

Arsenal Football Development Terms and Conditions

THE SMALL PRINT

Booking responsibility: Responsibility for the details of bookings and for payments lies with the person making the initial booking.

Confirmation and payment of deposit: When we receive your booking and appropriate minimum deposit payment we will send you an automated email confirming your child's place with a statement showing details of your child's course, the minimum amount is non-refundable and is your acceptance of the booking conditions.

Administration charge: If you change your booking after the initial confirmation, we may charge a \$50 fee.

Cancellation: If you cancel your booking, all or part of your payment will be forfeited to cover our costs:

- **Before 1 May 2024: full refund on all fees paid (Less \$50 admin)**
- **After 1 May and over 44 days before camp start: Loss of deposit (25%)**
- **30-44 days before camp start: Loss of 50% of full course fee**
- **Less than 30 days before camp start (or once course has started): Loss of 100% of full course fee.**

We pay no compensation or refunds if we cancel or change a course because of war, strikes, technical problems with transportation, weather or any other event outside the control of the company. **We do not offer any refund for home-sickness.**

If a visa application is rejected and we receive written evidence prior to arrival (1 month maximum before start of your session), we will refund the fees received in full. Where we received this evidence, the refund will be paid to you within four weeks.

Negligence: We accept responsibility for those course elements under our direct control, if caused by proven negligence of Exsportise or its employees. We cannot accept responsibility for loss of enjoyment due to travel, strikes, weather, loss or damage to luggage or personal property, personal injury or illness while on the course, including use of sub-contractors such as transport companies.

Programme changes: We always try to fulfill the requirements given on your booking form, but we reserve the right to alter or cancel any courses, accommodation and other arrangements that are in our control. We reserve the right to cancel a course in case of insufficient numbers and aim to offer you a suitable alternative.

Students may be taken off-site during the course of their coaching or teaching programme (e.g. visits to local museums, matches against local sports teams etc).

Incompatibility: We reserve the right to exclude or refuse any person at any time prior to or during the activity or course if, in our opinion, that person is not compatible with the general enjoyment and well being of other students or the satisfactory administration of the activity or course. If so, we will not refund the cost of the course. All students are subject to the course rules laid out in the final Information Pack. Any breach of rules may result in students being sent home at their own expense.

Complaints & Compensation: In the unlikely event that a student experiences a problem or difficulty while at camp, the matter should be reported immediately to the Centre Manager who has the authority and direct knowledge to deal with most queries. If he or she fails to solve the problem to your satisfaction, then write to us at our **Head Office within 10 days of your child leaving camp. We will only consider compensating a complaint if both these conditions are met.**

Disclosure: Exsportise requires full information about an applicant's medical, physical or behavioural conditions at the time of booking, (so that Exsportise can assess their ability to provide a properly safe environment for the applicant). Exsportise cannot accept liability for or responsibility for a student and reserve the right to send a student home immediately with no refund of fees, if parents fail to disclose full information about medical, physical or behavioural conditions

We reserve the right to send a student home if non-disclosed medical, physical or mental issues, make the participation or our supervision on the booked course impossible and we will not be liable for a refund.

Disclaimer: The charge per week is inclusive of VAT (20% at the time of going to print). We guarantee not to increase our course charges unless there is an increase in VAT, in which case the increase shall only cover this additional tax. The details in this brochure are published in good faith as of October 2023. This brochure is the responsibility of the company. It is not issued on behalf of any other centres used by the company (Exsportise Ltd).

Data Protection

Exsportise will use all of the information that you have supplied in the Online Registration Form to deliver the course you have booked and provide appropriate care for the student. Further information on how Exsportise uses personal data can be found in the Privacy Notice (please contact us for details). If you have any questions on how Exsportise uses data, please contact us.

CAMPS EXTRAS:

Swimming (Not available at Worth): Students able to swim may have the opportunity to swim (on-site swimming pools, supervised by qualified lifeguards).

Please mention if your child is unable to swim when you register online.

Leaving Venue: Do you agree to your child taking part in supervised offsite trips, e.g. English trips to the local village etc.

Please mention if you agree to this when you register online.

Weekend Excursions: Do you agree to your child taking part in weekend excursions (for stays of 2 weeks or more)

Please mention if you agree to this when you register online.

Oundle – 16 & 17 year old students only: Do you agree to your child taking part in unsupervised 30 minute trips to Oundle village (in pairs)

Please mention if you agree to this when you register online.

STUDENT QUESTIONNAIRE

How many years has your child participated in their Specialist Option:
Please mention this when you register online.

Level at which your child participates in their Specialist Option:
School Club Regional International

Please mention this when you register online.

Book with Confidence

We are extending our friendly, supportive and flexible approach to your booking even more for 2024 so that you can book with confidence.

We guarantee a full refund of all deposits and fees paid (less admin fee of \$50) if you decide to cancel any residential course before 29 April 2024.

These terms and conditions are issued by Exsportise ("TERMS"). By your completion and submittal of the registration forms, you agree and acknowledge that you are over 18 years of age and that you have read, understood and agreed to these TERMS, the terms and conditions of Soccer Camps International, including its Privacy Policy, as may be updated from time to time, located on www.soccercampsinternational.com website which terms include that SOCCER CAMPS INTERNATIONAL HAS NO AUTHORITY OR CONTROL OVER THE OPERATION AND/OR RULES OF ANY SOCCER CAMP.

CONSENT:

Swimming (Not available at Worth): Students able to swim may have the opportunity to swim (on-site swimming pools, supervised by qualified lifeguards). Do you agree to your child taking part in these swim sessions?

Leaving Venue: Do you agree to your child taking part in supervised offsite trips, e.g. offsite English trips to the local village etc.?

Weekend Excursions: Do you agree to your child taking part in weekend excursions (for stays of 2 weeks or more)

Oundle - 16 & 17 year old students only: Do you agree to your child taking part in unsupervised 30 minute trips to Oundle village (in pairs)?

PUBLICITY DETAILS:

Exsportise takes photographs and videos of individual students to share with Parents/Guardians (password protected gallery) and for use in its publicity materials and in social media.

Are you willing for such photos/videos of the student to be used:

DATA PROTECTION:

Exsportise will use all of the information that you have supplied in this Registration Online Form to deliver the course you have booked and provide appropriate care for the student. Further information on how Exsportise uses personal data can be found in the Privacy Notice, please contact us. If you have any questions on how Exsportise uses data, please contact us

AGREEMENT:

I confirm that all the information I have provided is correct to the best of my knowledge.

I confirm that I accept the terms and conditions of registering the student.

I confirm that the student will abide by the Behaviour Policy and follow the school rules.

I authorise the student to attend the course(s) selected in this registration form.

I accept that some students (depending on their age) will not be supervised at all times

I agree that I will not send the student to Exsportise if he/she has suffered from / been exposed to any infectious disease in the 21 days prior to the course start date. _____

BOOK IN CONFIDENCE:

We guarantee a full refund of all fees paid if you decide to cancel any course before 30 April 2024.

You agree to your data being shared between the Agency/Agent and Exsportise. Further information relating to Data Protection can be found in the Privacy Notice, please contact us.

MEDICAL, DIETARY AND WELFARE DETAILS:

Medical

Does the student have any medical condition or disability?

- Does the student have any allergies (food, medication, animals/plants/plasters, other materials)?
- Is the student taking any regular medication?
- Does the student have any diagnosed mental health condition (anxiety, depression, hyperactivity, eating disorder)?

Dietary

- Does the student have any special dietary requirements?

Welfare

- Does the student suffer from incontinence / wet the bed?
- Does the student need any help with mobility?
- Does the student need any help with social interaction?
- Does the student need any additional support in the classroom?

- I agree for nominated and trained Exsportise staff to administer the student, common, non-prescribed medicines such as paracetamol, throat lozenges, antihistamine tablets, cough syrup.
- I agree for nominated and trained Exsportise staff to administer the student controlled drugs prescribed by a doctor in the student's home country or by a doctor in the UK.
- I give permission for Exsportise staff, in an emergency, to follow the advice of attending medical staff and to authorise medical treatment and/or anaesthetic for the student.

These terms and conditions are issued by Exsportise ("TERMS"). By your completion and submittal of the registration forms, you agree and acknowledge that you are over 18 years of age and that you have read, understood and agreed to these TERMS, the terms and conditions of Soccer Camps International, including its Privacy Policy, as may be updated from time to time, located on www.soccercampsinternational.com website which terms include that SOCCER CAMPS INTERNATIONAL HAS NO AUTHORITY OR CONTROL OVER THE OPERATION AND/OR RULES OF ANY SOCCER CAMP.

Code of Conduct



No smoking, no cigarettes or lighters to be brought to camp.



No knives or other weapons.



No alcohol.



No drugs - unless prescribed by a doctor for a medical condition. These must be handed in on arrival for safe keeping.



No bullying, either verbal, physical or social.



No fighting or swearing.



No stealing - permission is needed to enter another student's room.



Boys and girls are **not allowed** in each other's houses or rooms.



Students need permission to **leave the camp** unaccompanied.



Students must **show respect** to all staff and other students at all times.



No mobile phones to be used during classes or any activities.



If a student has to be sent home due to breaking any of the rules of the 'Code of Conduct' **all costs incurred will be met entirely** and paid for immediately by the parent/guardian or booking representative.

We take the safeguarding of our students very seriously.

Please Note: UK Law forbids drinking of alcohol under the age of 18 and the purchase of cigarettes and tobacco under the age of 18.

Statement of Insurance

Group policy travel insurance

International student studying in the UK

Group policyholder: Exsportise Limited
Policy number: BI9 0000306

Group policy issue date: 06/09/2023
Reason for issue: New Business

This statement of insurance forms part of the group policy travel insurance. Please check these details carefully and let us know immediately of any errors.

Group policyholder details

Group policyholder: Exsportise Limited
Address: 4 Grange Close, Bletchingley, Redhill, Surrey, RH1 4LW

Cover

Policy term: For bookings made between 06/09/2023 until 05/09/2024 with all travel having being completed no later than 36 months from the group policy issue date.

Group policy: International student studying in the UK
Insurer: Zurich Insurance Company Ltd

Trip: Beneficiaries are covered for trips booked within the policy term where the appropriate premium has been paid and for which they have been accepted for cover. All trips must be completed no later than 36 months from the group policy issue date.

Beneficiary: Each person travelling on a trip arranged by the group policyholder who is eligible to be covered under this group policy and for which details have been provided to us by the group policyholder.

Groups: Cover is provided for groups of beneficiaries travelling together up to a maximum of 50 beneficiaries in any one single group. If the group policyholder would like to obtain cover for groups with more than 50 travellers, please contact your Endsleigh representative.

Cover area: Beneficiaries are covered for travel to the destination for which the appropriate premium has been paid and for which they have been accepted for cover.

Sports & activities option: Standard
Important Information: Please refer to the Important Information Relating to Cover section of this statement of insurance.

Beneficiaries

Beneficiaries receive cover benefits by virtue of the group policy issued to the group policyholder. Only the group policyholder has direct rights against the insurer. The benefits received by the beneficiaries do not give them direct rights under this group policy of insurance but enable them to receive the benefits described below. Beneficiaries must notify us of any incident that they feel could give rise to a claim under these terms and conditions. Strict compliance with these terms and conditions is required if the beneficiaries are to receive their benefits.

All beneficiaries must be registered under the health care system in their home country. For study in the United Kingdom, all persons covered under this group policy for 6 months or more must be registered with a medical practitioner in the United Kingdom.

Cover applies whilst a beneficiary is studying in the UK and is automatically extended at the beginning and end of each academic term whilst they are making a direct trip to and from their home.

Cover is also extended outside the UK if travel is a required part of a beneficiary's study course. Cover is also extended for leisure trips to Europe to a maximum of 21 days during the period of cover.

Cover – more details

Table of benefits

The following table is a summary of cover only and the group policy is subject to terms, conditions, limits and exclusions. Please refer to the applicable sections of the group policy wording. The benefits set out below are the maximum amount we will pay under each section per beneficiary per trip unless otherwise noted in the group policy wording.

Section	Benefits	Maximum amount	Excess
1	Cancellation or curtailment charges	£3,000	£50
	Aggregate Limit	£50,000	
	Excursions	£250	
2	Emergency medical & other expenses	£2,000,000	£50
	Emergency dental treatment	£500	
3	Private medical emergency cover	no cover	-
4	Personal accident		£0
	i. Death benefit (aged under 16)	£1,000	
	Death benefit (aged 16 to 64)	£30,000	
	Death benefit (aged 65 and over)	£1,000	
	ii. Loss of limbs or sight (aged under 65)	£30,000	
	iii. Permanent total disablement (aged under 65)	£30,000	
5	Baggage		£50
	Baggage (including valuables)	£1,000	
	a) Single article, pair or set limit	£200	
	b) Valuables limit in total	£300	
6	Personal money, passport & documents		£50
	1. a) Currency notes and coins	£100	
	b) Other personal money and documents	£100	
	2. Passport or visa	£500	
7	Personal liability	£1,000,000	£100
8	Missed departure	£250	£50
9	Overseas legal expenses & assistance	£10,000	£0
	Aggregate limit	£50,000	
10	Course fees	£8,000	£50
	Professional counselling	£300	

Aggregate limit:

An aggregate limit applies under section 1 - Cancellation or curtailment charges and section 9 - Overseas legal expenses & assistance. The maximum aggregate amount payable for all claims arising out of or in connection with any one event under each section shall not exceed the maximum amount stated in the table above.

Sports and activities covered

Please refer to the general exclusions in the group policy wording with reference to participation in or practice of sports and activities.

No cover under section 7 – Personal liability for pursuit of any business, trade, profession or occupation.

The following list details the sports and activities that this group policy will cover in addition to those listed in the group policy wording.

Supplementary sports and activities:

- Horse riding / jumping (no competitions) fully instructed, supervised and minimum of 1 years' experience to take part with full safety equipment a requirement.
- Rugby (fully supervised)

Group policy endorsements

Details of the changes to the group policy are shown below. The sections shown replace or change those of the same name in the group policy wording, statement of insurance or any previously issued endorsements. This should be read in conjunction with the group policy.

Changes to cover:

Residency

This group policy is also available to United Kingdom residents if the beneficiary is studying for a recognised qualification at a College or University in the United Kingdom or studying a language course at an Accredited Language School in the United Kingdom. The beneficiary must be registered with a medical practitioner in the United Kingdom. To be eligible for cover, the beneficiary must have pre-booked a trip away from their home to undertake the study course.

Policy definitions, general conditions and general exclusions apply to the whole of this Group Policy and all levels of cover.

COVID-19

1. The following Definitions is incorporated within the Policy.

Coronavirus - COVID-19, SARS-COV-2 or any mutation or variation of these.

2. **The following General Condition is applicable to all sections of the Group Policy**

The Beneficiary must comply with all relevant government and local authority travel requirements at point of entry to and point of departure from each country and area that they are travelling from to and through during their trip including but not limited to visa, vaccination, inoculation, health test and screening requirements and certification.

3. **General exclusions applicable to all sections of the Group Policy**

General Exclusion 15. Is amended to read as follows:

15. A medical epidemic or pandemic. This exclusion shall not apply Under Section 2 – Emergency medical and other expenses if a **Beneficiary** contracts **Coronavirus** whilst on a **Trip** during the **Period of Cover**, however:

We will not pay for the following;

- A. any costs incurred in relation to **Coronavirus** tests
- B. any costs incurred as a result of the **Beneficiary** being quarantined
- C. any costs where a **Beneficiary** tests positive for **Coronavirus** but does not require medical treatment or;
- D. additional transport or accommodation expenses incurred by or on behalf of the **Beneficiary**;
 - i. exceeding £1,000 per **Beneficiary** where it is medically necessary for the **Beneficiary** to stay beyond their scheduled return date as a result of their being unfit to travel due to **Coronavirus**.
 - ii. If the **Beneficiary** is fit to travel, however is required to stay beyond their scheduled return date for any reason other than in i. above (for example, but not limited to, because their carrier refuses to transport them or they are unable to meet the entry requirements for their intended destination due to them testing positive for **Coronavirus**).

Special Conditions Relating to this Endorsement

1. Cover is subject to the policy definitions, the conditions which apply to the whole policy and the exclusions which apply to the whole policy.

2. In the event that the **Beneficiary** needs to make a claim under this endorsement, they must provide the following:

- A. a certificate issued by a medical practitioner or hospital confirming that the Beneficiary had tested positive for and received medical treatment for **Coronavirus**, and;
- B. receipts for medical treatment and for any additional travel and accommodation expenses incurred.

Policy definitions, general conditions and general exclusions apply to the whole of this Group Policy and all levels of cover.

Obligations

It is important that the group policyholder checks that the information given in the statement of insurance is, to the best of their knowledge and belief, complete and correct as this forms the basis of the insurance contract.

Each beneficiary must tell the group policyholder immediately on finding that any information in relation to their cover under this group policy has changed. The group policyholder must tell us immediately if at any time any of the information is incorrect or changes. Failure to do so may result in the insurance no longer being valid and claims not being met or not being met in full. If in doubt about any change please contact us as soon as possible.

All beneficiaries should refer to the conditions in the group policy wording for details of how any changes in circumstances may affect their cover under this insurance.

Excesses and special terms and conditions applicable to the whole group policy

Each beneficiary is responsible for paying the first amount of each and every claim under each section for which an excess applies. The standard excesses payable in the event of a claim are shown in the table of benefits

Declarations made

The group policyholder declares that to the best of their knowledge all the information provided in connection with this proposal is correct and complete.

Beneficiaries agree to the important conditions in relation to health shown within the group policy wording document.

Beneficiaries are:

- Registered under the health care system in their home country
- Registered with a Medical Practitioner in the United Kingdom if covered under this group policy for 6 months or more
- Travelling from and returning to their home country

Beneficiaries are an international student (or their immediate family) studying for a degree or other recognised qualification at a College or University in the United Kingdom or studying a language course at an Accredited Language School in the United Kingdom.

How to report an incident or make a claim

Your claim will be handled by an agent acting on behalf of your insurer.

Travel Insurance	+44(0) 1202 038 946	Mon-Fri: 8am to 8pm Sat: 8am to 4pm	www.endsleigh.co.uk/claim-centre
Medical Assistance	+44(0) 1243 621 058	24 hours	
Legal Expenses	+44(0) 1179 045 831	Mon-Fri: 9am to 5pm	

How to make a complaint

If the group policyholder and/or a beneficiary wish to make a complaint, in the first instance, please contact the person who originally dealt with the enquiry. They will aim to resolve the complaint on the same day. Alternatively the group policyholder and/or a beneficiary can contact us:

by post Customer Experience Department
Endsleigh Insurance Services Ltd.
Quadrangle, Imperial Square
Cheltenham GL50 1PZ

by phone 0800 085 8698

If the group policyholder's and/or beneficiary's complaint is not resolved to their satisfaction they have the right to ask the Financial Ombudsman Service to review their case if they are any one of the following:

- 1) a consumer;
- 2) a micro-enterprise (employing fewer than 10 persons; with a turnover or annual balance sheet that does not exceed €2 million) at the time the complaint is referred to Endsleigh (or its representative such as an AR);
- 3) a charity which has an annual income of less than £1 million at the time the complaint is referred to Endsleigh (or its representative such as an AR);
- 4) a trustee of a trust which has a net asset value of less than £1 million at the time the complaint is referred to Endsleigh;
- 5) a Consumer Buy To Let consumer (where the complaint is about a Consumer Buy to Let Mortgage or service)

Contacting the Ombudsman will not affect your rights to take legal action against us.

If you do not fall within the categories above and your complaint has not been resolved to your satisfaction, you have the right to take legal action against us.

Financial services compensation scheme

We are covered by the Financial Services Compensation Scheme (FSCS). The group policyholder and/or a beneficiary may be entitled to compensation from the scheme if we cannot meet our obligations. Further information about compensation scheme arrangements can be obtained from the FSCS at www.fscs.org.uk or by contacting the FSCS directly on 0800 678 1100.

How to cancel

Cancellation: It is IMPORTANT to know that there will not be a refund of premium if there has been a claim on this group policy which the insurer will have to settle. This group policy may be cancelled by the group policyholder sending notice to the address shown on the statement of insurance. In the event of cancellation of this group policy, the group policyholder must notify beneficiaries of such cancellation.

Fees and Charges: If the group policyholder wishes to cancel this group policy at any time a charge will be made for any period for which cover applied, unless a beneficiary has travelled or a claim or an incident likely to give rise to a claim has occurred, in which case no refund will be due. We will also charge a cancellation fee of £20.00.

Status Disclosure

About the insurers

Zurich Insurance Company Ltd * Firm Reference No: 959113

A public limited company incorporated in Switzerland. Registered in the Canton of Zurich, No. CHE-105.833.114, registered offices at Mythenquai 2, 8002 Zurich. UK Branch registered in England and Wales no BR000105. UK Branch Head Office: The Zurich Centre, 3000 Parkway, Whiteley, Fareham, Hampshire PO15 7JZ. Zurich Insurance Company Ltd is authorised and regulated in Switzerland by the Swiss Financial Market Supervisory Authority FINMA. Authorised by the Prudential Regulation Authority. Subject to regulation by the Financial Conduct Authority and limited regulation by the Prudential Regulation Authority. Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request.

The group policyholder's rights under the Financial Services Compensation Scheme are not affected by this.

* Endsleigh has a risk transfer agreement with these insurers and the following statement applies: When you send us your premium monies ("money"), we will hold it, owing to the insurer listed as an agent for that insurer. Endsleigh will hold monies ("money") paid by the insurer for cancellations, owing to you, as an agent for that insurer.

About our services

Endsleigh Insurance Services Limited is an insurance intermediary acting on behalf of the insurer. We are authorised and regulated by the Financial Conduct Authority. Our Financial Services Register number is 304295. You can check this on the Financial Services Register by visiting the FCA's web site <https://fca.org.uk/register>. Our principal place of business is 2 Des Roches Square, Witney, Oxfordshire, OX28 4LE. Endsleigh Insurance Services Limited is owned by Endsleigh Limited which is a member of the A-Plan group of companies. National Union of Students (United Kingdom) also has an interest in Endsleigh Limited.

This insurance meets the demands and needs of those persons travelling away from home. By purchasing this policy you confirm that this is a fair description of your insurance demands and needs.

Any information we provide to the group policyholder does not constitute advice or a personal recommendation and the group policyholder agrees to make their own choice about how to proceed. We may ask questions to narrow down the selection of products that we will provide information on. We only offer group policy travel insurance products from a single insurer, Zurich Insurance Company Ltd.

When we sell you a policy we retain a percentage commission from the total annual premium. If the type of policy we sell reaches specific profit targets the insurer also pays us an additional amount.

It's important the information we have is correct as inaccurate information may result in an increased premium, you not being covered or a claim not being paid in full.

The parties to a contract of insurance covering a risk situated in the United Kingdom are permitted to choose the law applicable to the contract. This group travel insurance policy is governed by English law. English law will also apply prior to the conclusion of the group policyholder's contract of insurance.

Important Information Relating to Cover Under this Group Policy

The following cover will apply to this group policy:

- There is cover under this group policy for emergency medical and other expenses related to a medical epidemic or pandemic.

Unless you have been provided with specific additional cover under this group policy, the following exclusions will apply:

- There is no cover under this group policy for claims arising directly or indirectly from or in connection with an airline or other travel provider postponing or canceling your travel arrangements.
- There is no cover under this group policy if an airline or travel provider ceases to trade without being able to meet their obligations to you regarding your travel arrangements.
- There is no cover under this group policy for any cancellation or curtailment claims arising directly or indirectly from a change in travel advice by the Foreign, Commonwealth and Development Office (FCDO) or equivalent government or national authority, or the World Health Organisation.
- There is no cover under this group policy for any cancellation or curtailment claims arising directly or indirectly from a local or national lockdown preventing you from travelling.
- There is no cover under this group policy for any cancellation claims arising directly or indirectly from having been personally instructed to self-isolate by NHS Test and Trace or the NHS app.
- There is no cover under this group policy for any cancellation or curtailment claims arising directly or indirectly from having contracted, been diagnosed or tested positive with any illness associated with epidemic or pandemic.

International Student Travel Insurance

Insurance Product Information Document



Product: International Student Travel Insurance **Company:** Endsleigh Insurance Services Limited (firm ref: 304295) is authorised and regulated by the Financial Conduct Authority. Registered in England at 2 Des Roches Square, Witney, Oxfordshire, OX28 4LE

This document provides a summary of the key information relating to your insurance policy. Complete pre-contractual and contractual information on the product is provided in the full policy documentation. This summary does not form part of your contract of insurance.

What is this type of insurance?

This insurance meets the demands and needs of persons travelling away from home.



What is insured?

- ✓ **Cancelling or cutting short a trip**
We will pay you up to £3,000 for unused and irrecoverable costs if you have to cancel or cut short your trip as a result of an insured event
- ✓ **Medical emergency and other expenses**
Should you be injured or become unwell whilst on a trip, we will pay up to £2 million for your hospital, ambulance and medical repatriation costs, including up to £500 for emergency dental treatment
- ✓ **Baggage**
We will cover you if your personal belongings are lost, damaged or stolen up to £1,000 per person. The following limits also apply:
 - Up to £200 for any one article
 - Up to £300 for the total of all valuables
- ✓ **Personal money and passport**
We will cover you if your personal money is lost, damaged or stolen. The following limits apply:
 - Up to £100 for cash
 - Up to £100 for all other personal money and documents

We will also pay up to £500 for additional accommodation and transport costs to obtain a replacement passport if yours is lost, stolen or damaged
- ✓ **Missed Departure**
We will pay your additional transport costs up to £250 if you miss your public transport from or to your home country as a result of an insured event
- ✓ **Course Fees**
We will pay you up to £8,000 for irrecoverable pre-paid College, University or Language School fees if you are unable to continue your studies due to an insured event



What is not insured?

- ✗ The first £50 of each claim made by each person under each cover section where an excess is payable
- ✗ Baggage or valuables left unattended - subject to terms set out in your policy booklet
- ✗ Any event which you were aware of at the time of taking this insurance or booking your trip (whichever is later) that could give rise to a claim
- ✗ Any trip which has already begun when you take out this insurance
- ✗ Any pre-existing medical condition relating to any reason set out under 'Important conditions relating to health' in your policy booklet
- ✗ Any optional additional cover unless the appropriate additional premium has been paid
- ✗ Participation in any professional sports or entertainment
- ✗ There is no cover for manual work unless listed within the policy document as acceptable
- ✗ Your travel to any country or specified area or event when the FCDO or the World Health Organisation has advised against travel
- ✗ Your own unlawful action or any criminal proceedings against you
- ✗ Your inability to travel due to your failure to hold, obtain or produce a valid passport or any required visa in time for the booked trip
- ✗ Any claims arising from the use of drugs (other than prescribed treatments), drinking too much alcohol or alcohol abuse
- ✗ Any amount recoverable from any other source such as your airline, accommodation provider, ATOL bond or debit/credit card provider
- ✗ Any claim due to a cause which is not insured under your selected level of cover



Are there any restrictions on cover?

- ! You can only purchase this insurance if you are studying a
 - degree, language course or other recognised qualification in the UK
- ! This policy is not available to anyone aged 66 or over at the
 - time of departure
- ! This cover is only available to those who are registered with a
 - GP in their home country. Students studying in the UK for 6 months or more must also be registered with a GP in the UK.
- ! Policies cover emergency medical treatment, it is not
 - private health insurance, be aware of excessive treatment charges



Where am I covered?

- ✓ You are covered for travel to the destination for which the appropriate premium has been paid and for which you have been accepted for cover provided you are not travelling against the advice of the Foreign, Commonwealth and Development Office or the World Health Organisation
- ✓ Cover is extended to include:
 - Inward and outward direct trips back home at the beginning and end of each academic term
 - Trips outside the UK if part of your course of study
 - Leisure trips within Europe for a maximum of 21 days in each policy term



What are my obligations?

- Please take a few minutes to check all the details you have provided are correct
- You should disclose any information or fact which is likely to affect the acceptance of this insurance
- If you are in doubt whether the information will affect the acceptance of this risk you should disclose it anyway
- If you fail to disclose information or knowingly give false information all cover under this policy may be cancelled
- If any details change after purchase of this insurance please contact us
- You must take reasonable steps to prevent loss, theft or damage to your property
- You must not travel against the advice of a medical practitioner or your public transport provider
- You must not travel with the intention of receiving medical treatment
- You must take all reasonable precautions and practical steps to avoid injury, illness or disease
- In the event of a serious illness or accident which may lead to inpatient treatment you must contact the emergency assistance services who will then assist you
- If you need to make a claim on your policy, you must provide us with the evidence needed to substantiate your loss



When and how do I pay?

The charge for this insurance will be payable, as requested by your Group Policyholder, as part of your booking. In some circumstances, the charge for this insurance may be covered by your Group Policyholder.



When does the cover start and end?

Cover for cancellation starts as soon as you have paid for the policy. All other cover starts when you leave your home to begin your trip. The policy ceases at the end of the declared period of insurance or when you return home, whichever is the earlier.



How do I cancel the contract?

You can cancel your policy by contacting the Group Policyholder at the address shown on your statement of insurance.

Pre Existing Medical Conditions Guide

The following guide should be used to explain the 'Important Conditions Relating to Health' section of the group policy wording to your traveller; this does **NOT** need to be completed and returned to Endsleigh.

You must comply with the following conditions to have full protection under this group policy.

For the purposes of this policy a **Medical Condition** is defined as any disease, illness or injury.

It is a condition of this policy that you will not be covered for any claims arising directly or indirectly from:

At any time:

1. Any **Medical Condition** you have in respect of which a medical practitioner has advised you not to travel or would have done so had you sought his/her advice.
2. Any **Medical Condition** for which you are travelling with the intention of obtaining medical treatment (including surgery or investigation) or advice.
3. Any **Medical Condition** for which you are not taking the recommended treatment or prescribed medication as directed by a medical practitioner.
4. Your travel against any health requirements stipulated by the carrier, their handling agents or other public transport provider.

Please answer the following questions to enable us to consider whether we can offer to cover any claims (under sections 1, 2 and 3) arising from any pre-existing **Medical Condition**. Please be assured that we keep all information confidential, and it will only be used for the purpose of arranging travel insurance and providing services to you. Providing false or inaccurate information may invalidate your cover.

At the time of taking out this policy/being accepted for cover:

1. Do you have, or have you had, any **Medical Condition** which has:

- a. resulted in any symptoms or diagnosis during the last 12 months;
or for which: Yes No
- b. there has been a change in treatment (including medication, dosage, surgery, tests, investigations or diet) in the last 12 months; Yes No

2. Do you have, or have you had, any **Medical Condition** which:

- a. is awaiting an operation, hospital consultation (other than for regular check-ups), or other hospital treatment or investigation; Yes No
- b. within the last 6 months, been seen by a specialist (other than for regular check-ups), had an operation or other hospital treatment or investigation; Yes No
- c. have received a terminal prognosis; Yes No
- d. have not had a diagnosis (i.e. symptoms for where the underlying cause has not yet been established)? Yes No

3. Are you aware of any circumstances that could reasonably be expected to give rise to a claim on this policy? Yes No

If you have answered 'Yes' to any of the questions above unfortunately you will not have full protection of your policy. If you do not comply we may not be able to consider your claim or may reduce the amount of any claim payment. Please note that claims that are **not** directly or indirectly related to your Medical Condition will still be considered (in accordance with the terms and conditions of the policy).

Please note that if you make a claim due to a pre-existing medical condition of a close relative or close business associate, there will be no cover if their medical conditions are as described in point 1. and 2. above, at the time of you taking out the policy /being accepted for cover.

For full terms and conditions please refer to the Section – "Important Conditions Relating to Health" in your policy wording.

Unfortunately we are not able to provide alternative cover for pre-existing medical conditions not covered under this group policy and this will need to be obtained elsewhere from a specialist provider.