

# Travel Insurance

## INSURANCE PRODUCT INFORMATION DOCUMENT

**Insurer:** MAPFRE ASISTENCIA Compania Internacional de Seguros y Reaseguros SA, trading as MAPFRE ASSISTANCE Agency Ireland, is authorised by Dirección General de Seguros y Fondos de Pensiones del Ministerio de Economía y Hacienda in Spain and is regulated by the Central Bank of Ireland for conduct of business rules. The principal place of business of MAPFRE ASSISTANCE Agency Ireland is at Ireland Assist House, 22-26 Prospect Hill, Galway. Registered in Republic of Ireland. Reg No 903874.

**Company:** Accident & General Insurance Services Ltd is regulated by the Central Bank of Ireland. Registered in Ireland No 146193



**PRODUCT:**  
**Accident & General  
Travel Insurance**

This document is a summary of what this insurance does and doesn't cover. Complete individual pre-contractual and contractual information is provided in your policy documentation. You are responsible for reviewing full policy terms and conditions.

### What is this type of insurance?

Fairsure Platinum Plus is cover for people who are travelling to countries included within the policy terms who wish to insure themselves against the financial impact of specified, unforeseen circumstances/events relating to or occurring during their travel.



### What is insured? - Up to the sums insured below:

✓ Cancellation	£7,500
✓ Airline Cancellation / Tax Fees	£100
✓ Curtailment	£7,500
✓ Personal Accident	£30,000
✓ Medical Expenses	£6,500,000
✓ Dental Treatment	£350
✓ Medical Inconvenience Benefit <i>(Limited to £20 per day)</i>	£650
✓ Baggage <i>(Single Article Limit £350, Valuables Limit £500, Money limit £350)</i>	£2,000
✓ Personal Liability (Per Policy)	£2,000,000
✓ Personal Assistance	£250
Lost / Stolen Travel Tickets	£650
✓ Lost Passport Expenses	£350
✓ Travel Delay <i>(£15 first 12 hours, £10 per 12 hours thereafter)</i>	£100
✓ Abandonment	£7,500
✓ Missed Departure / Connection	£650
✓ Hijack <i>(Limited to £40 per day)</i>	£650
✓ Catastrophe	£600
✓ Government Travel Advice	£1,200
✓ Non-Operation of flight	£300
✓ Business Cover <i>(Limits apply see policy wording)</i>	£3,500
✓ Golf Cover <i>(Limits apply see policy wording)</i>	£1,200
✓ Winter Sports <i>(Limits apply see policy wording)</i>	£500

### Optional benefits available subject to payment of the appropriate additional premium:

- Event Cancellation
- Cruise Connection
- Natural Disaster



### What is not insured?

- ✗ Journeys which do not start and finish in the Republic of Ireland / United Kingdom.
- ✗ Pre-existing conditions which have not been declared for you or for your travelling companion/s (Unless on waived conditions list with the insured not awaiting surgery and that they are fully discharged from any post-operative follow up and any or all on going treatment or investigation).
- ✗ Claims relating to Immediate relative, travelling companion or close business associate's medical conditions due to a terminal diagnosis which has been received prior to the purchase of the Insurance.
- ✗ Anything which may give rise to a claim which you were aware of at the time of travelling and/or purchasing cover.
- ✗ Sports and leisure activities not listed in the wording under the cover option you have purchased.
- ✗ Medical expenses over £500 unless authorised.
- ✗ Suicide, self-harm, reckless behaviour or act of self-exposure to danger, infection or injury (except to save human life).
- ✗ Malicious, fraudulent, dishonest or criminal acts by you or anyone acting on your behalf.
- ✗ Travel to any area or event which the Department of Foreign Affairs or the World Health Organisation or similar body has advised against all, or all but essential, travel
- ✗ Travelling against the advice of a medical practitioner, or to receive medical treatment, or if you do not take recommended treatment or prescribed medication.
- ✗ Problems caused by drug addiction or solvent abuse or being under the influence of alcohol or drug(s).
- ✗ Traveling against any health requirements stipulated by the carrier, their handling agents or any other public transport provider.
- ✗ Any claims caused by or relating to COVID-19 or SARS-COV-2 or any mutation or variation of these. This applies to all sections of cover apart from Section 1 (Cancellation) sub-sections 6 (a)&(b), Section 2 (Curtailed) subsections 3 & 4 and Section 4 (Emergency Medical and Repatriation expenses)
- ✗ Any claims caused by bankruptcy/liquidation of any tour operator, travel agent or transportation company;
- ✗ Anything mentioned in the exclusions in the policy wording.



### Are there any restrictions on cover?

- ! You will not be covered for claims arising within 7 days of the date you purchased this insurance or the time of booking any Trip (whichever is later) under Section 1 (Cancellation) subsections 6 (a)&(b) and Section 2 (Curtailed) subsections 3 & 4.
- ! All cover benefits have a maximum sum insured and this applies per person.
- ! Claims that are not supported by the correct documentation.
- ! Baggage and Personal Effects claims are paid based on the value of goods at the time you lose them.
- ! There is no cover for property left unattended in a place to which the general public has access.
- ! There is no cover for loss of cash which is not carried on your person or placed in a safety deposit box.
- ! For annual policies, you can travel as many times as you want during the insured period, as long as no single trip lasts longer than 45.
- ! If Winter sports option selected trips are limited to 17 days in total.
- ! Winter sports is not available to anyone aged over 69 years of age.



### Where am I covered?

This insurance covers you within the Geographical Limits stated within your policy schedule.

You will not be covered if the Department of Foreign Affairs in the Republic of Ireland, the Foreign and Commonwealth Office in the United Kingdom or the World Health Organisation (WHO) issues a directive prohibiting all travel, or all but essential travel, to a particular country or recommending evacuation from the country or specific area or event to which you were travelling.



### What are my obligations?

- You must be permanently resident in the Republic Of Ireland / United Kingdom for the last 6 months.
- You must be in the Republic of Ireland / United Kingdom at the time of purchasing this policy and before starting your trip.
- You must answer all questions honestly and to the best of your knowledge.
- You must exercise reasonable care to prevent illness, injury or loss or damage to your property, acting as if uninsured.
- You must notify us of any claims within 30 days of the incident.
- When claiming you must provide us with all documentation relevant to your claim including your medical history or hospital discharge forms.
- If you are travelling to Australia and you have to go to hospital, you must register for and make use of the treatment offered under the national Medicare scheme.



### When and how do I pay?

When you are satisfied that this policy meets your needs, you can pay your premium to your travel agent by cash, card or cheque.



### When does cover start and end?

- For Single Trip cover cancellation cover commences from the time you buy your policy, all other benefits start on the day your trip begins.
- For Annual Multi-Trip policies your cover will start on the policy start date shown on your schedule of insurance.
- For both Single Trip and Annual Multi-trip policies the period of insurance will be shown on your schedule of insurance and will commence at 00:01 on the policy start date and end at 23:59 on the policy expiry date.



### How do I cancel the contract?

If this insurance does not meet with your requirements, please notify within 14 days of issue, by:

- a) emailing your travel agent (or policy issuer)
- b) telephoning your travel agent (or policy issuer)
- c) writing to: your travel agent (or policy issuer)

Providing that a claim does not exist and travel has not taken place you will be entitled to a refund of your premium.