomic energy by a fission process in which a controlled chain reaction can be maintained without an additional source of neutrons.

### 6. Terrorism

Applicable to Sections A, B1, B2, B3, C, D, E and H only.

DAMAGE or CONSEQUENTIAL LOSS occasioned by or happening through or in consequence directly or indirectly of Terrorism.

In any action, suit or other proceedings where the Insurer alleges that by reason of this general exclusion cover is not provided under this Policy the burden of proving that such DAMAGE or CONSEQUENTIAL LOSS is covered shall be upon the Insured.

#### Definition

For the purposes of this General Exclusion the following special meaning shall apply:

'Terrorism' shall mean:

- a) in respect of any occurrence in England including the Channel Tunnel up to the frontier with the Republic of France as set out by the Treaty of Canterbury 1986, Wales, Scotland and Northern Ireland the Isle of Man and Channel Islands but not the territorial seas adjacent thereto as defined by the Territorial Sea Act 1987, the Territorial Sea Act 1987 (Isle of Man) Order 1991, the Territorial Sea Act 1987 (Jersey) Order 1997 and Territorial Sea Act 1987 (Jersey) (Amendment) Order 2002:
 

acts of persons acting on behalf of or in connection with any organisation which carries out activities directed towards the overthrowing or influencing by force or violence of Her Majesty's government in the United Kingdom or any other government de jure or de facto
- b) in respect of any occurrence elsewhere than as described in a) above or the Isle of Man or Channel Islands:



any act or preparation in respect of action or threat of action designed to influence the government de jure or de facto of any nation or any political division thereof or in pursuit of political, religious, ideological or similar purposes to intimidate the public or a section of the public of any nation by any person or group whether acting alone or on behalf of or in connection with any organisation or government de jure or de facto and which:

- i) involves violence against one or more persons
  - ii) involves damage to property
  - iii) endangers life other than that of the person committing the action
  - iv) creates a risk to health or safety of the public or a section of the public
  - v) is designed to interfere with or to disrupt an electronic system
- c) any action in controlling, preventing, suppressing, retaliating against or responding to any act or preparation in respect of action or threat of action described in a) or b) above.



# Helplines

Below are all the helplines numbers you may require.

## Zurich Travel Assistance

Call +44 (0)1489 868 888 or visit [www.zurich.co.uk/travelassistance](http://www.zurich.co.uk/travelassistance)

The helpline is manned 24 hours a day, 365 days a year by multi-lingual assistance co-ordinators, experienced in managing medical assistance cases with hospitals and clinics worldwide. Also available are security experts to provide a comprehensive range of complementary security services.

## Zurich's Risk Management Advice Line Call 0800 302 9052

To help you proactively identify and manage issues before they occur, our risk management helpline operates during normal business hours, providing free practical guidance on risk issues such as property, security, food hygiene, business continuity, environmental and health and safety management.

Please note that this helpline includes services provided by Zurich Management Services Ltd and third parties under contract to Zurich Insurance plc.

Zurich Insurance plc and Zurich Management Services Ltd will not accept responsibility if this helpline is unavailable for reasons Zurich Insurance plc and Zurich Management Services Ltd cannot control.

The following services are provided by DAS Legal Expenses Insurance Company Limited. The legal advice service is provided by DAS Law Limited and/or a preferred law firm on behalf of DAS Legal Expenses Insurance Company Limited.

## DAS Helplines, Employment Manual and DASbusinesslaw

You can contact our UK-based call centre 24 hours a day, seven days a week during the **period of insurance**. However, we may need to arrange to call you back depending on the enquiry. To help us check and improve our service standards, we may record all calls. When phoning, please quote your policy number and the name of the insurance provider who sold the policy.

### Meaning of words

The following words have these meanings wherever they appear in this section in **bold**:

#### appointed representative

The **preferred law firm**, law firm, tax consultancy, accountant or other suitably qualified person we appoint to act on the **insured person's** behalf.

#### business

The business declared to us and covered by the commercial policy to which this section attaches.

#### DAS Standard Terms of Appointment

The terms and conditions (including the amount we will pay to an **appointed representative**) that apply to the relevant type of claim. Where a law firm is acting on your behalf the amount we will pay is currently £100 per hour. This amount may vary from time to time.

#### insured person

- (a) You and the directors, partners, managers, employees and any other individuals declared to us by you.
- (b) A person contracted to work for you who works for you on the same basis as your employees, and performs that work under your supervision and direction.

#### period of insurance

The period for which we have agreed to cover the **insured person** and for which we have accepted the premium.

#### preferred law firm

A law firm, barrister or tax expert we choose to provide legal or other services. These specialists are chosen as they have the proven expertise to deal with the **insured person's** claim and must comply with our agreed service standard levels, which we audit regularly. They are appointed according to the **DAS Standard Terms of Appointment**.

#### we, us, our, DAS

- (a) In respect of the legal advice helpline: DAS Law Limited and/or a **preferred law firm** on behalf of DAS Legal Expenses Insurance Company Limited.
- (b) In respect of the other services: DAS Legal Expenses Insurance Company Limited.

#### you, your

The **business** that has taken out the commercial policy to which this section attaches.

#### Legal advice

Call 0344 893 0859

Advice can be provided on any commercial legal problem affecting your **business** under the laws of the United Kingdom of Great Britain and Northern Ireland, any European Union country, the Isle of Man, the Channel Islands, Switzerland and Norway.

Wherever possible the Legal Advice helpline aims to provide immediate advice from a qualified legal adviser. However, if this is not possible they will arrange to call you back at a time to suit you.

Advice on the laws of England and Wales can be provided 24 hours a day, 365 days a year. Beyond this jurisdiction, or for very specialist legal matters, we will refer you to one of our specialist advisers.

Specialist advice is provided 9am-5pm, Monday to Friday, excluding public and bank holidays. If calls are received outside of these times, we will arrange to call you back.

#### Tax advice

Call 0344 893 0859

Advice can be provided on any tax matters affecting the **business**, under UK law.

This service is provided 9am-5pm, Monday to Friday, excluding public and bank holidays. If calls are made outside these times, we will arrange to call you back.





## Counselling service

Call 0344 893 9012

We will provide the **insured person** (and any members of their immediate family who permanently live with them) with a confidential counselling service over the phone if they are aged 18 or over (or aged between 16 and 18 and in full-time employment). This includes, where appropriate, onward referral to relevant voluntary and/or professional services.

Any costs arising from the use of these referral services will not be paid by **us** or Zurich Insurance plc.

**The counselling service helpline is open 24 hours a day, seven days a week.**

## Employment Manual

Visit [www.dasinsurance.co.uk/employment-manual](http://www.dasinsurance.co.uk/employment-manual)

The DAS Employment Manual offers comprehensive, up to date guidance on employment law. To view it, please visit [www.dasinsurance.co.uk/employment-manual](http://www.dasinsurance.co.uk/employment-manual)

If **you'd** like notifications of when updates are made to the Employment Manual, please email **us** at [employmentmanual@das.co.uk](mailto:employmentmanual@das.co.uk)

## DASbusinesslaw

Visit [www.dasbusinesslaw.co.uk](http://www.dasbusinesslaw.co.uk)

Visit [www.dasbusinesslaw.co.uk](http://www.dasbusinesslaw.co.uk) to access the free online law guide and download legal documents to help **your business**. Developed by solicitors and tailored by you using **our** smart document builders **you** can create ready-to-sign contracts, agreements and letters in minutes. **You** can also buy legal documents from the site, ranging from simple debt recovery letters to employment contracts.

Register using the voucher code **DAS472301** to gain access to a range of free documents.

In using these services **you** acknowledge that all rights and obligations relating to the provision of these services rest with **DAS** and that **you** will have no recourse to Zurich Insurance plc in this regard.

**We** will not accept responsibility if the above services are unavailable for reasons **we** cannot control.

## Data protection

To comply with data protection regulations **we** are committed to processing personal information fairly and transparently. Please refer to [www.das.co.uk/legal/privacy-statement](http://www.das.co.uk/legal/privacy-statement) for **DAS'** privacy notice and details of **your** rights.

Zurich Insurance plc, Zurich Management Services Ltd and **DAS** will not accept responsibility if any of the helplines are unavailable for reasons Zurich Insurance plc, Zurich Management Services Ltd and **DAS** cannot control.

# Our complaints procedure



## **Our commitment to customer service**

We are committed to providing a high level of customer service. If you feel we have not delivered this, we would welcome the opportunity to put things right for you.

## **Who to contact in the first instance**

Many concerns can be resolved straight away. Therefore in the first instance, please get in touch with your usual contact at Zurich or your broker or insurance intermediary, as they will generally be able to provide you with a prompt response to your satisfaction.

Contact details will be provided on correspondence that we or our representatives have sent you.

## **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, you may be able to ask the Financial Ombudsman Service to review your case.

We will let you know if we believe the ombudsman service can consider your complaint when we provide you with our decision. The service they provide is free and impartial, but you would need to contact them within 6 months of the date of our decision.

More information about the ombudsman and the type of complaints they can review is available via their website [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

You can also contact them as follows:

**Post:** Financial Ombudsman Service,  
Exchange Tower, London, E14 9SR

**Telephone:** 08000 234567  
(free on mobile phones and landlines)

**Email:** [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

If the Financial Ombudsman Service is unable to consider your complaint, you may wish to obtain advice from the Citizens Advice Bureau or seek legal advice.

## **The Financial Services Compensation Scheme (FSCS) Not applicable to Section H – Marine Hull Material Damage**

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 on [www.fscs.org.uk](http://www.fscs.org.uk) or by contacting the FSCS directly on 0800 678 1100.





## NAVIGATORS & GENERAL

A Member of the  Zurich Insurance Group

### **DAS Head and Registered Office:**

DAS Legal Expenses Insurance Company Limited | DAS House | Quay Side | Temple Back | Bristol | BS1 6NH  
Registered in England and Wales | Company Number 103274  
Website: [www.das.co.uk](http://www.das.co.uk)

DAS Legal Expenses Insurance Company Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority (FRN202106) and the Prudential Regulation Authority.

### **DAS Law Limited Head and Registered Office:**

DAS Law Limited | North Quay | Temple Back | Bristol | BS1 6FL  
Registered in England and Wales | Company Number 5417859  
Website: [www.daslaw.co.uk](http://www.daslaw.co.uk)

DAS Law Limited is authorised and regulated by the Solicitors Regulation Authority (registered number 423113).

### **Zurich Management Services Limited**

Registered in England and Wales, number 2741053  
Registered Office: The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire PO15 7JZ

### **Navigators & General – Brighton**

PO Box 3707, SN4 4AX Tel 01273 863400 Fax 01273 863401  
Email [enquiries@navandgen.co.uk](mailto:enquiries@navandgen.co.uk) [www.navandgen.co.uk](http://www.navandgen.co.uk)

### **Navigators and General is a trading name of 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.  
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