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# Holiday Home Insurance Policy

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## Introduction

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This policy has been arranged by Schofields on behalf of Certain Underwriters at Lloyd's, One Lime Street, London EC3M 7HA, who are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. This can be checked on the Financial Services Register by visiting the FCA's website at [www.fca.org.uk](http://www.fca.org.uk) or by contacting the FCA on 0800 111 6768.

This certificate of insurance, **schedule** and any **endorsement** applying to **your** certificate form **your** Lloyd's 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** as soon as possible if this document is not correct or if **you** would like to ask any questions.

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**.

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**) allows **your broker** to sign and issue this certificate on behalf of Underwriters whose syndicate numbers are given in the authority.

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## The contract of insurance

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### Information you have given us

In deciding to accept this insurance and in setting the terms and premium, **we** have relied on the information **you** have given **us**. **You** must take care when answering any questions **we** ask by ensuring that all information provided is accurate and complete.

If **we** establish that **you** deliberately or recklessly provided **us** with false or misleading information **we** will treat this insurance as if it never existed and decline all claims.

If **we** establish that **you** carelessly provided **us** with false or misleading information it could adversely affect **your** insurance and any claim. For example **we** may:

- treat this insurance as if it had never existed and refuse to pay all claims and return the premium paid. **We** will only do this if **we** provided **you** with insurance cover which **we** would not otherwise have offered; or
- amend the terms of **your** insurance. **We** may apply these amended terms as if they were already in place if a claim has been adversely impacted by **your** carelessness; or
- reduce the amount **we** pay on a claim in the proportion the premium **you** have paid bears to the premium **we** would have charged **you**; or
- cancel **your** insurance in accordance with the cancellation terms as detailed within this policy document.

**We** or **your** insurance **broker** will write to **you** if **we**:

- intend to treat this insurance as if it never existed; or
- need to amend the terms of **your** insurance; or
- require **you** to pay more for **your** insurance.

### Notifying us of any changes or inaccuracies

**You** must notify **your broker**:

- without delay if **you** become aware that information **you** have given us is inaccurate;
- within fourteen (14) days of **you** becoming aware about any changes in the information **you** have provided to **us** which happens before or during the **period of insurance**;
- at least fourteen (14) days before **you** start any conversions, extensions or other structural work to the **buildings**.

When **we** are notified that information **you** previously provided is inaccurate, or of any changes to that information, or planned structural works, **we** will tell **you** if this affects **your** insurance. For example, **we** may amend the terms of **your** insurance or require **you** to pay more for **your** insurance or cancel **your** insurance in accordance with the cancellation terms as detailed within this document.

If **you** fail to notify **us** that information **you** have provided is inaccurate, or **you** fail to notify **us** of any changes, this insurance may become invalid and **we** may not pay **your** claim, or any payment could be reduced.

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## **The contract of insurance** (continued)

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### **The Contracts (Rights of Third Parties) Act 1999 Clarification Clause**

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

### **Law applicable to the Insurance**

This contract is written in English and all communications about it will be in English. Unless **we** have agreed otherwise, the law applying to this contract will be English law.

### **Financial Services Compensation Scheme**

Lloyd's insurers are covered by the Financial Services Compensation Scheme. **You** may be entitled to compensation from the Scheme if a Lloyd's insurer is unable to meet its obligations to **you** under this insurance.

If **you** were entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of this insurance. Further Information about the Scheme is available from the Financial Services Compensation Scheme (10th Floor, Beaufort House, 15 St. Botolph Street, London EC3A 7QU) and on their website: [www.fscs.org.uk](http://www.fscs.org.uk).

### **Data Protection Act 1998**

**You** should understand that any information **you** have provided will be processed by **us**, in compliance with the provisions of the Data Protection Act 1998, for the purpose of providing insurance and handling claims and complaints, if any, which may necessitate providing such information to other parties.

### **Who is my Insurer?**

This insurance is underwritten by Certain Underwriters at Lloyd's, who are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

**You** can ask **us** for the names of the underwriters and the share of the risk each has taken on.

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# Definitions

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

<b>Accidental damage</b>	Damage caused as a direct result of a single unexpected event.
<b>Bodily injury</b>	Bodily injury includes death or disease.
<b>Buildings</b>	<ul style="list-style-type: none"><li>• The <b>holiday home</b> and its decorations;</li><li>• fixtures and fittings attached to the <b>holiday home</b>;</li><li>• domestic outbuildings, garages, domestic fixed fuel oil tanks, fixed swimming pools, tennis courts, drives, patios and terraces, walls, gates and fences</li></ul> <p><b>you</b> own or for which <b>you</b> are legally responsible within the <b>premises</b> named in the <b>schedule</b>.</p>
<b>Contents</b>	<p>Household goods and personal property, within the home, which are <b>your</b> property or which <b>you</b> are legally responsible for.</p> <p>Contents also includes:</p> <ul style="list-style-type: none"><li>• radio and television aerials, satellite dishes, their fittings and masts which are attached to the home;</li><li>• property in the open but within the <b>premises</b> subject to a £2,000 limit;</li><li>• silver and silver-plated articles up to £150 in total;</li><li>• television sets and video/DVD recorders.</li></ul> <p>Contents does not include:</p> <ul style="list-style-type: none"><li>• motor vehicles including motor bikes, quad bikes or sit-on lawn mowers, caravans, trailers or watercraft and accessories attached thereto;</li><li>• any living creature;</li><li>• any part of the <b>buildings</b>;</li><li>• any property insured under any other insurance;</li><li>• cash, currency, bank notes, negotiable documents or coins, stamps, deeds, registered bonds and other personal documents, jewellery, furs, gold articles, works of art or valuables;</li><li>• mobile phones, tablets or laptop computers;</li><li>• property of tenants;</li><li>• property not permanently kept at the <b>premises</b>, including baggage and personal effects temporarily removed from the permanent dwelling house;</li><li>• growing plants/gardens, trees and items of a similar nature.</li></ul>
<b>Cost of alternative accommodation</b>	The cost incurred in providing alternative accommodation for the holidaymakers in the property at the time loss or damage occurs.
<b>Endorsement</b>	A change in the terms and conditions of this insurance.
<b>Holiday home</b>	The holiday home of <b>standard construction</b> and the garages and outbuildings used for domestic purposes at the <b>premises</b> shown in the <b>schedule</b> .
<b>Period of insurance</b>	The length of time for which this insurance is in force, as shown in the <b>schedule</b> and for which <b>you</b> have paid and <b>we</b> have accepted a premium.
<b>Premises</b>	The address which is named in the <b>schedule</b> .

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## Definitions (continued)

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<b>Sanitaryware</b>	Washbasins, sinks, bidets, lavatory pans and cisterns, shower trays, shower screens, baths and bath panels.
<b>Schedule</b>	The <b>schedule</b> is part of this insurance and contains details of <b>you</b> , the <b>premises</b> , the sums insured, the <b>period of insurance</b> and the sections of this insurance which apply.
<b>Standard construction</b>	Built of brick, stone or concrete and roofed with slates, tiles, asphalt or concrete.
<b>We/us/our</b>	The insurer named on the <b>schedule</b> , which is made up of the Lloyd's underwriters who have insured <b>you</b> under this contract. <b>You</b> can ask <b>us</b> for the names of the underwriters and the share of the risk each has taken on.
<b>You/your</b>	<b>You/your</b> spouse or domestic partner who lives at the same address as <b>you</b> and shares financial responsibilities, <b>your</b> children, parents and other relatives who permanently reside with <b>you</b> .
<b>Your broker</b>	The insurance broker who placed this insurance on <b>your</b> behalf.

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## General conditions applicable to the whole of this insurance

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

### 1. Your duties

**You** must keep **your holiday home** in a good condition and state of repair, and take all reasonable care to prevent loss or damage, accident, **bodily injury** or legal proceedings. If legal proceedings are under way, **you** must tell **us** without delay and take all reasonable steps to reduce the costs of these proceedings.

**You** must make sure that all forms of protection provided for the security of the **holiday home**, including all locks and alarm systems, are kept in good working order and can be put into full and effective use whenever **you** or the occupants leave the **premises** unattended.

### 2. Notice of change in circumstance

**You** must tell **us** as soon as possible about any changes in the information **you** have provided to **us** which happens before or during any **period of insurance**. **We** will tell **you** if such change affects **your** insurance and, if so, whether the change will result in revised terms and/or premium being applied to **your** policy. If **you** do not inform **us** about a change, it may affect any claim **you** make or could result in **your** insurance being invalid.

**You** must tell **us** about the following if **you**:

- plan to carry out building works at the **premises**;
- change how the **holiday home** is used;
- are convicted or have a prosecution pending for any offence (other than motoring);
- leave the **premises** permanently unoccupied;
- change **your** address.

### 3. Cancellation clause

**You** may cancel the insurance by sending **your broker** written notice and returning the insurance documents within fourteen days of it starting or (if later) within fourteen days of **you** receiving the insurance documents. **We** will return any premium **you** have paid providing **you** have not made a claim.

**You** may cancel this insurance after the first fourteen days by giving **your broker** notice in writing.

If **you** cancel this insurance outside the cooling off period, there will be an additional charge of £50.00 to cover the administrative cost of providing the insurance. If **we** pay any claim, in whole or in part, then no refund of premium will be allowed.

If **you** pay **your** premium by instalments and you wish to cancel this insurance, cover will be cancelled from the date the premium was due. Where a claim has been notified during the current **period of insurance**, **you** must continue with the instalment payments throughout the remaining **period of insurance**, or pay the remaining premium in full. If **you** fail to do so, **we** may deduct any outstanding amount from any claims settlement.

**We** may cancel the insurance by sending **you** thirty (30) days' notice to **your** last known address. **We** will refund the part of **your** premium which applies to the remaining **period of insurance**, providing **you** have not made a claim. **We** will only do this for a valid reason (examples of valid reasons are as follows):

- Where **we** have been unable to collect a premium payment. In this case, **we** will contact **you** in writing requesting payment by a specific date. If **we** do not receive payment by this date, **we** will write to **you** again notifying **you** that payment has not been received and giving **you** 21 days' notice of a final date for payment. This letter will also notify **you** that if payment is not received by this date, **your** policy will be cancelled. If payment is not received by that date, **we** will cancel **your** policy with immediate effect and notify **you** in writing that such cancellation has taken place.

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## General conditions applicable to the whole of this insurance

(continued)

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### 3. Cancellation clause (continued)

- Where **you** are required in accordance with the terms of this policy to co-operate with **us**, or send **us** information or documentation, and **you** fail to do so in a way that materially affects **our** ability to process a claim, or **our** ability to defend **our** interests. In this case, **we** may issue a cancellation letter and will cancel **your** policy if **you** fail to co-operate with **us** or provide the required information or documentation by the end of the cancellation notice period.
- Where **we** reasonably suspect fraud.
- Due to the use of threatening or abusive behaviour or language, or intimidation or bullying of staff or suppliers.

Notice shall be deemed to be duly received in the course of post if sent by pre-paid letter post properly addressed.

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## General exclusions applicable to the whole of this insurance

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### 1. Radioactive contamination and nuclear assemblies exclusion

We will not pay for:

1. loss or destruction of or damage to any property whatsoever, or any loss or expenses whatsoever;
2. legal liability of any nature, or death or injury to any person

caused by or contributed to by or arising from nuclear reaction, nuclear radiation or radioactive contamination.

### 2. War exclusion

We will not pay for any loss or damage or liability 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.

### 3. Electronic data exclusion clause

We will not pay for:

1. loss or damage to any property whatsoever, or any loss or expenses whatsoever; or
2. legal liability of any nature

caused by or contributed to by or arising from:

- computer viruses, erasure or corruption of electronic data; or
- the failure of any equipment to correctly recognise the time or date or change of time or date;

For the purposes of this exclusion, "computer virus" means a set of corrupting, harmful or otherwise unauthorised instructions or code including a set of maliciously introduced unauthorised instructions or code, programmatic or otherwise, that propagate themselves through a computer system or network of whatsoever nature.

### 4. Sonic bangs

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

### 5. Existing and/ or deliberate loss or 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 **your** domestic staff employed under a contract of service.

### 6. Indirect loss or damage

We will not pay for any loss or damage that is not directly associated with the incident that caused **you** to claim, unless expressly stated in this insurance.

### 7. Loss of value

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

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## General exclusions applicable to the whole of this insurance

(continued)

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### 8. Wear and tear or anything that happens gradually

We will not pay for damage caused by wear and tear or anything that happens gradually (for example, damp formed over a period of time due to blocked or poorly maintained guttering, or the mechanical or electrical failure of a television).

### 9. Criminal activities

We will not pay for loss or damage consequent upon criminal activities being carried out at the **premises**.

### 10. Biological or chemical contamination

We will not pay for:

1. loss or damage to any property whatsoever, or any loss or expenses whatsoever;
2. legal liability of any nature;
3. death or injury to any person;

caused by or contributed to by or arising from Biological or Chemical contamination due to or arising from:

- terrorism; and/or
- steps taken to prevent, suppress, control or reduce the consequences of any actual, attempted, threatened, suspected or perceived terrorism.

For the purposes of this exclusion “terrorism” means any act(s) of any person(s) or organisation(s) involving:

- the causing, occasioning or threatening of harm of whatever nature and by whatever means;
- 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.

### 11. Storage heater exclusion

Where the **premises** is heated by storage heaters, from 1<sup>st</sup> November to 31<sup>st</sup> March (both dates inclusive), and the **holiday home** has been unoccupied for seven (7) consecutive days, **we** will not pay for loss or damage caused by escape of water from fixed water tanks, apparatus or pipes unless the water has been turned off at the stopcock within the **holiday home**.

### 12. Sanctions

We will not provide any benefit under this insurance to the extent of providing cover, payment of any claim or the provision of any benefit where doing so would breach any sanction, prohibition or restriction imposed by law or regulation.

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## How to make a claim

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### If you need to make a claim:

- Check **your** policy booklet and **your** schedule to see if **you** are covered.
- Give immediate notice to the Police in respect of any theft, attempted theft, malicious damage or vandalism and obtain an incident number.
- Contact Adjusting Associates as soon as reasonably possible, quoting **your** policy number, where **your** claim will be registered and **you** will be told what to do next, contact details:

Adjusting Associates LLP  
Telephone: 01443 229513  
Facsimile: 01443 229995  
Email: [claims@adjustingassociates.com](mailto:claims@adjustingassociates.com)

Emergency 24/7 Out of Office Number: 01724 761378

Claims in writing should be directed to:

Adjusting Associates LLP  
Unit 2, Sovereign Court  
Sterling Drive  
Llantrisant  
Rhondda Cynon Taff  
CF72 8LX

Adjusting Associates LLP handle claims on behalf of **your** insurers.

Professional staff are available to assist **you** whether **you** need a claim form, advice on emergency repairs or any other aspect of **your** claim.

Alternatively, if **you** prefer, please contact **your broker**.

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## Claims conditions applicable to the whole of this insurance

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### Your duties

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

- To help prove **your** claim, **we** may require **you** to provide original purchase receipts, invoices, bank or credit card statements, instruction booklets, photographs, utility bills, pre-purchase surveys or plans and deeds of **your** property. To help assist in dealing with **your** claim, **we** may require **you** to obtain estimates for the replacement or repair of damaged property. **We** will only ask for information relevant to **your** claim.
- **You** must without delay forward to Adjusting Associates if a claim for liability is made against **you**, any letter, claim, writ, summons or other legal document **you** receive.
- **You** must not admit liability or offer or agree to settle any claim without **our** written permission.
- **You** must take all reasonable care to limit any loss, damage or injury.
- **You** must provide **us** with reasonable evidence of value or age (or both) for all items involved in a claim.
- **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. Non-disclosure and retrospective action

If **we** obtain evidence which suggests that **you** were careless in providing **us** with the information **we** have relied upon in setting the terms of this insurance, **we** may:

- treat this insurance as if it had never existed and refuse to pay all claims and return the premium paid. **We** will only do this if **we** provided **you** with insurance cover which **we** would not otherwise have offered; or
- amend the terms of **your** insurance. **We** may apply these amended terms as if they were already in place if a claim has been adversely impacted by **your** carelessness; or
- reduce the amount **we** pay on a claim in the proportion the premium **you** have paid bears to the premium **we** would have charged **you**; or
- cancel your insurance in accordance with the cancellation terms detailed in this document.

If **we** establish that **you** deliberately or recklessly provided **us** with false information, **we** may:

- treat this insurance as if it never existed;
- decline all claims; and
- retain the premium.

#### 3. 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 will be forfeited. This means **we** will not pay the false or fraudulent claim, or any subsequent claim.

#### 4. Other insurance

There will 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: Contents, Additional cover C).

## Section one: Buildings

The **buildings** are covered against loss or damage directly caused by:

What is covered	What is NOT covered
1. Fire, lightning, explosion.	The first £50 of every claim.
2. Aircraft and other flying devices or articles dropped from them.	The first £50 of every claim.
3. Storm, flood or weight of snow.	<ul style="list-style-type: none"> <li>a) Loss or damage caused by subsidence, landslip or heave other than what is covered under Insured event 9 of this section.</li> <li>b) Loss or damage to domestic outbuildings and garages of non-<b>standard construction</b>, domestic fixed fuel oil tanks in the open, swimming pools, tennis courts, drives, patios and terraces, gates and fences.</li> <li>c) The first £50 of every claim, increased to £250 in respect of claims arising from weight of snow.</li> </ul>
4. Escape of water from fixed water tanks, apparatus or pipes.	<ul style="list-style-type: none"> <li>a) Loss or damage whilst the <b>buildings</b> are not furnished enough to be normally lived in.</li> <li>b) Loss or damage to domestic outbuildings and garages of which are not of <b>standard construction</b>.</li> <li>c) Loss or damage caused by subsidence, heave or landslip, faulty workmanship, chemicals or a chemical reaction, or the escape of water from guttering, rainwater downpipes, roof valleys and gullies.</li> <li>d) Loss or damage: <ul style="list-style-type: none"> <li>- to fixed swimming pools, fixed hot tubs, fixed jacuzzis and fixed spas;</li> <li>- to the installation itself; or</li> <li>- if the installation is outdoors or in an outbuilding, unless the installation is connected to a domestic heating boiler protected by a frost-stat device.</li> </ul> </li> <li>e) The first £250 of every claim.</li> <li>f) From 1<sup>st</sup> November to 31<sup>st</sup> March inclusive when the <b>holiday home</b> has been unoccupied for more than seven (7) consecutive days, the first £1,000 for every claim unless: <ul style="list-style-type: none"> <li>- the water supply has been turned off at the main stopcock; or</li> <li>- the central heating system is kept running 24 hours each day to maintain a minimum temperature of 50°F (10°C); or</li> <li>- a pre-agreed and approved Floodcheck device has been fitted and is fully operational</li> </ul> when the excess will remain at £250 for every claim. </li> </ul>

## Section one: Buildings (continued)

What is covered	What is NOT covered
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"> <li>a) Loss or damage caused by faulty workmanship.</li> <li>b) Loss or damage whilst the <b>buildings</b> are not furnished enough to be normally lived in.</li> <li>c) The first £50 of every claim.</li> </ul>
6. Theft or attempted theft.	<ul style="list-style-type: none"> <li>a) Loss or damage whilst the <b>buildings</b> are not furnished enough to be normally lived in.</li> <li>b) The first £50 of every claim.</li> </ul>
7. Collision by any vehicle or animal.	The first £50 of every claim.
8. Any person taking part in a riot, violent disorder, strike, labour disturbance, civil commotion or acting maliciously.	<ul style="list-style-type: none"> <li>a) Loss or damage while the <b>buildings</b> are not furnished enough to be normally lived in.</li> <li>b) The first £50 of every claim.</li> </ul>
9. Subsidence or heave of the site upon which the <b>buildings</b> stand or landslip.	<ul style="list-style-type: none"> <li>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.</li> <li>b) Loss or damage to solid floors unless the walls of the private dwelling are damaged at the same time by the same event.</li> <li>c) Loss or damage arising from faulty design, specification, workmanship or materials.</li> <li>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.</li> <li>e) Loss or damage caused by coastal or river erosion.</li> <li>f) Loss or damage whilst the <b>buildings</b> are undergoing any structural repairs, alterations or extensions.</li> <li>g) The first £1,000 of every claim.</li> </ul>
10. Breakage or collapse of fixed radio and television aerials, fixed satellite dishes and their fittings and masts.	<ul style="list-style-type: none"> <li>a) Loss or damage to radio and television aerials, satellite dishes, their fittings and masts.</li> <li>b) The first £50 of every claim.</li> </ul>
11. Falling trees, telegraph poles or lamp-posts.	<ul style="list-style-type: none"> <li>a) Loss or damage caused by trees being cut down or cut back within the <b>premises</b>.</li> <li>b) The first £50 of every claim.</li> </ul>
12. Earthquake.	<ul style="list-style-type: none"> <li>a) Loss or damage to swimming pools, tennis courts, drives, patios, terraces, gates, fences.</li> <li>b) The first £50 of every claim.</li> </ul>

## Section one: Buildings (continued)

This section also includes:

What is covered	What is NOT covered
<p>A. The cost of repairing accidental breakage to:</p> <ul style="list-style-type: none"> <li>• fixed glass and double glazing (including the cost of replacing frames);</li> <li>• solar panels;</li> <li>• <b>sanitaryware</b>;</li> <li>• ceramic hobs</li> </ul> <p>all forming part of the <b>buildings</b>.</p>	<p>a) Damage whilst the <b>buildings</b> are not furnished enough to be normally lived in.</p> <p>b) The first £50 of every claim.</p>
<p>B. The cost of repairing <b>accidental damage</b> to:</p> <ul style="list-style-type: none"> <li>• domestic fuel oil pipes;</li> <li>• underground water supply pipes;</li> <li>• underground sewers, drains and septic tanks;</li> <li>• underground gas pipes;</li> <li>• underground cables</li> </ul> <p>which <b>you</b> are legally liable for.</p>	<p>a) The cost of clearing blocked sewer pipes, drains, soakaways, underground pipes or tanks.</p> <p>b) Damage caused by subsidence or heave of the land, or landslip.</p> <p>c) Loss or damage caused to pitch fibre pipes as a result of pressure from weight of soil or other covering material.</p> <p>d) Delamination of pitch fibre pipes.</p> <p>e) The first £50 of every claim.</p>
<p>C. Expenses <b>you</b> have to pay and which <b>we</b> have agreed in writing for:</p> <ul style="list-style-type: none"> <li>• architects', surveyors', consulting engineers' and legal fees;</li> <li>• the cost of removing debris and making safe the <b>buildings</b>;</li> <li>• costs <b>you</b> have to pay in order to comply with any Government or local authority requirements</li> </ul> <p>following loss or damage to the <b>buildings</b> which is covered under this section.</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 <b>you</b> before the loss or damage.</p>
<p>D. <b>We</b> will pay the cost (incurred with <b>our</b> 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 <b>period of insurance</b>.</p>
<p>E. Expenses <b>you</b> have to pay in respect of Fire Brigade charges for which <b>you</b> are liable to pay following attendance by the Fire Brigade at the <b>premises</b> shown in the <b>schedule</b>, following loss or damage to the <b>buildings</b> which is covered under this section.</p>	<p>More than £750 in any <b>period of insurance</b>. If <b>you</b> claim for such loss under Section one: Buildings and Section two: Contents, <b>we</b> will not pay more than £750 in total.</p>
<p>F. Increased domestic metered water charges <b>you</b> have to pay following an escape of water which gives rise to an admitted claim under Insured event 4 of this section.</p>	<p>More than £750 in any <b>period of insurance</b>. If <b>you</b> claim for such loss under Section one: Buildings and Section two: Contents, <b>we</b> will not pay more than £750 in total.</p>

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## Section one: Buildings (continued)

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### Basis of claims settlement

We will decide whether to pay the cost of repairing or replacing the part of **your buildings** damaged or destroyed or make a payment in respect of the damaged parts if:

- the sum insured is enough to rebuild **your buildings**;
- the repair or rebuilding is carried out without delay after **we** give **our** approval (other than emergency repairs, which should be carried out immediately); and
- **your buildings** are in a good state of repair.

If the loss or damage to **your buildings** is not repaired or replaced as **we** have explained above, **we** will then decide to pay either:

- the cost of repairing or replacing the damage, less a deduction for wear and tear; or
- the difference between the market value of the **premises** immediately before the damage and its value after the damage.

We will not pay the cost of replacing any undamaged or unbroken item or parts of items forming part of a pair, set, suite or collection of the same type, colour or design if the damage happens to one particular area or to a specific part and replacements cannot be matched.

If **we** have discounted the premium for this section because **you** have not made any claims, **we** may reduce or remove the discount if **you** make a claim.

### Sum insured

The most **we** will pay under Section one: Buildings is the sum insured for **buildings** shown on the **schedule** and adjusted in line with index linking. This includes the extra expenses and fees listed under Additional cover C in Section one: Buildings.

### 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:

What is covered	What is NOT covered
1. Fire, lightning, explosion.	The first £50 of every claim.
2. Aircraft and other flying devices or articles dropped from them.	The first £50 of every claim.
3. Storm, flood or weight of snow.	a) Loss or damage caused by subsidence, landslip or heave other than what is covered under Insured event 9 of this section. b) The <b>contents</b> of domestic outbuildings and garages of non- <b>standard construction</b> . c) Property in the open. d) The first £50 of every claim, increased to £250 in respect of claims arising from weight of snow.
4. Escape of water from fixed water tanks, apparatus or pipes.	a) Loss or damage whilst the <b>buildings</b> are not furnished enough to be normally lived in. b) Frost damage to water tanks, apparatus or pipes. c) Loss or damage caused by faulty workmanship, chemicals or a chemical reaction, or the escape of water from guttering, rainwater downpipes, roof valleys and gullies. d) The first £250 of every claim. e) From 1 <sup>st</sup> November to 31 <sup>st</sup> March inclusive when the <b>holiday home</b> has been unoccupied for more than seven (7) consecutive days, the first £1,000 for every claim, unless: <ul style="list-style-type: none"> <li>- the water supply has been turned off at the main stopcock; or</li> <li>- the central heating system is kept running 24 hours each day to maintain a minimum temperature of 50°F (10°C); or</li> <li>- a pre-agreed and approved Floodcheck device has been fitted and is fully operational</li> </ul> when the excess will remain at £250 of every claim.
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.	a) Loss or damage caused by faulty workmanship. b) The first £50 of every claim.
6. Theft or attempted theft.	a) Loss or damage whilst the <b>buildings</b> are not furnished enough to be normally lived in. b) More than £2,000 in any <b>period of insurance</b> from detached domestic outbuildings or garages. c) The first £50 of every claim.
7. Collision by any vehicle or animal.	The first £50 of every claim.

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## Section two: Contents (continued)

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What is covered	What is NOT covered
8. Any person taking part in a riot, violent disorder, strike, labour disturbance, civil commotion or acting maliciously.	The first £50 of every claim.
9. Subsidence or heave of the site upon which the <b>buildings</b> stand or landslip.	<ul style="list-style-type: none"><li>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.</li><li>b) Loss or damage arising from faulty design, specification, workmanship or materials.</li><li>c) Loss or damage which but for the existence of this insurance would be covered under any contract or a guarantee or by law.</li><li>d) Loss or damage whilst the <b>buildings</b> are undergoing any structural repairs, alterations or extensions.</li><li>e) Loss or damage by coastal or river erosion.</li></ul>
10. Falling trees, telegraph poles or lamp-posts.	<ul style="list-style-type: none"><li>a) Loss or damage caused by trees being cut down or cut back within the <b>premises</b>.</li><li>b) The first £50 of every claim.</li></ul>
11. Earthquake.	The first £50 of every claim.

## Section two: Contents (continued)

This section also includes:

What is covered	What is NOT covered
<p>A. <b>Accidental damage</b> to:</p> <ul style="list-style-type: none"> <li>• televisions, satellite decoders;</li> <li>• audio and video equipment;</li> <li>• radios;</li> <li>• home computers, video cassette recorders all situated within the <b>holiday home</b>.</li> </ul>	<ul style="list-style-type: none"> <li>a) Damage or deterioration caused in the process of cleaning, repair, renovation or dismantling.</li> <li>b) Damage to tapes, records, cassettes, discs or computer software.</li> <li>c) Mechanical or electrical faults or breakdown.</li> <li>d) The first £50 of every claim.</li> </ul>
<p>B. <b>Accidental damage</b> to mirrors, glass tops and fixed glass in furniture.</p>	<ul style="list-style-type: none"> <li>a) Damage to or the cost of removing or replacing frames.</li> <li>b) The first £50 of every claim.</li> </ul>
<p>C. Fatal injury to <b>you</b>, happening at the <b>premises</b> shown in the <b>schedule</b>, caused by outward and visible violence by burglars or by fire, provided that death ensues within twelve months of such injury, for the following amounts:</p> <ul style="list-style-type: none"> <li>• £10,000 for each insured person over sixteen years of age;</li> <li>• £5,000 for each insured person under sixteen years of age at the time of death.</li> </ul>	

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## Section two: Contents (continued)

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### Accidental damage to contents

The following only applies if the **schedule** shows that **accidental damage to contents** is included.

What is covered	What is NOT covered
<b>Accidental damage to the contents</b> within the <b>buildings</b> of the dwelling situated within the <b>premises</b> named in the <b>schedule</b> .	<ul style="list-style-type: none"><li>a) Damage or any proportion of damage specifically excluded under this policy.</li><li>b) Damage or deterioration of any article directly caused by the actual process of dyeing, cleaning, repair, renovation or whilst being worked upon.</li><li>c) Normal staining arising from spillage of food substances, consumable liquids and soiling caused by any person or person's attire.</li><li>d) Any amount in excess of £1,000 in all in respect of porcelain, china, glass or other articles of a brittle nature.</li><li>e) Cash, currency, bank notes, negotiable documents, coins, stamps and credit cards.</li><li>f) Damage to contact, corneal or micro-corneal lenses.</li><li>g) Wear and tear or gradual deterioration, moth, vermin, infestation, corrosion, damp, wet or dry rot, mould or frost.</li><li>h) Damage arising out of malfunction or mechanical or electrical breakdown.</li><li>i) Damage arising out of climatic or atmospheric conditions.</li><li>j) <b>Contents</b> of the outbuildings subject to a £2,000 limit.</li><li>k) Any loss or damage caused by or contributed to, by or arising from any kind of pollution and/or contamination.</li><li>l) The first £50 of every claim.</li></ul>

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## Section two: Contents (continued)

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### **Basis of claims settlement**

We will decide whether to pay the cost of repairing an item or replacing it with a new item (in the same form and style) if it is lost or damaged beyond repair, except for household linen and pedal cycles where we will take off an amount for wear and tear. Alternatively, at our option, we will pay the cost at which we can replace the item through our network of suppliers.

We will not pay the cost of replacing any undamaged or unbroken item or parts of items forming part of a pair, set, suite or collection of the same type, colour or design if the damage happens to one particular area or to a specific part and replacements cannot be matched.

If we have discounted the premium for this section because you have not made any claims, we may reduce or remove the discount if you make a claim.

### **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.

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## Section three: Accidents to domestic staff

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What is covered	What is NOT covered
<p>We will pay for <b>your</b> legal liability for amount <b>you</b> become legally liable to pay, including costs and expenses incurred by <b>you</b> which <b>we</b> have agreed in writing, to pay compensation for accidental <b>bodily injury</b> to domestic staff employed by <b>you</b> under a contract of service at the <b>premises</b>.</p>	<ul style="list-style-type: none"><li>a) <b>Bodily injury</b> arising:<ul style="list-style-type: none"><li>- from the use of any vehicle outside the <b>premises</b>;</li><li>- from any vehicle used for racing, pacemaking or speed testing;</li><li>- from any communicable disease or condition.</li></ul></li><li>b) <b>Bodily injury</b> whilst in Canada or the United States of America after the total period of stay has exceeded thirty (30) days in the <b>period of insurance</b>.</li><li>c) <b>Bodily injury</b> to independent contractors, their employees and members of <b>your</b> family or household.</li><li>d) <b>Bodily injury</b> arising from any wilful or malicious act.</li></ul>

### 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 **you** which **we** have agreed in writing.

## Section four: Legal liability to the public

What is covered	What is NOT covered
<p>We will pay for <b>your</b> legal liability as owner or occupier for any amounts <b>you</b> become legally liable to pay as damages for:</p> <ul style="list-style-type: none"> <li>• <b>bodily injury</b>;</li> <li>• damage to property</li> </ul> <p>caused by an accident happening at the <b>premises</b> during the <b>period of insurance</b>.</p>	<p>We will pay for your legal liability arising:</p> <ol style="list-style-type: none"> <li>a) other than as owner or occupier of the <b>premises</b>;</li> <li>b) from any agreement or contract unless <b>you</b> would have been legally liable anyway;</li> <li>c) from criminal acts;</li> <li>d) as a result of an assault, alleged assault or a deliberate or malicious act;</li> <li>e) from owning or occupying any land or buildings, other than the <b>premises</b>;</li> <li>f) where <b>you</b> are entitled to cover from another source;</li> <li>g) from any profession, trade or business, other than operation of the <b>premises</b> as a let <b>holiday home</b>, self-catering <b>holiday home</b> or bed and breakfast establishment;</li> <li>h) from paragliding or parascending;</li> <li>i) directly or indirectly from any communicable disease or condition;</li> <li>j) from <b>you</b>, <b>your</b> domestic staff or <b>your</b> tenant(s) owning or using any: <ul style="list-style-type: none"> <li>- power-operated lift</li> <li>- electrically-, mechanically- or power-assisted vehicles (including children's motorcycles and motor cars) or horse-drawn vehicles (other than domestic garden equipment not licensed for road use)</li> <li>- aircraft, hang-gliders, hovercraft, land- or sand-yachts, parakarts, jet skis or watercraft (other than rowing boats or canoes);</li> </ul> </li> <li>k) from <b>you</b>, <b>your</b> domestic staff or <b>your</b> tenant(s) owning or using any: <ul style="list-style-type: none"> <li>- caravans or trailers</li> <li>- animals other than <b>your</b> pets</li> <li>- animals of a dangerous species and livestock as defined in the Animals Act 1971 (other than horses used for private hacking) or</li> <li>- dogs listed under the Dangerous Dogs Act 1991 or the Dangerous Dogs (Northern Ireland) Order 1991, or any amending legislation.</li> </ul> </li> </ol>

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## Section four: Legal liability to the public (continued)

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What is covered	What is NOT covered
	<p><b>We will not indemnify you</b> for any liability arising from the following:</p> <ul style="list-style-type: none"><li>• <b>Liquidated damages</b> Damages where the amount to be paid for failing to keep to the terms of a contract has been agreed by the people involved in the contract, at the time the contract was made.</li><li>• <b>Punitive or exemplary damages</b> Damages that punish the person they are awarded against, as well as compensate the person they are awarded to.</li><li>• <b>Aggravated damages</b> Damages that are awarded when a person's behaviour or the circumstances of a case increase the injury to the other person because they are humiliated, distressed or embarrassed.</li><li>• <b>Multiplying compensatory damages</b> In some areas of the world, the amount of money awarded as compensation is multiplied as a punishment.</li></ul>

### 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 which we have agreed in writing.

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## Section five: Loss of use and denial of access

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What is covered	What is NOT covered
<p>This insurance is extended to pay up to the amount stated in the <b>schedule</b> any one occurrence for the net ascertainable loss of rentals pre-booked in advance or the net ascertained <b>cost of alternative accommodation</b> resulting from:</p> <ul style="list-style-type: none"><li>a) damage to the <b>premises</b> or <b>contents</b> by any of the insured events covered by Section one: Buildings or Section two: Contents;</li><li>b) access to the <b>buildings</b> or that part of the <b>premises</b> owned and insured by <b>you</b> being rendered impossible by virtue of any of the insured events covered by Section one: Buildings or Section two: Contents;</li><li>c) access to the <b>buildings</b> being restricted or denied following a law, order or decree of the Government or of the country in which the <b>premises</b> is situated, which is as a result of natural disaster or outbreak of contagious disease or other threat to health;</li><li>d) oil or chemical pollution within 10km of the <b>premises</b>.</li></ul>	<p>Rental income which is not pre-booked and pre-paid or cannot be substantiated by way of a rental agreement or booking confirmation at the time loss or damage occurs.</p>

### Limit of insurance

As stated on the **schedule**.

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## Section six: Theft of keys

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What is covered	What is NOT covered
Costs <b>you</b> have to pay for replacing locks to safes, alarms and outside doors in the <b>holiday home</b> following theft of <b>your</b> keys.	The first £50 of every claim.

### Limit of insurance

Cost of replacement.

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# Complaints

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**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, **you** should in the first instance contact **your broker**.

If **your** complaint is about a claim, please contact **your** claims handler, Adjusting Associates.

In the event that **you** remain dissatisfied and wish to make a complaint, **you** can do so at any time by referring the matter to either the insurer, Novae Syndicates Ltd, or the Complaints team at Lloyd's. Contact details are as follows:

Complaints  
Novae Syndicates Ltd  
21 Lombard Street  
London  
EC3V 9AH

Tel No: 020 7050 9000  
e-mail: [complaints@novae.com](mailto:complaints@novae.com)

or

Complaints  
Lloyd's  
One Lime Street  
London  
EC3M 7HA

Tel No: 020 7327 5693  
Fax No: 020 7327 5225  
e-mail: [complaints@lloyds.com](mailto:complaints@lloyds.com)  
Website: [www.lloyds.com/complaints](http://www.lloyds.com/complaints)

Details of Lloyd's complaints procedures are set out in a leaflet "Your Complaint - How We Can Help" available at [www.lloyds.com/complaints](http://www.lloyds.com/complaints) and are also available from the above address. If you remain dissatisfied after Lloyd's has considered your complaint, you may have the right to refer your complaint to the Financial Ombudsman Service.

The Financial Ombudsman Service is an independent service in the UK for settling disputes between consumers and business providing financial services. You can find more information on the Financial Ombudsman Service at [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

Making a complaint does not affect your right to take legal action.

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## Endorsements

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The following clauses apply only if they are mentioned in **your schedule**.

### SC01 Building Works Clause

Based on information provided by **you** about the refurbishment, conversion or extension of **your Holiday Home**, **we** will continue to provide cover during the **period of insurance** subject to the following terms and conditions.

**You** must notify **us** if **your Holiday Home** becomes permanently unoccupied or if any additional work is to be undertaken which **you** have not told **us** about.

**We** will not pay for any loss or damage:

- resulting from any work which is the subject of a contract which removes or limits **your** legal rights against the contractor(s);
- caused by Insured event 3 (Storm, flood or weight of snow) unless **your holiday home** is wind and weatherproof.

**We** will not pay:

- for any loss or damage caused by, or attributable to, the activities of any contractor;
- for any liability arising out of the activities of any contractor;
- for loss or damage to site materials, tools or plant.

If **we** insure **your buildings**:

Section one: Buildings, Insured event 6 (Theft or attempted theft), What is NOT covered is replaced by the following:

- a) Loss or damage whilst the **buildings** are not furnished enough to be normally lived in.
- b) Loss or damage unless there has been forced or violent entry into or exit out of the **premises**.
- c) Caused by **you**, **your** tenant(s) or guest(s), contractors or sub-contractors.
- d) The first £50 of every claim.

If **we** insure **your contents**:

Section two: Contents, Insured event 6 (Theft or attempted theft), What is NOT covered is replaced by the following:

- a) Loss or damage whilst the **buildings** are not furnished enough to be normally lived in.
- b) Loss or damage unless there has been forced or violent entry into or exit out of the **premises**.
- c) Caused by **you**, **your** tenant(s) or guest(s), contractors or sub-contractors.
- d) The first £50 of every claim.

### SC02 Chimney Warranty

All chimneys to solid fuel stoves, boilers and open fires must be kept in a good state of repair and be professionally cleaned once a year before October.

### SC03 Fire Extinguisher Condition

At least two fire extinguishers must be installed in the private living accommodation, one of which must be situated in the kitchen.

### SC04 Non-standard Construction Clause

It is noted that the **premises** is of non-**standard construction**, the details of which are as follows:

<enter details>

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## Endorsements (continued)

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The following clauses apply only if they are mentioned in **your schedule**.

### SC05 Flood Exclusion

Under Section one: Buildings or Section two: Contents, Insured event 3 (Storm, flood or weight of snow), What is NOT covered, the following is added:

- a) Loss or damage caused by flood.
- b) Loss or damage caused by inundation or invasion of water following storm, torrential rain or downpour.

### SC06 Subsidence, Heave or Landslip Exclusion Clause

Insured event 9 (Subsidence or heave of the site upon which the **buildings** stand or landslip) in Section one: Buildings and Section two: Contents is deleted.

### SC07 Underground Services Clause

Cover in respect of Section one: Buildings, Additional cover B is deleted and of no effect. Cover excludes all claims arising from **accidental damage** to underground services.

### SC08 Flat Roof Storm Damage Excess

In respect of Section one: Buildings, Insured event 3 (Storm, flood or weight of snow) under What is NOT covered”, the following is added:

- c) The first £250 of every claim for loss or damage caused by ingress of water or storm damage to flat roofed areas of the **buildings**.

### SC09 OHH – Republic of Ireland Clause

Clause not applicable to this contract.

### SC10 Minimum Security Clause

This insurance does not cover theft from the private dwelling of the **holiday home** unless the undernoted minimum protections are fitted:

- External doors: 5 lever mortise deadlocks (conforming to British Standard 3621)
- Patio doors: In addition to a central locking device, key-operated bolts to top and bottom opening sections.
- Windows: Key-operated security locks to all ground floor and other accessible windows.

### SC11 Tree Maintenance Clause

We will not pay for loss or damage under Section one: Buildings caused by subsidence or heave of the site on which **your buildings** stand, or landslip unless the declared tree(s) is/are regularly pruned at least once every three years to maintain the declared height(s) and canopy.

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## Endorsements (continued)

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The following clauses apply only if they are mentioned in **your schedule**.

### SC12 Protections Clause

It is **your** duty to ensure that all protections provided for the security of the **holiday home** and **contents**:

- are maintained in good working order, and
- are in full and effective operation whenever **you** are absent from the **premises**.

If **you** fail to comply with the above duties, this insurance will become invalid in respect of loss or damage resulting from unauthorised entry.

### SC13 Theft Limitation Clause

This insurance does not cover theft or attempted theft from the **home** other than as a result of violent and forcible entry.

### SC14 Bank or Building Societies Interest Clause

The rights of the bank or building society who provided **your** mortgage will not be affected by anything **you** do to increase the risk of loss or damage to the **home** provided that they were unaware of such action. The bank or building society must write and tell **us** as soon as they become aware of any action **you** have taken to increase the risk of loss or damage. They may also have to pay an extra premium which **you** will have to repay them.

### SC15 Isolation of Water Clause (1)

Section one: Buildings and Section two: Contents, Insured event 4. Escape of water from fixed water tanks, apparatus or pipes, under What is NOT covered, exclusions f) under the Buildings Section and e) under the Contents Section (*From 1<sup>st</sup> November to 31<sup>st</sup> March inclusive when the **holiday home** has been unoccupied for more than seven (7) consecutive days, the first £1,000 of every claim*) are deleted and replaced with the following:

- From 1<sup>st</sup> November to 31<sup>st</sup> March (both dates inclusive), when the **holiday home** has been unoccupied for more than seven (7) consecutive days **we** will not pay for loss or damage unless the water has been turned off at the stopcock within the **holiday home**.

### SC16 Drain Down Warranty (1)

Section one: Buildings and Section two: Contents, Insured event 4. Escape of water from fixed water tanks, apparatus or pipes, under What is NOT covered, exclusions f) under the Buildings Section and e) under the Contents Section (*From 1<sup>st</sup> November to 31<sup>st</sup> March inclusive when the **holiday home** has been unoccupied for more than seven (7) consecutive days, the first £1,000 of every claim*) are deleted and replaced with the following:

- From 1<sup>st</sup> November to 31<sup>st</sup> March (both dates inclusive), when the **holiday home** has been unoccupied for more than seven (7) consecutive days, **we** will not pay for loss or damage unless the water has been turned off at the stopcock within the **holiday home** and the water system drained down.

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## Endorsements (continued)

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The following clauses apply only if they are mentioned in **your schedule**.

### SC17 Winter Heating/Drain Down Warranty (1)

Section one: Buildings and Section two: Contents, Insured event 4. Escape of water from fixed water tanks, apparatus or pipes, under What is NOT covered, exclusions f) under the Buildings Section and e) under the Contents Section (*From 1<sup>st</sup> November to 31<sup>st</sup> March inclusive when the **holiday home** has been unoccupied for more than seven (7) consecutive days, the first £1,000 of every claim*) are deleted and replaced with the following:

- From 1<sup>st</sup> November to 31<sup>st</sup> March (both dates inclusive), when the **holiday home** has been unoccupied for seven (7) consecutive days, **we** will not pay for loss or damage unless:
  - the water supplies are turned off at the main stopcock and all water and central heating systems must be drained; or
  - where the **holiday home** benefits from a central heating system, it is kept fully operational 24 hours a day and a minimum temperature of 50°F (10°C) is maintained at all times.

### SC18 Floodcheck Device Clause

Cover excludes loss or damage directly caused by escape of water from fixed water tanks, apparatus or pipes unless a pre-agreed and approved Floodcheck device has been fitted and is fully operational.

### SC19 Flat Roof Warranty

It is warranted that all flat roof sections be inspected and tested at least once every two year period by a qualified independent building/roofing contractor and should be maintained as recommended.

Failure to do so will result in a £500 excess applicable to any storm damage claim to flat roofed areas.

### SC20 Earthquake Exclusion

We do not cover loss or damage caused by earthquake or volcanic eruption.

### SC21 Bells Only Alarm Warranty

It is a condition precedent to **our** liability in respect of loss or damage involving theft or attempted theft that:

- the burglar alarm installed at **your** home or **holiday home** be maintained in an efficient condition;
- the burglar alarm be put into operation whenever **your** home or **holiday home** is left unattended.

### SC22 Restriction of Cover

Cover under Section one: Buildings and Section two: Contents is limited to fire, lightning, explosion, earthquake and aircraft (and other flying devices or articles dropped from them) only.

An excess of £1,000 will also apply.

### SC23 Central Station Monitored Alarm Warranty

It is a condition precedent to **our** liability in respect of loss or damage involving theft or attempted theft that:

- the burglar alarm installed at **your** home or **holiday home** be maintained in an efficient condition;
- the burglar alarm be put into operation whenever **your** home or **holiday home** is left unattended;
- **you** shall notify **us** without delay if written notice is received from the alarm receiving station warning of withdrawal of their response to calls from the Alarm.

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## Endorsements (continued)

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The following clauses apply only if they are mentioned in **your schedule**.

### SC24 Escape of Oil Clause

Section one: Buildings and Section two: Contents, Insured event 5 (Escape of oil from a fixed domestic oil-fired heating installation), What is NOT covered, the following is added:

Loss or damage unless flexible oil feed line to the flexible hose at the boiler is professionally checked annually and is replaced at least once every three years. A written log documenting the inspections and receipts for the oil feed replacement must be kept.

### SC26 Not Connected To Mains Water

It is noted and agreed that the property is not connected to mains water.

### SC27 Key Safe Warranty

Section One: Buildings or Section Two: Contents, Insured event 6. Theft or attempted theft, under What is **NOT** covered, the following is added:

Loss or damage:

- a) unless the key safe entry code is changed after every let; or
- b) if the key is left in the key safe for more than 24 hours.

### SC28 Loss of Use and Denial of Access Flood Exclusion

The policy excludes all cover in respect of section five: Loss of use and denial of access cover following flood.

### SC29 Dwelling Only Restriction

The policy definition of **Buildings** and **Holiday Home** are deleted and replaced with the following:-

This definition includes:	This definition does not include
<b>Buildings</b> <ul style="list-style-type: none"><li>• The <b>Holiday Home</b> and its decorations;</li><li>• Fixtures and fittings attached to <b>holiday home</b></li></ul> <b>You own or for which you are legally responsible within the premises named in the schedule</b>	<ul style="list-style-type: none"><li>• domestic outbuildings, garages, domestic fixed fuel oil tanks, fixed swimming pools, tennis courts, drives, patios and terraces, walls, gates and fences</li></ul>
<b>Holiday Home</b> The holiday home of <b>standard construction</b> at the <b>premises</b> shown in the <b>schedule</b> .	<ul style="list-style-type: none"><li>• garages and outbuildings</li></ul>

### SC30 Drinking Water Liability Exclusion

**We** will not pay for direct or indirect loss or damage to any property; any legal liability; costs and expenses; or death or injury to any person caused by, contributed to, in connection with, or arising from the following:

- usage or consumption of water supplied to the **premises**
- usage or consumption of water obtained from the well, spring or other supply
- poisoning by, or foreign or deleterious matter in, food or drink **you** have produced, bottled or supplied

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## Endorsements (continued)

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The following clauses apply only if they are mentioned in **your schedule**.

### SC31 Increased Flood Excess:

Section One: Buildings and Section Two - Contents, insured event 3 Storm, Flood or weight of snow, under What is NOT covered, the following is added:

The first £(*insert amount*) of each loss or damage sustained, caused by

- Flood
- Inundation or invasion of water following Storm, torrential rain or downpour.

### SC32 Storage Heater Exclusion Clause (1)

Section one: Buildings and Section two: Contents, Insured event 4. Escape of water from fixed water tanks, apparatus or pipes, under What is NOT covered, exclusions f) under the Buildings Section and e) under the Contents Section (*From 1<sup>st</sup> November to 31<sup>st</sup> March inclusive when the **holiday home** has been unoccupied for more than seven (7) consecutive days, the first £1,000 of every claim*) are deleted and replaced with the following:

- From 1<sup>st</sup> November to 31<sup>st</sup> March (both dates inclusive), when the **holiday home** has been unoccupied for more than seven (7) consecutive days, **we** will not pay for loss or damage unless the water has been turned off at the stopcock within the **holiday home**.

### SC33 Storm Damage Excess

In respect of Section one: Buildings, Insured event 3 (Storm, flood or weight of snow) under What is NOT covered, the excess of £50 of every claim, increasing to £250 for claims arising from weight of snow, is deleted and replaced with:

- The first <*insert amount*> of every claim