

Effected through

Schofields Underwriting Agencies
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In return for payment of the premium shown in the **schedule**, **we** agree to insure you, subject to the terms and conditions contained in or endorsed on this certificate, against loss or damage you sustain or legal liability you incur for accidents happening during the period shown in the schedule.

When drawing up this certificate, **we** have relied on the information and statements which you have provided in the proposal form (or declaration) on the date shown in the **schedule**.

This insurance relates **ONLY** to those sections of the certificate which are shown in the **schedule** as being included.

The written authority (which number is shown in the schedule) carrying the seal of Great Lakes Reinsurance (UK) Plc Office allows **your broker** to sign and issue this certificate on behalf of underwriters whose syndicate numbers are given in the authority.

Introduction

This certificate of insurance, **schedule** and any **endorsement** applying to your certificate form your Let Property Insurance Document.

This document sets out the conditions of the contract of insurance between you and us. You should keep it in a safe place.

You should read the whole document carefully. It is arranged in different sections and it is important that

- **you** are clear which sections you have requested cover for and want to be included;
- **you** understand what each section does and does not cover;
- **you** understand **your** own duties under each section and under the insurance as a whole.

Please contact **your broker** immediately if this document is not correct or if you would like to ask any questions.

Wherever the following words appear in this insurance they will have the meanings shown below.

You/your/insured	-	The person or persons named in the schedule and all members of their family who permanently live in the home.
We/us/our	-	Great Lakes Reinsurance (UK) Plc.
Your broker	-	The insurance broker who placed this insurance on your behalf.
Schedule	-	The schedule is part of this insurance and contains details of you, the premises, the sums insured, the period of insurance and the sections of this insurance which apply.
Endorsement	-	A change in the terms and conditions of this insurance.
Period of Insurance	-	The length of time for which this insurance is in force, as shown in the schedule and for which you have paid and we have accepted a premium.
Standard Construction	-	Built of brick, stone or concrete and roofed with slates, tiles, asphalt, metal or concrete.
Buildings	-	The Home and its decorations; - Fixtures and fittings attached to the Home. - Permanently installed swimming pools, tennis courts, drives, patios and terraces, walls, gates and fences and fixed fuel tanks. you own or for which you are legally responsible within the premises named in the schedule.
Premises	-	The address which is named in the schedule.

- Home**
- The Private Dwelling of standard construction and the garages and outbuildings used for domestic purposes at the premises shown in the schedule.
- Contents**
- Household goods and personal property, within the home, which are your property or which you are legally responsible for. Contents also includes;
 - Radio and television aerials, satellite dishes, their fittings and masts which are attached to the home
 - Property in the open but within the premises up to £1,000 in total.
 - Television sets and video recorders up to £1,000 in total
- Contents does not include:
- motor vehicles (other than garden machinery) caravans, trailers or watercraft or their accessories.
 - any living creature
 - any part of the Buildings
 - any property held or used for business purposes
 - any property insured under any other insurance
 - deeds, registered bonds and other personal documents
 - pictures, paintings and works of art
 - gold, silver, gold and silver plated items and jewellery including watches
 - current legal tender, cheques, postal and money orders
 - postage stamps not forming part of a stamp collection
 - savings stamps and savings certificates, travellers' cheques
 - premium bonds, luncheon vouchers and gift tokens
 - credit cards, charge cards, debit cards, bankers cards and cash dispenser cards
 - property of tenants
- Bodily Injury**
- Bodily injury includes death or disease
- Sanitary Ware**
- Washbasins, sinks, bidets, lavatory pans and cisterns, shower trays, shower screens, baths and bath panels
- United Kingdom**
- The "United Kingdom" will include England, Wales, Scotland, Northern Ireland, the Isle of Man and the Channel Islands and journeys between these countries.

General Conditions and Exclusions applicable to the whole of this insurance

Each home included under this insurance is considered to be covered as if separately **insured**.

1. Your Duties

- a) **You** must take all reasonable steps to prevent loss, damage or an accident and keep the **buildings** in a good state of repair.
- b) **You** must tell **your broker** before **you** start any conversions, extensions or other structural work to the **buildings**. When **we** receive this notice **we** have the option to change the conditions of this insurance.

If **you** fail to comply with any of any of the above duties this insurance may become invalid.

2. Notice of Change of Occupancy

It is a condition precedent to liability of Underwriters that **you** or **your** authorised representative shall notify **your broker** who effected this insurance if the property specified in the **schedule** ceases to become a **let property**. Upon receipt of this notice, **Underwriters** reserve the rights to amend the terms and conditions of this insurance.

3. Cancellation Clause

- a. This insurance may be cancelled at any time at **your** request by writing to **your broker** who effected this insurance, and provided no claim has been made during the current **period of insurance** the return premium will be calculated on the following short period rate scale, but subject to Underwriters retaining a minimum premium of £100 plus Insurance Premium Tax.

Period not Exceeding		% annual premium
Days	3	10%
	8	15%
	15	20%
Months	1	25%
	2	30%
	3	40%
	4	50%
	5	60%
	6	70%
	7	80%
	8	85%
	9	90%
	10	Full Premium
	11	Full Premium
	12	Full Premium

- b. This insurance may also be cancelled by or on behalf of **Underwriters** by 30 DAYS NOTICE being given in writing to the assured at his last known address, and the premium hereon shall be adjusted on the basis of the **Underwriters** receiving or retaining pro rata premium.
Notice shall be deemed to be duly received in the course of post if sent by pre-paid letter post properly addressed.

General Conditions and Exclusions applicable to the whole of this insurance

4. Radioactive Contamination and Nuclear Assemblies Exclusion

We will not pay for:

- a) loss or destruction of or damage to any property whatsoever, or any loss or expenses whatsoever resulting or arising therefrom or any consequential loss
- b) any legal liability of whatsoever nature

directly or indirectly caused by or contributed to by or arising from:-

- i) ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel,
- ii) radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.

* By "Consequential Loss" we mean any further loss of any kind that may arise due to, or as a result of, loss or destruction of any damage to any property whatsoever.

5. War Exclusion

We will not pay for:

any loss or damage or liability directly or indirectly occasioned by, happening through or in consequence of war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, or confiscation or nationalisation or requisition or destruction of or damage to property by or under the order of any government or public or local authority.

6. Electronic Data Exclusion Clause

We will not pay for

1. Loss or destruction of or damage to any property whatsoever, or any loss or expenses whatsoever resulting or arising therefrom or any consequential loss
2. Any legal liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from:
 - **Computer Viruses**
 - The erasure and corruption of electronic data, other than as a direct result of an event which also gives rise to a valid claim elsewhere.

* By "Consequential Loss" we mean any further loss of any kind that may arise due to, or as a result of, loss or destruction of any damage to any property whatsoever.

7. **Biological Chemical or Nuclear Contamination Exclusion Endorsement**

The insurance will not pay for:

1. Loss or destruction of or damage to any property whatsoever, or any loss or expenses whatsoever resulting or arising therefrom or any consequential loss;
2. Any legal liability of whatsoever nature;
3. Death or injury to any person; directly or indirectly caused by or contributed to by or arising from Biological, Chemical, or Nuclear contamination due to or arising from:
 - (a) terrorism; and/or
 - (b) steps taken to prevent, suppress, control or reduce the consequences of any actual, attempted, threatened, suspected or perceived terrorism.

For the purpose of this **endorsement**, “terrorism” means any act(s) of any person(s) or organisation(s) involving:

- (i) the causing, occasioning or threatening of harm of whatever nature and by whatever means;
- (ii) putting the public or any section of the public in fear, in circumstances in which it is reasonable to conclude that the purpose(s) of the person(s) or organisation(s) concerned are wholly or partly of a political, religious, ideological or similar nature.

* By “Consequential Loss” we mean any further loss of any kind that may arise due to, or as a result of, loss or destruction of any damage to any property whatsoever.

8. **Aircraft etc Pressure Waves**

This insurance does not cover loss, destruction or damage, directly occasioned by pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds

9. **Existing and Deliberate Damage**

We will not pay for loss or damage

- occurring before cover starts or arising from an event before cover starts
- caused deliberately by **you** or any member of **your holiday home**
- due to consequential loss of any kind or description

10. **Contracts (Rights of Third Parties) Act 1999 Clarification Clause**

A person who is not a party to this insurance has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this insurance but this does not affect any right or remedy of a third party which exists or is available apart from that Act.

11. Diminution in value

We will not pay for any reduction in value of the property **insured** following repair or replacement paid for under this insurance.

12. Wear and Tear

We will not pay for damage caused by wear and tear or any other gradually operating cause.

Claims conditions applicable to the whole of this Insurance

Your Duties

In the event of a claim or possible claim under this insurance

1. **you** must notify **Schofields** within 30 days of discovery giving full details of what has happened.
2. **you** must provide **Schofields** with written details of what has happened within 30 days of **you** notifying **us** and provide any other information **they** may reasonably require.
3. **you** must immediately forward to **Schofields**, if a claim for liability is made against **you**, any letter, claim, writ, summons or other legal document **you** receive.
4. **you** must not admit liability or offer or agree to settle any claim without **our** written permission.
5. **you** must inform the Police as soon as reasonably possible following malicious acts, violent disorder, riots or civil commotion, theft, attempted theft or lost property.
6. **you** must take all reasonable care to limit any loss, damage or injury.
7. **you** must provide **us** with reasonable evidence of value or age (or both) for all items involved in a claim.
8. **you** must not abandon any property to **us** without **our** written consent.

If **you** fail to comply with any of the above duties this insurance may become invalid.

How we deal with your claim

1. Defence of Claims

We may

- take full responsibility for conducting, defending or settling any claim in **your** name.
- take any action **we** consider necessary to enforce **your** rights or **our** rights under this insurance

2. Fraudulent Claims

If **you** make any claim knowing the same to be false or fraudulent as regards amount or otherwise, this Insurance shall become void and all claims hereunder shall be forfeited.

3. Other Insurance

There shall be no liability under this insurance in respect of any claim where **you** are entitled to indemnity under any other insurance EXCEPT in respect of any excess beyond the amount which would have been covered under such other insurance had this insurance not been effected and subject to being limited to the sums insured on the policy. This clause does not apply to Fatal Injury (Section Two-D).

Section One: Buildings

The **BUILDINGS** are covered against LOSS OR DAMAGE DIRECTLY CAUSED BY:-

<i>What is covered</i>	<i>What is NOT covered</i>
1. Fire, Lightning, Explosion	The first £50 of each loss or damage sustained
2. Aircraft and other flying devices or articles dropped from them.	The first £50 of each loss or damage sustained
3. Storm, Flood or weight of snow.	<ul style="list-style-type: none"> a) loss or damage caused by subsidence, landslip or heave however caused. b) loss or damage to domestic outbuildings and garages of non-standard construction, domestic fixed fuel oil tanks in the open, swimming pools, tennis courts, drives, patios and terraces, gates and fences. c) the first £50 of each loss or damage sustained, increased to £250 in respect of claims arising from weight of snow
4. Escape of water from fixed water tanks, apparatus or pipes	<ul style="list-style-type: none"> a) loss or damage while the buildings are not furnished enough to be normally lived in. b) loss or damage to domestic outbuildings and garages of non standard construction, domestic fixed fuel oil tanks and swimming pools. c) the first £250 of each loss or damage sustained
5. Escape of oil from a fixed domestic oil-fired heating installation and smoke damage caused by a fault in any domestic fixed heating installation	<ul style="list-style-type: none"> a) the first £50 of each loss or damage sustained b) loss or damage caused by faulty workmanship c) loss or damage while the buildings are not furnished enough to be normally lived in.
6. Theft or attempted theft	<ul style="list-style-type: none"> a) loss or damage while the buildings are not furnished enough to be normally lived in. b) the first £50 of each loss or damage sustained
7. Collision by any vehicle or animal	The first £50 of each loss or damage sustained
8. Any person taking part in a riot, violent disorder, strike, labour disturbance, civil commotion or acting maliciously	<ul style="list-style-type: none"> a) loss or damage while the buildings are not furnished enough to be normally lived in b) the first £50 of each loss or damage sustained

Section One: Buildings

<i>What is covered</i>	<i>What is NOT covered</i>
9. subsidence or heave of the site upon which the buildings stand or landslip	<ul style="list-style-type: none"> a) loss or damage to domestic fixed fuel-oil tanks, swimming pools, tennis courts, drives, patios and terraces, walls, gates and fences unless the private dwelling is also affected at the same time by the same event. b) loss of damage to solid floors unless the walls of the private dwelling are damaged at the same time by the same event. c) loss or damage arising from faulty design, specification, workmanship or materials. d) loss or damage which compensation has been provided for or would have been but for the existence of this insurance under any contract or a guarantee or by law. e) the first £1,000 of every claim. f) loss or damage caused by coastal erosion. g) loss or damage whilst the buildings are undergoing any structural repairs, alterations or extensions.
10. breakage or collapse of fixed radio and television aerials, fixed satellite dishes and their fittings and masts.	<ul style="list-style-type: none"> a) loss or damage to radio and television aerials, satellite dishes, their fittings and masts. b) the first £50 of each loss or damage sustained
11. falling trees, telegraph poles or lamp posts	<ul style="list-style-type: none"> a) loss or damage caused by trees being cut down or cut back within the premises b) the first £50 of each loss or damage sustained
12. Earthquake	<ul style="list-style-type: none"> a) loss or damage to swimming pools, tennis courts, drives, patios, terraces, gates, fences. c) the first £50 of each loss or damage sustained

Section One: Buildings

This section also includes:-

<i>What is covered</i>	<i>What is NOT covered</i>
<p>A. the cost of repairing accidental breakage to</p> <ul style="list-style-type: none"> • fixed glass and double glazing (including the cost of replacing frames) • solar panels • sanitary ware • ceramic hobs <p>all forming part of the buildings</p>	<p>a) loss or damage whilst the buildings are not furnished enough to be normally lived in.</p> <p>b) the first £50 of each loss or damage sustained</p>
<p>B. The cost of repairing accidental damage to</p> <ul style="list-style-type: none"> • domestic fuel oil pipes • underground water-supply pipes • underground sewers, drains and septic tanks • underground gas pipes • underground cables <p>which you are legally liable for</p>	<p>a) the first £50 of each loss or damage sustained</p> <p>b) loss or damage due to wear and tear or gradual deterioration</p>
<p>C. expenses you have to pay and which we have agreed in writing for</p> <ul style="list-style-type: none"> • architects', surveyors', consulting engineers' and legal fees • the cost of removing debris and making safe the building • costs you have to pay in order to comply with any Government or local authority requirements <p>following loss or damage to the buildings which is covered under section one</p>	<p>a) any expenses incurred for preparing a claim or an estimate of loss or damage</p> <p>b) any costs if Government or local authority requirements have been served on you before the loss or damage</p>
<p>D. we will pay the cost (incurred with our permission) of finding the source of any escape of water or oil from any fixed internal domestic heating installations including subsequent repairs to walls, floors or ceilings</p>	<p>more than £1,000 in any period of insurance</p>
<p>E. expenses you have to pay in respect of fire brigade charges for which you are liable to pay following attendance by the fire brigade at the premises shown in the schedule, following loss or damage to the buildings which is covered under section one</p>	<p>more than £750 in any period of insurance. If you claim for such loss under sections one and two, we will not pay more than £750 in total</p>
<p>F. increased domestic metered water charges you have to pay following an escape of water which gives rise to an admitted claim under number 4 of section one.</p>	<p>more than £750 in any period of insurance. If you claim for such loss under sections one and two, we will not pay more than £750 in total.</p>

Section One: Buildings

Basis of Claims Settlement

In the event of loss or damage to the **Building(s)** named in the **schedule**, the **Underwriters** will pay the FULL COST OF REPAIR at the time of such loss or damage, PROVIDED THAT the **Building(s)** is maintained in a good state of repair; that they are insured for the full cost of reconstruction in their present form; and that reinstatement shall have been effected.

If the **Buildings** are not in a good state of repair **Underwriters** will make a deduction for wear and tear or gradual deterioration.

Underwriters will not pay for the cost of replacing or repairing any undamaged part(s) of the **Buildings** which forms part of a pair, set, suite or part of a common design or function when the damage is restricted to a clearly identifiable area or to a specific part.

Under Insurance

If **you** are under **insured**, which means the cost of rebuilding the **buildings** at the time of loss or damage is more than **your** sum **insured** for the **buildings**, then **we** will only pay a proportion of the claim. For example if **your** sum **insured** only covers one half of the cost of rebuilding the **buildings**, **we** will only pay one half of the cost of repair or replacement.

In respect of each **Premises** separately **insured** the liability of the **Underwriters** for any loss or damage shall not exceed the respective Sum **Insured** specified in the **schedule**.

Section Two: Contents

The **CONTENTS** are covered against LOSS OR DAMAGE DIRECTLY CAUSED BY:-

<i>What is covered</i>	<i>What is NOT covered</i>
1. Fire, Lightning, Explosion	The first £50 of each loss or damage sustained
2. Aircraft and other flying devices or articles dropped from them.	The first £50 of each loss or damage sustained
3. Storm, Flood or weight of snow	<ul style="list-style-type: none"> a) Loss or damage caused by subsidence, landslip or heave, however caused b) The contents of domestic outbuildings and garages of non-standard construction. c) The first £50 of each loss or damage sustained, increased to £250 in respect of claims arising from weight of snow. d) Property in the open.
4. Escape of water from fixed water tanks, apparatus or pipes	<ul style="list-style-type: none"> a) the first £250 of each loss or damage sustained b) loss or damage while the buildings are not furnished enough to be normally lived in.
5. Escape of oil from a domestic fixed fuel oil-fired heating installation and smoke damage caused by a fault in any domestic fixed heating installation	<ul style="list-style-type: none"> a) loss or damage caused by faulty workmanship b) the first £50 of each loss or damage sustained
6. Theft or attempted theft	<ul style="list-style-type: none"> a) The first £50 of each loss or damage sustained b) loss or damage while the buildings are not furnished enough to be normally lived in. c) Loss or damage unless loss or damage follows a violent and forcible entry
7. Collision by any vehicle or animal	the first £50 of each loss or damage sustained
8. Any person taking part in a riot, violent disorder, strike, labour disturbance, civil commotion or acting maliciously	the first £50 of each loss or damage sustained
9. subsidence or heave of the site upon which the buildings stand or landslip	<ul style="list-style-type: none"> a) Loss or damage following damage to solid floors unless the walls of the private dwelling are damaged at the same time by the same event b) loss or damage arising from faulty design, specification, workmanship or materials c) loss or damage which but for the existence of this insurance would be covered under any contract or a guarantee or by law d) loss or damage whilst the buildings are undergoing any structural repairs, alterations or extensions e) loss or damage by coastal erosion
10. Falling trees, telegraph poles or lamp posts	<ul style="list-style-type: none"> a) loss or damage caused by trees being cut down or cut back within the premises d) the first £50 of each loss or damage sustained
11. Earthquake	the first £50 of each loss or damage sustained

Section Two: Contents

Basis of Claims Settlement

In the event of the total loss or destruction by any of the **insured** perils or any articles **insured** under Section 2, the basis of settlement shall be the cost of replacing the article new PROVIDED THAT the article is substantially the same as, but not better than the original article when new and that **you** incur the cost of replacement.

Exclusions:

The above basis of claims settlement shall NOT apply to:-

- a) wearing apparel and household linen.
- b) pedal cycles

Underwriters will not pay for the cost of replacing or repairing any undamaged part(s) of the **Contents** which form(s) part of a pair, set, suite or part of a common design or function when the damage is restricted to a clearly identifiable area or to a specific part.

The **Underwriters** shall be entitled at their sole option to repair, replace or pay for any article lost or damaged, whether wholly or in part.

Limit of Insurance

The liability of **Underwriters** shall not exceed such proportions of any loss or damage as the sum(s) insured bear to the total value of the **Contents** of each **premises** separately stated in the **schedule**.

Under Insurance

If **you** are under **insured**, which means the cost of replacing or repairing the **contents** at the time of the loss or damage is more than **your** sum **insured** for the **contents**, then **we** will only pay a proportion of the claim. For example if **your** sum **insured** only covers one half of the cost of replacing or repairing the **contents**, **we** will only pay one half of the cost of repair or replacement.

Section Three Accident to Domestic Staff

<i>What is covered</i>	<i>What is NOT covered</i>
<p>This section indemnifies you for legal liability including costs and expenses incurred by you with Underwriters written consent, whether under any statute or at common law for damages in respect of BODILY INJURY BY ACCIDENT OR DISEASE.</p>	<p>Bodily injury arising directly or indirectly;</p> <ul style="list-style-type: none"> a) from any vehicle in Canada or the United States of America from any vehicle used for racing, pacemaking or speed testing b) from any communicable disease or condition c) in Canada or the United States of America after the total period of stay has exceeded 30 days in the period of insurance

Limit of Insurance

The limit of liability in respect of all claims under this section SHALL NOT EXCEED GBP5,000,000 ANY ONE ACCIDENT or series of accidents arising out of any one event, plus the costs and expenses incurred by the Assured with Underwriter's written consent in the defence of any such claim.

Section Four Legal Liability to the Public

<i>What is covered</i>	<i>What is NOT covered</i>
<p>We will indemnify you</p> <p>as owner or occupier for any amounts you become legally liable to pay as damages for</p> <ul style="list-style-type: none"> • bodily injury • damage to property <p>caused by an accident happening at the premises during the period of insurance</p>	<p>We will not indemnify you for any liability</p> <ul style="list-style-type: none"> a) for bodily injury to <ul style="list-style-type: none"> • you • any other permanent member of the home • any person who at the time of sustaining such injury is engaged in your service b) for bodily injury arising directly or indirectly from any communicable disease or condition c) for damage to property owned by or in the charge or control of <ul style="list-style-type: none"> • you • any other permanent member of the home • any person engaged in your service d) arising out of or incidental to any profession, occupation or business other than through private letting of the property <ul style="list-style-type: none"> a) which you have assumed under contract and which would not otherwise have attached b) from any vehicle used for racing, pacemaking or speed testing c) in Canada or the United States of America after the total period of stay has exceeded 30 days in the period of insurance d) arising out of the ownership, possession or operation or use of: <ul style="list-style-type: none"> i) any motorised or horsedrawn vehicle other than domestic gardening equipment operated within the Assured's own premises ii) any power-operated lift iii) any aircraft or watercraft or remote controlled models of such other than manually operated rowing boats, punts or canoes iv) any animal OTHER THAN cats, horses or dogs which are not designated as dangerous under the Dangerous Dogs Act 1991 <p style="text-align: right;">(Exclusions continued over the page)</p>

Section Four Legal Liability to the Public (continued)

	<i>What is NOT covered</i>
	We will not indemnify you for any liability
	<p>i) in respect of any kind of pollution and/or contamination other than:</p> <ul style="list-style-type: none"> • caused by a sudden, identified, unexpected and unforeseen accident which happens in its entirety at a specific moment of time during the period of insurance at the premises named in the schedule; and • reported to us not later than 30 days from the end of the period of insurance; <p>in which case all such pollution and/or contamination arising out of such accident shall be deemed to have happened at the time of such accident</p> <p>j) arising out of your ownership, occupation, possession or use of any land or building OTHER THAN the premises specified in the schedule.</p>

Limit of Insurance

The limit of liability in respect of all claims under this section SHALL NOT EXCEED £5,000,000 ANY ONE ACCIDENT or series of accidents arising out of any one event, plus the costs and expenses incurred by the Assured with Underwriter's written consent in the defence of any such claim.

Section Five:**Loss of Use and Denial of Access**

<i>What is covered</i>	<i>What is NOT covered</i>
<p>This insurance is extended to pay up to the amount stated in the Schedule any one occurrence for the nett ascertainable loss of rentals pre-booked in advance or the nett ascertained cost of alternative accommodation consequent upon:-</p> <ul style="list-style-type: none">a) damage to the insured building by any of the perils covered by section 1 of this insurance.b) Access to the insured building or that part of the building owned and insured by the Assured, being rendered impossible by virtue of any of the perils covered by section 1 of this insurance.c) Access to the insured building being restricted or denied following a law, order or decree of the Government or of the Country in which the insured building is situated, which is consequent upon natural disaster or outbreak of contagious disease or other threat to health.d) Oil or chemical pollution within 10km of the insured property.	

Limit of Insurance

As stated on the **Schedule**

Section Six: Loss of Keys

<i>What is covered</i>	<i>What is NOT covered</i>
Costs you have to pay for replacing locks to safes, alarms and outside doors in the let property following theft of your keys.	the first £50 of each loss or damage sustained

Limit of Insurance

Cost of Replacement

COOLING OFF PERIOD

You may cancel this insurance within 14 days of **you** buying this insurance or the day on which **you** receive the insurance documents whichever is later. **We** will provide a full refund of the premium paid. **We** can decide not to refund the premium if **you** have made a claim on this insurance.

CANCELLATION

1. **We** can cancel this insurance by giving **you** 30 days' notice in writing. Any return premium due to **you** will depend on how long this insurance has been in force.
2. **You** can also cancel this insurance at any time by writing to **your broker**. Any return premium due to **you** will depend on how long this insurance has been in force and whether **you** have made a claim.

COMPLAINTS

Our aim is to ensure that all aspects of **your** insurance are dealt with promptly, efficiently and fairly. At all times **we** 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 **your broker**.

In the event that **you** remain dissatisfied **you** can refer the matter to the Complaints Department at Great Lakes Reinsurance (UK) PLC. The contact details are:-

Compliance Officer, Great Lakes Reinsurance (UK) PLC, Plantation Place, 30 Fenchurch Street, London EC3M 3AJ Tele: 0203 003 7000

Copies of **our** complaints procedures are also available from this address.

Complaints that cannot be resolved by the Complaints Department at Great Lakes Reinsurance (UK) PLC may be referred to the Financial Ombudsman Service. Further details will be provided at the appropriate state of the complaints process. This complaint procedure is without prejudice to **your** right to take legal proceedings.

FINANCIAL SERVICES COMPENSATION SCHEME

Great Lakes Reinsurance (UK) PLC are covered by the Financial Services Compensation Scheme. **You** may be entitled to compensation from the **Scheme** if **Underwriters** are unable to meet its obligations to **you** under this contract. If **you** were entitled to compensation under the **Scheme**, the level and extent of the compensation would depend on the nature of this contract. Further information about the **Scheme** is available from the Financial Services compensation Scheme (7th Floor Lloyd's Chambers, Portsoken Street, London E1 8BN and on their website: www.fcs.org.uk

LAW APPLICABLE TO THE INSURANCE

Notice to the **Insured**. The parties are free to choose the law applicable to this Insurance Contract. Unless specifically agreed to the contrary this insurance shall be subject to English Law.