

Effected through

**Schofields Limited
5 The Courtyard
Calvin Street
Bolton
BL1 8PB**

Tel: 01204 365080

Email:

holidayhomes@schofields.ltd.uk

Website: www.schofields.ltd.uk

Holiday Home Insurance Policy

Index

	Page
Index	A guide to this document2
Introduction3
The contract of insurance	Details of the contract between you and us4
Definitions	The meaning of certain words and phrases6
General conditions	General conditions applicable to whole of this insurance8
General exclusions	General exclusions applicable to whole of this insurance..... 10
How to make a claim 12
Claims conditions	Claims conditions applicable to whole of this insurance 13
Section one: Buildings	Insured events.....14 Extra benefits included with buildings..... 16 Accidental damage to buildings 18 Settling claims 19
Section two: Contents	Insured events.....20 Extra benefits included with contents22 Accidental damage to contents23 Settling claims24
Section three: Accidents to domestic staff 25
Section four: Legal liability to the public26
Section five: Loss of use and denial of access29
Section six: Lost, stolen or duplicated keys30
Complaints	How to complain 31
Endorsements	Generic list of endorsements32

Introduction

This insurance is underwritten by HCC Underwriting Agency Limited (HCCUA) trading as Tokio Marine HCC, the Managing Agent of Lloyd's Syndicate 4141. HCCUA is registered in England and Wales and is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. (Firm Reference Number 228121).

This insurance is arranged by Schofields Limited which is registered in England and Wales. Schofields Limited is authorised and regulated by the Financial Conduct Authority (Firm Reference Number 118669).

This is to certify that the Insurer(s) in consideration of the premium specified on the **schedule** agrees to indemnify the insured in respect of cover detailed within this policy.

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

Please contact **your insurance intermediary**, Schofields Limited as soon as possible if this document is not correct or if **you** would like to ask any questions.

The Holiday Home Insurance Policy wording, **schedule** and any **endorsements** are all part of this contract and should be read together to avoid misunderstanding. They show which sections of the policy are in force and contain details of the cover. All the documents should be read carefully, paying particular attention to the General Exclusions and General Conditions which apply to the whole policy.

This policy sets out all the circumstances in which an insured person can make a claim. It is not a maintenance contract and does not protect against every loss.

This insurance has been accepted under a binding authority from the Insurer(s) (number is shown in the **schedule**), whereby underwriting authority has been granted to **your insurance intermediary**, Schofields Limited.

The contract of insurance

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 intermediary**, Schofields Limited, 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 insurance intermediary**, Schofields Limited:

- 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.

The contract of insurance (continued)

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, this contract will be governed by the laws of England and Wales and will be subject to the exclusive jurisdiction of the courts of England and Wales.

Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the Scheme if we are unable to meet our 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 (PO Box 300, Mitcheldean, GL17 1DY) and on their website: www.fscs.org.uk. Telephone number – 0800 678 1100.

Who is my Insurer?

This insurance is underwritten by HCC Underwriting Agency Limited (HCCUA) trading as Tokio Marine HCC, the Managing Agent of Lloyd's Syndicate 4141. HCCUA is registered in England and Wales and is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. (Firm Reference Number 228121).

General Data Protection Regulation (GDPR)

This policy has been arranged by Schofield's Limited on behalf of HCC Underwriting Agency Limited (HCCUA) trading as Tokio Marine HCC, the Managing Agent of Lloyd's Syndicate 4141. HCCUA is registered in England and Wales and is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. (Firm Reference Number 228121).

For more information about how HCCUA use your personal information please see our full privacy notice(s), which is/are available online via the URL link <https://www.tmhcc.com/en/legal/privacy-policy> or in other formats on request.

If information is required as to how data is processed by your insurance intermediary, Schofields Limited or as to the exercise of any rights under any data privacy laws, you should read the Data Protection Policy on its website at <https://www.schofields.ltd.uk/privacy-policy/>

or contact:

Data Protection, Schofields Ltd, 5 The Courtyard, Calvin Street, Bolton BL1 8PB.
pschofield@schofields.ltd.uk

Several Liability Notice

The subscribing Insurers' obligations under contracts of Insurance to which they subscribe are several and not joint and are limited solely to the extent of their individual subscriptions. The subscribing Insurers are not responsible for the subscription of any co-subscribing Insurer who for any reason does not satisfy all or part of its obligations.

Definitions

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

Accidental damage	Physical damage caused suddenly and accidentally, and not through wear and tear, breakdown or malfunction.
Bodily injury	Physical injury including accidental death, disease or illness.
Buildings	<ul style="list-style-type: none">• The holiday home and its decorations;• fixtures and fittings attached to the holiday home;• domestic outbuildings, garages, domestic fixed fuel tanks (which includes, but is not limited to gas, LPG and oil tanks), fixed swimming pools, tennis courts, drives, patios and terraces, walls, gates and fences <p>you own or for which you are legally responsible within the premises named in the schedule.</p>
Contents	<p>Household goods and personal property, within the holiday home, which are your property or which you are legally responsible for.</p> <p>Contents also includes:</p> <ul style="list-style-type: none">• radio and television aerials, satellite dishes, their fittings and masts which are attached to the holiday home;• property in the open but within the premises subject to a £5,000 limit;• silver and silver-plated articles up to £1,000 in total;• television sets and video/DVD recorders. <p>Contents does not include:</p> <ul style="list-style-type: none">• motor vehicles including motor bikes, quad bikes, e-bikes, e-scooters or sit-on lawn mowers, caravans, trailers or watercraft and accessories;• any living creature;• any part of the buildings;• any property insured under any other insurance;• 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;• mobile phones, tablets or laptop computers;• property of tenants;• property not permanently kept at the premises, including baggage and personal effects temporarily removed from the permanent dwelling house;• growing plants/gardens, trees and items of a similar nature.
Cost of alternative accommodation	The cost incurred in providing alternative accommodation for the holidaymakers in the property at the time loss or damage occurs.
Endorsement	A change in the terms and conditions of this insurance.
Excess	The amount you have to pay towards each claim.
Heave	Upward movement of the ground beneath the buildings as a result of the soil expanding.

Definitions (continued)

Holiday home	<p>The holiday home of standard construction and the garages and outbuildings used for domestic purposes at the premises shown in the schedule.</p> <p>For the purposes of this insurance, a holiday home is considered to be a second home which is used by you and/ or your friends and family or is a residential property which is commercially let on a holiday home rental basis.</p>
Landslip	Downward movement of sloping ground.
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 or until cancelled.
Premises	The address which is named in the schedule .
Sanitaryware	Washbasins, sinks, bidets, lavatory pans and cisterns, shower trays, shower screens, baths and bath panels.
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.
Settlement	Downward movement as a result of the ground being compressed by the weight of the buildings within ten years of construction.
Standard construction	Built of brick, stone or concrete and roofed with slates, tiles, asphalt or concrete.
Subsidence	Downward movement of the ground beneath the buildings other than by settlement .
Valuables	Valuables is defined as Jewellery, watches, gold, precious metals, gemstones, furs, pictures and other works of art, stamp, coin and medal collections.
We/us/our	HCC Underwriting Agency Limited (HCCUA) trading as Tokio Marine HCC, the Managing Agent of Lloyd's Syndicate 4141.
You/your	The person or persons named in the schedule as the insured, or the directors or partners of the business named in the schedule .
Your insurance intermediary	Schofields Limited, the insurance intermediary who placed this insurance on your behalf.

General conditions applicable to the whole of this insurance

Each **premises** included under this insurance is considered to be covered as if separately insured. These are the conditions of the insurance **you** will need to meet as **your** part of the contract. If **you** do not, a claim may be rejected or payment could be reduced. In some circumstances **your** policy might become invalid.

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** via **your insurance intermediary**, Schofields Limited 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;
- place the **premises** on the market to be sold;
- change **your** postal address.

3. Cancellation clause

14 day cooling-off period

You may cancel the insurance by sending **your insurance intermediary**, Schofields Limited, 5 The Courtyard, Calvin Street, Bolton, BL1 8PB, e-mail: holidayhomes@schofields.ltd.uk, written notice within fourteen (14) days of it starting or (if later) within fourteen (14) days of **you** receiving the insurance documents. **We** will return any premium **you** have paid providing **you** have not made a claim.

Cancellation after the 14 day cooling-off period

You may cancel this insurance after the first fourteen (14) days by giving **your insurance intermediary**-notice in writing. (Contact details as above). **We** will refund the part of **your** premium which applies to the remaining **period of insurance**. For example, if **you** have been covered for six (6) months, the deduction for the time **you** have been covered will be half the annual premium.

If **you** cancel this insurance outside of the fourteen (14) day cooling off period, there will be an additional charge of £25.00 applied by **your insurance intermediary** 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 of the cancellation request. 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.

General conditions applicable to the whole of this insurance

(continued)

3. Cancellation clause (continued)

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. For example, if **you** have been covered for six (6) months, the deduction for the time **you** have been covered will be half the annual premium. **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 within fourteen (14) days. 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** seven (7) 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.
- 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 will be considered to be duly received in the course of post if sent by pre-paid letter properly addressed.

General exclusions applicable to the whole of this insurance

1. Radioactive contamination and nuclear assemblies exclusion

We will not pay for any loss, damage, cost or expense directly or indirectly caused by, arising or resulting from nuclear reaction, nuclear explosion, nuclear radiation or radioactive contamination, however such reaction, explosion, radiation or contamination may have been caused.

2. War exclusion

We will not pay for any loss or damage or liability caused by, happening through or as a result 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. Limited Cyber and Data exclusion

We will not pay for any:

(a) Cyber

loss, damage, liability, cost or expense caused deliberately or accidentally by:

- i. the use of or inability to use any application, software, or programme;
- ii. any computer virus;
- iii. any computer related hoax relating to (a)(i) and/or (a)(ii) above.

However, where:

- a fire or explosion occurs as a result of (a)(i) or (a)(ii) above;
- an escape of water occurs as a result of (a)(i) or (a)(ii) above; or
- a theft or attempted theft immediately follows (a)(i) or (a)(ii) above;

and that fire, explosion, escape of water, theft or attempted theft would otherwise be covered under this contract, we will still cover physical loss or damage resulting from that fire, explosion, escape of water, theft or attempted theft.

(b) Electronic Data

loss of or damage to any electronic data (for example files or images) wherever it is stored.

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 or arising from an event before the beginning of the **period of insurance**;
- 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.

General exclusions applicable to the whole of this insurance

(continued)

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. Infectious or Contagious Disease Exclusion

This Insurance does not cover any loss, damage, liability, cost or expense, in any way caused by or resulting from:

- a) infectious or contagious disease;
- b) any fear or threat of a) above; or
- c) any action taken to minimise or prevent the impact of a) above.

Infectious or contagious disease means any disease capable of being transmitted from an infected person, animal or species to another person, animal or species by any means.

10. Criminal activities

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

11. Biological or chemical contamination

We will not pay for:

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

caused by or in any way connected with 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 any nature and by any 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.

12. Pollution or Contamination

We will not pay for:

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

caused by or contributed to by or arising from pollution or contamination of air, water or soil, unless the pollution or contamination is directly caused by an event which is sudden, identifiable, unintended and unexpected. The whole event must happen at a specific time and place during the **period of insurance**.

13. 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.

How to make a claim

To make a claim, please contact:

RELA Limited
Telephone: 08081 756291
Email: schofieldclaims@relaltd.com

Claims in writing should be directed to:

RELA Limited
Unit 7, Bocam Park
Old Field Road
Pencoed
Bridgend
CF35 5LJ

RELA Limited handle claims on **our** behalf. 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 insurance intermediary**, Schofields Limited.

To enable **your** claim to be dealt with quickly **we** will require **you** to provide **us** with assistance and evidence that **we** require concerning the cause and value of any claim. Ideally, as part of the initial notification, **you** will provide:

- **Your** name, address, and telephone numbers
- Policy / Certificate number
- The date of the incident
- Police details / Crime Reference number where applicable
- The cause of the loss or damage
- Details of the loss or damage together with claim value if known
- Names and addresses of any other parties involved or responsible for the incident (including details of injuries) and addresses of any witnesses.

Claims conditions applicable to the whole of this insurance

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.
- Tell the Police as soon as possible if **you** have suffered a theft, attempted theft or malicious damage or vandalism, and obtain an incident number
- **You** must without delay-forward to RELA Limited, 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. Fraudulent claims

2.1 If **you** make a fraudulent claim under this insurance contract, **we**:

- a) Are not liable to pay the claim; and
- b) May recover from **you** any sums paid by **us** to **you** in respect of the claim; and
- c) May by notice to **you** treat the contract as having been terminated with effect from the time of the fraudulent act.

2.2 If **we** exercise **our** right under clause 2.1(c) above:

- a) **We** will not be liable to **you** in respect of a relevant event occurring after the time of the fraudulent act. A relevant event is whatever gives rise to **our** liability under the insurance contract (such as the occurrence of a loss, the making of a claim, or the notification of a potential claim); and,
- b) **We** need not return any of the premiums paid.

3. 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 following only applies if the **schedule** shows that it is included.

The **buildings** are covered against loss or damage occurring during the **period of insurance** caused by:

What is covered	What is NOT covered
1. Fire, lightning, explosion.	a) The first £50 of every claim. b) Loss or damage caused by the usage of Electric Vehicle Charging Point(s) or the charging of electrical vehicles, unless the Electric Vehicle Charging Point has been fitted by an approved installer and is maintained and inspected in line with manufacturer requirements and specifications.
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) Loss or damage to domestic outbuildings and garages which are not of standard construction , domestic fixed fuel tanks in the open, swimming pools, tennis courts, drives, patios and terraces, gates and fences. c) The first £250 of every claim.
4. Escape of water from fixed water tanks, apparatus or pipes.	a) Loss or damage whilst the buildings are not furnished enough to be normally lived in. b) Loss or damage to domestic outbuildings and garages of which are not of standard construction . 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. d) Loss or damage caused by failure or lack of sealant and/or grout. e) Loss or damage: <ul style="list-style-type: none"> - to fixed swimming pools, fixed hot tubs, fixed jacuzzis and fixed spas; - to the installation itself; or - 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. f) The first £500 of every claim.

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"> a) Loss or damage caused by faulty workmanship. b) Loss or damage whilst the buildings are not furnished enough to be normally lived in. c) The first £50 of every claim.
6. Theft or attempted theft.	<ul style="list-style-type: none"> a) Loss or damage whilst the buildings are not furnished enough to be normally lived in. a) The first £50 of every claim.
7. Collision by any vehicle or animal.	<ul style="list-style-type: none"> b) 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"> c) Loss or damage while the buildings are not furnished enough to be normally lived in. d) The first £50 of every claim.
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 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 or 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) Loss or damage caused by coastal or river erosion. f) Loss or damage whilst the buildings are undergoing any structural repairs, alterations or extensions. g) The first £1,000 of every claim.
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 the radio and television aerials, or satellite dishes themselves or their fittings and masts. b) The first £50 of every claim.
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 every claim.
12. Earthquake.	<ul style="list-style-type: none"> a) Loss or damage to swimming pools, tennis courts, drives, patios, terraces, gates, fences. b) The first £50 of every claim.

Section one: Buildings (continued)

Extra benefits included with buildings:

What is covered	What is NOT covered
<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; • sanitaryware; • ceramic hobs <p>all forming part of the buildings.</p>	<p>a) Damage whilst the buildings 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 accidental damage to:</p> <ul style="list-style-type: none"> • domestic fuel 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 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 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 buildings; • 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 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 you before the loss or damage.</p>
<p>D. The cost of finding the source of an escape of water or oil from any fixed water tanks, apparatus or pipes following loss or damage to the buildings which is covered under Section one.</p>	<p>More than £5,000 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 this section.</p>	<p>More than £5,000 in any period of insurance.</p> <p>If you claim for such loss under Section one: Buildings and Section two: Contents, we will not pay more than £5,000 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 Insured event 4 of this section.</p>	<p>More than £5,000 in any period of insurance.</p> <p>If you claim for such loss under Section one: Buildings and Section two: Contents, we will not pay more than £5,000 in total.</p>
<p>G. We will pay for damage to the buildings caused by the emergency services (Fire Brigade, Ambulance or Police service) if they have to make a forced entry to the premises in response to an emergency.</p>	<p>More than £5,000 in any period of insurance.</p>

Section one: Buildings (continued)

Extra benefits included with buildings (continued):

<p>H. We will pay the costs of removing bees, wasps and hornets nests from the premises which have been incurred by you and which we have agreed in writing.</p>	<p>More than £1,000 in any period of insurance.</p>
<p>I. We will pay the cost of metered electricity, oil, gas or water for which you are legally responsible arising from its unauthorised use by persons taking possession or occupying the buildings without your authority.</p>	<p>a) More than £5,000 in any period of insurance. If you claim for such loss under Section one: Buildings and Section two: Contents, we will not pay more than £5,000 in total.</p> <p>b) Costs incurred where you failed to take steps to terminate such services immediately after becoming aware of such unauthorised use.</p>
<p>J. We will pay for the costs and expenses necessarily incurred with our prior consent to remove or evict squatters from the buildings.</p>	<p>a) More than £5,000 in any period of insurance. If you claim for such loss under Section one: Buildings and Section two: Contents, we will not pay more than £5,000 in total.</p> <p>b) Fines, penalties, compensation or damages arising in the course of removal or eviction.</p> <p>c) Occupation of squatters occurring prior to the inception of this insurance.</p>
<p>K. We will pay for the costs and expenses necessarily incurred in clearing and removing any property which has been illegally deposited in, on or around the premises.</p>	<p>More than £5,000 in any period of insurance. If you claim for such loss under Section one: Buildings and Section two: Contents, we will not pay more than £5,000 in total.</p>
<p>L. We will pay for the costs and expenses incurred in making good destruction of or damage to landscaped gardens or grounds at the premises caused by any of the Insured events (1-12) covered by Section one: Buildings or Section two: Contents</p>	<p>a) More than £5,000 in any period of insurance. If you claim for such loss under Section one: Buildings and Section two: Contents, we will not pay more than £5,000 in total.</p> <p>b) The cost of movement of soil other than what is necessary for the preparation of the surface.</p> <p>c) The failure of trees, shrubs or turf to become established following replanting.</p> <p>d) The failure of seeds to germinate.</p> <p>e) Accidental damage to landscaped gardens or grounds at the premises.</p> <p>f) For damage or any proportion of damage specifically excluded under this policy.</p>

Section one: Buildings (continued)

Accidental damage to the buildings

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

What is covered	What is NOT covered
Accidental damage to the buildings	<ul style="list-style-type: none">a) For damage or any proportion of damage specifically excluded under this policy.b) For the buildings moving, settling, shrinking, collapsing or cracking.c) For damage while the home is being altered, or extended.d) For damage to outbuildings and garages which are not of standard construction.e) For the cost of general maintenance.f) For damage caused by infestation, corrosion, damp, wet or dry rot, mould or frost.g) For damage caused by faulty or unsuitable materials or design or poor workmanship.h) For damage from mechanical or electrical faults or breakdown.i) For damage caused by dryness, dampness, extremes of temperature or exposure to light.j) For damage to swimming pools, tennis courts, drives, patios and terraces, walls, gates, fences and fuel tanks.k) For damage caused by or contributed to by or arising from any kind of pollution and/or contamination.l) The first £50 of every claim.

Section one: Buildings (continued)

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 as soon as possible after **we** give **our** approval (other than emergency repairs, which should be carried out without delay); 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 following only applies if the **schedule** shows that it is included.

The **contents** are covered against loss or damage occurring during the **period of insurance** caused by:

What is covered	What is NOT covered
1. Fire, lightning, explosion.	a) The first £50 of every claim. b) Loss or damage caused by the usage of Electric Vehicle Charging Point(s) or the charging of electrical vehicles, unless the Electric Vehicle Charging Point has been fitted by an approved installer and is maintained and inspected in line with manufacturer requirements and specifications.
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 contents of domestic outbuildings and garages which are not of standard construction . c) Property in the open. d) The first £250 of every claim.
4. Escape of water from fixed water tanks, apparatus or pipes.	a) Loss or damage whilst the buildings are not furnished enough to be normally lived in. b) Frost damage to water tanks, apparatus or pipes. c) Loss or damage caused by failure or lack of sealant and/or grout. d) 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. e) The first £500 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 buildings are not furnished enough to be normally lived in. b) More than £2,000 in any period of insurance 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.

Section two: Contents (continued)

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 buildings stand or landslip .	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 or river erosion.
10. Falling trees, telegraph poles or lamp-posts.	a) Loss or damage caused by trees being cut down or cut back within the premises . b) The first £50 of every claim.
11. Earthquake.	The first £50 of every claim.

Section two: Contents (continued)

Extra benefits included with contents:

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

Section two: Contents (continued)

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
Accidental damage to the contents within the buildings of the dwelling situated within the premises named in the schedule .	<ul style="list-style-type: none">a) Damage or any proportion of damage specifically excluded under this policyb) Damage or deterioration of any article caused by the actual process of dyeing, cleaning, repair, renovation or whilst being worked upon.c) Any amount in excess of £1,000 in all in respect of porcelain, china, glass or other articles of a brittle nature.d) Cash, currency, bank notes, negotiable documents, coins, stamps and credit cards.e) Damage to contact, corneal or micro-corneal lenses.f) Wear and tear or gradual deterioration, moth, vermin, infestation, corrosion, damp, wet or dry rot, mould or frost.g) Damage arising out of malfunction or mechanical or electrical breakdown.h) Damage arising out of climatic or atmospheric conditions.i) Any amount in excess of £2,000 in respect of Contents stored in outbuildings.j) Any loss or damage caused by or contributed to, by or arising from any kind of pollution and/or contamination.k) The first £50 of every claim.

Section two: Contents (continued)

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. If **we** can repair or replace an item but **we** agree to **your** request to a cash settlement **we** will not pay more than it would cost **us** to repair or 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

Your contents must be insured for the full cost of replacement as new.

We will not pay any more than the sum insured for the **contents** of each **premises** shown 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: Accidents to domestic staff

The following only applies if the **schedule** shows that it is included.

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

Limit of insurance

The limit of liability in respect of all claims under this section WILL 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

The following only applies if the **schedule** shows that it is included.

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

Section four: Legal liability to the public (continued)

What is covered	What is NOT covered
	<p>We will not pay for your legal liability arising:</p> <p>m) from you, your domestic staff or your tenant(s) owning or using any:</p> <ul style="list-style-type: none"> - Electric Vehicle Charging Point(s) or the charging of electrical vehicles, unless the Electric Vehicle Charging Point has been fitted by an approved installer and is maintained and inspected in line with manufacturer requirements and specifications; - Electric Vehicle Charging Point(s) or the charging of electrical vehicles, unless this function is undertaken within the boundary of the premises and the charging cable does not run over any pavements, highways or land owned by a third party. <p>n) 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>

Section four: Legal liability to the public (continued)

What is covered	What is NOT covered
	<p>We will not pay for any liability arising from the following:</p> <ul style="list-style-type: none"> • Liquidated damages 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. • Punitive or exemplary damages Damages that punish the person they are awarded against, as well as compensate the person they are awarded to. • Aggravated damages 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. • Multiplying compensatory damages In some areas of the world, the amount of money awarded as compensation is multiplied as a punishment.

***Animals Act 1971** - People who keep animals whether dangerous or non-dangerous are under a duty of care to prevent harm to other people by their animals. The Animals Act 1971 makes provision with respect to civil liability for damage done by animals and provides a distinction between dangerous and non-dangerous species. For further guidance please see the Office of Public Sector Information website (www.opsi.gov.uk) or contact the Citizens Advice Bureau.

***Dangerous Dogs Act 1991** - The Dangerous Dogs Act 1991 imposes certain requirements on specific types of dog. It also places requirements in relation to dogs which are, as described by the Act, dangerously out of control. For further guidance please see the Office of Public Sector Information website (www.opsi.gov.uk) or contact the Citizens Advice Bureau.

Limit of insurance

The limit of liability in respect of all claims under this section **WILL 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.

Section five: Loss of use and denial of access

The following only applies if the **schedule** shows that it is included.

What is covered	What is NOT covered
<p>This insurance is extended to pay up to the amount stated in the schedule any one occurrence for the net ascertainable loss of rentals pre-booked in advance or the net ascertained cost of alternative accommodation resulting from:</p> <ol style="list-style-type: none"> damage to the premises or contents by any of the insured events covered by Section one: Buildings or Section two: Contents; loss of use or prevention of access to the buildings or that part of the premises owned and insured by you due to any of the insured events (1-12) covered by Section one: Buildings or Section two: Contents occurring within 1 mile of the premises; oil or chemical pollution within 10km of the premises; any occurrence of murder, suicide or rape at the premises; loss of use or prevention of access to the buildings or that part of the premises owned and insured by you by any property within 1 mile of the premises or any rights of way being: <ul style="list-style-type: none"> – unlawfully occupied by third parties – thought to contain or actually containing a harmful device provided always that the Police are immediately informed; loss of use or prevention of access to the buildings or that part of the premises owned and insured by you due to the loss or failure of the public supply of: <ul style="list-style-type: none"> – electricity at the terminal ends of the supply authority’s service feeders at the premises – gas at the supply authority’s meters at the premises – water at the supply authority’s main stop cock serving the premises. 	<ul style="list-style-type: none"> • 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. • More than £5,000 (unless stated otherwise in your schedule). • The costs incurred in the cleaning, repair, replacement, recall or checking of property following any occurrence of murder, suicide or rape at the premises. • Costs incurred if the loss of use and/ or denial of access is caused by property or any rights of way being occupied by third parties involved in a dispute between any employer and employee or group of workers. • Costs incurred if the occurrence that results in the prevention or denial of access or use of the premises is less than 12 consecutive hours in duration. • Costs incurred if the loss or failure of the supply of electricity, gas or water is due to the non-payment of utility bills.

Limit of insurance

Unless stated otherwise in **your schedule**, the limit of liability in respect of all claims under this section will not exceed £5,000.

Section six: Lost, stolen or duplicated keys

The following only applies if the **schedule** shows that it is included.

What is covered	What is NOT covered
We will pay for the costs and expenses incurred in replacing or changing parts of the locks, if the keys to the buildings are lost or stolen or there is evidence that the keys have been duplicated by an unauthorised person.	More than £5,000 in any period of insurance .

Limit of insurance

More than £5,000 in any **period of insurance**.

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.

In the event that **you** wish to make a complaint, **you** can do so by referring the matter as follows:
If **your** complaint relates to **your** claim, please contact **your** claims handler:

RELA Limited
Unit 7, Bocam Park
Old Field Road
Pencoed
Bridgend
CF35 5LJ

RELA Limited
Telephone: 08081 756291
Email: schofieldsclaims@relaltd.com

If **your** complaint relates to any other matter, please contact **your insurance intermediary**:

Schofields Limited
5 The Courtyard
Calvin Street
Bolton
BL1 8PB

Tel: 01204 365080
Email: holidayhomes@schofields.ltd.uk

Alternatively, at any time **you** can refer the matter to Lloyd's. Contact details as follows:

Complaints
Lloyd's
One Lime Street
London
EC3M 7HA

Tel No: 020 7327 5693
Fax No: 020 7327 5225
e-mail: complaints@lloyds.com
Website: 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 and are also available from the above address.

If **you** remain dissatisfied with the outcome of **your** complaint, **you** may have the right to refer **your** complaint to an alternative dispute resolution service.

If **you** live in the United Kingdom or the Isle of Man, the contact information is: The Financial Ombudsman Service, Exchange Tower, London E14 9SR. Tel No: 0800 023 4567 (calls to this number are free from "fixed lines" in the UK) or 0300 123 9123 (calls to this number are charged at the same rate as 01 and 02 numbers on mobile phone tariffs in the UK). Email complaint.info@financial-ombudsman.org.uk. Website: www.financial-ombudsman.org.uk

If **you** live in the Channel Islands, the contact information is: Channel Islands Financial Ombudsman, PO Box 114, Jersey, Channel Islands JE4 9QG. Tel No: Jersey +44 (0)1534 748610; Guernsey +44 (0)1481 722218; International +44 1534 748610. Fax No: +44 1534 747629. Email: enquiries@ci-fo.org. Website: www.ci-fo.org

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

Endorsements

Important Information

Please note: The following pages contain a generic list of **endorsement(s)** we MAY apply to the Holiday Home insurance in certain circumstances.

However, the following list of **endorsement(s)**, DO NOT apply to **your** Holiday Home insurance policy unless the specific **endorsement** number and title appear on **your** separate quotation **schedule**, policy **schedule** or renewal document under the title “Policy Endorsements”.

A quotation **schedule**, policy **schedule** or renewal document is a separate document, attachment or page which is part of this Holiday Home insurance policy and contains details of **you**, the **premises**, the sums insured, the **period of insurance** and the sections of this insurance which apply.

Endorsements

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**, via Schofields Limited, 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 and 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 £<insert amount> 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 and 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 £<insert amount> 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.

If **you** do not meet this condition, and a claim happens as a result, **we** will not be able to pay **your** claim unless **you** can prove that **your** breach in no way could have increased the risk of the loss or damage.

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.

If **you** do not meet this condition, and a claim happens as a result, **we** will not be able to pay **your** claim unless **you** can prove that **your** breach in no way could have increased the risk of the loss or damage.

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>

Endorsements (continued)

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 ground level 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**.

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 and put into full and effective use whenever the **premises** is left unattended:

- 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.

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.

Endorsements (continued)

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

SC13 Theft Limitation Clause

This insurance does not cover theft or attempted theft from the **holiday 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.

SC18 Floodcheck Device Clause

Cover excludes loss or damage 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 a condition of this policy that all flat roof sections are 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

We will not provide any cover for loss or damage arising out of theft or attempted theft unless the following conditions are complied with:

- the burglar alarm installed at **your** home or **holiday home** must be maintained in an efficient condition;
- the burglar alarm must 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.

Endorsements (continued)

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

SC23 Central Station Monitored Alarm Warranty

We will not provide any cover for loss or damage arising out of theft or attempted theft unless the following conditions are complied with:

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

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 the 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.

SC25 Fixed Hot Tubs, Jacuzzis and Spas

The definition of **buildings** is extended to include fixed hot tubs, fixed jacuzzis and fixed spas.

We will not pay for any loss or damage caused by:

- escape of water:
 - to the installation itself or
 - 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;
- **subsidence** or **heave** of the site on which **your buildings** stand, or **landslip** unless the private living accommodation is damaged at the same time and by the same cause;
- **accidental damage**.

We will not pay for any loss, damage or liability arising from the ownership or usage of the hot tub, unless the hot tub is used, maintained and serviced in accordance with the manufacturer's instructions.

For further guidance on how to comply with **your** legal duties, please see attached link:

<https://www.hse.gov.uk/legionnaires/spa-pools.htm>

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 if the key is left in the key safe for more than twenty-four (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.

Endorsements (continued)

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

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
Buildings <ul style="list-style-type: none">• The Holiday Home and its decorations;• Fixtures and fittings attached to holiday home You own or for which you are legally responsible within the premises named in the schedule	<ul style="list-style-type: none">• domestic outbuildings, garages, domestic fixed fuel tanks, septic tanks, fixed swimming pools, tennis courts, drives, patios and terraces, walls, gates and fences
Holiday Home The holiday home of standard construction at the premises shown in the schedule .	<ul style="list-style-type: none">• garages and outbuildings

SC30 Drinking Water Liability Exclusion

We will not pay for 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

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
- Ground level inundation or invasion of water following Storm, torrential rain or downpour.

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

SC34 Isolation of Water Clause (2)

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, the following is added:

From 1st November to 31st 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**.

For the purposes of this clause, the definition of **unoccupied** is where the **holiday home** has not been stayed in overnight by **you**, paying guests or someone who has **your** permission to stay there.

Endorsements (continued)

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

SC35 Drain Down Warranty (2)

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, the following is added:

From 1st November to 31st 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.

For the purposes of this clause, the definition of **unoccupied** is where the **holiday home** has not been stayed in overnight by **you**, paying guests or someone who has **your** permission to stay there.

SC36 Winter Heating/ Drain Down Warranty (2)

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, the following is added:

From 1st November to 31st 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 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 constant minimum temperature of 50°F (10°C) is maintained at all times.

For the purposes of this clause, the definition of **unoccupied** is where the **holiday home** has not been stayed in overnight by **you**, paying guests or someone who has **your** permission to stay there.

SC37 Escape of water excess

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, the stated *<insert amount>* **excess** is deleted and replaced with the following:

- e) The first £*<insert amount>* of every claim.

SC38 Storage Heater Exclusion Clause (2)

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 the following is added:

- From 1st November to 31st 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**.

For the purposes of this clause, the definition of **unoccupied** is where the **holiday home** has not been stayed in overnight by **you**, paying guests or someone who has **your** permission to stay there.

Endorsements (continued)

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

SC39 Sit on Mower Endorsement

The definition of **Contents** is extended to cover a ride on mower <insert details> valued at £<insert value>.

We will not cover loss or damage by theft or attempted theft unless the mower is locked and the keys removed and it is kept in a securely locked garage or outbuilding, whilst not in use.

Under the Settling claims heading of Section Two: Contents, **we** will take off an amount for wear and tear for ride-on mowers.

We will not pay the first £200 of any claim.

The value of this item is in addition to the limit under Section Two: Contents insured event 6. Theft or attempted theft for items kept in detached domestic outbuildings or garages

Under Section Three – Legal Liability to Domestic Staff and Section Four – Legal Liability to the Public, under What is NOT covered, the following is added: **We** will not pay for **your** legal liability arising out of the ownership, possession or operation of the ride on mower.

SC40 Premises on the Market for Sale

You have declared and **we** have acknowledged that the **holiday home** is currently on the market to be sold.

As a result, (unless stated otherwise in the **schedule**) the standard policy **excess** will be increased from £50 to £250.

However, in accordance with the General Conditions stated within the policy wording, **you** must inform **your insurance intermediary**, Schofields Limited, if **you** change how the **holiday home** is used and/ or leave the **premises** permanently unoccupied or unfurnished.

Please note failure to inform **your insurance intermediary** will result in the following terms will being applied:

Cover under Section one: Buildings and Section two: Contents is restricted to the following Insured events:

1. Fire, lightning, explosion;
2. Aircraft and other flying devices or articles dropped from them.

We will not pay the £1,000 of every claim.

Cover for Section five: Loss of use and denial of access and Section six: Theft of keys is deleted.

SC41 Legal Liability to the Public Restriction

Restriction to Section four: Legal Liability to the Public

Section four: Legal Liability to the Public, under What is covered, reference to **We** will pay for **your** legal liability as owner or occupier for any amounts **you** become legally liable to pay as damages for **bodily injury**; damage to property caused by an accident happening at the **premises** during the **period of insurance**, is deleted and replaced with:

We will pay for **your** legal liability as owner or occupier for any amounts **you** become legally liable to pay as damages for:

- **bodily injury**;
- damage to property

caused by an accident happening in the **holiday home** during the **period of insurance**.

Endorsements (continued)

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

SC42 Ground Floor and/or Basement Storage Flood Exclusion

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

- a) Loss or damage caused by Flood to contents of basement storage areas.
- b) Loss or damage caused by inundation or invasion of water following Storm, torrential rain or downpour to contents of ground floor and/or basement storage areas.

SC43 Oil fired appliance, oil tank and associated equipment/ pipework inspection clause

We will not pay for any loss, damage or liability arising from an escape of oil unless the oil-fired appliances, the oil tank and associated equipment/ pipework are inspected and maintained on an annual basis by an OFTEC registered engineer or technician.

SC44 Loss of Use and Denial of Access Exclusion

The policy excludes all cover in respect of Section five: Loss of use and denial of access cover following **subsidence, landslip, heave** or **accidental damage** to underground services.

SC45 Freestanding Hot Tubs

The limit as stated within Section two: Contents in respect of **contents** outside the **holiday home** but within the **premises** is increased by £<insert value> to include a Hot Tub.

We will not pay for any loss or damage caused by:

- escape of water:
 - to the installation itself; or
 - 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;
- **subsidence** or **heave** of the site on which **your buildings** stand, or **landslip** unless the private living accommodation is damaged at the same time and by the same cause;
- **accidental damage**.

We will not pay for any loss, damage or liability arising from the ownership or usage of the hot tub, unless the hot tub is used, maintained and serviced in accordance with the manufacturer's instructions.

For further guidance on how to comply with **your** legal duties, please see attached link:

<https://www.hse.gov.uk/legionnaires/spa-pools.htm>

SC46 Trampoline Exclusion: Liability Exclusion

Section three: Accidents to Domestic Staff and Section four: Legal liability to the Public, under What is NOT covered, the following is added:

From **you**, **your** domestic staff or **your** tenant(s) owning or using a trampoline.

Endorsements (continued)

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

SC54 Sauna/ steam room – requirement to use, maintain or service in accordance with manufacturer’s instructions.

Section 3 – Legal Liability to the Public and Section 4 – Accidents to Domestic Staff, under What is NOT covered, the following is added:

We will not pay for **your** legal liability arising from the ownership or the usage of the sauna/ steam room unless:

- the sauna/ steam room is used, maintained and serviced in accordance with the manufacturer’s instructions;
- the sauna/ steam room door must have an internal handle to allow the guest or user to exit the room when required.
- health and safety information and instructions for usage have been supplied to the guests.