

Your All Risks Boat Insurance Policy



Welcome to MS Amlin

We are delighted that you have chosen us to look after your boat insurance and you can feel confident that you've made the right choice. Why, because our customers regularly take the time to praise us for both our claims and customer service. Why not take a look at the testimonials page on our website to see a small sample of our clients comments about us at: **www.boatinsure.co.uk**.

In 2015 the All Risks Boat Insurance Policy was commended for its customer driven approach and received a 5 star rating of "Excellent" after an independent review by a panel of Brokers.

This policy booklet tells you everything you need to know about your policy and how to make a claim.

Should you have any questions please do not hesitate to contact us, you can quickly find all our contact details at the back of this booklet.

Once again thank you for choosing MS Amlin and we wish you a pleasant year's boating.

The MS Amlin team

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Help in making a claim

At MS Amlin our aim is to give you peace of mind by providing an efficient and helpful claims service.

To ensure a claim runs smoothly we will need your assistance, so please take the time to read this section as it contains some useful guidance and sets out some of your duties and responsibilities.

It is important that you tell us everything you know about an incident that might give rise to a claim whether you think it is relevant or not, it might become important later.

How to contact us

MS Amlin

11 Tower View
West Malling
Kent ME19 4UY

Tel: 01732 223610 from the UK
or +44 1732 223610 from abroad

Fax: 01732 871482 from the UK
or +44 1732 871482 from abroad

E-mail: boatclaims@msamlin.com

Our office hours are 09.00 to 17.00 (GMT/BST) Monday to Friday excluding bank holidays. If you are calling our claims team outside of these hours you will automatically be transferred to our messaging service where you can give details of your loss or damage; we will then aim to respond to you by the next working day.

You can either download a claim form or submit a claim via our website at **www.boatinsure.co.uk/claims-information**. Our online claim form will allow you to enter all the details regarding your loss or damage, as well as the ability to upload photos.

Should you require urgent assistance outside of our office hours, we have arranged for a specialist marine loss adjusting company, C Claims, to provide an emergency claims helpline. The C Claims helpline is available during the hours 17:00 to 22:00 weekdays and 08:00 to 22:00 weekends and bank holidays.

The C Claims helpline will provide help and guidance concerning the availability of repairers, surveyors, engineers or other specialists in order to assist you at the initial stage of any problem. Thereafter, all advice should be taken from and reference made to, us or those parties that we may appoint to assist you.

Emergency Out of Hours Helpline (Provided by C Claims)

Tel: 020 8502 6999 from the UK
or +44 20 8502 6999 from abroad

Fax: 020 8500 1005 from the UK
or +44 20 8500 1005 from abroad

E-mail: cclaimsuk@aol.com

Procedure

It is very important that we are immediately informed of any event that may lead to a claim under your policy. Therefore, when you contact us please also quote your policy number if you have it to hand.

Unless you submit your claim online we will forward a claim form to you for completion as soon as we are told of the incident, remember you can also download a claim form via our website **www.boatinsure.co.uk/claims-information**.

- This should be returned to us, fully completed, as soon as possible whether or not you intend to make a formal claim and we may ask you to obtain estimates for repairing any damage; and/or
- to obtain quotations for the replacement of any items lost or destroyed.

Any estimates or quotations should be sent to us without delay although we may also ask you to obtain alternative estimates. We may instruct a surveyor to inspect and/or investigate. Except in an emergency or to prevent any further damage, repair instructions should not be given without our prior agreement. When you are satisfied with the repairs, the invoice should be paid by you and the receipted invoices should then be forwarded to us for payment to you.

Useful Information

- Please remember that the repair contract is between you and the contractor. Any instructions regarding either repair or replacement must come from you. However you must seek our agreement in the first place.
- The claim may be subject to deductions in addition to any policy excess and the clauses in your policy wording should be read carefully so that you are fully aware of these (e.g. sails, covers and outboard motors).

Helpful Advice

When loss or damage occurs you should act as if uninsured. This may seem unusual advice but it is most important that in the event of any incident involving your vessel, you must take all reasonable steps to minimise the loss.

Own Damage

- Take immediate action to safeguard and protect any property from further damage or deterioration (this may include first aid to the engine).
- Enlist help (professional if necessary) if immediately required to safeguard and protect your boat and equipment.
- Try to agree a realistic charge or fee if a tow is required before acceptance.
- Retain and look after all broken/torn/damaged items for inspection.

Damaged by a Third Party

- If racing, protest the Third Party if they did not accept a penalty. Obtain witness(es) statements.
- Obtain details of boat type/class/number/name/club and any witness(es) details in addition to the name(s) and address(es) of the helm and boat owner.
- Road Accidents - obtain details of the driver, vehicle and insurer and any witness(es), and/or call the Police to the scene.
- If possible write down all the details and make a sketch of the site.

Damage to Third Parties

- If a Third Party wishes to hold you liable for damage, provide them with our details, your name, policy number and boat details. You should acknowledge any correspondence and pass it on to us immediately.
- Do not make any admission of liability and do not make any offer of payment.

Theft/Vandalism

- Any theft or malicious damage should be reported to the Police promptly.
- Keep a note of the Police Crime Reference Number.
- We will also need the serial numbers of any engines, tenders etc.
- Notify your club and local harbour master with full details of the theft/vandalism.

This **Helpful Advice** section is intended to provide some guidance should you have to submit a claim under your policy. It does not form part of any policy wording or give any indication of acceptance of a claim.

Important Client Information

Taking care of your vessel

Remember that your policy is not a maintenance contract. It is up to you to ensure that all measures are taken to maintain your vessel and machinery.

Important Notice

The amount we have insured your vessel for is the agreed value of the vessel. If the information you have provided about the value of the vessel (including the price you bought it for) is false your insurance cover may not be valid and we may refuse to pay your claim.

The terms of your policy and premium are based on the information you have provided to us. You must ensure that all facts given are correct and you must contact us immediately if there are any changes to the information you have provided or at any time you discover that the information is incorrect.

Examples include, but are not limited to:

- changes in conditions, market value or use of the vessel;
- criminal charges or convictions of any person having an interest in the vessel; and
- change in the mooring location or type of mooring for the vessel.

A failure to provide full and accurate information may invalidate your policy and may result in all or part of a claim not being paid. If you are in any doubt please contact us.

Taxes

There may be circumstances where taxes may be due that are not paid via us. If this occurs then it is your responsibility to ensure that these are paid direct to the appropriate authority.

Language

Unless otherwise agreed in writing the language of your policy and any communication throughout the duration of the policy will be in English.

Law and Jurisdiction

Your policy shall be governed by and construed in accordance with English law and the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with your policy, or its subject matter or formation (including non-contractual disputes or claims) unless specifically agreed to the contrary.

Data Protection Notice

Your information has been, or will be, collected or received by MS Amlin plc. We will manage personal data in accordance with data protection law and data protection principles. We require personal data in order to provide good-quality insurance and ancillary services and will collect the personal data required to do this. This may be personal information such as name, address, contact details, identification details, financial information and risk details. The full Data Privacy Notice can be found on www.msamlin.com/en/site-services/data-privacy-notice.html. A paper copy of the Data Privacy Notice can be obtained by contacting the Data Protection Officer by email (dataprotectionofficer@msamlin.com) or at the below address:

Data Protection Officer, MS Amlin plc, The Leadenhall Building, 122 Leadenhall Street, London EC3V 4AG.

Telephone Recording

Please note that all calls are recorded for training and monitoring purposes.

Premiums and Claims

All premiums and claims are handled by us on behalf of MS Amlin Insurance SE.

Marketing

Your details may be used by us to provide marketing information which we feel may be relevant and of interest to you. Please contact us if you do not wish to receive such communications. Your details will not be shared with any third party for marketing purposes.

Financial Services Compensation Scheme

Marine types of insurance are not covered by the FSCS.

Contacting us

We are only able to discuss your policy with the person(s) shown in the Certificate of Insurance. If you require someone else to deal with your policy on your behalf please contact us on 01732 223600 from the UK or +44 1732 223600 from abroad, or in writing to our address shown in the next section.

Comments about our service

If you have any comments about our service please contact the Operations Manager at MS Amlin, 11 Tower View, Kings Hill, West Malling, Kent ME19 4UY, Tel 01732 223600 from the UK or +44 1732 223600 from abroad, Fax 01732 223601 from the UK or +44 1732 223601 from abroad, E-mail yachts@msamlin.com.

All Risks Policy Wording

Definitions

The words below, where they appear in **bold** text throughout this document, have the following meaning:

Certificate of Insurance - the document issued to **You** by **Us** entitled "**CERTIFICATE OF INSURANCE**" which details coverage, values and additional limitations.

Constructive Total Loss - where the cost of replacement or repair of the **Vessel** exceeds the **Sum Insured**.

Gradual Deterioration - the gradual degradation of the **Vessel** caused by wear and tear, rust, rot, oxidation, corrosion, electrolytic or galvanic action, wasting or weathering.

Latent Defect - a hidden flaw, weakness or imperfection in the design, manufacture or build of the **Vessel** that is not apparent by routine inspection and is not a result of **Gradual Deterioration** or a lack of maintenance.

Machinery - includes but is not limited to main or auxiliary engines including outboard motors, gearboxes, starter motors, alternators, electrical and mechanical equipment, cables and fittings, hydraulic equipment, piping and fittings, boilers, shafts, exhaust systems, generators, air conditioning equipment, tanks, pumps and water makers.

Maximum Designed Speed - the maximum speed that the **Vessel** is designed to achieve under power as stated by the **Vessel** manufacturer with the particular engine fitted.

Personal Belongings - items of a personal nature that **You** own and use specifically for the **Vessel** that would not normally be sold with the **Vessel**.

Policy - the policy of insurance represented by this document together with the **Certificate of Insurance**.

Sum Insured - the value of the **Vessel**, or other insured property as specified in the **Certificate of Insurance**.

Total Loss - the **Vessel** is irretrievably lost or destroyed.

Vessel - the **Vessel** described in the **Certificate of Insurance** including her hull, **Machinery**, gear and equipment, tender and road trailer that are specified or are part of the original purchase of the **Vessel** and included within the **Sum Insured** shown in the **Certificate of Insurance**.

We, Us and **Our** - MS Amlin Underwriting Services Limited on behalf of the insurer MS Amlin Insurance SE. MS Amlin Insurance SE are licensed by the National Bank of Belgium and subject to limited regulation by the Financial Conduct Authority.

You, Your and **Yours** - the individual, company or other organisation named as the insured in the **Certificate of Insurance**.

Interpretations

Headings are included in this document for ease of reference only and shall not affect the interpretation of the **Policy**.

Unless the context otherwise requires, words in the singular shall include the plural and in the plural include the singular.

Section A – Vessel

What is covered

- 1 Whilst ashore or afloat, being lifted, hauled out or launched, in transit by road, rail, air or car ferry the **Vessel** is covered for losses arising from:
 - 1.1 all risks of accidental damage;
 - 1.2 theft;
 - 1.3 fire and/or explosion;
 - 1.4 acts of piracy;
 - 1.5 acts of vandalism;
 - 1.6 deliberate damage (not caused by **You**);
 - 1.7 **Latent Defect**, excluding the cost or expense of repairing or replacing the defective part; and
 - 1.8 electrolysis caused by a sudden and identifiable cause.

- 2 Whilst ashore or afloat, being lifted, hauled out or launched, in transit by road, rail, air or car ferry the **Vessel** is also covered for:
 - 2.1 accidental loss or damage to the outboard motor and tender (up to a maximum combined value of £350) or as shown in the **Certificate of Insurance**;
 - 2.2 accidental loss or damage as a consequence of a failure or breakdown of **Machinery**;
 - 2.3 accidental loss or damage as a consequence of **Gradual Deterioration**, subject to the exclusions in clause 4.10 of this Section A; and
 - 2.4 loss of or damage to the **Vessel's** main engine or attached gearbox caused by the failure of any component, provided that:
 - (a) the engine or attached gearbox is less than 7 years old from the date of first manufacture;
 - (b) is professionally installed;
 - (c) the **Maximum Designed Speed** of the **Vessel** is under 17 knots; and
 - (d) **You** can provide written evidence that all the manufacturer's maintenance recommendations have been carried out.

This cover under clause 2.4 does not extend to the outboard motor or the cost of replacing or repairing the failed component.

3 You are also covered for:

- 3.1** salvage charges including towage or assistance costs incurred by **You** to prevent or minimise a loss covered by the **Policy**; and
- 3.2** charges incurred to prevent or minimise a loss covered by the **Policy**.

What is not covered

4 No cover is provided in respect of loss or damage as a result of:

- 4.1** any reduction in the value of the **Vessel** as a consequence of damage and/or repair;
- 4.2** previously unrepaired damage to the **Vessel** in the event of a subsequent **Total Loss** or **Constructive Total Loss**, or the cost of temporary repairs (except where required to prevent or minimise a loss);
- 4.3** the cost of making good any defect arising from any repair, alteration or maintenance work carried out on the **Vessel**;
- 4.4** the cost of making good any fault or error in design or construction;
- 4.5** theft of a tender that does not have an identifiable mark;
- 4.6** theft of gear and equipment, unless removed by force from the **Vessel** (provided the gear and equipment was securely fixed to the **Vessel**), a locked cabin or locker, locked storage, or a locked vehicle;
- 4.7** theft of any outboard motor whose serial number **You** do not provide **Us** within the event of a claim;
- 4.8** theft of the outboard motor unless from a locked cabin or locker, locked storage, locked vehicle, or secured to the **Vessel** or her tender by an anti-theft device specifically designed and marketed for the purpose in addition to its normal method of attachment;
- 4.9** theft of the trailer and any insured items attached to it, including the **Vessel**, unless the trailer has been locked with a wheel clamp, or is stolen from a locked building;
- 4.10 Gradual Deterioration** unless it could not have been identified by routine inspection and could not have been prevented by servicing, maintenance or replacement in accordance with the relevant manufacturer's instructions, or generally accepted practice and advice from a qualified marine surveyor who is a member of their relevant professional surveying body;
- 4.11** osmosis, barnacle growth or fungal growth;
- 4.12** incursion of water into the **Vessel** unless sudden and unforeseen, or accidental;

- 4.13 gradual accumulation of rainwater or snow in or on the **Vessel** unless resulting from sudden, rare and extreme weather conditions; or
- 4.14 frost and/or freezing of the **Vessel** unless **You** can provide evidence that **You** have taken all necessary preventative measures including, but not limited to, compliance with all manufacturer's recommendations or where manufacturer's recommendations do not exist; acting on the advice of a qualified marine engineer including the correct use of anti-freeze.

5 **You** are also not covered for loss of or damage to:

- 5.1 the **Vessel's** sails as a result of them being split by the wind or blown away whilst in use, unless the spars they are attached to are damaged at the same time;
- 5.2 a jet drive or jet propulsion unit as a result of ingestion, in respect of personal water craft only; or
- 5.3 consumables, which are goods used by **You** that must be replaced regularly because they wear out or are used up including, but not limited to, food, drink, paint, varnish, lubricants and fuel.

6 **You** are also not covered for:

- 6.1 the cost of repairs or replacement to the **Machinery** directly caused by **Latent Defect** or mechanical breakdown, unless cover is provided under Section A 2.4; or
- 6.2 the mast, spars, sails and rigging whilst the **Vessel** is racing unless this has been agreed by **Us** and it is shown in the **Certificate of Insurance** under "Type of Racing", in which case cover is extended under Section F.

Please note that all other conditions in Section I, exclusions in Section J and General Excesses and Deductions in Section K apply in every case.

Section B - Your Liability to Others

What is covered

- 1 Cover is provided for any sums (up to the amount stated in the **Certificate of Insurance**) that **You**, or anyone in charge of the **Vessel** with **Your** consent, are legally liable to pay arising out of **Your** interest in the **Vessel**, resulting from:
 - 1.1 damage to any other vessel or property;
 - 1.2 death or injury;
 - 1.3 pollution; and
 - 1.4 other financial losses.
- 2 In addition **We** will also pay for:
 - 2.1 legal costs incurred or required to be paid when settling or defending a claim, subject to **Our** prior written consent; and
 - 2.2 fees and/or expenses incurred in respect of attendance at any official enquiry, subject to **Our** prior written consent.
- 3 The indemnity payable shall be limited to the amount specified in the **Certificate of Insurance** in respect of any one accident, or series of accidents arising out of the same event.

What is not covered

- 4 No cover is provided in respect of:
 - 4.1 the cost that **You** may be legally liable to pay for the removal and/or disposal of the **Vessel** if:
 - (a) there is no accidental damage to the **Vessel**; or
 - (b) the damage to the **Vessel** is not wholly or substantially covered by the **Policy**.
 - 4.2 the legal liabilities of anyone operating, managing or working upon the **Vessel** who is employed by a ship yard, repair yard, marina, yacht club, sales agency, delivery contractor or similar organisation;
 - 4.3 any liability for accidents or illness to any person engaged by **You** in connection with the **Vessel** under a contract of employment;
 - 4.4 any liability to third parties admitted, accepted or agreed without **Our** consent;

- 4.5** any liability to third parties whilst the **Vessel** is being used for water-skiing, towing of water toys, aquaplaning or similar activity unless:
- (a) **We** have agreed to such activity and the amount of liability for this is shown in the **Certificate of Insurance**;
 - (b) the water toys are of professional design and manufacture; and
 - (c) the water toys are operated exactly in accordance with the manufacturer's instructions regarding the maximum number of riders, their size and weight and speed of operation.
- 4.6** any liability arising whilst the **Vessel** is used for or in connection with parasailing or other similar activity;
- 4.7** any liability to third parties whilst the **Vessel** is attached to, carried on or towed by a motor vehicle or has become unintentionally detached from a motor vehicle; or
- 4.8** any liability to any person if they or anyone else has paid for them to be on-board the **Vessel**, unless cover has been extended in accordance with Section J 1.2.

Please note that all other conditions in Section I, exclusions in Section J and General Excesses and Deductions in Section K apply in every case.

Section C – Personal Belongings

What is covered

- 1 Whilst on board the **Vessel**, in storage or in a vehicle or in transit between the place of storage and the **Vessel**, **Your Personal Belongings** are covered for an amount not exceeding £1,000 or such other amount as shown in the **Certificate of Insurance** for:
 - 1.1 all risks of accidental loss or damage;
 - 1.2 theft;
 - 1.3 fire and/or explosion;
 - 1.4 acts of piracy; and
 - 1.5 acts of vandalism.

What is not covered

- 2 No cover is provided in respect of:
 - 2.1 **Personal Belongings** in relation to any **Vessel** under 15 feet in length overall;
 - 2.2 any single item of **Personal Belongings** in excess of £350 unless agreed by **Us**;
 - 2.3 jewellery, cash, debit/credit cards, eyewear, mobile personal electronic devices and other forms of computer equipment unless agreed by **Us**;
 - 2.4 breakage of articles of a fragile or brittle nature;
 - 2.5 **Personal Belongings** insured under any other policy of insurance; or
 - 2.6 theft of **Personal Belongings**:
 - (a) unless taken by force from the locked **Vessel** or from a locked cabin or locker; or
 - (b) whilst not on the **Vessel** (unless stolen from locked storage or from a locked vehicle).

Please note that all other conditions in Section I, exclusions in Section J and General Excesses and Deductions in Section K apply in every case.

Section D - Emergency Medical Expenses

What is covered

- 1** Cover is provided for the cost of emergency medical expenses, up to a maximum of £1,000 per person, incurred by **You, Your** family and guests in respect of injuries suffered as a result of an accident whilst on board the **Vessel** with **Your** permission.

What is not covered

- 2** No cover is provided in respect of anyone employed or paid to be on the **Vessel**.

Please note that all other conditions in Section I, exclusions in Section J and General Excesses and Deductions in Section K apply in every case.

Section E - Personal Accident

What is covered

- 1 **We** shall pay £15,000 to **You** or anyone on board the **Vessel** with **Your** permission who has an accident whilst on board or whilst getting on or off the **Vessel**, which results in:
 - 1.1 death;
 - 1.2 physical severance or permanent loss of use of the entire arm, hand, leg and/or foot;
 - 1.3 permanent loss of sight of one or both eyes; or
 - 1.4 a permanent total disability which has lasted at least 52 weeks post incident and which prevents or precludes any gainful employment and where the medical advisors that **We** may appoint confirm that the disability will not improve.

What is not covered

- 2 No cover is provided in respect of:
 - 2.1 anyone employed or paid to be on the **Vessel**; or
 - 2.2 anyone making a claim against **You** that is covered under Section B of the **Policy**.

Please note that all other conditions in Section I, exclusions in Section J and General Excesses and Deductions in Section K apply in every case.

Section F - Racing

What is covered

- 1 Whilst the **Vessel** is racing, and this has been agreed by **Us** and it is shown in the **Certificate of Insurance** under "Type of Racing", cover is provided for:
 - 1.1 loss or damage to mast, spars, sails and rigging; and
 - 1.2 loss of race entry fees up to £1,000 if the **Vessel** is unable to take part in a regatta, series or event which **You** have entered as a result of any loss to the **Vessel** covered under Section A of the **Policy**.

What is not covered

- 2 Whilst the **Vessel** is racing no cover is provided for:
 - 2.1 the **Vessel** if it is not a sailing vessel;
 - 2.2 the additional excess stated in Section K 6.

Please note that all other conditions in Section I, exclusions in Section J and General Excesses and Deductions in Section K apply in every case.

Section G - Marina Benefits

- 1 In the event of a loss covered by the **Policy** occurring while the **Vessel** is in a purpose built marina either ashore or afloat on a berth, **We** will not apply the **Policy** excess and **You** will not lose **Your** no claims discount.

Section H - Small Craft Hire Benefit

- 1 For **Vessels** up to 23 feet in length overall, **We** will pay up to £50 per day, up to a maximum of 7 days, for the hire of a similar vessel, if the **Vessel** suffers loss or damage while **You** are on holiday with the **Vessel** and it can no longer be used by **You**.

Section I - General Conditions that apply to the whole Policy

- 1 **You** must comply with all of the following conditions:
 - 1.1 If **You** give permission for someone else to be in charge of the **Vessel**, **You** must take steps to ensure that they have experience to do so.
 - 1.2 The **Vessel** must not be navigated single-handed by anyone for a period in excess of 18 consecutive hours.
 - 1.3 **You** must maintain the **Vessel** for the use intended.
 - 1.4 **You** must not make any commitment on **Our** behalf without **Our** prior agreement.
 - 1.5 The **Vessel** and the manner in which it is used or operated must comply with all statutory and local regulations or licencing conditions, as are applicable.
 - 1.6 **You** must not use or allow the **Vessel** to be used for any unlawful purpose.

Section J - General Exclusions that apply to the whole Policy

1 You are not covered for any claim arising:

- 1.1** while the **Vessel** is outside the cruising range shown in the **Certificate of Insurance**, unless required to safeguard the **Vessel, You** or **Your** guests;
- 1.2** when the **Vessel** is being used for charter, hire or commercial letting unless agreed by **Us**;
- 1.3** from any act or omission of the person in charge of the **Vessel** if they were impaired following the consumption of alcohol or drugs;
- 1.4** from terrorism (unless cover is obligatory by law);
- 1.5** from lawful arrest, restraint or detainment of the **Vessel**;
- 1.6** from war, civil war, conflict, commotion and riot;
- 1.7** from ionising radiation from or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel including:
 - (a) the radioactive, toxic, explosive or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof;
 - (b) any weapon or device employing atomic or nuclear fission or fusion or other like reaction or radioactive force or matter; and
 - (c) the radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter.

Note: Exclusion 1.7 does not extend to radioactive isotopes, other than nuclear fuel, when such isotopes are being prepared, carried, stored or used for commercial, agricultural, medical, scientific or similar peaceful purposes.

- 1.8** any chemical, biological, bio-chemical, or electromagnetic weapon;
- 1.9** from fire or explosion on the **Vessel** where the **Maximum Designed Speed** of the **Vessel** exceeds 17 knots if fitted with inboard **Machinery**, unless:
- (a) the **Vessel** is equipped in the engine room with a fire extinguishing system automatically operated; or
 - (b) has controls at the steering position; or
 - (c) controls next to the engine room; and
 - (d) all properly installed and maintained.
- 1.10** from sinking or swamping whilst the **Vessel** is unattended afloat if the **Vessel** is less than 17 feet length overall and the **Maximum Designed Speed** is in excess of 17 knots, unless agreed by **Us**.

2 You are also not covered for:

- 2.1** loss of use of the **Vessel**, loss of profits or loss of value;
- 2.2** the cost of travel expenses and temporary accommodation;
- 2.3** indirect losses unless specifically covered elsewhere in the **Policy**;
- 2.4** punitive or exemplary charges or any costs resulting from any criminal proceedings;
- 2.5** loss or damage to **Your** moorings, unless agreed by **Us**; or
- 2.6** racing, if the **Vessel** is not a sailing vessel.

Section K – General Excesses and Deductions that apply to the whole Policy

- 1 The excess stated in the **Certificate of Insurance** will be deducted from all claims except in respect of claims:
 - 1.1 for **Total Loss**;
 - 1.2 for **Constructive Total Loss**;
 - 1.3 under Section B “Your Liability to Others”;
 - 1.4 under Section D “Emergency Medical Expenses”;
 - 1.5 under Section E “Personal Accident”;
 - 1.6 in respect of race entry fees under Section F “Racing”;
 - 1.7 for costs incurred solely to prevent or minimise a loss; and
 - 1.8 for loss or damage caused by an uninsured third party.
 - 2 Prior to the deduction of the excess, and except in the case of a **Total Loss** or **Constructive Total Loss**, **We** will reduce the amount **We** will pay by no more than 30% if repairing or replacing would restore the following items to a better condition than prior to the loss or damage:
 - (a) protective covers and canopies;
 - (b) **Machinery** (excluding outboard motor), batteries and tenders;
 - (c) paintwork or other surface finish;
 - (d) upholstery and soft furnishings; or
 - (e) mast, spars, sails, standing and running rigging.
 - 3 Claims for outboard motor will be paid based upon the current market value at the time of the loss or the sum shown in the **Certificate of Insurance**, whichever is lower.
 - 4 Claims for outboard motor and tender will be subject to a £100 excess or the excess amount shown in the **Certificate of Insurance**, whichever is higher.
 - 5 Claims for **Personal Belongings** will be subject to a £100 excess or the excess amount shown in the **Certificate of Insurance**, whichever is higher.
 - 6 Whilst the **Vessel** is racing and this has been agreed by **Us** and it is shown in the **Certificate of Insurance** under “Type of Racing”, an excess of 1% of the Hull, **Machinery**, gear and equipment, **Sum Insured** or £250, whichever is the greater, will be applied. This will be in addition to the excess stated in the **Certificate of Insurance**. This increased excess is not applicable to **Vessels** under 17 feet in length overall.
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Section L - Cancellation

- 1 **You** may cancel the **Policy** at any time by contacting **Us** or **Your** broker.
- 2 **We** may cancel **Your Policy** at any time where there is a valid reason, subject to giving **You** or **Your** broker 15 days' notice in writing. Valid reasons for cancelling **Your Policy** include:
 - non-payment of premium;
 - non-cooperation/failure to provide information; and
 - reasonable suspicion of fraud

We will refund the premium less the proportionate amount for the time **You** were on cover (the minimum premium **We** will charge will be £30 plus Insurance Premium Tax).
- 3 The **Policy** may be cancelled at any time by mutual agreement.
- 4 Should the **Vessel** be sold or transferred to a new owner, or where the **Vessel** is owned by a company or other organisation should there be a change in the controlling interest of that organisation, this **Policy** will cease automatically from the time of that sale, transfer or change.
- 5 **You** may cancel the **Policy** within 14 days of purchase, or within 14 days of receiving the **Policy** documents, whichever is the later, **We** will refund the full premium that **You** have paid.
- 6 **You** may cancel the **Policy** more than 14 days after receiving the **Certificate of Insurance**, **We** will refund the premium less the proportionate amount for the time **You** were on cover (the minimum premium **We** will charge will be £30 plus Insurance Premium Tax).
- 7 Where a refund of premium is due, no payment for any amount under £10 will be made.
- 8 There will be no refund of premium if a claim has been paid during the current period of insurance.

Section M - Claims

- 1 In the event of any incident that may give rise to a claim **You** must:
 - 1.1 tell **Us** as soon as possible; and
 - 1.2 in the event of the theft of the **Vessel**, tell **Us** the hull identification number if the **Vessel** has one;
 - 1.3 take all possible steps to limit further loss or damage to the **Vessel**;
 - 1.4 in the event of theft or malicious damage, obtain a crime reference number from the police;
 - 1.5 assist **Us** and anyone else **We** appoint, such as surveyors and solicitors, as much as possible with the investigation and handling of **Your** claim; and
 - 1.6 not authorise any repairs or replacements for which a claim is made without **Our** prior approval except where necessary to minimise further loss or damage.
- 2 **We** have the right to settle any claim made against **You** by a third party.
- 3 **We** have the right to bring a claim or legal proceedings in **Your** name in order to recover any sums **We** have paid.
- 4 **We** may replace the **Vessel** or any insured item with one of similar age, type or condition even if the appearance is not the same.
- 5 **We** will not pay the cost of replacing any undamaged item or parts in order to match parts that have been repaired or replaced as a result of a claim under the **Policy**.
- 6 **We** will not pay more than the **Sum Insured** for any item listed in the **Certificate of Insurance** less any applicable excess or other deduction stated in Section K, subject to the terms and conditions of the **Policy**.

Section N - Law

The parties are free to choose the law applicable to this insurance contract prior to commencement of this **Policy**. Unless specifically agreed to the contrary this insurance shall be subject to English law and the English and Welsh courts shall have exclusive jurisdiction.

Section O - Complaints

How to make a complaint.

MS Amlin's aim is to ensure that all aspects of **Your** insurance are dealt with promptly, efficiently and fairly at all times and are committed to providing **You** with the highest standard of service.

If **You** have any questions or concerns about **Your Policy** or the handling of a claim **You** should, in the first instance, contact MS Amlin or **Your** broker where applicable. In the event that **You** remain dissatisfied and wish to make a complaint, **You** can do so at any time. Making a complaint does not affect any of **Your** legal rights.

MS Amlin's contact details are:

Post: Complaints, MS Amlin Insurance SE, The Leadenhall Building,
122 Leadenhall Street, EC3V 4AG

Tel: +44 (0) 20 7746 1300

E-mail: complaints@msamlin.com

If **You** remain dissatisfied after MS Amlin has considered your complaint, or if **You** have not received a written final response within eight weeks from the date MS Amlin received **Your** complaint, **You** may be entitled to refer **Your** complaint to the Financial Ombudsman Service who will independently consider **Your** complaint free of charge. Their contact details are:

Post: The Financial Ombudsman Service, Exchange Tower, London E14 9SR

Tel: (Fixed): 0800 0234567 Tel (Mobile): 0300 1239123
Tel (Outside UK): +44 (0) 20 7964 0500 **Fax:** +44 (0)20 7964 1001

E-mail: complaint.info@financial-ombudsman.org.uk

Website: www.financial-ombudsman.org.uk

Alternatively, if **You** have bought a product or service online **You** may have the right to register **Your** complaint with the European Commission's online dispute resolution (ODR) platform. The ODR platform will redirect **Your** complaint to the appropriate alternative dispute resolution body. For further details visit <http://ec.europa.eu/odr>

Please note:

- **You** must refer **Your** complaint to the Financial Ombudsman Service within six months of the date of **Our** final response.
- The Financial Ombudsman Service will normally only consider a complaint from private individuals or from a business that has an annual turnover of less than 2 million Euros and fewer than 10 employees.

Section P - Additional Loyalty Benefits

1 The following additional benefits will apply when **You** have been continuously insured with **Us** for 1 year or more consecutively without any claims during that period:

1.1 In the event of a loss covered by the **Policy We** will reduce the amount of the **Policy** excess **You** are required to pay as shown in the table below:

Continuous Years Insured	Policy Excess Reduction
1	10%
2	20%
3	30%
4	40%
5 Years +	50%

Reductions in excess will not apply where an increased excess(s) has been imposed for racing, moorings, named windstorm events or specific trips.

1.2 In the event of a claim **We** agree to step back **Your** no claims bonus rather than delete **Your** entitlement in full as shown in the table below.

Continuous Years Insured	NCB Step Back
1	4 Years
2	3 Years
3	2 Years
4	1 Year
5 Years +	Fully protected no claims bonus

1.3 **We** agree to increase the limits provided under the Emergency Medical Expenses & Personal Accident Sections by 10% per year. The maximum will be double the benefit limits stated.

2. The following additional benefits will apply if **You** have been continuously insured with **Us** for 5 years or more consecutively without any claims during that period:

2.1 **We** agree to extend the cover under Section A - Vessel to include items **You** have purchased for use with the **Vessel** within the last 12 months if **You** have forgotten to add these items to **Your Policy**. **You** must be able to provide receipts or proof of purchase. **We** will pay a maximum of £5,000 or 5% of the **Sum Insured**, whichever is the lower amount, and a £100 excess will apply. Cover is limited to the following items: navigational items, liferafts or tender dinghies.

2.2 In the event of the **Total Loss** or **Constructive Total Loss** of **Your Vessel** **We** will provide **You** with a further monetary benefit for the additional inconvenience of needing to purchase a replacement vessel. **You** will not be required to prove **You** have purchased a replacement vessel, **We** will simply pay this benefit on final settlement of **Your** claim.

This benefit will not apply if **You** have chosen to retain the insured **Vessel**.

The amount will be determined by **Your Sum Insured** as shown in the table below.

Total Sum Insured	Benefit Level
Up to £5,000	£100
Up to £10,000	£250
Up to £50,000	£500
Up to £250,000	£1,000
£250,000 or more	£2,500

Please note that all other conditions in your policy booklet apply in every case.

Know Your Vessel

We do not insist you give us a record of this information when you take out a policy. Should you need to make a claim, we may ask for some or all of these details. We hope it will be helpful to you to keep a record of this information in one place within the policy booklet.

HULL

Hull Identification Number:

Registration number:

Colour of hull:

Colour of deck:

Colour of superstructure:

Colour of antifouling (underwater):

Colour of trim:

Note: You should find the hull identification number on the transom (usually starboard side) otherwise search the interior, for example, on the dashboard or helm position.

ENGINE

Make of engine:

Model:

Serial number:

Gearbox or outdrive:

Make:

Serial No:

Transom shield serial number (if this applies):

Note: You should find your engine serial number on a plate on the swivel clamp of an outboard motor or on top of the engine on a sticker if it is inboard. Gearbox serial numbers are usually on a plate on the gearbox, while outdrive and transom shield numbers are marked on stickers, usually on the casing.

TRAILER

Make of trailer:	Model:
2/4 wheel:	Colour of chassis:
Colour of mudguards:	Braked/unbraked:
Serial No:	

EQUIPMENT

Make:	Model:	Serial No:

Please remember to keep this information up to date if anything changes.

How to contact us



Our office is open Monday to Friday 09:00 to 17:00 excluding bank holidays. Outside of these hours you will be transferred to our messaging service where you can speak to someone and leave a message, and we will aim to call you back the next working day.

We also operate a claims emergency helpline, full details can be found in the “Help in making a claim” section of this booklet.

Claims	01732 223610 from the UK or +44 1732 223610 from abroad	To discuss your current claim or report any accident which may give rise to a new claim on your policy.
E-mail	boatclaims@msamlin.com	
Fax	01732 871482	
<hr/>		
Customer Service	01732 223600 from the UK or +44 1732 223600 from abroad	For any queries that you may have or any changes that you wish to make to your policy.
<hr/>		
Renewal Line	01732 223660 from the UK or +44 1732 223660 from abroad	To renew or discuss the renewal of your policy.
<hr/>		
Quotation Line	01732 223650 from the UK or +44 1732 223650 from abroad	To request a new quotation.
<hr/>		
Fax	01732 223601	For any queries that you may have or any changes that you wish to make to your policy.
E-mail	yachts@msamlin.com	In addition to a wealth of information you can also obtain a quote, renew your policy and report a claim on-line.
Website	www.boatinsure.co.uk	

11 Tower View, Kings Hill, West Malling, Kent ME19 4UY.

MS Amlin Underwriting Services Limited is authorised and regulated by the Financial Conduct Authority.

This policy is a contract between you and us and is based on the information you have given on your proposal and any other information you have supplied. We have agreed to insure you under the conditions and exclusions in this policy and any endorsements. We will compensate you by payment, repair or reinstatement for any liability, loss, damage, accident or injury that happens during the period of insurance for which you have paid or agreed to pay the premium.