



## About Our Insurance Services

### Dive Master Insurance Consultants Limited

### Worldwide Diver Travel Insurance

#### Demands and Needs

You require extended stay Travel insurance to cover medical expenses incurred abroad and financial protection of holiday related risks such as cancellation, loss or delay and this Policy fulfils your needs. This is a brief summary of the Policy terms and conditions although the full cover is subject to the terms of the Policy, a specimen of which is available online or upon request to the address shown below and is subject to any other additional cover that may have been agreed. You are reminded that under the Data Protection Act we are not able to discuss or deal with your insurance affairs with a third party, whether or not related to you, without first receiving your written consent. Should you believe that it may be necessary to deal with your insurance affairs through a third party you are requested to obtain from us an appropriate authorisation form to be completed which will allow us to deal with your nominated representative.

The Policy is arranged by Dive Master Insurance Consultants Limited whose address is: 17-23 Rectory Grove, Leigh-on-Sea, Essex, SS9 2HA  
**Telephone:** +44 (0) 1702 476902 **Fax:** +44 (0) 1702 471892 **Email:** sales@divemasterinsurance.com

Dive Master Insurance Consultants Limited is authorised and regulated by the United Kingdom Financial Conduct Authority, firm reference number 306316. Lloyd's (Syndicate PEM 4000) whose address is 1 Lime Street, London, EC3M 7HA provide the insurance. Any correspondence about this Policy should in the first instance be directed to your insurance agent except in respect of the complaints procedure when you should correspond directly with Dive Master Insurance Consultants but you are free to consult with your agent.

#### Features of Cover

We cover you for loss, destruction, damage or theft to Baggage & Dive Equipment, loss or theft of Personal Money, sustaining a Personal Accident, your Personal Liability, Medical & Emergency Expenses incurred abroad, Delay in Departure, missing your Departure, Hospital Inconvenience Benefit, Loss of Passport, Legal Expenses & Advice, Loss of Activity Days, Adverse Weather, Hijack, Avalanche Delay, and Piste Closure. We may also cover risks associated with Adventure Sports activities & Professional Development, and Cancelling or Curtailing your holiday for an additional premium.

#### IMPORTANT:

##### Liability Cover

This is not a specialist diving liability policy, it does not include coverage for dive instruction, dive supervision and advice, nor does it include coverage for criminal defence costs relating to civil liability claims. If You require such specialist benefits please consider purchasing our Sport Diver or Pro Diver products.

#### Cancellation Cover (IF CANCELLATION AND CURTAILMENT COVER is selected)

- This policy only covers cancellation for holidays that occur within the policy dates of coverage.
- Coverage under this section commences from the date the **Schedule** is issued or **Your** trip is booked (whichever is later) and ends at the beginning of each trip or at the end of the policy (whichever is sooner).
- It is important that should **You** book a holiday commencing outside the policy dates that **You** immediately arrange a policy that covers the dates of that holiday.

#### FITNESS TO TRAVEL REQUIREMENTS & PRE EXISTING MEDICAL CONDITIONS AND LINKED CONDITIONS

- This Travel **Insurance Policy** will not cover any **Pre Existing Medical Conditions and linked conditions** that occur before the purchase of the policy unless specifically declared and agreed.
- This Travel **Insurance Policy** is designed to cover unforeseen illnesses and accidents that first occur during the **Travel Period**. This policy will not cover any claims made as a result of a pre-existing medical condition or symptoms that **You** are aware of or that has been diagnosed or is awaiting diagnosis unless specifically agreed by insurers.
- It is therefore **Your** responsibility to disclose any medical conditions that may affect our decision to insure **You**, and if **Your Health Changes** after **You** have taken out this **Insurance Policy** then **You** must contact **Us** without delay.

If **You** decide to book a trip or travel after **Your Health Changes** and **You** do not contact **Us** we will not pay any claims arising as a result of **Your Health Changes**. **Underwriters** reserve the right to alter the terms of this insurance based on the changed medical circumstances.

#### Benefits of Cover

The following are the maximum benefits that may be claimed under each section of the Worldwide Diver Travel Insurance Policy, but certain limits will apply to each section and it is advisable you consult the **DIVE MASTER INSURANCE WORLDWIDE DIVER TRAVEL POLICY WORDING** for details of all limits that will apply to this policy.

**SECTION A – BAGGAGE & DIVE EQUIPMENT - £2,500\***

**SECTION C – PERSONAL ACCIDENT - £25,000**

**SECTION E – MEDICAL & EMERGENCY EXPENSES - £2,000,000**

**SECTION G – MISSED DEPARTURE - £800**

**SECTION I – LOSS OF PASSPORT - £250**

**SECTION K – LOSS OF ACTIVITY DAYS - £500**

**SECTION M – HIJACK - £500 (£50 per day)**

**SECTION O – PISTE CLOSURE - £300**

**SECTION B – PERSONAL MONEY - £500**

**SECTION D – PERSONAL LIABILITY - £2,000,000**

**SECTION F – DELAYED DEPARTURE - £150 (or £3,000 for Abandonment)**

**SECTION H – HOSPITAL INCONVENIENCE BENEFIT - £1,000 (£20 per day)**

**SECTION J – LEGAL EXPENSES & ADVICE - £25,000**

**SECTION L – ADVERSE WEATHER - £200**

**SECTION N – AVALANCHE DELAY - £150**

\*Limited to £400 per item (the maximum item limit may be increased to £600 provided that **INCREASED BAGGAGE ITEM LIMIT** has been selected and the appropriate additional premium paid, £300 Hire, £150 Emergency Essential Replacement)

**Significant or Unusual Provisions and Exclusions that apply to this insurance** This policy is always subject to certain Provisions and Exclusions. In particular this insurance does not provide coverage for:

#### **SECTION A – BAGGAGE & DIVE EQUIPMENT**

**You are NOT covered for:** Loss, destruction, damage or theft to: Contact lenses, dentures, hearing aids, pedal cycles, wheel chairs (unless specifically agreed), vehicles of any kind and their accessories, boats of any kind and their accessories, antiques, musical instruments, pictures, glass, china, camping equipment, samples of merchandise, bonds, coupons, securities or documents of any kind, fragile and brittle articles, household goods, consumables of any description or anything shipped as freight or under a bill of lading, valuables within a suitcase, or in luggage that has been 'checked in' with the carrier, sports equipment whilst in use (other than Dive Equipment or Ski Equipment), cleaning, repairing or restoring of any item of Baggage or Valuables, shortages due to error, omission or depreciation in value, baggage carried for trade or commercial purposes, diving Equipment and Ski Equipment for any occurrence other than: when under the custody or control of the Airline, Shipper or other Carrier, when left unattended in the securely locked holiday accommodation of the insured person, whilst in use, baggage as a result of confiscation or detention by Customs, other officials or authorities, Items that have been hired, loaned or entrusted to you, items of Baggage, Dive Equipment and Ski Equipment that are left unattended in a public place or a place in which members of the general public have access to, any item of Valuables that has been left in your holiday accommodation, unless stored in a securely locked safety deposit box or locked hotel storeroom, Items of Baggage, Dive Equipment and Ski Equipment that are left unattended in a vehicle unless there is physical evidence of a forcible and violent entry into or exit from the vehicle, and that the items were stored in the locked glove compartment, boot or luggage space of that vehicle and kept out of sight at all times, items of Baggage, Dive Equipment and Ski Equipment that are stolen from an unattended vehicle between the hours of 9pm and 7am local time, loss or theft of Baggage, Dive Equipment and Ski Equipment that is not reported to the police within 48 hours of discovery, and a Police Report obtained which shall be produced as evidence to accompany your claim, electrical or mechanical fault of an item of Dive Equipment or Valuables, the first £50 of each and every claim per insured person except in respect of temporary loss of baggage on the outward journey. Any Item you cannot prove you owned and prove the value of (for example, with original receipts) for Baggage, Valuables, Diving Equipment and Skiing Equipment Loss, Destruction or Damage to Items of Baggage, Valuables, Dive Equipment or Ski Equipment while they are not in your control or that have been left in the custody of another person, other than those named under this policy.

#### **SECTION B - PERSONAL MONEY**

**You are NOT covered for:** Loss of money left unattended at any time unless kept in a securely locked safety deposit box, losses not reported to the Police within 48 hours of discovery and a Police report obtained which shall be produced as evidence to accompany any claim, money left unattended in any type of vehicle or in luggage that has been 'checked in' with a Carrier, the first £50 of each and every claim per insured person

#### **SECTION C - PERSONAL ACCIDENT**

**You are NOT covered for:** Diving accidents or injuries (these risks are covered under IDEC Diver Accident Insurance), any medical condition that you were aware of or an injury which existed or was incurred prior to the commencement of the trip, disease or Illness, pregnancy, any claim that is not reported to us within 12 months of the injury first occurring, any claims arising directly or indirectly from any injury, illness, death attributable to Scuba Diving or Free Diving

#### **SECTION D - PERSONAL LIABILITY**

**You are NOT covered for Liability arising from:** Your trade, business or profession, Scuba Diving supervision and training or any other supervision and training relating to recreational sports and activities, the ownership, possession or occupation of any land or building (other than holiday accommodation that you are temporarily occupying, in which case the first £100 of each and every claim is excluded), the ownership, possession or use of animals, vehicles (other than pedal cycles, perambulators or children's toys), firearms, vessels (other than manually propelled water craft) or aircraft of any description

#### **SECTION E - MEDICAL & EMERGENCY EXPENSES**

**You are NOT covered for:** Any medical condition for which at the time of effecting this insurance you are already receiving medical treatment or you are on a waiting list to receive medical treatment, have received a terminal prognosis, are intending to travel against the advice of a qualified medical practitioner, are intending to obtain medical treatment during the period of insurance, death, injury illness or disablement resulting from or arising in connection with pregnancy or childbirth where the expected date of birth is before the expiry of the Travel period or up to 12 weeks after the expiry of the Travel period, the first £50 of each and every claim per insured person, any claims arising directly or indirectly from any injury, illness, death attributable to Scuba Diving or Free Diving

#### **SECTION F - DELAYED DEPARTURE**

**You are NOT covered for:** Delay caused by strike or industrial action existing or notified by declaration of intent on or prior to the date this insurance is effected, a claim made for both delay in departure and abandonment after 24 hours full delayed departure for the same occurrence, the first £50 of each and every claim per Insured person only in the case of abandonment after a full 24 hours delayed departure, delay if you do not check-in for the sea crossing, flight, train, bus or coach departure before the stated check-in time, delay if you do not obtain written confirmation from the shipping company, airline, train, bus or coach company stating the period and reason for the delay. Search and rescue costs in excess of £20,000. Any costs incurred after You have refused the offer of returning home, when, in the opinion of our medical advisors You are fit to travel, any treatment or medication that You receive after You have returned to Your country of residence.

#### **SECTION G - MISSED DEPARTURE**

**You are NOT covered:** If you leave insufficient time to meet the check-in time specified by the transport provider or their agent, or unless you obtain written confirmation from the police or a recognised breakdown and recovery organisation that the vehicle you were travelling in broke down, was involved in an accident, or confirmation from an authorised motoring organisation that you were delayed due to a road closure or heavy congestion following an incident that you were unaware of prior to the outset of your journey, unless you obtain written confirmation from the public transport provider that the service was delayed resulting in you arriving too late to commence your booked journey from or to the United Kingdom, or for missing your departure due to strike, riot, or civil commotion in respect of which a warning was given prior to the commencement of the planned holiday/trip

#### **SECTION H - HOSPITAL INCONVENIENCE BENEFIT**

**You are NOT covered for:** Hospitalisation within the United Kingdom

## SECTION I - LOSS OF PASSPORT

**You are NOT covered:** If you do not report your lost passport to the Police within 48 hours of discovering the loss, for any loss, destruction or damage arising from confiscation or detention by Customs or other officials or authorities

## SECTION J - LEGAL EXPENSES & ADVICE

**You are NOT covered for:** Costs in pursuance of any claims against a Tour Operator, Travel Agent, Insurers, Insurers Agent or Carrier, any costs or legal expenses that are incurred prior to the authorisation and approval of a claim by Dive Master Insurance Consultants Ltd, any claims where we consider your prospects of success in achieving a reasonable settlement are insufficient, any claim not reported to Dive Master Insurance Consultants Ltd within 180 days after the event giving rise to the claim, actions between members of the same family or household, or actions to enforce a judgement or legally binding decision

## SECTION K - LOSS OF ACTIVITY DAYS

**You are NOT covered for:** Claims not verified by a Doctor's certificate, any injury or illness that renders the Insured unable to dive or participate in a Winter Sports, adventure sports or activity package which was in existence prior to the pre-booked and pre-paid package, the first 24 hours of an activity package that is lost following bodily injury or illness

## SECTION L – ADVERSE WEATHER

**You are NOT covered for:** Claims not verified in writing by the scuba dive, Winter Sports, adventure sports or activities package provider, any adverse weather conditions that prevent you from participating in a scuba dive, Winter Sports, adventure sports or activities package which was in existence prior to pre-booked and pre-paid package, the first 24 hours of an activity package that is lost due to adverse weather conditions

## SECTION M – HIJACK

**You are NOT covered:** If you or your family or your business connections have engaged in activities that could be expected to increase the risk of Hijack

## SECTION N – AVALANCHE DELAY

**You are NOT covered for:** Anything that you are NOT covered for under **SECTION G - MISSED DEPARTURE**

## SECTION O – PISTE CLOSURE

**You are NOT covered for:** Claims where you have not obtained confirmation of resort closure from the local representative, claims where not all skiing facilities are totally closed, claims where the lack of snow conditions are known or is public knowledge at the time of effecting this insurance

## GENERAL EXCLUSIONS

**This policy does not insure under any Section of this Insurance policy:** Any consequence of War, Invasion, Act of Foreign Enemy, Hostilities (whether War be declared or not), Civil War, Rebellion, Revolution, Insurrection or Military or Usurped Power, claims of whatever nature directly or indirectly caused by ionising radiation or contamination by radioactivity from nuclear fuel or from any waste from the combustion of nuclear fuel, the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component of such assembly, pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds, any claim arising directly or indirectly from any injury, illness, death, loss, expense or other liability attributable to HIV (Human Immunodeficiency Virus) and/or any HIV related illness including AIDS and/or any mutant derivatives or variations thereof however caused, death, injury, illness or disablement resulting from suicide or attempted suicide, wilful exposure to danger (except in an attempt to save human life), a pre-existing psychiatric condition, venereal infection or the influence of alcohol liquor or drugs (other than drugs taken under medical supervision and not for the treatment of drug addiction), bankruptcy, liquidation of any tour operator, travel agent or carrier/ transportation company unless you have purchased Independent Traveller Cover, driving or riding as a passenger on a motorcycle, quad bike or any other mechanically assisted cycle if you fail to wear a crash helmet on your head, or you fail to wear other safety equipment that is provided, motor cycling as driver unless you are licensed to do so or are riding or driving a motor cycle that does not exceed 125cc, flying or other aerial activities unless specifically agreed with us, except whilst travelling in an aircraft as a passenger (not as a pilot or aircrew nor for the purpose of undertaking any trade or technical operation in or on the aircraft), participation in expeditions or crewing a vessel from one country to another unless specifically agreed, claims that are not notified to us within 60 days of the incident occurring (except under SECTION C – PERSONAL INJURY) engaging in or practising for speed or time trials, sprints or racing of any kind, manual work of any kind unless specifically agreed, engaging in Winter Sports for more than 30 days during the period of cover, **ADVENTURE SPORTS AND DIVE PROFESSIONAL COVER, CANCELLATION AND CURTAILMENT COVER, TRAVEL DISRUPTION COVER or INCREASED BAGGAGE ITEM LIMIT** unless agreed and an additional premium has been paid, the failure of an independently booked travel itinerary unless **INDEPENDENT ITINERARY COVER** has been selected and the appropriate additional premium paid.

## CLOSE RELATIVES OR BUSINESS ASSOCIATES WHOSE HEALTH MAY AFFECT THE TRIP

If at the time of taking out this insurance, or booking the trip if this was later, you are aware that your travel may be cancelled or curtailed because of deteriorating health of a close relative or business associate for which he or she

- was receiving treatment at a hospital, other than routine hospital check-ups for a stable condition, at regular intervals, which have been arranged beforehand.
- was awaiting a hospital consultation or treatment, other than routine check-ups for a stable condition, at regular intervals, which have been arranged beforehand.
- had been given a terminal prognosis, or have been told that their condition is likely to deteriorate in the next 12 months.

we will not pay any claim you or any insured person makes in relation to/or arising from the medical condition of the close relative or business associate, unless it has been declared to us and specifically agreed by underwriters.

This is not an exhaustive list of Exclusions and Provisions that apply to this policy and it is advisable that you consult the **DIVE MASTER INSURANCE WORLDWIDE DIVER TRAVEL POLICY WORDING** for details of all Exclusions and Provisions that will apply to this policy.

## Excesses

A policy excess of between £50 and £100 will apply to some sections of the Worldwide Diver Travel Insurance policy.

### How to make a claim

In the event of a Medical Emergency as a result of sports diving accident, go to or call immediately the nearest physician or hospital without delay, then contact Northcott Global Solutions Ltd (NGS).

**Tel: +44 (0)207 183 8910    Back up Mobile: +44(0) 7785627433    Email: [ops@northcottglobalsolutions.com](mailto:ops@northcottglobalsolutions.com)** Please give your Name, Policy number (NGSDIVE005) and brief description of the problem.

If you need to claim for medical expenses that you incurred as a non-emergency, or would like to make a claim under any other section of the Premium Annual Travel Insurance policy then please contact Dive Master Insurance for a claim form **Telephone: +44 (0) 1702 476902 Fax: +44 (0) 1702 471892 Email: [claims@divemasterinsurance.com](mailto:claims@divemasterinsurance.com)** or you can submit an online claim form which can be found on our website [www.divemasterinsurance.com](http://www.divemasterinsurance.com).

### Your right to Cancel

Insurers give you a Cooling Off period of 14 days from the day of purchase of the insurance, or the day on which policy documentation was received, whichever is the later. If the policy and schedule does not provide you with the protection that you want and you do not want to continue with the insurance you may cancel the policy within this period and obtain a full refund, provided that the period of insurance has not commenced. No refund will be made for cancellations made after the Cooling Off Period has ended and after the period of insurance has commenced.

### Questions & Complaints

The **Insurer** strives to provide an excellent service to all its customers but occasionally things can go wrong. The **Insurer** takes all complaints seriously and endeavours to resolve all customers' problems promptly. If the **Insured** has a question or complaint about this insurance or the conduct of its broker, they should contact that broker in the first instance.

Alternatively, if the **Insured** wishes to contact the **Insurer** directly to make a formal complaint the **Insured** should contact the Compliance Officer at Pembroke Managing Agency Limited.

Pembroke Managing Agency Limited - Complaints Manager

Second Floor South

3 Minster Court

London, EC3R 7DD

Telephone: +44 (0)207 337 4400

Once the **Insured's** complaint is received Pembroke Managing Agency Limited shall attempt to respond within 10 working days from the date of receipt but in any event no later than the response time stipulated by any instructions received from the relevant UK regulator.

In the event the **Insured** is dissatisfied the **Insured** can refer the matter to Lloyd's. Their address and contact details are as follows:-

Policyholder and Market Assistance

Lloyd's

One Lime Street

London

EC3M 7HA

Email: [complaints@lloyds.com](mailto:complaints@lloyds.com)

Tel: +44 (0)20 7327 5693

Fax: +44 (0)20 7327 5225

Details of Lloyd's complaints procedures are set out in a leaflet "How We Will Handle Your Complaint" available at [www.lloyds.com/complaints](http://www.lloyds.com/complaints).

If the **Insured** remains dissatisfied after Lloyd's have considered the complaint the **Insured** may have the right to refer their complaint to the Financial Ombudsman Service at the following address:

Financial Ombudsman Service

Exchange Tower

Harbour Exchange Square

London

E14 9SR

Tel 0800 0234 567

Email [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

Website [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Making a complaint to the Financial Ombudsman Service (FOS) does not affect the **Insured's** rights under this **policy** but if the **Insured** is not an eligible complainant then the informal complaint process ceases.

A summary of the **insurer's** complaint handling procedure is available on request and will also be provided to the **insured** when acknowledging a complaint.

### Compensation

Dive Master Insurance Consultants Ltd are covered by the Financial Services Compensation Scheme. The **Insured** may be entitled to compensation from the Scheme if we are unable to meet our obligations under this contract of insurance. If The **Insured** were entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of this contract of insurance. Further Information about the Scheme is available from the Financial Services Compensation Scheme (10th Floor, Beaufort House, 15 St. Botolph Street, London EC3A 7QU) and on their website: [www.fscs.org.uk](http://www.fscs.org.uk)