



This policy is administered by Hastings (Westport) Ltd trading as Hastings Insurance Brokers, Irishweddinginsurance.ie and Mytravelinsurance.ie arranged by Crispin Speers & Partners Limited and underwritten by UK General Insurance Ltd on behalf of Great Lakes Insurance SE. Great Lakes Insurance SE is a German insurance company with its headquarters at Königinstrasse 107, 80802 Munich. UK Branch office: Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ.

Crispin Speers & Partners Ltd, Firm Reference No 311507, and UK General Insurance Limited, Firm Reference No 310101 are authorised and regulated by the Financial Conduct Authority. **You** can check the details on the Financial Services Register <https://register.fca.org.uk/>

Great Lakes Insurance SE, UK Branch, is authorised by Bundesanstalt für Finanzdienstleistungsaufsicht and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority. Firm Reference No. 769884. Details about the extent of their regulation by the Financial Conduct Authority and Prudential Regulation Authority are available on request.

Great Lakes Insurance SE is regulated by the Central Bank of Ireland for the Conduct of Business Rules.

Hastings (Westport) Ltd trading as Hastings Insurance Brokers, Irishweddinginsurance.ie and Mytravelinsurance.ie is regulated by the Central Bank of Ireland. This can be checked on the Central Bank of Ireland website at <http://registers.centralbank.ie/FirmSearchPage.aspx>

**Insurance Act 1936 (or future amendments thereto)**

All monies which become or may become payable by the Company under this Policy shall in accordance with Section 93 of the Insurance Act 1936 be payable and paid in the Republic of Ireland.

**Finance Act 1990 (or future amendments thereto)**

The appropriate stamp duty has been or shall be paid in accordance with the provisions of Section 5 of the Stamp Duties Consolidation Act 1999.

In return for the payment of **Your** premium **We** will provide the insurance cover detailed in this policy document, subject to the terms, conditions and limitations shown below or as amended in writing by Us during the period of cover.

This evidence of cover is to confirm that those persons who have paid the appropriate premium are insured under Agreement Number **B0524CSPXXXX38118**

This insurance has been affected in accordance with the authorisation granted to the Coverholder, **Crispin Speers & Partners Limited**, who act as agent for the Underwriters in performing its duties under the Agreement.

**This document only constitutes a valid evidence of insurance when it is issued in conjunction with a Validation Certificate issued between 1<sup>st</sup> October 2018 and 30<sup>th</sup> September 2019 in respect of weddings up to 30<sup>th</sup> September 2020.**

**Important Information**

It is important that **You** check **Your Certificate** to ensure that the information **You** have provided to **Us** is accurate and that the cover options which **You** have chosen are correct. Please take the time to read the contents of this policy to ensure that **You** understand the cover **We** are providing **You** and that **You** comply with **Our** terms and conditions. This policy wording and **Your Certificate** are important documents; please keep them in a safe place in case **You** need to refer to them for any reason.

**Important Telephone Numbers**

Policy Sales Query 098 27227

Customer Service 098 27227

Make a Claim +44 344 402 4296

Make a Public Liability Claim +44 1904 686 790

**SUMMARY OF COVER**

Type of Cover	Silver	Gold	Sapphire	Diamond	Excess
<b>1. Cancellation of Wedding and / or Reception</b>	€ 6,000	€ 12,000	€ 25,000	€ 35,000	€ 50 (€ 100 Diamond)
<b>Rearrangement of Wedding and / or Reception</b>	€ 3,000	€ 6,000	€ 12,000	€ 18,000	
<b>2. Failure of Suppliers</b>	€ 1,500	€ 3,000	€ 4,500	€ 6,000	€ 50 (€ 100 Diamond)
<b>3. Wedding / Ceremonial Attire</b>	€ 2,000	€ 3,500	€ 7,000	€ 12,000	€ 50 (€ 100 Diamond)
<b>4. Wedding Gifts</b>	€ 2,000	€ 3,500	€ 7,000	€ 12,000	€ 50 (€ 100 Diamond)
<b>5. Wedding Rings, Flowers, Attendant's Gifts, Cake</b>	€ 1,800	€ 2,500	€ 4,500	€ 12,000	€ 50 (€ 100 Diamond)
<b>6. Wedding Cars and Transport</b>	€ 1,500	€ 1,800	€ 3,500	€ 6,000	€ 50 (€ 100 Diamond)
<b>7. Photographs and Video</b>	€ 1,500	€ 1,800	€ 3,500	€ 6,000	€ 50 (€ 100 Diamond)

<b>8. Essential Document Indemnity (for overseas weddings only)</b>	€ 300	€ 300	€ 600	€ 1,200	€ 50 (€ 100 Diamond)
<b>9. Personal Liability</b>	€ 2,000,000	€ 2,000,000	€ 2,000,000	€ 2,000,000	€ 50 (€ 100 Diamond)
<b>10. Personal Accident</b> Death Loss of limbs or sight Permanent Total Disablement  (Limited to €1,500 for children under 18 or persons over 65)	€6,000 €12,000 €12,000	€12,000 €25,000 €25,000	€15,000 €30,000 €30,000	€17,000 €35,000 €35,000	€ 50 (€ 100 Diamond)
<b>11. Legal Expenses</b>	€ 6,000	€ 6,000	€ 12,000	€ 25,000	€ 50 (€ 100 Diamond)
<b>12. Optional Marquee Cover</b>	€ 25,000 (This cover only applies when an additional premium has been paid)				€ 50
<b>13. Optional Ceremonial Swords Cover</b>	€ 25,000 (This cover only applies when an additional premium has been paid)				€ 300
<b>14. Optional Public Liability Cover</b>	€ 2,500,000 (This cover only applies when an additional premium has been paid)				€ 300

## CANCELLATION

If **You** decide that for any reason, this policy does not meet **Your** insurance needs then please return it to **Your Administrator** within 14 days from the day of purchase or the day on which **You** receive **Your** policy documentation, whichever is the latter. On the condition that the **Wedding** has not taken place and no claims have been made or are pending, **We** will refund **Your** premium in full.

Thereafter **You** may cancel the insurance cover at any time by informing **Your Administrator** however no refund of premium will be payable.

**We** shall not be bound to accept renewal of any insurance and may at any time cancel any insurance document by giving 14 days notice in writing where there is a valid reason for doing so. A cancellation letter will be sent to **You** at **Your** last known address. Valid reasons may include but are not limited to:

- a) Fraud
- b) Non-payment of premium
- c) Threatening and abusive behaviour
- d) Non-compliance with policy terms and conditions
- e) **You** have not taken reasonable care to provide complete and accurate answers to the questions **We** ask.

If **We** cancel the policy and/or any additional covers **You** will receive a refund of any premiums **You** have paid for the cancelled cover, less a proportionate deduction for the time **We** have provided cover.

Where **Our** investigations provide evidence of fraud or a serious non-disclosure, **We** may cancel the policy immediately and backdate the cancellation to the date of the fraud or the date **You** provided **Us** with incomplete or inaccurate information. This may result in **Your** policy being cancelled from the date **You** originally took it out and **We** will be entitled to keep the premium.

If **Your** policy is cancelled because of fraud or misrepresentation, this may affect **Your** eligibility for insurance with **Us**, as well as other insurers, in the future.

## YOUR RESPONSIBILITY

**You** must take reasonable care to:

- a) supply accurate and complete answers to all questions **Your Administrator** may ask as part of **Your** application for cover under the policy.
- b) to make sure that all information supplied as part of **Your** application is true and correct.
- c) tell **Your administrator** of any changes to the answers **You** have given as soon as possible.

**You** must take reasonable care to provide information that is accurate and complete answers to the questions **We** ask when **You** take out or make changes to **Your** policy. If any information **You** provide is not accurate and complete, this may mean **Your** policy is invalid and that it does not operate in the event of a claim or **We** may not pay any claim in full. If **You** become aware that information **You** have given **Your Administrator** is inaccurate or has changed, **You** must inform them as soon as possible.

## MAKING A CLAIM

If **You** need to make a claim under Sections 1 to 13 please contact Direct Group Ltd on 0344 412 4296 as soon as possible quoting scheme reference 06755A. The full contact details for Direct Group Ltd are below:

Direct Group Wedding Services

P O Box 1188

Doncaster

DN1 9PQ

Tel: +44 344 412 4296

Email: [dgtsnewclaims@directgroup.co.uk](mailto:dgtsnewclaims@directgroup.co.uk)

Please note that if **You** delay reporting a claim to **Us** without good reason, and that delay causes an adverse and prejudicial effect to **Us**, then **We** may decline to accept **Your** claim.

## MAKING A PUBLIC LIABILITY CLAIM

In respect of a Public Liability Claim, (Section 14 Optional Public Liability Cover), please contact Langleys Solicitors LLP on +44 1904 686 790 quoting scheme reference 06755A. The full contact details for Langleys Solicitors LLP are below:

Langleys Solicitors LLP

Queens House

Micklegate

York

YO1 6WG

Tel: +44 1904 686 790

Email: [ukg@langleysclaimsservices.com](mailto:ukg@langleysclaimsservices.com)

**You** must send them any claim, writ or summons as soon as **You** receive it. **You** must notify them in writing of any impending prosecution inquest or fatal accident enquiry as soon as **You** become aware of it.

**You** must not negotiate, pay or settle, admit or deny any claim without **Our** written permission; failure to comply with this may mean that **We** will not accept **Your** claim.

## DEFINITIONS

The words or expressions detailed below will have the same meaning wherever it is shown in **Your Evidence of Insurance** in bold print.

### Additional Costs

The difference between the original invoiced **Wedding** expenses and the agreed replacement **Wedding Services Suppliers**.

### Administrator

Hastings (Westport) Ltd trading as Hastings Insurance Brokers, [Irishweddinginsurance.ie](http://Irishweddinginsurance.ie) and [Mytravelinsurance.ie](http://Mytravelinsurance.ie)

### Adverse Weather

Weather conditions such that they cause major disruption to travel services i.e. rail, road, bus or air, thus severely affecting the ability of the **Marrying Couple**, and guests attending the **Wedding**.

### Attendants

Non-professional participants in the **Wedding**, traditionally attendant on the **Marrying Couple**.

### Bodily Injury

Injury caused by external, violent and visible means.

### Bridal Attire

Clothing and accessories of a formal nature worn by the bride or **Civil Partner** at the **Wedding**.

### Ceremonial Attire

Clothing and accessories of the **Marrying Couple**, male and female **Attendants** and the parents of the **Marrying Couple**, whether hired or owned.

### Certificate

An insurance validation certificate or booking invoice issued by the **Administrator** which describes **You** and the **Insured** who are covered under this **Evidence of Insurance**.

### Civil Partner(s)

The person living with the **Insured** person as a husband or wife, including same sex partner.

### Civil Partnerships

Legal union between two people of the same sex.

### Claims Handler

Direct Group Wedding Services.

### Close Relative

**Your** spouse, partner, fiancé(e), parent, parent-in-law, step-parent, son, son-in-law, step-son, daughter, daughter-in-law, step-daughter, grandparent, grandson, granddaughter, brother, brother-in-law, step-brother, sister, sister-in-law or step-sister who live in the Republic of Ireland or United Kingdom, Isle of Man, Channel Islands

### Consequential Loss

Any loss, damage or additional expense following on from an event for which **You** are claiming. An example of such loss, damage or additional expense would be costs incurred in preparing a claim or loss of earnings following **Bodily Injury** or **Illness**.

### Country of Residence

This policy is only available to **You** if **You** are permanently resident in the Republic of Ireland. **You** must have been present in the Republic of Ireland for at least six months prior to purchasing **Your** policy.

### Evidence of Insurance

This wording and/or endorsements.

### Excess

The first amount **You** and each person named under the insurance **Certificate** have agreed to pay towards a claim under each section of this **Evidence of Insurance**, as outlined within the Summary of Cover.

### Home

**Your** usual place of residence in the Republic of Ireland for no less than 6 months of the year.

### Marquee

Shall mean the hired marquee, tent, gazebo or other summerhouse arrangement.

### Marrying Couple

The bride(s), groom(s) or **Civil Partners**.

### Medical Practitioner

A registered practising member of the medical profession who is not related to **You** or any person under this insurance.

### Permanent Total Disablement

Means total disablement from engaging in or attending to any occupation whatsoever for at least 12 months from the date of **Bodily Injury**, and at the end of that time being beyond hope of improvement.

### Property Insured (for the purposes of Section 12 Optional Marquee Extension)

The **Marquee**, together with staging, chairs, tables and ancillary equipment hired or leased by **You** (or by another person on **Your** behalf) solely for the purpose of **Your Wedding** and for which **You** (or such other person) are responsible.

### Wedding

Any ceremony that creates a contract of marriage that is legally enforceable within the Republic of Ireland.

### Wedding Date

The day(s) specified in the Proposal Form and **Certificate** for the **Wedding Date** to take place.

### Wedding Gifts

Gifts for the **Marrying Couple** presented for the purposes of celebrating the **Wedding**.

### Wedding Reception

The social gathering, including room hire and catering within no more than twenty one days of the **Wedding**, at which the **Wedding** will be celebrated (unless otherwise agreed in writing with Us).

### Wedding Rings

The ring(s) exchanged by the **Marrying Couple** at the **Wedding**.

### Wedding Services Supplier(s)

Services traditional to the celebration of a **Wedding**: the providers of professional photography and/or professional video operation; floral arrangements; hired cars or transport; toastmaster; venue; wedding cake; **Ceremonial Attire**; catering; DJ/disco; band/musician or paid entertainment contracted by **You** to provide services at the **Wedding** or **Wedding Reception**

### We/ Us/ Insurer

UK General Insurance Limited on behalf of Great Lakes Insurance SE.

### You/ Your/Yours/ Insured

The **Marrying Couple** named in the **Certificate** or, for the purposes of certain Sections, and where appropriate, the person upon whom would have made proven, significant, financial contributions on which the **Wedding** arrangements depend.

## SECTION 1: CANCELLATION AND REARRANGEMENT OF WEDDING AND/OR RECEPTION

### PART 1: CANCELLATION

#### • What You Are Covered For:

The **Insurer** will pay up to the amount shown in the **Certificate** in respect of any irrecoverable expenses incurred by **You** in respect of **Ceremonial Attire**, flowers, photographs, caterers, transport, accommodation and the services from any other **Wedding Services Supplier** booked but not used as a direct result of the unavoidable cancellation or curtailment of the **Wedding** or **Wedding Reception** as the result of:

1. The booked venue for the **Wedding** or **Wedding Reception** being unable to hold **Your Wedding** due to an outbreak of infectious or contagious disease, damage to the venue, murder or suicide at the premises or closure of the venue by the relevant authority.
2. The death, injury or sickness of the **Marrying Couple** or **Close Relative** which would make continuance of the **Wedding** inappropriate.
3. Accidental complete loss of or severe damage to **Ceremonial Attire** which renders the items unwearable, where the purchase of hire of alternatives is not possible within 24 hours of the event.
4. Redundancy, where notice is received at least 8 weeks after the issue of the **Certificate** and qualifying for payment under the current Redundancy legislation, of the **Marrying Couple** or any of their parents who would have made proven, significant financial contributions on which the **Wedding** or **Wedding Reception** arrangements depend.
5. The unforeseen postings overseas of a serving member of the Irish armed forces or unavoidable and necessary duty for the Ambulance Service, Coastguard, Fire Brigade or Police Personnel which occurs during the period of insurance.
6. The non-appearance of the pre-booked officiating minister or registrar.
7. The inability of the **Wedding** party and guests to reach the **Wedding** or **Wedding Reception** venue due to **Adverse Weather** conditions.

Cover under this Section commences from the date the premium is paid and applies until completion of the **Wedding** and **Wedding Reception** or until a claim is made under this Section of the **Evidence of Insurance**, whichever occurs first.

### PART 2: REARRANGEMENT

#### • What You Are Covered For:

In the event of cancellation or curtailment of the **Wedding**, **Wedding Reception** or **Wedding Services Suppliers** for reasons specified in Part I above, the **Insurer** will pay up to the amount detailed in the **Certificate** to reimburse **You** for **Additional Costs** incurred in rearranging the **Wedding** and/or **Wedding Reception** and/or **Wedding Services Suppliers** to a similar standard to the amount originally budgeted.

Cover under this Section does not extend to travel and/or accommodation arrangements made for **Weddings** taking place outside the Republic of Ireland. Cover starts from the date the **Certificate** is issued and ends upon completion of the **Wedding Date** and **Wedding Reception** or a claim being made under this section of the policy, whichever occurs first.

#### • What You Are Not Covered For:

1. the **Excess** as shown in the Summary of Cover;
2. pecuniary losses recoverable from any other source. Any claim arising directly or indirectly from:
3. government regulation or act.
4. strikes or labour disputes.
5. unemployment or redundancy other than as specified above.
6. **Your** financial circumstances or those of any person or company upon whom the **Wedding** arrangements depend, except as provided for in Part 1. (4) above.
7. **Wedding** arrangements not honoured by **Your** employer, other than as specified above.
8. disinclination to contract to the marriage as agreed.
9. failure to notify the provider of any goods or service immediately if it is found necessary to cancel or curtail the **Wedding** or **Wedding Reception**.
10. any claim where the person whose condition causes the claim

- i) is receiving treatment or advice, including consultations.
- ii) is on a waiting list for in-patient treatment in a hospital.
- iii) has received a terminal prognosis.

11. Anxiety, stress or depression unless certified by a **Medical Practitioner**.

## SECTION 2: FAILURE OF SUPPLIERS

### • What You Are Covered For:

The **Insurer** will pay up to the amount stated in the Summary of Cover following the bankruptcy or liquidation of any pre-booked **Wedding Services Supplier** for irrecoverable deposits or **Additional Costs** in arranging alternative equivalent services. Cover under this Section commences from the date the premium is paid, and applies until completion of **Wedding and Wedding Reception** or a claim being made under this section, whichever occurs first.

### • What You Are Not Covered For:

1. the **Excess** as shown in the Summary of Cover;
2. losses recoverable from any other source.
3. any costs which would not have been incurred had the original supplier not ceased trading.
4. any costs from the financial failure of a **Wedding Gifts** supplier or any supplier not contracted by and pre-paid by **You**.
5. any costs from the financial failure of a professional wedding planner.
6. any costs where no written contractual agreement exists between **You** and the **Wedding Services Supplier**.

## SECTION 3: WEDDING / CEREMONIAL ATTIRE

### • What You Are Covered For:

Cover commences from the date the premium is paid and applies until completion of **Wedding and Wedding Reception**.

The **Insurer** will pay up to the amount stated in the Summary of Cover for:

1. the reinstatement or replacement (at **Our** discretion) of **Bridal Attire** to be worn by the bride or **Civil Partner** if such attire is lost or damaged whilst in **Your** possession or that of a **Close Relative** within one month prior to the **Wedding**. In respect of hired attire cover shall apply for up to 48 hours after the commencement of the **Wedding and Wedding Reception**.
2. Loss of or damage to **Ceremonial Attire** worn by **You** and **Your Attendants** within forty-eight hours before and for the duration of the **Wedding**.

In respect of points 1 and 2 above, an amount will be deducted in respect of hired attire to reflect previous wear and tear.

### • What You Are Not Covered For:

1. the **Excess** as shown in the Summary of Cover;
2. Loss or damage arising from wear or tear, moth, vermin, atmospheric or climatic conditions, deterioration, depreciation, confiscation, detention or any process of cleaning, restoration or repair.
3. Loss or damage which is or but for the existence of this **Evidence of Insurance** would be otherwise insured.
4. any loss or theft not reported to the police within twenty-four hours of discovery. Except in the case of damage, in which case a written estimate from a reputable retailer may be accepted.
5. Loss or damage by theft or attempted theft of any **Ceremonial Attire** left in any unattended vehicle, unless the property is left in the locked boot or locked glove compartment of a motor vehicle, concealed from view and there is evidence of violent, visible and forcible entry.

## SECTION 4: WEDDING GIFTS

### • What You Are Covered For:

The **Insurer** will pay up to the amount shown in the Summary of Cover (subject to a maximum of €250 for any one item) for loss of or damage to **Wedding Gifts** due to accident, fire or theft by violent, visible and forcible entry thereto, whilst being stored by **You** or **Your** parents. This cover also applies whilst **Wedding Gifts** are in transit or on display at the **Wedding Reception**. Cover applies 48 hours prior to the **Wedding** and for a subsequent twenty-four hours after the reception thereafter, or until a claim is made under this Section of the **Evidence of Insurance**, whichever occurs first.

### • What You Are Not Covered For:

1. the **Excess** as shown in the Summary of Cover;
2. any loss (other than by damage) not reported to the police within twenty-four hours of discovery and a report obtained.
3. Loss or damage arising from wear or tear, moth, vermin, atmospheric conditions, deterioration, depreciation, confiscation, detention or any process of cleaning, restoration or repair.
4. Loss or damage which is or but for the existence of this **Evidence of Insurance** would be otherwise insured.
5. Loss or damage by theft or attempted theft of any **Wedding Gifts** left in any unattended vehicle, unless the property is left in the locked boot or locked glove compartment of a motor vehicle, concealed from view and there is evidence of violent, visible and forcible entry thereto.
6. Loss or damage by theft or attempted theft of any **Wedding Gifts** left in the **Home** or ceremony venue or reception venue, unless there is evidence of violent, visible and forcible entry thereto.

## SECTION 5: WEDDING RINGS, FLOWERS, ATTENDANTS' GIFTS AND THE WEDDING CAKE

### • What You Are Covered For:

The **Insurer** will pay up to the amount stated in the Summary of Cover for loss of or damage to **Wedding Ring(s)**, flower(s) and the wedding cake which occurs during the time specified in 1 or 2 below:

Cover under this Section commences

1. seven days prior to the **Wedding** and expires twenty-four hours after the **Wedding** in respect of **Wedding Rings**.
2. Thirty-six hours prior to the **Wedding** and expires twenty-four hours after the **Wedding** in respect of flowers and the wedding cake.

### • What You Are Not Covered For:

1. the **Excess** as shown in the Summary of Cover;
2. theft of **Wedding Ring(s)** and flowers unless such items were removed by visible and forcible means.
3. any loss by theft not reported to the police within twenty-four hours of discovery and a police report obtained.
4. Loss or damage which is or but for the existence of this **Evidence of Insurance** would be otherwise insured.
5. claims for loss of or damage to floral arrangements, or to the wedding cake, that may effectively be claimed under Section 1 of this **Evidence of Insurance**.
6. Loss or damage arising from wear or tear, moth, vermin, atmospheric or climatic conditions, deterioration, depreciation, confiscation, detention or any process of cleaning, restoration or repair.
7. Loss or damage by theft or attempted theft of any **Wedding Rings**, flowers or the wedding cake, left in any unattended vehicle, unless the property is left in the locked boot or locked glove compartment of a motor vehicle, concealed from view and there is evidence of violent, visible and forcible entry thereto.

## SECTION 6: WEDDING CARS AND TRANSPORT

### • What You Are Covered For:

The **Insurer** will pay up to the amount stated in the Summary of Cover if the private hire firm or pre-booked individual with whom the transport arrangements have been made fails to meet their contractual obligations and they are not able to offer a reasonable alternative for the day of the **Wedding**. Cover under this Section commences from the date the premium is paid, and applies until completion of **Wedding and Wedding Reception**, or a claim being made, whichever occurs first.

### • What You Are Not Covered For:

1. the **Excess** as shown in the Summary of Cover.
2. losses recoverable from any other source.
3. losses which may effectively be claimed under Section 1 of this **Evidence of Insurance**.
4. contracts which are not in writing.
5. any costs which would not have been incurred had the original supplier not failed to meet their contractual obligations.

## SECTION 7: PHOTOGRAPHY AND VIDEO

### • What You Are Covered For:

The **Insurer** will pay up to the amount stated on the Summary of Cover to reimburse **You** for unforeseen expenses necessarily incurred to take **Wedding** photographs and videos as a direct and necessary consequence of:

1. non-appearance for any reason of the pre-booked professional photographer or professional video operator contracted for the **Wedding**.
2. Loss of or damage to the original film or negatives or loss or damage to whatever digital media on which the photographs are being stored by the professional photographer or professional video operator, before copies are made.
3. non-development of the original film or negatives or non-development of whatever digital media on which the photographs are being stored (other than as a result of under or over exposure) by the professional photographer or professional video operator.

Cover under this Section commences from the date the premium is paid, and applies until completion of **Wedding** and **Wedding Reception**, or a claim being made under this Section of the **Evidence of Insurance**, whichever occurs first.

#### IMPORTANT

In respect of points 1, 2 and 3 above cover will only apply if more than 75% of the **Wedding** photographs originally commissioned and paid for are not provided by the professional photographer or professional video operator contracted for the **Wedding**.

### • What You Are Not Covered For:

1. the **Excess** as shown in the Summary of Cover;
2. losses recoverable from any other source.
3. losses which may effectively be claimed under Section 1 of this **Evidence of Insurance**.
4. contracts which are not in writing.
5. any costs which would have been incurred had the original supplier not failed to meet their contractual obligations.
6. financial failure of any service provider.

## SECTION 8: ESSENTIAL DOCUMENTATION INDEMNITY (ONLY APPLICABLE TO WEDDINGS ABROAD)

### • What You Are Covered For:

The **Insurer** will indemnify **You**, up to the amount specified in the Summary of Cover in respect of reasonable costs for travel, accommodation and fees which arise as a result of the necessity to obtain replacement copies of the documents which are essential to **Your Wedding** taking place outside the Republic of Ireland, and which, during the period defined in (i) below, are lost or damaged for reasons beyond **Your** control.

#### Cover under this section:

i) commences from the date of issue of the **Evidence of Insurance** and applies until the **Wedding** takes place, as booked, or a claim is made under this section of the **Evidence of Insurance**, whichever occurs first.

### • What You Are Not Covered For:

1. loss or damage
  - i) arising from confiscation or detention by customs officials or other authorities
  - ii) not reported to the consular representatives of the relevant issuing country within 24 hours of discovery of loss, and a written report obtained
2. loss or theft from any unattended motor vehicle
3. claims which arise from **Your** lack of care, or from reasons within **Your** control
4. loss of documents when stored in suitcases or other like receptacles whilst in the custody of the airline or other carriers.

## SECTION 9: PERSONAL LIABILITY (ONLY APPLICABLE TO WEDDINGS IN REPUBLIC OF IRELAND)

### • What You Are Covered For:

The **Insurer** will indemnify **You**, the **Marrying Couple**, up to the amount specified in the Summary of Cover in respect of **Your** legal liability arising from accidental injury to third parties or accidental loss of or damage to third party property directly related to the **Wedding** or **Wedding Reception**. Cover under this Section starts 24 hours before the **Wedding Date** and finishes 24 hours after the

**Wedding Date**. Cover under this Section starts 24 hours before the **Wedding Reception** date and finishes 24 hours after the **Wedding Reception** date.

In the event of **Your** death, **We** will, in respect of the liability incurred by **You**, indemnify **Your** personal representatives in the terms of and subject to the limitations of this Section, provided that such personal representatives shall act as though they were **You** and observe, fulfil and be subject to the terms, Exclusions and Conditions of this Section and those listed as applicable to all sections insofar as they can apply.

This section does not provide an indemnity in respect of liabilities arising from the actions of anyone other than the **Marrying Couple**, except insofar as the **Marrying Couple** would be held liable for them at law, and does not include any additional liability accepted under a hiring or booking contract.

### • What You Are Not Covered For:

1. the **Excess** as shown in the Summary of Cover;
2. liability arising from:
  - i) the use or possession of vehicles, aircraft or watercraft, trailers or caravans.
  - ii) loss of or damage to property belonging to or held in trust by the **Insured**.
  - iii) any wilful or malicious activities;
  - iv) the carrying on of any profession, trade or business.
3. employers' liability, contractual liability or liability to a member of **Your** family.
4. liability assumed by **You** by arrangement.
5. animals belonging to or in **Your** care, custody or control.
6. the ownership or occupation of land or buildings.
7. liability arising from the use of firearms.
8. liability arising from any criminal proceedings.
9. **Your** costs and expenses incurred without **Our** prior written consent.
10. any liability arising out of the Road Traffic Act or its equivalent.
11. liability which is but for the existence of this **Evidence of Insurance** would be **Insured** by any other **Evidence of Insurance** except in respect of any **Excess** beyond the amount payable under such other **Evidence of Insurance**, or which would have been payable under such other **Evidence of Insurance** had this Insurance not been effected.
12. liability incurred by **You** more than twenty-four hours before or more than twenty-four hours after the **Wedding Date**.
13. liability for fines, penalties, liquidated, damages or punitive exemplary aggravated or multiplied damages.
14. Loss of or damage to any goods or other property sold, supplied, delivered, installed or erected by **You** and all costs of or arising from the need for making good, removal or repair, rectification, replacement or recall of:
  - i) any such goods or property.
  - ii) any defective work executed by **You**.
15. liability arising from the ownership or use of fireworks or other pyrotechnic devices or effects.
16. Loss or damage to flooring caused by footwear of any kind.
17. any loss arising from ownership or use of bouncy castles or other inflatables.

## SECTION 10: PERSONAL ACCIDENT

### • What You Are Covered For:

The **Insurer** will pay up to the amount shown in the Summary of Cover to **You** or, where appropriate, **Your** legal representative(s) if **You** sustain **Bodily Injury** caused by external violent and visible means, which solely and independently of any other cause within 12 calendar months from the date of the accident causing such **Bodily Injury** results in death or disablement

#### Provided that:

1. compensation shall not be payable under more than one section of the Summary of Cover of the above items in respect of the same accident, and the payment under any one item shall terminate **Our** liability under this section of the policy insofar as it applies to the person for whom such payment has been made;
2. any claim must be certified by an independent **Medical Practitioner**;

3. this section of the insurance does not cover **Bodily Injury** occurring more than 24 hours before or more than 24 hours after the **Wedding Date**.

• **What You Are Not Covered For:**

1. **Permanent Total Disablement** if at the date of the accident **You** are over the statutory retirement age and are not in full time paid employment;
2. losses arising from accidents involving **You** driving or being carried as a passenger in or on any quadbike, two or three wheeled vehicle of 125cc or over.

#### SECTION 11: LEGAL EXPENSES

• **What You Are Covered For:**

The **Insurer** will reimburse **You** up to the amount as shown in the Summary of Cover, for legal costs incurred by **You** in pursuit of legal proceedings against third parties (excluding any member of **Your** family, or **Your** travelling companions family, **Your** travelling companion, business associate or employer or any members of the wedding party) for any compensation owed to **You** arising directly from physical **Bodily Injury** to **You** or **Your** death during the period of insurance.

It is a condition of this Section that the **Insurer** has complete control over legal proceedings and appointing legal representation.

• **What You Are Not Covered For:**

1. the **Excess** as shown in the Summary of Cover;
2. claims arising for any legal expenses incurred without prior authorisation by the **Insurer**;
3. claims arising where the **Insurer** considers **Your** prospects of success in achieving a reasonable benefit to be insufficient;
4. claims arising pursuant to a contingent fee agreement between **You** and **Your** counsel/ lawyer;
5. claims arising for travel and accommodation expenses over €1,000, whilst in pursuit of a legal action;
6. claims arising from **You** pursuing legal proceedings as part of and/or on behalf of a group or organisation.
7. claims incurred for any legal costs pursuant to a legal action against the **Insurer**, the **Claims Handler**, or the issuing broker.
8. claims occurring under criminal law.
9. claims occurring or where the case is brought to court in more than one country.
10. claims arising out of pursuance against any person contracted to supply any aspect of the **Wedding** or **Wedding Reception**.
11. any claim reported more than 45 days after commencement of the incident giving rise to the claim.
12. claims for injury/death occurring more than 24hrs before or after **Wedding Date**.

#### SECTION 12: OPTIONAL MARQUEE EXTENSION (ONLY APPLICABLE TO WEDDINGS IN REPUBLIC OF IRELAND)

• **What You Are Covered For:**

This section only applies where the appropriate Premium has been paid. The **Insurer** will indemnify **You** in the event of loss or damage to the **Property Insured** by any cause not specifically excluded occurring during the period of hire (not exceeding a maximum of 4 days) subject to the amount shown in the Summary of Cover.

Cover under this section includes cancellation/curtailment and rearrangement as a direct result of loss of or damage to the **Marquee**.

**IMPORTANT**

If at the time of the loss or damage the sum insured is less than the full cost of reinstating the **Marquee** as new **We** will reduce the amount **We** pay for any claim by the proportion that the maximum amount payable bears to the full cost of reinstating the **Marquee**.

• **What You Are Not Covered For:**

1. the **Excess** as shown in the Summary of Cover;
2. erection and/or dismantling of any hired equipment.
3. audio visual entertainment equipment unless specifically mentioned and agreed by **Us**.
4. Loss of or damage to the **Property Insured** due to or arising from:
  - a. wear and tear or inherent defect.
  - b. rot, mildew, rust, corrosion or frost.
  - c. insects, vermin, woodworm or moth.

- d. dyeing, cleaning, repair or renovation.
- e. electronic, electrical or mechanical breakdown, failure or derangement.
- f. faulty manipulation, design, plan, specification or materials.
- g. gradual deterioration or market depreciation.
- h. normal atmospheric conditions.
- i. shrinkage or change of colour.

5. Loss or damage suffered by **You** as a result of being deceived into knowingly parting with the Property.
6. Damage to flooring caused by footwear.
7. **Consequential Loss** of any kind or description.
8. theft or attempted theft unless involving forcible or violent entry to or exit from a building.
9. pecuniary losses recoverable from any other source.
10. government regulation or act.
11. loss or theft from unattended venue or vehicle.

#### SECTION 13: OPTIONAL CEREMONIAL SWORDS (ONLY APPLICABLE TO WEDDINGS IN REPUBLIC OF IRELAND)

The **Insurer** will indemnify **You**, up to the amount specified in the Summary of Cover in respect in the event of loss of or damage by any cause not specifically excluded, occurring during the period of hire (the period of hire not exceeding 4 days), unless agreed in writing by **Us**.

**IMPORTANT**

If at the time of the loss or damage the sum insured is less than the full cost of reinstating the swords as new **We** will reduce the amount **We** pay for any claim by the proportion that the maximum amount payable bears to the full cost of reinstating the swords.

• **What You Are Not Covered For:**

1. the **Excess** as shown in the Summary of Cover;
2. Theft or attempted theft unless involving forcible or violent entry to or exit from a locked premises;
3. Loss or theft whilst swords are left unattended;
4. Loss, theft or malicious damage not immediately reported to the police;
5. Property being confiscated or detained by any government, public or Police authority;
6. Any willful or malicious act, any act of vandalism, deliberate acts resulting in material damage or bodily injury;
7. Loss, theft or damage whilst swords are in the custody of a transport company, airline or other carrier.

#### SECTION 14: OPTIONAL PUBLIC LIABILITY COVER (ONLY APPLICABLE TO WEDDINGS IN REPUBLIC OF IRELAND)

• **What You Are Covered For:**

Section 9 Personal Liability is extended to cover all persons invited to the **Wedding** or **Wedding Reception** by **You** in respect of legal liability arising from accidental injury to third parties or accidental loss of or damage to third party property occurring during and being directly related to the **Wedding** or **Wedding Reception**.

• **What You Are Not Covered For:**

1. the **Excess** as shown in the Summary of Cover;
2. liability arising from:
  - a. the use or possession of vehicles, aircraft or watercraft, trailers or caravans.
  - b. loss of or damage to property belonging to or held in trust by the **Insured**.
  - c. any wilful or malicious activities; **You** carrying on of any profession, trade or business.
  - d. employers' liability, contractual liability or liability to a member of **Your** family.
3. liability assumed by **You** by arrangement.
4. employers' liability, contractual liability or liability to a member of **Your** family
5. animals belonging to or in **Your** care, custody or control.
6. the ownership or occupation of land or buildings.
7. liability arising from the use of firearms.
8. liability arising from any criminal proceedings.
9. **Your** costs and expenses incurred without **Our** prior written consent.
10. any liability arising out of the Road Traffic Act or its equivalent.

11. liability which is, or but for the existence of this **Evidence of Insurance** would be **Insured** by any other insurance except in respect of any **Excess** beyond the amount payable under such other insurance, or which would have been payable under such other insurance had this **Evidence of Insurance** not been effected.
12. liability incurred by **You** more than twenty-four hours before or more than twenty-four hours after the **Wedding Date**.
13. liability for fines, penalties, liquidated, damages or punitive exemplary aggravated or multiplied damages.
14. loss of or damage to any goods or other property sold, supplied, delivered, installed or erected by **You** and all costs of or arising from the need for making good, removal or repair, rectification, replacement or recall of:
  - a. any such goods or property.
  - b. any defective work executed by **You**.
15. liability arising from the ownership or use of fireworks or other pyrotechnic devices or effects.
16. loss or damage to flooring caused by footwear of any kind.
17. any loss arising from ownership or use of bouncy castles or other inflatables.

#### EXCLUSIONS APPLICABLE TO ALL SECTIONS OF THE INSURANCE

The **Insurer** shall not be responsible for claims arising directly or indirectly:

1. from the **Marrying Couple**, or anyone else upon whom the **Wedding** depends:
  - a. acting against medical advice
  - b. awaiting results of tests or medical investigations
  - c. being on a hospital waiting list for treatment
  - d. having received a terminal prognosis
  - e. anxiety, stress or depression (unless certified by a **Medical Practitioner**).
2. from, **You** or anyone else upon whose health **Your Wedding** depends, failing to obtain the recommended vaccinations
3. from consequences of war, civil war, invasion, acts of foreign enemies (whether war be declared or not), rebellion, revolution, insurrection, military or usurped power or confiscation, nationalisation, requisition, destruction of or damage to property by or under the order of any government, local or public authority;
4. from terrorism as defined by the Terrorism Act 2000 and any amending or substituting legislation. **We** will, however, cover any loss or damage (but not related cost or expense, caused by any act of terrorism provided that such act did not happen directly or indirectly because of biological, chemical, radioactive or nuclear pollution or contamination or explosion;
5. from losses arising as a result of any unlawful act by **You** or criminal proceedings against **You** or any other person on whom the **Wedding** plans depend (other than in the event of **Your** obligation to attend a Court of Law under subpoena as a witness, unless such obligation to attend falls within **Your** occupation or professional or other similar capacity);
6. from any **Consequential Loss** whatsoever. Claims shall only be paid for those losses which are specifically stated under the terms of this insurance;
7. from **Your** financial incapacity;
8. from suicide or attempted suicide or wilful exposure to danger (except in an attempt to save human life), psychological and/or mental disorder, anxiety, stress or depression, venereal infection or the influence of or in connection with the use of alcohol or drugs, (other than drugs taken in accordance with treatment prescribed and directed by a registered **Medical Practitioner**, but not for drug addiction);
9. from **Your** wilful exposure to a peril. **You** must exercise reasonable care to prevent illness, injury or Loss or damage;
10. from the use of any vehicle;
11. from wilful exposure to areas known to be infected with:
  - a. Severe Acute Respiratory Syndrome (S.A.R.S)
  - b. Avian Influenza, Asian Bird Flu, and/or H5N1
  - c. Any other Influenza A virus;
12. from circumstances of which **You** are aware at the time effecting this policy from any circumstance manifesting itself after the date of the **Wedding** and **Wedding Reception** booking but prior to the date of issue of this **Evidence of Insurance**;
13. from any loss whereby any period of disability or loss whatsoever is increased through **Your** own act or omission;
14. from any property more specifically insured;
15. from losses arising from prohibitive regulations by the government of any country;
16. from wilful or malicious acts and any acts of vandalism by persons invited to the **Wedding** or **Wedding Reception** by **You**;
17. From any consequence, howsoever caused, including but not limited to Computer Virus of Electronic Data being lost, destroyed, distorted, altered, or otherwise corrupted. For the purposes of this policy, Electronic Data shall mean facts, concepts and information stored to form useable data for communications, interpretations, or processing by electronic or electromechanical data processing or other electronically controlled hardware, software and other coded instructions for the processing and manipulation of data, or the direction and manipulation of such hardware. For the purposes of this policy, Computer Virus shall mean a set of corrupting, harmful, or otherwise unauthorised instructions or code, whether these have been introduced maliciously or otherwise, and multiply themselves through a computer system or network of whatsoever nature;
18. in respect to third party rights and no party other than **You** may claim benefit under the terms of this **Evidence of Insurance**;
19. from pollution or contamination other than caused by a sudden, identifiable, unintended and unexpected incident which takes place in its entirety at a specific time and place during the period of insurance. All pollution or contamination which arises out of one incident shall be deemed to have occurred at the time such incident takes place;
20. from loss or theft from unattended venues or vehicles unless involving forcible or violent entry to or exit;
21. from theft or attempted theft unless involving forcible or violent entry or exit from a building;
22. from the ownership or use of, bouncy castles and other inflatables, firearms, fireworks or other pyrotechnic devices or effects;
23. from loss of or damage to the property insured due to or arising from:
  - i. wear and tear, inherent defect
  - ii. rot, mildew, rust, corrosion, frost, soiling
  - iii. insects, woodworm, vermin, moth
  - iv. dyeing, renovation
  - v. electronic, electrical or mechanical breakdown, failure or derangement
  - vi. faulty manipulation, design, plan, specification or materials
  - vii. gradual deterioration, market depreciation
  - viii. atmospheric conditions
  - ix. shrinkage or change of colour
  - x. confiscation, detention or any process of cleaning, restoration or repair
24. from injury, illness, death, loss, expense or other liability attributable to HIV (Human Immunodeficiency Virus) and/or any HIV related illness including AIDS (Acquired Immune Deficiency Syndrome) and/or any mutant derivative or variations thereof;
25. as a consequence of vaccinations;
26. occasioned by, happening through or in consequence of nuclear fission, nuclear fusion or radioactive contamination;
27. any part of a claim which is unproven or unsubstantiated;
28. from:
  - a. Irradiation, or contamination by nuclear material; or
  - b. The radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter; or
  - c. Any device or weapon which employs atomic or nuclear fission or fusion or other comparable reaction or radioactive force or matter.
29. from any loss or damage caused
  - a. to equipment by its failing correctly to recognise data representing a date in such a way that it does not work properly or at all;
  - b. or by computer viruses and/or malicious software.



## CONDITIONS APPLICABLE TO ALL SECTIONS OF THE INSURANCE

1. **You** must take reasonable care to:
  - a) supply accurate and complete answers to all questions **We** or the administrator may ask as part of **Your** application for cover under this policy;
  - b) to make sure that all information supplied as part of **Your** application for cover is true and correct;
  - c) tell **Us** of any changes to the answers **You** have given as soon as possible.

**You** must take reasonable care to provide information that is accurate and complete answers to the questions **Your Administrator** ask when **You** take out, make changes to and renew **Your** policy. If any information **You** provide is not accurate and complete, this may mean **Your** policy is invalid and that it does not operate in the event of a claim or **We** may not pay any claim in full.

If **You** become aware that information **You** have given **Your Administrator** is inaccurate or has changed, **You** must inform them as soon as possible.
2. written notice of any event which may give rise to a claim shall be given to **Us** (or **Our** claims service) as soon as practicable. All documents, certificates and evidence required in support of a claim, including items being claimed for if required by **Us**, shall be produced by **You** and at **Your** expense. Additional action then depends on the type of claim
  - a. theft, loss, malicious damage or vandalism – tell the police immediately
  - b. legal liability for injury or damage - forward to **Us** immediately upon receipt any writ, summons or other legal process issued or commenced against **You**. **You** must not negotiate, admit or repudiate any claim without **Our** written consent
  - c. **You** must provide **Us**, at **Your** expense, with all reasonable details and evidence which **We** ask for concerning the cause and amount of any loss, damage or injury (including receipts for **Wedding Gifts**, money and vouchers).
3. except with **Our** written consent, no person is entitled to admit liability on **Our** behalf or to give any representations or other undertakings binding upon **Us**. **We** shall be entitled to conduct all proceedings arising out of or in connection with claims in **Your** name, and to instruct solicitors of **Our** own choice for this purpose.
4. the due observance and fulfilment of all the terms and conditions of this insurance by **You**, or anyone acting on **Your** behalf, insofar as they relate to anything to be done or complied with by **You**, or anyone acting on **Your** behalf, shall be a condition precedent to **Our** liability to make any payment under this insurance.
5. no refund of premium is allowed (other than in respect of the premium refund guarantee) once the insurance has been effected.
6. **You** must exercise due care and attention at all times for the safety of **Your** property and take all reasonable steps to prevent accident, loss or damage.
7. **You** must not act in a fraudulent way. If **You** or anyone acting for **You**:
  - fails to reveal or hides a fact likely to influence whether **We** accept **Your** proposal, **Your** renewal, or any adjustment to **Your** policy;
  - fails to reveal or hides a fact likely to influence the cover **We** provide;
  - makes a statement to **Us** or anyone acting on **Our** behalf, knowing the statement to be false;
  - sends **Us** or anyone acting on **Our** behalf a document, knowing the document to be forged or false;
  - makes a claim under the policy, knowing the claim to be false or fraudulent in any way;
  - makes a claim for any loss or damage **You** caused deliberately or with **Your** knowledge; or
  - If **Your** claim is in any way dishonest or exaggerated,

8. if at the time of any loss, damage or liability arising under this insurance there is any other insurance covering the same loss, damage or liability, **We** will pay only **Our** rateable proportion.
9. **You** may not transfer **Your** interest in this insurance.
10. **Our** total liability shall not exceed the respective sums stated in the summary of cover.
11. **You** shall submit to medical examination at **Your** own expense except post mortem which **We** reserve the right to have undertaken at **Our** own expense.
12. **We** may at **Our** own expense take proceedings in **Your** name to recover compensation or secure an indemnity from any third party in respect of any loss or damage covered by this insurance, and any amount so recovered shall belong to **Us**.
13. in the event of a claim, **You** must produce documentation to show that original contractual obligations with suppliers were evidenced, or that ownership of goods existed, in writing.
14. **You** may not claim under more than one section or part of this certificate for the same financial loss.
15. this certificate may be rescinded or cancelled without the consent of a third party.
16. 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.
17. at least one of the insured couple must be resident in the Republic of Ireland.
18. Unless some other law is agreed in writing, this policy is governed by English law. If there is a dispute, it will only be dealt with in the courts.

## COMPENSATION SCHEME

Great Lakes Insurance SE is covered by the Financial Services Compensation Scheme (FSCS). **You** may be entitled to compensation from the scheme, if they cannot meet their obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim with no upper limit. **You** can get more information about the compensation scheme arrangements from the FSCS or visit [www.fscs.org.uk](http://www.fscs.org.uk). **You** may also contact the FSCS on their Freephone number: 0800 678 1100 or 020 7741 4100 or **You** can write to: Financial Services Compensation Scheme, P O Box 300, Mitcheldean GL17 1DY.

## DATA PROTECTION ACT 1998

Please note that any information provided to **Us** will be processed by **Us** and **Our** agents in compliance with the provisions of the Data Protection Act 1998, for the purpose of providing insurance and handling claims, if any, which may necessitate providing such information to third parties. **We** may also send the information, in confidence, for process to other companies acting on their instructions including those located outside the European Economic Area.

## COMPLAINTS PROCEDURE

It is the intention to give **You** the best possible service but if **You** do have any questions or concerns about this insurance or the handling of a claim **You** should follow the Complaints Procedure below:

### COMPLAINTS REGARDING THE SALE OF THE POLICY

Please contact **Your Administrator**

Hastings (Wesport) Limited  
The Octagon  
Westport  
Co.Mayo  
Tel: 098 27227  
Email: [info@irishweddingsinsurance.ie](mailto:info@irishweddingsinsurance.ie)

If **Your** complaint about the sale of **Your** policy cannot be resolved by the end of the third working day, the **Administrator** will pass it to:

Customer Relations Department  
UK General Insurance Limited  
Cast House  
Old Mill Business Park  
Gibraltar Island Road

Leeds  
LS10 1RJ  
Tel: +44 345 218 2685  
Email: [customerrelations@ukgeneral.co.uk](mailto:customerrelations@ukgeneral.co.uk)

#### COMPLAINTS REGARDING CLAIMS

Please note there are different claim handlers depending on the section of cover **You** are claiming under.  
Sections 1 to 13

Direct Group Wedding Services  
P O Box 1193  
Doncaster  
DN1 9PW  
Tel: +44 344 412 4296  
Email: [customerrelations@directgroup.co.uk](mailto:customerrelations@directgroup.co.uk)

Section 14  
Langleys Solicitors LLP  
Queens House  
Micklegate  
York  
YO1 6WG  
Tel: +44 1904 686 790  
Email: [ukg@langleysclaimsservices.com](mailto:ukg@langleysclaimsservices.com)

In all correspondence please state that **Your** insurance is provided by UK General Insurance Limited and quote scheme reference **06755A**

If it is not possible to reach an agreement, **You** have the right to make an appeal to the Financial Services and Pensions Ombudsman. Please note that if the Complainant's annual turnover exceeds 3 million Euro the Financial Services and Pensions Ombudsman may not be able to investigate your complaint. **You** may contact the Financial Services and Pensions Ombudsman at:

The Financial Services and Pensions Ombudsman ,  
3<sup>rd</sup> Floor,  
Lincoln House  
Dublin 2.,  
Republic of Ireland  
LoCall: 1890 882090  
Telephone: 00353 (1) 6620 899  
Fax: 00353 (1) 6620 890  
Email: [enquiries@financialombudsman.ie](mailto:enquiries@financialombudsman.ie)

Please note that the Ombudsman will not consider **Your** case until **You** have followed the internal complaints procedure by writing to UK General Insurance Limited, as outlined above.

The above complaints procedure is in addition to **Your** statutory rights as a consumer. For further information about **Your** statutory rights contact **Your** local authority Trading Standards Service or Citizens Advice Bureau.

#### UK GENERAL INSURANCE LTD PRIVACY NOTICE

We are UK General Insurance Ltd, referred to as "we/us/our" in this notice. Our data controller registration number issued by the Information Commissioner's Officer is **Z7739575**.

This privacy notice is relevant to anyone who uses our services, including policyholders, prospective policyholders, and any other individuals insured under a policy. We refer to these individuals as "you/your" in this notice.

We are dedicated to being transparent about what we do with the information that we collect about you. We process your personal data in accordance with the relevant data protection legislation.

#### Why do we process your data?

The provision of your personal data is necessary for us to administer your insurance policy and meet our contractual requirements under the policy.

You do not have to provide us with your personal data, but we may not be able to proceed appropriately or handle any claims if you decide not to do so.

#### What information do we collect about you?

Where you have purchased an insurance policy through one of our agents, you will be aware of the information that you gave to them when taking out the insurance. The agent will pass your information to us so that we can administer your insurance policy.

For specific types of insurance policies, for example when offering you a travel insurance policy, we may process some special categories of your personal data, such as information about your health.

We have a legitimate interest to collect this data as we are required to use this information as part of your insurance quotation or insurance policy with us. We may also process the data where it is necessary for a legal obligation, or as part of the establishment or defence of a legal claim.

#### UK General's full privacy notice

This notice explains the most important aspects of how we use your data. You can get more information about this by viewing our full privacy notice online at <http://ukgeneral.com/privacy-notice> or request a copy by emailing us at [dataprotection@ukgeneral.co.uk](mailto:dataprotection@ukgeneral.co.uk). Alternatively, you can write to us at: Data Protection, UK General Insurance Ltd, Cast House, Old Mill Business Park, Gibraltar Island Road, Leeds, LS10 1RJ.

#### Great Lakes Insurance SE Information Notice

Personal Data provided in connection with this policy will be used and processed in line with the Information Notice. A copy of this is available at <https://www.munichre.com/en/service/privacy-statement/index.html>