

# policy document

EDUCATION INSURANCE



 **Ecclesiastical**

Version 2

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# Introduction (not forming part of the policy)

## Claims enquiries

### For claims other than legal expenses claims

This claims service is provided by the Claims department at Ecclesiastical Insurance Office plc.

If you wish to report a new claim, the service is available 24 hours a day, 7 days a week.

For enquiries about existing claims, the service is available from Monday to Friday 8am to 6pm.

**The claims service number is  
0845 603 8381**

### For legal expenses claims

If you wish to report a new legal expenses claim or discuss an existing claim please call

**DAS Legal Expenses  
Insurance Company Limited  
0117 934 2000**

### For all claims

The action to be taken by the policyholder in the event of an incident which may give rise to a claim is shown in the Claims Conditions on pages 13 to 15.

## Policy information

**Please read this policy carefully to ensure it meets your requirements.**

### The policy consists of

#### This policy document

This contains the general policy Preamble, Definitions, Exclusions, Conditions, Requirements and Memoranda which incorporate definitions and terms that apply to the whole policy.

Individual sections numbered 1–9 as shown in the table of contents, each setting out the terms relating to that section and the definitions used specifically in that section. All the sections available are shown but you must check with your policy schedule (see below) to see which sections are included in your policy.

#### The policy schedule

This shows information that is individual to your insurance eg the identity of the insured, the business being covered, the period of insurance, the covers you have chosen to include, the limits that apply and any special clauses. We will send an updated schedule at each annual renewal date and when changes are requested by you or made by us.

At renewal we may send you a further document called 'Updates to your Policy' – this shows changes to the policy document applicable to all policies of the type you hold. Please retain these 'Updates to your Policy' notices, plus the latest schedule, with your policy document.

# Helplines (not forming part of the policy)

**The helpline services described below have been arranged by us for the benefit of our policyholders.**

**These helplines are manned 24 hours a day 365 days a year.**

When telephoning these services would you please make sure that you are able to give your policy number. This can be found on the policy schedule. The services are:

## Emergency glass replacement

**0800 474747**

This is provided by Solaglas. If you suffer glass breakage you can call upon the services of Solaglas whose operatives will effect a rapid repair.

If you are insured for glass breakage Solaglas will issue two separate invoices, an invoice for you to cover the amount of any policy excess and recoverable VAT and an invoice which is sent directly to us for the remaining costs.

If the glass is not insured you will be solely responsible for the entire cost of repairs.

**The following are provided by DAS Legal Expenses Insurance Company Limited (DAS).**

To help them check and improve their services all calls (except those related to counselling) are recorded.

DAS will not accept responsibility if the Helpline Services fail for reasons they cannot control.

Please **DO NOT** telephone DAS to report a general insurance claim. Call your broker or Ecclesiastical.

## Business assistance

**0117 934 2104**

In the event of an unforeseen emergency affecting the policyholder's business premises which causes damage or potential danger DAS will contact a suitable repairer or contractor and arrange assistance on behalf of the policyholder. You are responsible for paying contractors' fees, but if the damage is covered under your policy you will be able to submit a claim in the normal way.

## Eurolaw commercial legal advice

**0117 934 2104**

At the telephoned request of an official of the business, DAS will provide legal advice on any commercial legal problem affecting the business, under the laws of the member countries of the European Union, the Isle of Man, the Channel Islands, Switzerland and Norway.

## Tax advice (commercial)

**0117 934 2104**

At the telephoned request of the Insured DAS will provide advice on any tax matters affecting the business, under the laws of the United Kingdom.

## Counselling

**0117 934 2121**

DAS will provide all employees of the policyholder (including any member of their immediate family who permanently live with them) with a confidential counselling service over the telephone, including where appropriate, onward referral to relevant voluntary and/or professional services.

# Information services (not forming part of the policy)

**The following are provided by  
DAS Legal Expenses Insurance  
Company Limited (DAS).**

## Employment manual

The DAS Employment manual offers comprehensive, up to date guidance on rapidly changing employment law.

**To view the Employment manual  
please visit the DAS website at  
[www.das.co.uk](http://www.das.co.uk)**

From the Home Page click on the Employment manual icon. All the sections of this web-based document can be printed off for your own use.

**Email DAS at  
[marketing@das.co.uk](mailto:marketing@das.co.uk)**

with your email address, quoting your policy number and DAS will contact you by email to inform you of future updates to the information.

## DAS businesslaw

At [www.dasbusinesslaw.co.uk](http://www.dasbusinesslaw.co.uk) you will find a free, online reference full of the sorts of letters, articles and forms that will help you run your business successfully. DAS businesslaw users can also access interactive document builders, to help make composing commercial documents as easy as possible.

From new legislation and employment issues to property law and taxation, you will find the content provided by DAS businesslaw is updated regularly by legal experts to help you keep your business one step ahead.

**To register your details, access the  
DAS businesslaw website at  
[www.dasbusinesslaw.co.uk](http://www.dasbusinesslaw.co.uk)**

When asked for your policy number, please insert your Ecclesiastical policy number prefixed with 'EIG' and the password is **DAS472301**

# Education Insurance

## Preamble

The Ecclesiastical Insurance Office plc (the Company) and the Insured named in the schedule agree that

- (1) the application or proposal form or any other information supplied shall be incorporated into the contract
- (2) this policy document the schedule (including any replacement schedule) and any endorsement shall together form the policy and be considered as one document
- (3) the Insured will pay the premium
- (4) the Company will subject to the terms and conditions of this policy provide insurance under the sections specified in the schedule during the period of insurance or any subsequent period for which the Insured shall pay and the Company shall accept the renewal premium
- (5) this policy shall be governed by and construed in accordance with the law of England and Wales unless the policyholder's habitual residence (in the case of an individual) or central administration and/or place of establishment is located in Scotland in which case the law of Scotland shall apply

# General definitions

Each time any of the following words or phrases appear in this booklet in **bold italic** type (or in capital letters in the Schedule) they will take the specific meaning shown below unless more specifically defined under each individual policy section

Where words or phrases are not highlighted in this manner the normal everyday meaning of the word or phrase will apply

## **Asbestos**

means asbestos asbestos fibres or any derivatives of asbestos including any product containing any asbestos asbestos fibres or any derivatives of asbestos

## **Business**

means the business of the **insured** as stated in the schedule

## **Company / we / our / us**

means Ecclesiastical Insurance Office plc

## **Damage**

means physical loss destruction or damage

## **Data**

means information represented or stored electronically including but not limited to code or series of instructions operating systems software programs and firmware

## **Denial of service attack**

means any actions or instructions constructed or generated with the ability to damage interfere with or otherwise affect the availability of networks network services network connectivity or information systems

This includes but is not limited to the generation of excess traffic into network addresses the exploitation of system or network weaknesses and the generation of excess or non-genuine traffic between and amongst networks

## **Excess**

means the first amount of each and every loss (after applying an adjustment for underinsurance) up to the amount set out in the schedule to this policy relevant to that loss

## **Geographical limits**

means England Scotland Wales Northern Ireland the Channel Islands and the Isle of Man

## **Hacking**

means unauthorised access to any computer or other equipment or component or system or item which processes stores transmits retrieves or receives data whether **your** property or not

## **Insured / you / your**

means the Insured shown in the schedule

## **Premises**

means that part of the premises at the addresses shown in the schedule owned or occupied by **you** in connection with the **business**

## **Terrorism**

means an act including but not limited to the use of force or violence and/or the threat thereof of any person or group(s) of persons whether acting alone or on behalf of or in connection with any organisation(s) or government(s) committed for political religious ideological ethnic or similar purposes or reasons including the intention to influence any government and/or to put the public or any section of the public in fear

## **Unoccupied**

means unoccupied or untenanted or not in use for a period of more than 60 days (other than in connection with normal vacations)

## **Virus or similar mechanism**

means program code programming instruction or any set of instructions intentionally constructed with the ability to damage interfere with or otherwise adversely affect computer programs data files or operations whether involving self-replication or not

This includes but is not limited to Trojan horses worms and logic bombs

# General exclusions

## This policy does not cover

### 1 Excess

any **excess** shown in the schedule

### 2 Other insurances

property more specifically insured under another policy

### 3 Radioactive contamination

- (a) **damage** to any property whatsoever or any loss or expense whatsoever resulting or arising there from or any consequential loss
- (b) any legal liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from
  - (i) ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
  - (ii) the radioactive toxic explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof

Exclusion 3 does not apply to the Personal accident section

Exclusions 3(b)(i) and (ii) do not apply to Cover 1 of the Liabilities section except in respect of liability of any principal and liability assumed by agreement

### 4 War risks

any contingency liability or **damage** occasioned by or happening through war invasion act of foreign enemy hostilities or warlike operations (whether war be declared or not) civil commotion assuming proportions of or amounting to a popular rising civil war military rising mutiny rebellion revolution insurrection military or usurped power or martial law

Exclusion 4 does not apply to Cover 1 of the Liabilities section

### 5 Sonic bangs

**damage** directly occasioned by pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds

### 6 Date recognition

any consequential or other loss costs and expenses and any legal liability accidental bodily injury or **damage** to property directly or indirectly caused by or contributed to by or consisting of or in any way relating to or connected with the failure or possible failure of any **computer**

- (a) correctly to recognise any date as its true calendar date
- (b) to capture save or retain and/or correctly to manipulate interpret or process any data or information or command or instruction as a result of treating any date otherwise than as its true calendar date
- (c) to capture save retain or correctly process any data as a result of the operation of any command which has been programmed into any **computer** being a command which causes the loss of data or the inability to capture save retain or correctly to process such data on or after any date but this shall not exclude subsequent **damage** or consequential loss not otherwise excluded which itself results from a **defined peril**

## Definitions specific to exclusion 6

### Computer

means computer or other equipment media or system (or any part of them) for processing storing or retrieving data to include without limitation any microchip integrated circuit or similar device or any computer software



**Defined peril**

means any of the insured events specified in any section(s) of this policy insuring property excepting

- (a) accidental loss destruction or damage and
- (b) causes excluded from these insured events

Exclusion 6 does not apply to the Assault extension of the Money section and the Personal accident section

**7 Terrorism**

any claim directly or indirectly caused by resulting from or in connection with **terrorism** regardless of any other contributory cause

This insurance also excludes any claim directly or indirectly caused by resulting from or in connection with any action taken in controlling preventing suppressing or in any way relating to **terrorism**

If **we** allege that by reason of this exclusion any claim is not covered by this policy the burden of proving the contrary shall be upon **you**

Exclusion 7 does not apply to the Legal expenses section the Personal accident section and Cover 1 of the Liabilities section

# General conditions

## 1 Misrepresentation and misdescription

This policy shall be voidable in the event of a material misrepresentation misdescription or nondisclosure

## 2 Precedents to liability

The due observance and fulfilment of the terms of this policy in so far as they relate to anything to be done or complied with by **you** shall be conditions precedent to any liability of the **Company** to make any payment under this policy

## 3 Reasonable care

**You** shall take all reasonable precautions to prevent **damage** accident illness and disease and shall exercise reasonable care in seeing that all statutory and other obligations and regulations are duly observed and complied with and shall maintain the **premises** and works machinery and plant in sound condition

If any defect is discovered by complaint or otherwise **you** shall take immediate steps to remedy the same and in the meantime shall cause such temporary precautions to be taken as the circumstances may require

## 4 Alteration of risk

If after the commencement of the insurance there is any alteration of the risk

- (a) whereby the risk of **damage** accident or liability is increased
- (b) whereby the **premises** are undergoing major structural alterations or major repair (that does not include where workmen are allowed on the **premises** to carry out minor repairs alterations or general maintenance not involving external scaffolding)
- (c) by closure vacation of occupation (other than in connection with normal vacations) or by the **business** being permanently discontinued or by removal

- (d) whereby **your** interest ceases except by will or operation of law
- (e) whereby an administrator or a liquidator or receiver is appointed or where **you** enter into a voluntary arrangement
- (f) by any other material change in use of the **premises**

it is a condition of this policy that immediate notice is given to **us**

Upon any alteration as described above **we** shall be entitled to cancel the policy from the date of such alteration or impose special terms or charge an additional premium

## 5 Warranties

Every warranty to which the property or risk insured or any item thereof is or may be made subject shall from the time the warranty attaches apply and continue to be in force during the whole currency of this policy and non-compliance with any such warranty in so far as it increases the risk of **damage** shall be a bar to any claim in respect of such **damage**

## 6 Multiple insurances

### (a) All sections

except Equipment breakdown Liabilities  
Legal expenses Money with assault  
extension Personal accident and  
Professional indemnity

If at the time any claim arises under this policy there are any other insurances in force covering the same **damage** or liability **we** shall not be liable for more than **our** rateable proportion and if such other insurance is subject to any condition of underinsurance this policy if not already subject to any condition of underinsurance shall be subject to that condition of underinsurance in like manner

**(b) Equipment breakdown  
Liabilities Legal expenses  
Money and Professional  
indemnity sections**  
(apart from the Assault extension)

If at the time of any claim arising under this policy **you** are or would but for the existence of this policy be entitled to indemnity under any other policy or policies **we** shall not be liable except in respect of any additional amount beyond the amount which would have been payable under such other policy or policies had this insurance not been effected

**(c) Personal accident section  
and the Assault extension  
of the Money section**

Irrespective of the number of policies issued by **us** which provide cover to an insured person **we** shall not pay personal accident benefits under more than one policy for any one occurrence  
The policy which provides the greatest benefit shall apply

**7 Fraudulent claims**

If any claim upon this policy be in any respect fraudulent or if fraudulent means or devices are used by **you** or anyone acting on **your** behalf to obtain benefit under this policy or if any **damage** is occasioned by **your** wilful act or with **your** connivance all benefit under this policy shall be forfeited

**8 Arbitration**

If any difference shall arise as to the amount to be paid under this policy (liability being otherwise admitted) such difference shall be resolved by arbitration in accordance with the statutory provisions in force at the time by

- (a) an arbitrator agreed to in writing by the parties or if the parties cannot agree

- (b) an arbitrator appointed by the Chartered Institute of Arbitrators following a request from either party after a seven day written notice by one party to the other requiring an agreement

**You** must not take legal action against **us** over the dispute before the arbitrator has reached a decision

**9 Cancellation**

Paragraph (i) is applicable to Retail Customers only (the schedule will indicate if **you** are a Retail Customer)

**(i) Your right to cancel in the  
cooling-off period**

If after insuring with **us** and receiving the full written policy documentation including the schedule **you** subsequently change **your** mind **you** have 14 days to write to the sender confirming that **you** do not wish to continue  
No charge will be made and any premium **you** have already paid will be refunded  
After this cooling-off period **your** right to cancel the policy is as described in paragraph (ii) below

Paragraphs (ii) and (iii) are applicable to all customers

**(ii) Your right to cancel the policy**

**You** may cancel the policy provided that **you** give **us** notice in writing  
As long as **you** have not made a claim **you** will receive a refund of the part of **your** premium which covers the cancelled period provided this exceeds £15

If **you** have made a claim then the full annual premium is due

### (iii) **Our right to cancel**

In circumstances other than any alteration of the risk (see condition 4) **we** may cancel the policy or any section of it by sending seven days' notice by recorded delivery to **you** at **your** last known address and shall refund to **you** the proportionate premium for the unexpired period of cover

### **10 Adjustment of premium**

If any part of the premium has been calculated on estimates **you** shall within 30 days from the expiry of each period of insurance furnish to **us** such information as **we** may require and the premium for such period shall be adjusted and the difference paid by or allowed to **you** subject to any minimum premium

### **11 Long term agreement**

Where shown in the schedule that a discount of premium is allowed in consideration of **you** having made an agreement to offer annually certain insurances under this policy on the terms in force at the expiry of each period of insurance and to pay the premium annually in advance it is understood that

- (a) **we** shall be under no obligation to accept an offer made in accordance with the above mentioned agreement
- (b) the sum insured may be reduced at any time to correspond with any reduction in value or variation in the **business**

This agreement shall apply to any policy or policies which may be issued by **us** in substitution for this policy and the same discount shall be allowed from the corresponding premium for any substituted policy or policies issued by **us**

# Claims conditions

## Your duties

On the happening of any incident which may give rise to a claim **you** shall

### 1 General

All sections other than  
Legal expenses

- (a) take all practicable steps to recover property lost and otherwise minimise the claim
- (b) inform the Police immediately if the **damage** is caused by thieves malicious persons or vandals or by riot civil commotion strikes or labour disturbances
- (c) notify **us** immediately
- (d) at **our** request and at **our** expense do or allow to be done everything reasonably required by **us** for the purpose of making any recoveries from other parties (whom **we** would be entitled to pursue upon settlement of **your** claim) whether such action is necessary before or after **we** pay **your** claim under the policy

### 2 Property damage Property damage plus Equipment breakdown and Money sections

excluding the Money  
assault extension

- (a) within 30 days or such further time as **we** may in writing allow deliver to **us** a written claim providing at **your** own expense all details proofs and information regarding the cause and amount of the **damage** as **we** may reasonably require together with details of any other insurances on any property insured by this policy and (if demanded) a statutory declaration of the truth of the claim and of any related matters

No claim under these sections shall be payable unless the terms of this condition have been complied with

- (b) if **we** elect or become bound to reinstate or replace any property produce at **your** own expense and give to **us** all such plans documents and information as **we** may reasonably require

However **we** shall not be bound to reinstate exactly or completely but only as circumstances permit and in reasonably sufficient manner and shall not in any case be bound to expend in respect of any one of the items insured more than the sum insured

### 3 Business interruption section

within 30 days after the expiry of the indemnity period or within such further time as **we** may in writing allow at **your** own expense deliver to **us** a statement setting out particulars of the claim together with details of all other insurances covering any part of the **damage** or resulting business interruption

**You** shall at **your** own expense also provide **us** with such books of account and other business books vouchers invoices balance sheets and other documents proofs information explanations and other evidence as may reasonably be required by **us** for the purpose of investigating or verifying such claim together with (if demanded) a statutory declaration of the truth of the claim and of any related matters

No claim under this section shall be payable unless the terms of this condition have been complied with and in the event of non-compliance any payment on account of the claim already made by **us** shall be repaid to **us**

### 4 Liabilities section

- (a) not make or allow to be made on **your** behalf any admission offer promise payment or indemnity without **our** written consent
- (b) forward to **us** every letter claim writ summons and process immediately upon receipt without acknowledgement and advise **us** in writing as soon as **you** have any knowledge of any impending prosecution inquest or fatal injury inquiry in connection with that event

### 5 Legal expenses section

as described in the Legal expenses section of the policy

### 6 Personal accident section and the Assault extension of the Money section

- (a) at **your** own expense provide all certificates information and evidence as required by and in the form prescribed by **us**
- (b) arrange for the insured person to undergo medical examination by the **Company's** medical practitioner as often as required at **our** expense

### 7 Professional indemnity section

- (a) give written notice to **us** (regardless of the uninsured excess) as soon as possible after becoming aware of circumstances which might reasonably be expected to produce a claim irrespective of **your** views as to the validity of the claim or on receiving information of a claim for which there may be liability under this section Any claim arising from such circumstances shall be deemed to have been made in the period of insurance in which such notice has been given
- (b) forward to **us** every letter claim writ summons and process immediately upon receipt without acknowledgement
- (c) not make or allow to be made on **your** behalf any admission offer promise payment or indemnity without **our** written consent
- (d) give all such assistance as **we** may require but **you** shall not be required to contest any legal proceedings unless a Queen's Counsel (or by mutual agreement between **you** and **us** a similar authority) shall advise that such proceedings could be contested with the probability of success

## Our rights

### 1 All sections

except Legal expenses the Assault extension of the Money section and Personal accident

- (a) **We** may start take over defend and conduct any legal action in **your** name or prosecute in **your** name for **our** benefit any claim for indemnity or damages and shall have full discretion in the conduct and settlement of any such action
- (b) **We** may enter any building where **damage** has occurred and take possession of the building and take and keep possession of any property insured by this policy but **you** may not abandon property to **us**

This policy shall be proof that **you** have given **us** authority to exercise **our** rights under this condition

### 2 Liabilities and Professional indemnity sections

**We** may at any time pay to **you** the limit of indemnity

- (a) in the case of Employers' liability or Prosecution defence cost or Professional indemnity claims after deduction of any sum or sums already paid or incurred

- (b) in the case of Public and products liability claims after deduction of any sum or sums already paid or incurred as damages

or any less amount for which at **our** discretion any claim or claims can be settled and **we** will then relinquish control of any such claim and be under no further liability except that in respect of any Public and products liability claim (other than any claim originating from within the legal jurisdiction of the United States of America or Canada) **we** will also pay any legal costs incurred prior to the date of such payment

### 3 Legal expenses section

As described in the Legal expenses section of the policy

### 4 Personal accident section and the Assault extension of the Money section

**We** shall in the event of death of any insured person be entitled to have a post mortem at **our** expense

# General memoranda

## 1 Designation

For the purpose of determining where necessary the heading under which any property is insured **we** agree to accept the designation under which such property has been entered in **your** books

## 2 Contracts (Rights of Third Parties)

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



# Security requirements

## 1 Protection condition

It is a condition precedent to liability in respect of **damage** at or to the **premises** caused by theft or attempted theft that all locks bolts and other protective devices (except intruder alarms) fitted to the **premises** be brought into use whenever the **premises** are closed for business and are not attended by **you** or an authorised person for the purpose of the **business**

In this condition the words 'business portion of the **premises**' are deemed to be substituted for '**premises**' when part of the **premises** is occupied residentially by **you** or an authorised person

## 2 Intruder alarm condition

applicable only if shown as operative in the schedule

In respect of **damage** due to or arising from theft or attempted theft at the **premises** it is a condition precedent to liability under this policy that an **intruder alarm system** is installed at the **premises** and that

- (a) the **intruder alarm system** shall be installed in accordance with the specification agreed in writing by **us** and no alteration or variation of the system or any structural alteration to the **premises** which would affect the system shall be made without **our** written consent
- (b) the **intruder alarm system** shall be maintained in full and efficient working order at all times and be serviced under a maintenance contract approved by **us** and immediate notice of any apparent defect in the **intruder alarm system** or its signalling shall be given to the maintenance contractor
- (c) the **intruder alarm system** shall be tested and set whenever the alarmed portion of the **premises** is closed for business and is not attended by **you** or any person authorised by **you** to be responsible for the security of the **premises** provided that any detection

devices and their circuits connected for continuous protection shall be fully operative at all times

- (d) all keys including duplicate keys and notes of combination locks/electronic pass codes letters and numbers relative to the **intruder alarm system** shall be removed from the buildings of the **premises** whenever they are closed for business and are left unattended provided that at such times if part of the **premises** is occupied residentially by **you** or an authorised employee the said keys shall be removed from the business portion of the **premises** to the part occupied residentially
- (e) immediate advice shall be given to **us** of any notice from the Police or a security organisation that **intruder alarm system** signals may be or will be disregarded
- (f) **you** shall appoint at least two **keyholders** and lodge written details (which must be kept up to date) with the alarm company and police authorities
- (g) in the event of notification of any activation of the **intruder alarm system** or interruption of the means of communication during any period that the **intruder alarm system** is set a **keyholder** shall attend the **premises** within 20 minutes

### Definitions specific to condition 2

#### **Intruder alarm system**

means the component parts including the means of communication used to transmit signals

#### **Keyholder(s)**

means **you** or any person or keyholding company authorised by **you** who is available at all times to accept notification of faults or alarm signals relating to the **intruder alarm system** and attend and allow access to the **premises**

# 1 Property damage

## The schedule will show if this section applies

### Definitions

Each time any of the following words or phrases appear in this section in **bold italic** type (or in capital letters in the schedule) they will take the specific meaning shown below

Where words or phrases are not highlighted in this manner the normal everyday meaning of the word or phrase will apply

### Boats

means

- (a) Sailing vessels less than nine metres in length or manually propelled craft or
- (b) powered watercraft less than nine metres in length overall and designed to produce a maximum speed of less than 30 knots and their associated equipment

### Buildings

means the buildings of the **premises** including landlord's fixtures and fittings outbuildings walls gates and fences piping ducting cables wires and associated control gear and accessories on the **premises** and extending to the public mains but only to the extent of the **Insured's** responsibility yards car parks roads and pavements storage tanks artificial playing surfaces swimming pools and associated apparatus

For private dwelling houses the definition of buildings is amended to read any private dwelling house including garages and outbuildings permanent fixtures and fittings swimming pools tennis courts paths drives terraces patios walls fences hedges and gates all within the boundaries of the land belonging to the private dwelling and used solely for domestic purposes

Unless stated otherwise buildings are brick stone or concrete built and roofed with slates tiles concrete metal asphalt or sheets or slabs composed of incombustible mineral ingredients and exclude land piers jetties bridges culverts and excavations

### Contents

means furniture plant machinery instruments equipment furnishings fixtures fittings utensils consumable stores and all other contents including

- (a) tenants improvements alterations and decorations
- (b) documents manuscripts and business books for the cost of materials and of clerical labour in reproducing them
- (c) computer systems records but only for the value of the materials together with the cost of clerical labour and computer time expended in reproducing such records (excluding any expenses in connection with the production of information to be recorded therein) and not for the value to **you** of the information contained therein for an amount not exceeding 5% of the sum insured by the item on contents

all belonging to **you** or for which **you** are legally responsible and contained in the **premises** and elsewhere as stated

excluding

- (i) landlord's fixtures and fittings
- (ii) cash or money instruments of any description whether negotiable or non-negotiable
- (iii) vehicles licensed for road use (including accessories thereon) caravans trailers railway locomotives rolling stock watercraft or aircraft
- (iv) any living creatures trees shrubs plants or other vegetation
- (v) explosives other than Combined Cadet Force property
- (vi) any property more specifically insured

**Groundsmen's equipment**

means groundsmen's machines and equipment in the grounds and playing fields of the **premises**

**Insured event(s)**

means any insurable event (from 1 Fire lightning and explosion to 19 Act of terrorism) set out as included in the schedule to this policy

**Item(s) insured**

means the items insured as set out in the Property damage section of the schedule to this policy

**Personal possessions**

means the personal possessions of the persons shown in the schedule whilst contained in the **premises** or whilst such persons are away from the **premises** on organised educational trips up to the limit per person shown in the schedule

For this purpose 'personal possessions' means personal articles worn used or carried about the person including instruments sports and other equipment and tools for use in connection with **your business** but excluding

- (a) money securities and stamps
- (b) jewellery
- (c) articles of precious metal
- (d) furs
- (e) pedal cycles
- (f) property if and so far as it is otherwise insured

**Cover**

**We** will indemnify **you** (by payment up to the value of the **items insured** at the time of the **damage** or at **our** option by repair reinstatement or replacement) in respect of **damage** to the **items insured** by any **insured event** (stated as insured in the schedule) happening during the period of insurance

Provided that **our** liability in any one period of insurance shall not exceed the sum insured for each item nor in all the total sum insured

**Insurable events****1 Fire lightning and explosion****Fire**

(whether resulting from explosion or otherwise) not occasioned by or happening through

- (a) the property's own spontaneous fermentation or heating or its undergoing any process involving the application of heat
- (b) earthquake subterranean fire riot civil commotion

**Lightning****Explosion**

excluding

- (a) **damage** in respect of and originating in any vessel machinery or apparatus or its contents belonging to **you** or under **your** control which is required to be examined to comply with any Statutory Regulations unless such vessel machinery or apparatus shall be the subject of a policy or other contract providing the required inspection service
- (b) **damage** by fire resulting from explosion

## 2 Aircraft

Aircraft and other aerial devices or articles dropped from them

## 3 Riot

Riot civil commotion strikers locked-out workers or persons taking part in labour disturbances excluding

- (a) **damage** occasioned by or happening through confiscation or destruction or requisition by order of the government or any public authority
- (b) **damage** resulting from cessation of work
- (c) **damage** occurring in Northern Ireland

## 4 Malicious persons

Malicious persons not acting on behalf of or in connection with any political organisation

excluding

- (a) **damage** occasioned by or happening through confiscation or destruction or requisition by order of the government or any public authority
- (b) **damage** resulting from cessation of work
- (c) **damage** occurring in Northern Ireland
- (d) **damage** by theft or attempted theft or by risks described in Insurable event 1
- (e) **damage** in respect of any building which is **unoccupied**
- (f) **damage** arising from deliberate erasure loss distortion or corruption of information on computer systems or other records programs or software

## 5 Earthquake

## 6 Subterranean fire

## 7 Storm

excluding

- (a) **damage** by
  - (i) the escape of water from the normal confines of any natural or artificial water course or lake reservoir canal or dam
  - (ii) inundation from the sea whether resulting from storm or otherwise
- (b) **damage** attributable solely to change in the water table level
- (c) **damage** by frost subsidence or landslip
- (d) **damage** to fences gates and moveable property in the open (other than **boats** and other moveable property provided for in Extension 14 of this section) and inflatable structures except where damaged by falling trees

## 8 Flood

Flood caused by

- (a) the escape of water from the normal confines of any natural or artificial water course (other than water tanks apparatus or pipes) or lake reservoir canal or dam
- (b) inundation from the sea

but excluding

- (i) **damage** attributable solely to change in the water table level
- (ii) **damage** by frost subsidence or landslip
- (iii) **damage** to fences gates and moveable property in the open (other than **boats** and other moveable property provided for in Extension 14 of this section)

## 9 Escape of water

Escape of water from any tank apparatus or pipe including **damage** to any water tank apparatus or pipe itself caused by freezing of water excluding

- (a) **damage** by water discharged or leaking from an installation of automatic sprinklers
- (b) **damage** in respect of any building which is **unoccupied**

## 10 Impact

Impact with the property insured by any road vehicle or animal

## 11 Falling trees

Falling trees other than as a result of felling lopping or topping

## 12 Falling aerials

Breakage or collapse of television and radio receiving aerials aerial fittings and masts

## 13 Escape of oil

Escape of oil from any fixed oil-fired heating installation or storage tank including resultant loss of oil

## 14 Sprinkler leakage

Accidental escape of water from any automatic sprinkler installation in the **premises** not caused by

- (a) freezing in any building which is **unoccupied**
- (b) explosion earthquake subterranean fire or heat caused by fire

## 15 Accidental damage

Any other accidental **damage** excluding

- (a) **damage** which is specifically mentioned elsewhere under this section
- (b) **damage** to the **items insured** caused by or consisting of inherent vice latent defect gradual deterioration wear and tear its own faulty or defective design or materials faulty or defective workmanship but this shall not exclude subsequent **damage** which itself results from a cause not otherwise excluded

- (c) **damage** caused by or consisting of corrosion rust wet or dry rot shrinkage evaporation loss of weight dampness dryness marring scratching vermin insects change in temperature colour flavour texture or finish
- (d) **damage** consisting of
  - (i) joint leakage failure of welds or cracking fracturing collapse or overheating of boilers economisers superheaters pressure vessels or any range of steam and feed piping in connection therewith
  - (ii) mechanical or electrical breakdown or derangement in respect of the particular machine apparatus or equipment in which such breakdown or derangement originates
- (e) **damage** caused by or consisting of
  - (i) acts of fraud or dishonesty
  - (ii) disappearance unexplained or inventory shortage misfiling or misplacing of information
- (f) **damage** caused by or consisting of erasure loss distortion or corruption of information on computer systems or other records programs or software
- (g) **damage**
  - (i) to a **building** or structure caused by its own collapse or cracking
  - (ii) in respect of moveable property in the open fences and gates by wind rain hail sleet snow or dust
  - (iii) to property resulting from its undergoing any process of cleaning dyeing restoration production packing treatment testing commissioning servicing or repair

## 16 Subsidence

Subsidence heave or landslip of the site on which the **premises** stand excluding **damage**

- (a) attributable solely to change in the water table level
- (b) to boundary walls gates fences piping ducting cables wires and associated control gear and accessories yards car parks roads and pavements storage tanks artificial playing surfaces and swimming pools unless also resulting in **damage** to a building insured under this policy
- (c) caused by or consisting of
  - (i) the normal settlement or bedding-down of new structures
  - (ii) the settlement or movement of made-up ground
  - (iii) coastal or river erosion
- (d) caused by defective design or workmanship or the use of defective materials
- (e) caused by fire subterranean fire explosion earthquake or the escape of water from any tank apparatus or pipe
- (f) which originated prior to the inception of cover
- (g) resulting from
  - (i) demolition construction structural alteration or repair of any property
  - (ii) groundworks or excavation at the same **premises**

### Special condition applicable to insurable event 16

**You** shall notify **us** immediately **you** become aware of any demolition groundworks excavation or construction being carried out on any adjoining site **We** shall then have the right to vary these terms or cancel this cover

## 17 Theft or attempted theft

Theft or attempted theft whether or not involving entry to or exit from the **premises** by forcible or violent means excluding

- (a) **damage** in respect of any building which is **unoccupied**
- (b) moveable property in the open (other than **boats** and other moveable property provided for in Extension 14 of this section)
- (c) **damage** to the **buildings** as a result of theft or attempted theft

## 18 Glass and sanitary fixtures

Accidental breakage of any part of the exterior and interior glass sanitary fixtures or signs including the reasonable cost of

- (a) repairs to framework following breakage of the insured glass
- (b) necessary boarding-up pending replacement of the insured glass
- (c) in the case of multiple glazing the additional cost of re-creating vacuums or the purchase and installation of new sealed units
- (d) replacing any lettering painting or alarm foil on such glass

but excluding

- (i) **damage** to glass sanitary fixtures or signs already damaged at the commencement of the insurance
- (ii) disfiguration or **damage** to glass not extending through the entire thickness of the glass
- (iii) breakage at any building which is **unoccupied**
- (iv) breakage of glass while not fixed
- (v) breakage occasioned by or traceable to alterations to the **premises** or in the glass whereby the risk of breakage is increased
- (vi) **damage** to bulbs or tubes unless the signs in which they are contained are damaged at the same time
- (vii) **damage** which is specifically mentioned elsewhere under this section

## 19 Act of terrorism

Acts of persons acting on behalf of or in connection with any organisation which carries out activities directed towards the overthrowing or influencing by force or violence of HM Government in the United Kingdom or any other Government de jure or de facto and certified in writing as an Act of Terrorism by HM Treasury

Cover is limited to property situated in Great Britain for the purpose of this insurable event Great Britain means England Wales and Scotland but not the territorial seas adjacent thereto as defined by the Territorial Sea Act 1987

If **we** allege that any **damage** is not covered by this insurable event the burden of proving that such **damage** is covered shall be upon **you**

This insurable event is not subject to any long term agreement or undertaking which may otherwise apply

The insurance provided by this insurable event is not subject to any of the exclusions applying to the whole policy except exclusion 4 War Risks and is not subject to any exclusion of **damage** caused by pollution or contamination

Excluding

- (a) **damage** in respect of any property not being a block of flats which is insured in the name of a private individual and is occupied by that individual for residential purposes
- (b) **damage** caused by riot and civil commotion

## Explanatory note (not forming part of the policy)

This Insurable event covers your property (and, if insured, subsequent business interruption) against only those terrorist acts which are certified by HM Treasury as an 'Act of Terrorism' ie acts committed by or on behalf of organisations attempting to overthrow or influence the government by force or violence

It does not provide cover for all terrorism as defined in the terrorism exclusion applying to the whole policy

## Extensions

The insurance by this section is extended to include the following

### 1 Non-invalidatio

The cover by this section shall not be invalidated by any act or omission or any alteration whereby the risk of **damage** is increased unknown to **you** or beyond **your** control provided that **you** immediately on becoming aware of this give notice to **us** and pay an additional premium if required

### 2 Reinstatement of sum insured

not applicable to any limits  
in the extensions to this section

In consideration of **your** agreement to pay such additional premium as may be required **we** will automatically reinstate the sum insured in full after **damage** has occurred

Provided that

- (a) **we** have not given **you** notice within 30 days of **you** reporting the **damage** to **us** that **we** will not reinstate the sum insured
- (b) in respect of **damage** by theft or attempted theft reinstatement will only apply subject to **you** completing any improvements to the security precautions at the **premises** that **we** may require and in any event reinstatement following theft or attempted theft will apply only once during each period of insurance

### 3 Fees

If the **buildings** are insured architects' surveyors' consulting engineers' and legal fees necessarily and reasonably incurred in the reinstatement of the property insured consequent upon its **damage** by an **insured event** but not for preparing any claim it being understood that the amount

payable for such **damage** and fees shall not exceed in the aggregate the sum insured by each item

### 4 Removal of debris

Costs and expenses necessarily incurred by **you** with **our** consent in

- (a) removing debris
- (b) dismantling and/or demolishing
- (c) shoring up or propping

of the portion or portions of the property insured by the said items destroyed or damaged by any **insured event** it being understood that the amount payable for such **damage** and costs incurred under (a) (b) and (c) shall not exceed in the aggregate the sum insured by each item

**We** will also pay the costs and expenses necessarily incurred by **you** with **our** consent in removing fallen trees within the grounds of the **premises**

Provided that

- (1) the trees have fallen as a result of an **insured event** and
- (2) the buildings of the **premises** are damaged by the same **insured event** occurring at the same time and a claim for this **damage** has been admitted by **us**

**We** will not pay for any costs or expenses

- (i) incurred in removing debris except from the site of such property destroyed or damaged and the area immediately adjacent to such site
- (ii) arising from pollution or contamination of property not insured by this policy



## 5 European Union and Public Authorities

including undamaged portions

If the **buildings** are insured such additional cost of reinstatement of the destroyed or damaged property as may be incurred solely by reason of the necessity to comply with the stipulations of

- (1) European Union legislation or
- (2) building or other regulations under or framed in pursuance of any Act of Parliament or byelaws of any public authority (hereinafter referred to as 'the Stipulations')

excluding

- (a) the cost incurred in complying with the Stipulations
  - (i) in respect of **damage** occurring prior to the granting of this extension
  - (ii) in respect of **damage** not insured by this policy
  - (iii) under which notice has been served upon **you** prior to the happening of the **damage**
  - (iv) for which there is an existing requirement which has to be implemented within a given period
- (b) the additional cost that would have been required to make good the property lost destroyed or damaged to a condition equal to its condition when new had the necessity to comply with the Stipulations not arisen
- (c) the amount of any charge or assessment arising out of capital appreciation which may be payable in respect of the property or by the owner of the property by reason of compliance with the Stipulations

## Special conditions applicable to extension 5

- 1 The work of reinstatement must be commenced and carried out without unreasonable delay and in any case must be completed within 12 months after the **damage** or within such further time as **we** may allow (during the said 12 months) and may be carried out upon another site (if the Stipulations so necessitate) subject to **our** liability under this extension not being thereby increased
- 2 If **our** liability under the policy apart from this extension shall be reduced by the application of any of the terms and conditions of the policy then **our** liability under this extension (in respect of any such item) shall be reduced in like proportion
- 3 The total amount recoverable under any item of the policy under this extension shall not exceed
  - (a) 15% of its sum insured
  - (b) where the sum insured by the item applies to property at more than one premises 15% of the total amount for which **we** would have been liable had the property insured by the item at the **premises** where **damage** has occurred been wholly destroyed
- 4 The total amount recoverable under any item of the policy shall not exceed its sum insured
- 5 All the terms of this policy except in so far as they may be expressly varied shall apply as if they had been incorporated herein

## 6 Capital additions

Under the buildings and contents items

- (a) alterations and additions to the property insured but not in respect of any appreciation in value
- (b) newly acquired property so far as it is not otherwise insured anywhere in the **geographical limits**

Provided that

- (i) at any one situation this cover shall not exceed 10% of the total sum insured on such property or £1,000,000 in respect of both **buildings** and **contents** whichever is the less
- (ii) **you** undertake to give details of such extension of cover as soon as practicable and to effect specific insurance thereon and pay such additional premium as may be required from inception of the cover

## 7 Spontaneous heating

**Damage** to coal coke or wood blocks by its own spontaneous fermentation heating or combustion

## 8 Emergency services damage to the grounds

**Damage** caused by the emergency services to the grounds of the **premises** for which **you** are responsible

## 9 Metered water

The additional metered water charges incurred by **you** arising from escape of water following **damage** to the water or heating systems located in or serving the **premises** provided **we** have accepted a claim for such **damage** to the system under this policy

Limit

£25,000 in any one period of insurance

## 10 Sale of the building

If the **buildings** are insured the interest of the purchaser in the insurance by this section for the period from the written offer and acceptance or exchange of contracts until completion of the sale is noted

Provided that

- (a) the **building** is not insured elsewhere for the benefit of the purchaser
- (b) the purchaser complies with and is bound by the terms of the policy

## 11 Property away from the premises

- (a) **Contents** are covered for the **insured events** whilst temporarily removed for cleaning renovation repair or other similar purposes to any premises and in transit to or from such locations within the **geographical limits**
- (b) **Contents** and **personal possessions** if insured are covered for the **insured events** whilst anywhere in the world in connection with organised educational trips
- (c) **Contents** are covered for the **insured events** whilst at the home of **your** employee or authorised representative or whilst at any exhibition and in transit between such locations within the **geographical limits**
- (d) **Boats** are covered for the **insured events** whilst in the custody of **you** or **your** employee or **your** authorised representative and whilst
  - (i) on land being transported or used on the inland waterways of the **geographical limits** or within three miles of the coast or whilst

- (ii) temporarily elsewhere in the world on inland waterways or within three miles of any coast

The following is excluded from

(b) and (c) above

- (i) **damage** due to theft attempted theft malicious persons or vandals whilst the property is contained in an unattended vehicle unless
  - (1) the motor vehicle is locked at all points of access and
  - (2) there are visible signs of forcible or violent entry to the vehicle and
  - (3) the property unless permanently fixed in position is out of sight in a locked compartment or locked boot within the vehicle
- (ii) property more specifically insured elsewhere

## 12 Damage to the buildings by theft

only applicable if Insurable event 17 Theft or attempted theft is operative

The insurance extends to include

- (a) If **buildings** are insured repairs to the **buildings** following theft of the fabric of the **buildings** excluding external metal up to £5,000 in any one period of insurance
- (b) If **buildings** are insured repairs to the **buildings** following theft of external metal up to £5,000 in any one period of insurance
- (c) If **contents** are insured **damage** to the **buildings** caused by theft or attempted theft of **contents** for an amount not exceeding £25,000 in any one period of insurance
- (d) **Damage** to property insured directly caused as a result of the entry of rainwater following the theft of the fabric of the **buildings** including external metal up to £5,000 in any one period of insurance

This extension does not apply when scaffolding is erected at the **premises** unless **we** have agreed in writing to continue cover

## 13 Theft of keys

only applicable if Insurable event 17 Theft or attempted theft is operative

If **contents** are insured the reasonable cost necessarily incurred in gaining access to the **premises** and/or replacing locks at the **premises** including locks of safes or strongrooms in the **premises** following the loss of keys by theft

Limit

£5,000 any one period of insurance

## 14 Property in the open

If the **contents** are insured **damage** to the following property by the **insured events**

- (a) floodlighting external lighting and security equipment fixed to the **buildings** or in the grounds of the **premises**
- (b) fixed or unfixed equipment monuments memorials statues garden decorations and ornaments in the grounds of the **premises**
  - Limit
  - £15,000 any one claim
- (c) signage positioned outside but in the immediate vicinity of the **premises**
  - Limit
  - £5,000 any one claim
- (d) **groundsmen's** equipment while in the open grounds provided that any mechanically or electrically driven equipment is immobilised when not in use
  - Limit
  - as shown in the schedule

For the purpose of this extension the exclusion under Insurable events 7 (storm) 8 (flood) and 17 (theft) relating to moveable property in the open does not apply

### 15 **Hired-in property**

**Damage** by an **insured event** to **contents** hired-in for the purposes of the **business** for which **you** are responsible

Limit

£100,000 or 10% of the **contents** sum insured whichever is the greater any one loss

### 16 **Freezer contents**

If **contents** are insured **damage** to the **contents** of chill or deep freeze food units as a result of failure of the unit failure of the electricity or gas supply or contamination from refrigerant or refrigerant fumes

In addition **we** will pay if incurred the necessary and reasonable cost of hiring temporary alternative freezing space

Excluding

- (a) **damage** caused by the deliberate act of any electricity or gas supply authority in withholding or restricting supply
- (b) the **excess** specified in the schedule

### 17 **Temporary storage and accommodation**

- (a) Necessary and reasonable costs incurred by **you** for the temporary storage of **contents** following insured **damage** under this section

Limit

10% of the sum insured on **buildings** in any one period of insurance

- (b) If the **premises** are made uninhabitable by insured **damage** under this section reasonable costs of temporary

accommodation for **you** and **your** staff and members of **your** or their family permanently residing at the **premises** including the cost of temporary storage of household furniture

Limit

20% of the sum insured on **contents** in any one period of insurance

### 18 **Trace and access**

The costs and expenses necessarily and reasonably incurred by **you** with **our** consent in locating the source of a leakage of oil or water at the **premises** and subsequent repair and making good

Limit

£50,000 any one claim

### 19 **Underground pipes and cables**

Accidental **damage** to underground pipes and cables where the **buildings** are insured by this section or where **you** are liable for repairs as tenant

### 20 **Extinguisher and alarm re-setting expenses**

The reasonable costs incurred by **you** in refilling fire extinguishing appliances replacing sprinkler heads and resetting fire or intruder alarm systems solely in consequence of their activation following an **insured event**

### 21 **Clearing of drains**

The reasonable costs incurred by **you** for cleaning or repairing drains gutters sewers and the like for which **you** are responsible incurred as a direct result of **damage** caused by an **insured event**

Limit

£50,000 any one claim

## 22 Minor building works

(this extension only applies if the **buildings** are insured under the section against all of the **specified perils** as defined below)

### Definitions specific to extension 22

#### Contract(s)

means any contract or contracts with **you** as an employer for the repair alteration or extension of the **buildings**

#### Contractor(s)

shall have the meaning attached to them in the contract

#### Specified perils

means fire lightning explosion storm tempest flood escape of water from any water tanks apparatus or pipes aircraft and other aerial devices or articles dropped from them riot civil commotion or earthquake

is considered to be in the joint names of **you** and the **contractor** but only in respect of **damage** by any **specified perils** **you** are obliged to insure against under the terms of the **contract** and provided that **our** liability in any one period of insurance shall not exceed the sum insured for each item nor in all the total sum insured

Notwithstanding anything contained within General Condition 4 (Alteration of risk) the erection of scaffolding in connection with the cover provided under this extension is deemed not to constitute an alteration in risk

### Off-site storage

Cover extends to include materials or goods designated to be included in the contract works whilst temporarily held in store away from the contract site but not while they are being worked upon

Limit

£7,500 any one storage site

## Cover

Contingent upon **you** giving **us** advance notification this section extends to cover **your** insurance obligations (other than for **damage** by **terrorism**) under Clause 5.4b of the 2007 JCT Minor Works Building contract in respect of repairs alterations and/or extensions to existing building structures (or any similar **contract** with **our** agreement)

**Our** liability under this extension for any one **contract** or series of **contracts** relating to any one project at the **premises** shall not exceed £100,000

For the purposes of this extension and for the period of the **contract** the insurance for

- (a) the existing structures and
- (b) any **contents** for which **you** are responsible and the works and unfixed materials and goods intended for incorporation in the works

## Maintenance and defects liability period

**We** will indemnify **you** for **damage** to the permanent works or any part thereof occurring during any maintenance or defects liability period not exceeding 12 months duration specified in the conditions of **contract** but only in respect of **damage** for which **you** are liable

- (a) arising from a cause occurring prior to the commencement of the maintenance period
- (b) occasioned by **you** in course of operations carried out by **you** for the purpose of complying with **your** obligations under the maintenance conditions of the **contract**

**Our** maximum liability shall not exceed 10% of the contract sum insured

## Exclusions applicable to extension 22

**We** shall not be liable for

- (a) the first £250 of each and every claim under this extension
- (b) builder's plant tools and equipment
- (c) **damage** by any event which **you** are not obliged to insure against under the terms of the **contract**
- (d) **damage** to any property which already existed at the time of the commencement of the **contract**
- (e) penalties under the **contract** for delay or non-completion or consequential loss of any nature except as specifically provided for under this extension

## Memoranda

### 1 Reinstatement basis of settlement in the event of a claim

Applicable unless stated otherwise in the schedule

Subject to the following special conditions the basis upon which the amount payable in respect of

- (a) **contents** but excluding bed linen and consumable stores
- (b) **buildings**

is to be calculated shall be the reinstatement of the property lost destroyed or damaged

For this purpose 'reinstatement' means

- (a) the rebuilding or replacement of property lost or destroyed which provided **our** liability is not increased may be carried out
  - (i) in any manner suitable to **your** requirements
  - (ii) upon another site
- (b) the repair or restoration of property damaged

in the case of (a) or (b) to a condition equivalent to or substantially the same as but not better or more extensive than its condition when new

### Special conditions applicable to memoranda 1

- 1 If at the time of reinstatement the sum representing 85% of the cost which would have been incurred in reinstating the whole of the property covered by any item subject to this memorandum exceeds its sum insured at the time of commencement of any **damage our** liability shall not exceed that proportion of the amount of the **damage** which the said sum insured adjusted for index-linking shall bear to the sum representing the total cost of reinstating the whole of such property at that time
- 2 **Our** liability for the repair or restoration of property damaged in part only shall not exceed the amount which would have been payable had such property been wholly destroyed
- 3 No payment beyond the amount which would have been payable in the absence of this memorandum shall be made
  - (a) unless reinstatement commences and proceeds without unreasonable delay
  - (b) until the cost of reinstatement shall have been actually incurred
  - (c) if the property insured at the time of its **damage** shall be insured by any other insurance effected by **you** or on **your** behalf which is not upon the same basis of reinstatement
- 4 All the terms and conditions of the policy shall apply
  - (a) in respect of any claim payable under this memorandum except in so far as they are varied hereby
  - (b) where claims are payable as if this memorandum had not been incorporated

### 2 Day One basis – non-adjustable

This applies if a Day One figure is shown against an item in the schedule

- 1 **You** have agreed the declared value incorporated in each item to which this extension applies and the premium has been calculated accordingly 'declared value' means **your** assessment of the cost of reinstatement of the property insured (as defined in the Reinstatement memorandum) at the level of costs applying at the inception of the period of insurance (ignoring inflationary factors which may operate subsequently) together with in so far as the insurance by the item provides due allowance for
  - (a) the additional cost of reinstatement to comply with European Union and Public Authority requirements
  - (b) professional fees
  - (c) debris removal costs
- 2 At the inception of each period of insurance **you** shall notify **us** of the declared value of the property insured by each of the said item(s) In the absence of such declaration the last amount declared by **you** (adjusted to reflect index-linking) shall be taken as the declared value for the ensuing period of insurance
- 3 In respect of each item to which this extension applies the following wordings replace Special conditions 1 and 4 of the Reinstatement memorandum
  - 1 Each **item insured** under this memorandum is declared to be separately subject to the following condition of underinsurance namely
 

If at the time of **damage** the declared value of the property covered by such item be less than the cost of reinstatement (as defined

in paragraph 1 of the Day One memorandum) at the inception of the period of insurance then **our** liability shall be limited to that proportion thereof which the declared value bears to such cost of reinstatement

- 4 Where by reason of any of the above Special conditions no payment is to be made beyond the amount which would have been payable under the policy if this memorandum had not been incorporated the rights and liabilities of the **Company** and the **Insured** in respect of the **damage** shall be subject to the terms of the policy including any condition of underinsurance as if this memorandum had not been incorporated except that the sums insured shall be increased in proportion with the additional amount charged in respect of this memorandum

### 3 Index-linking

The sum insured and where applicable the declared value of each item insured under this section will be adjusted in accordance with suitable indices selected by **us**

The annual renewal premium will be amended accordingly

### 4 Underinsurance

Unless otherwise shown in the schedule or elsewhere in this policy the sum insured by each item is subject to the following condition of underinsurance

If the property insured by any item of this section shall at the commencement of any **damage** to such property be collectively of greater value than such sum insured as adjusted for index-linking **you** will be considered as being **your** own insurer for the difference and shall bear a rateable proportion of the loss accordingly

### 5 Antiquities

Unless an article is specifically insured in a separate sum the indemnity provided under this section is limited to the cost of restoration so far as that may be practicable or the cost of modern replicas and not any value attaching to the property by reason of its antiquity

### 6 Special endorsement – private dwelling houses

- 1 The condition of underinsurance does not apply to private dwelling houses
- 2 The **excesses** specified in the schedule apply to this extension
- 3 For private dwelling houses an amended definition of **buildings** applies (see buildings definition for details)
- 4 The extent of cover for private dwelling houses is
  - (i) Insured events 1–18
  - (ii) All extensions where applicable

### 7 Other interests

The interest in the insurance by this section of the various mortgagees lessors and freeholders of the property is noted



## Exclusions

**We** shall not be liable in respect of

- (1) **damage** caused by pollution or contamination but this shall not exclude **damage** to the property insured not otherwise excluded caused by
  - (a) pollution or contamination which itself results from any of the **insured events** other than 15 Accidental damage
  - (b) any of the **insured events** other than 15 Accidental damage which itself results from pollution or contamination
- (2) **damage** arising from theft or attempted theft where **you** or any permanent member of **your** household or any of **your** directors or employees are concerned as principal or accessory
- (3) Consequential loss of any kind
- (4) **damage** to any computer or other equipment or component or system or item which processes stores transmits retrieves or receives data or any part thereof whether tangible or intangible (including but without limitation any information or programs or software) and whether **your** property or not where such **damage** is caused by **virus or similar mechanism** or **hacking** or **denial of service attack**
- (5) **damage** to any electrical plant or apparatus caused by self-ignition but this exclusion shall apply only to that part of the electrical plant or apparatus in which self-ignition occurs

## 2 Property damage plus

### The schedule will show if this section applies

#### Definition

Each time the following appears in this section in **bold italic** type (or in capital letters in the schedule) it will take the specific meaning shown below

Where it is not highlighted in this manner the normal everyday meaning will apply

#### **Item(s) insured**

means the items insured shown in the Property damage plus section of the schedule

#### Cover

**We** will indemnify **you** (by payment up to the value of the **item insured** at the time of the loss or at **our** option by repair reinstatement or replacement) in respect of **damage** to the **items insured** by any cause not specifically excluded happening at the location stated in the schedule and during the period of insurance

If Act of terrorism (Insurable event 19) is in force under section 1 Property damage it also applies under this section

Provided that **our** liability in any one period of insurance shall not exceed the sum insured for each item nor in all the total sum insured

#### Memoranda

### 1 Reinstatement basis of settlement in the event of a claim

Applicable unless stated otherwise in the schedule

The basis upon which the amount payable in respect of the property insured by this section is to be calculated shall be

- (a) where the property is lost or destroyed its replacement by similar property in a

condition equal to but not better or more extensive than its condition when new

- (b) where property is damaged the repair of the **damage** and restoration of the damaged portion of the property to a condition substantially the same as but not better or more extensive than its condition when new

### 2 Index-linking

The sum insured by each **item insured** under this section will be adjusted in accordance with suitable indices selected by **us** and the annual renewal premium will be amended accordingly

### 3 Reinstatement of sum insured

In consideration of **you** undertaking to pay such additional premium as may be required **we** will automatically reinstate the sum insured in full after **damage** has occurred provided that

- (a) **we** have not given **you** notice within 30 days of **you** reporting the **damage** to **us** that **we** will not reinstate the sum insured
- (b) in respect of **damage** by theft or attempted theft reinstatement will only apply subject to **you** completing any improvements to the security precautions at the **premises** that **we** may require and in any event reinstatement following theft or attempted theft will apply only once during each period of insurance

#### Special condition

### Underinsurance

If the property insured by any item of this section shall at the time of any **damage** to such property be collectively of greater value than such sum insured by that item as adjusted by index-linking **you** will be considered as being **your** own insurer for the difference and shall bear a rateable proportion of the loss accordingly

## Exclusions

**We** shall not be liable for

- (1) **damage** occasioned by or happening through gradual deterioration depreciation mechanical or electrical breakdown failure or breakage over-winding of watches wear and tear atmospheric and climatic conditions (other than storm or flood) pollution or contamination rust dust moth vermin or any process of cleaning dyeing restoration or repair to which the property is subjected delay confiscation detention or destruction by order of the government or any public authority
- (2) breakage of electrical valves bulbs or tubes unless the equipment in which they are contained is damaged at the same time
- (3) consequential loss of any kind
- (4) **damage** to a trailer or caravan whilst attached to or being towed by a motor vehicle
- (5) **damage** due to theft attempted theft malicious persons or vandals whilst the property is contained in an unattended vehicle unless
  - (i) the motor vehicle is locked at all points of access and
  - (ii) there are visible signs of forcible or violent entry to the vehicle and
  - (iii) the property unless permanently fixed in position is out of sight in a locked compartment or locked boot within the vehicle
- (6) the **excess** specified in the schedule
- (7) **damage** caused by or consisting of erasure loss distortion or corruption of information on computer systems or other records programs or software
- (8) **damage** to any computer or other equipment or component or system or item which processes stores transmits retrieves or receives data or any part thereof whether tangible or intangible (including but without limitation any information or programs or software) and whether **your** property or not where such **damage** is caused by **virus or similar mechanism** or **hacking** or **denial of service attack**

## 3 Equipment breakdown

**The schedule will show if this section applies and the cover in force**

### Definitions

Each time any of the following words or phrases appear in this section in **bold italic** type (or in capital letters in the schedule) they will take the specific meaning shown below

Where words or phrases are not highlighted in this manner the normal everyday meaning of the word or phrase will apply

#### Accident(s)

means

- (a) electrical or mechanical **breakdown** including rupture or bursting caused by centrifugal force
- (b) artificially generated electrical current including electric arcing that disturbs electrical devices appliances or wires
- (c) **explosion** or **collapse** of steam boilers steam pipes steam engines or steam turbines owned or leased by **you** or operated under **your** control
- (d) **damage** to steam boilers steam pipes steam engines or steam turbines caused by or resulting from any condition or event (not otherwise excluded) inside such boilers or equipment
- (e) **damage** to hot water boilers or other water heating equipment caused by or resulting from any condition or event (not otherwise excluded) inside such equipment

#### Additional expenses

means expenses incurred to clean up or dispose of the **covered equipment** resulting from contamination by a **hazardous substance**

#### Breakdown

means

- (a) the actual breaking failure distortion or burning out of any part of the **covered equipment** whilst in ordinary use arising from defects in the **covered**

**equipment** causing its sudden stoppage and necessitating repair or replacement before it can resume work

- (b) fracturing of any part of the **covered equipment** by frost when such fracture renders the **covered equipment** inoperative
- (c) the actual and complete severance of a rope but not breakage or abrasion of wires or strands even though replacement may be necessary

#### Collapse

means the sudden and dangerous distortion (whether or not attended by rupture) of any part of the **covered equipment** caused by crushing stress by force of internal steam or other fluid pressure (other than pressure of chemical action or ignited flue gases or ignition of the contents)

#### Computer equipment

means equipment that is electronic computer or other data processing equipment including **media** software and peripherals used in conjunction with such equipment belonging to **you** or for which **you** are responsible

#### Covered equipment

means equipment owned by **you** or for which **you** are responsible built to operate under vacuum or pressure (other than weight of contents) or used for the generation transmission or utilisation of energy including but not limited to

- (a) heating systems and hot water heaters
- (b) air circulation ventilation air conditioning and non-process refrigeration systems
- (c) electrical panels emergency generators and electrical distribution systems
- (d) security alarm systems
- (e) lifts and escalators
- (f) office equipment including telephone systems fax machines copiers and printers
- (g) retail equipment bar-code scanners credit and debit card payment systems and cash registers

(h) forklift trucks at the **premises**

(i) **computer equipment**

Excluding

- (i) any structure foundation masonry brickwork cabinet compartment or air supported structure or building
- (ii) any insulating or refractory material
- (iii) any sewer piping underground vessels or piping or piping forming a part of a sprinkler system
- (iv) any water piping other than boiler feedwater piping boiler condensate return piping or water piping forming a part of a refrigerating or air conditioning system
- (v) any vehicle or mobile lifting equipment (other than forklift trucks at the **premises**) or aircraft or floating vessel including any equipment mounted on such vehicle or mobile lifting equipment or aircraft or floating vessel
- (vi) any dragline excavation or construction plant or equipment
- (vii) any tool die cutting edge crushing surface trailing cable non-metallic lining driving belt or band or any other part requiring periodic renewal
- (viii) any equipment manufactured by **you** for sale
- (ix) kitchen and food preparation equipment laundry and cleaning equipment audio-visual equipment and **computer equipment** whilst in a private dwelling or private dwelling quarters

### **Explosion**

means the sudden and violent rending of the **covered equipment** by force of internal steam or other fluid pressure (other than pressure of chemical action or ignited flue gases or ignition of the contents) causing bodily displacement of any part of the **covered equipment** together with forcible ejection of the contents

### **Hazardous substance**

means any substance other than ammonia that has been declared to be hazardous to health by a governmental agency

### **Media**

means all forms of electronic magnetic and optical tapes and discs for use in any electronic computer or electronic data processing equipment

## **Cover**

**We** will indemnify **you** (by payment up to the value of **covered equipment** at the time of the **damage** or at **our** option by repair reinstatement or replacement) in respect of **damage to covered equipment** at the **premises** by any **accident** happening during the period of insurance

**Our** liability in any one period of insurance shall not exceed the sum insured under the appropriate section of material damage insurance provided by this policy for each item of **covered equipment** nor in all the total sum insured subject to the maximum liability below

### **Maximum liability**

The total amount **we** will pay in respect of this section shall not exceed £5,000,000 in any one period of insurance subject to a limit of £100,000 any one period of insurance for **computer equipment**

If an initial **accident** causes other **accidents** all will be considered one **accident**

All **accidents** that are the result of the same event will be considered one **accident**

## Extensions

The insurance by this section is extended to include the following

These extensions do not increase the limits or sums insured that apply

### 1 Computer equipment

**Damage** caused by or resulting from an **accident** to **computer equipment** occurring whilst anywhere in the European Union but only whilst in the custody or control of **you** or **your** employee

Limit

£100,000 any one period of insurance

### 2 Reinstatement of data

**We** will pay the costs **you** incur in reinstating data that is lost or damaged as a consequence of an **accident** to **computer equipment**

Providing that

- (a) **our** liability is limited solely to the cost of reinstating data to **media**
- (b) **We** shall not be liable for any losses discovered later than 180 days after the loss was initiated
- (c) **We** shall not be liable for loss or damage to software
- (d) **We** shall not be liable under this extension for costs more specifically described under extension 3  
Increased cost of working

Limit

£25,000 any one period of insurance

### 3 Increased cost of working

**We** will pay costs necessarily and reasonably incurred by **you** for the sole purpose of avoiding or diminishing interruption or interference to **your** computer operations as a consequence of an **accident** to **computer equipment**

Limit

£25,000 any one period of insurance

### 4 Business interruption

If the Business interruption section of this policy is operative **we** will pay to **you** in respect of each item in the business interruption schedule the loss occurring during the indemnity period (as defined in the Business interruption section) following an **accident** to **covered equipment** that results in the **business** being interrupted or interfered with

**Our** liability shall not exceed the sum insured for each item nor in all the total sum insured and in any event **our** maximum liability shall not exceed £30,000 any one period of insurance

### 5 Hazardous substances

**Damage** to **covered equipment** at the **premises** caused by contamination by a **hazardous substance** including any **additional expenses** incurred and if the Business interruption section of this policy is operative loss occurring during the indemnity period (as defined in the Business interruption section) in consequence of the **business** carried on by **you** at the **premises** being interrupted or interfered with

Limit

£6,000 any one period of insurance

### 6 Expediting expenses

Reasonable costs necessarily incurred by **you** to make temporary repairs and expedite permanent repairs or permanent replacement of damaged **covered equipment**

Limit

£15,000 any one period of insurance

## 7 European Union and Public Authorities

If in force the European Union and Public Authorities extension of the Property damage section of this policy applies to **covered equipment** damaged as a result of an **accident**

Limit

£15,000 any one period of insurance

## 8 Loss avoidance measures

Reasonable costs necessarily incurred by **you** to take exceptional measures to prevent or mitigate impending **damage** to **covered equipment** as a result of an **accident**

Provided that

- (a) **damage** would reasonably be expected if such measures were not implemented
- (b) **we** are satisfied that **damage** has been avoided or mitigated by means of the exceptional measures
- (c) the amount payable will be limited to the cost of **damage** which would have otherwise occurred
- (d) the terms conditions and exclusions of this section and the policy apply as if **damage** had occurred
- (e) if **damage** had occurred it would have resulted in a claim that would have been accepted by **us** under this section of the policy

Limit

£5,000 any one period of insurance

## Memorandum

### Reinstatement basis of settlement in the event of a claim

Applicable unless stated otherwise in the schedule

Subject to the following special conditions the basis upon which the amount payable in respect of **covered equipment** is to be

calculated shall be the reinstatement of the **covered equipment** that is the subject of an **accident**

For this purpose 'reinstatement' means

- (a) the replacement of **covered equipment** that is the subject of an **accident** which provided **our** liability is not increased may be carried out
  - (i) in any manner suitable to **your** requirements
  - (ii) upon another site
- (b) the repair or restoration of **covered equipment** that is the subject of an **accident**

in the case of (a) or (b) to a condition equivalent to or substantially the same as but not better or more extensive than its condition when new

### Special condition applicable to this memorandum

- 1 **Our** liability for the repair or restoration of **covered equipment** that is the subject of an **accident** shall not exceed the amount payable for replacement of the **covered equipment**
- 2 No payment beyond the amount which would have been payable in the absence of this memorandum shall be made
  - (a) unless reinstatement commences and proceeds without unreasonable delay
  - (b) until the cost of reinstatement shall have been actually incurred
- 3 All the terms and conditions of the policy shall apply
  - (a) in respect of any claim payable under this memorandum except in so far as they are varied hereby
  - (b) where claims are payable as if this memorandum had not been incorporated

## Exclusions

**We** shall not be liable in respect of

- (1) **damage** caused by or resulting from
  - (a) a hydrostatic pneumatic or gas pressure test of any boiler or pressure vessel or an insulation breakdown test of any type of electrical equipment
  - (b) depletion deterioration corrosion erosion wear and tear or other gradually developing conditions unless such **damage** results from an **accident**
  - (c) mould fungus mildew or yeast
  - (d) the direct application of any tool or process during the course of repair maintenance inspection modification or overhaul
  - (e) installation erection dismantling re-siting transportation or removal of **covered equipment** other than re-siting transportation or removal under its own power whilst at its operating site
  - (f) accidental failure of the power supply
- (2) **damage** to **computer equipment** which is recoverable under a maintenance agreement warranty or guarantee
- (3) extension 4 Business interruption any delay in resuming operations resulting from the need to reconstruct or re-input data or programs on **media** nor for the costs incurred in so doing
- (4) any liquidated damages penalties for delay or detention or in connection with guarantees of performance or efficiency of **covered equipment**
- (5) **damage** resulting from malicious persons riot civil commotion strikers locked-out workers or persons taking part in labour disturbances occurring in Northern Ireland
- (6) any **damage** or loss directly or indirectly caused by or in consequence of the act or order of any lawfully constituted authority
- (7) **damage** to any **computer equipment** or other equipment or component or system or item which processes stores transmits retrieves or receives data or any part thereof whether tangible or intangible (including but without limitation any information programs software or **media**) and whether **your** property or not where such **damage** is caused by **virus or similar mechanism** or **hacking** or **denial of service attack**
- (8) **damage** caused by or consisting of erasure loss distortion or corruption of information on computer systems or other records programs or software
- (9) **damage** cost or expense that is or can be insured elsewhere in this policy
- (10) **damage** caused by or resulting from the deliberate act of any person carried out with the intention to cause **damage**
- (11) **damage** to livestock plants or perishable stock



## 4 Business interruption

### The schedule will show if this section applies

To the extent that **you** are accountable to the tax authorities for Value Added Tax all terms in this section shall be exclusive of such tax

For the purpose of these definitions any adjustments implemented in current cost accounting shall be disregarded

### Definitions

Each time any of the following words or phrases appear in this section in **bold italic** type (or in capital letters in the schedule) they will take the specific meaning shown below

Where words or phrases are not highlighted in this manner the normal everyday meaning of the word or phrase will apply

#### **Adjusted**

means adjusted as necessary to provide for the trend of the **business** and for variations in or other circumstances affecting the **business** either before or after the **damage** or which would have affected the **business** had the **damage** not occurred so that the figures thus adjusted shall represent as nearly as may be reasonably practicable the results which but for the **damage** would have been obtained during the relative period after the **damage**

#### **Annual rent receivable**

means the **rent receivable** during the 12 months immediately before the date of the **damage adjusted**

#### **Annual revenue**

means the **revenue** during the 12 months immediately before the date of the **damage adjusted**

#### **Annual turnover**

means the **turnover** during the 12 months immediately before the date of the **damage adjusted**

#### **Computer equipment**

means equipment that is electronic computer or other data processing equipment including all forms of electronic magnetic and optical tapes and discs for use in any electronic computer or electronic data processing equipment software and peripherals used in conjunction with such equipment belonging to **you** or for which **you** are responsible

#### **Damage**

As defined under 'Cover' of this Section

#### **Estimated gross profit** or

#### **estimated revenue** or

#### **estimated rent receivable**

means the amount declared by **you** to **us** as representing not less than the **gross profit** or **revenue** or **rent receivable** which it is anticipated will be earned by the **business** during the financial year most nearly concurrent with the period of insurance (or a proportionately increased multiple thereof where the maximum indemnity period exceeds 12 months)

#### **Gross profit**

means the amount by which the sum of the amount of the **turnover** and the amounts of the closing stock and work in progress shall exceed the sum of the amounts of the opening stock and work in progress and the amount of purchases and discounts relating thereto bad debts and any other expenses specified in the schedule (as defined in **your** books and accounts)

The amounts of the opening and closing stocks and work in progress shall be arrived at in accordance with **your** normal accountancy methods due provision being made for depreciation

#### **Indemnity period**

means the period beginning with the occurrence of the **damage** and ending not later than the expiry of the maximum indemnity period specified in the schedule thereafter during which the results of the **business** shall be affected in consequence of the **damage**

**Insured events**

means unless stated otherwise in the schedule those events which are insured by the Property damage section provided that for the purpose of this section 'explosion' shall include explosion of any boiler or economiser on the **premises**

**Rate of gross profit**

means the rate of gross profit earned on the **turnover** during the financial year immediately before the date of the **damage**

**Rent receivable**

means the amount of the rent and service charges received or receivable from the letting of the property as described under **premises**

**Revenue**

means the money paid or payable to **you** for services rendered in the course of the **business** at the **premises**

**Standard rent receivable**

means the **rent receivable** during the period corresponding with the **indemnity period** in the 12 months immediately before the date of the **damage** appropriately adjusted where the **indemnity period** exceeds 12 months **adjusted**

**Standard revenue**

means the **revenue** during the period corresponding with the **indemnity period** in the 12 months immediately before the date of the **damage** appropriately adjusted where the **indemnity period** exceeds 12 months **adjusted**

**Standard turnover**

means the **turnover** during the period corresponding with the **indemnity period** in the 12 months immediately before the date of the **damage** appropriately adjusted where the **indemnity period** exceeds 12 months **adjusted**

**Suppliers**

means suppliers with whom **you** have a **contract** to supply **you** with goods and services excluding supply undertakings from which **you** obtain electricity gas water or telecommunications services

**Turnover**

means the money paid or payable to **you** for services rendered and for goods sold and delivered in the course of the **business** at the **premises**

## Cover

If any building or other property used by **you** at the **premises** specified in the schedule for the purpose of the **business** is destroyed or damaged during the period of insurance by any of the **insured events** (destruction or damage so caused being termed **damage**) and the **business** carried on by **you** at the **premises** is in consequence interrupted or interfered with

**We** will pay to **you** in respect of each item in the schedule the amount of loss occurring during the **indemnity period** resulting from such **damage** in accordance with the terms of this section

Provided that

- (1) **our** liability shall not exceed the sum insured for each item nor in all the total sum insured
- (2) at the time of the **damage** there shall be an insurance in force covering **your** interest in the property at the **premises** against **damage** and that payment shall have been made or liability admitted under that insurance (but this proviso shall not apply if no payment is made under such insurance solely owing to the operation of an **excess**)

## Amount payable

### Gross profit items

The amount payable is limited to loss of **gross profit** due to (a) reduction in **turnover** and (b) increase in cost of working occurring during the **indemnity period** and the amount payable as indemnity shall be

- (a) in respect of reduction in **turnover** the sum produced by applying the **rate of gross profit** to the amount by which the **turnover** during the **indemnity period** shall in consequence of the **damage** fall short of the **standard turnover**
- (b) in respect of increase in cost of working the additional expenditure (subject to the provisions of the uninsured standing charges clause)

necessarily and reasonably incurred by **you** with **our** consent during the **indemnity period** in consequence of the **damage** for the purpose of avoiding or diminishing the reduction in **turnover** or for resuming or maintaining normal business operations less any sum saved during the **indemnity period** in respect of such of the charges and expenses of the **business** payable out of **gross profit** as may cease or be reduced in consequence of the **damage**

Provided that

- (i) **Sum insured basis**  
if the sum insured basis applies and the sum insured by this item be less than the sum produced by applying the **rate of gross profit** to the **annual turnover** (or to a proportionately increased multiple thereof where the maximum indemnity period exceeds 12 months) the amount payable shall be proportionately reduced
- (ii) **Declaration-linked basis**  
notwithstanding proviso (1) in 'Cover' **our** liability in respect of any **estimated gross profit** item shall not exceed 133⅓% of the Estimated Gross Profit stated in the schedule  
In the absence of written notice by **you** or **us** to the contrary **our** liability shall not stand reduced by the amount of any loss provided that **you** pay the appropriate additional premium for such automatic reinstatement of cover

## Amount payable

### Revenue items

The insurance under this section in respect of **revenue** is limited to (a) loss of **revenue** and (b) increase in cost of working occurring during the **indemnity period** and the amount payable as indemnity shall be

- (a) in respect of loss of **revenue** the amount by which the **revenue** during the **indemnity period** shall in

- consequence of the **damage** fall short of the **standard revenue**
- (b) in respect of increase in cost of working the additional expenditure necessarily and reasonably incurred by **you** with **our** consent during the **indemnity period** in consequence of the **damage** for the purpose of avoiding or diminishing a reduction in **revenue** or for resuming or maintaining normal **business** operations less any sum saved during the **indemnity period** in respect of such of the charges and expenses of the **business** payable out of **revenue** as may cease or be reduced in consequence of the **damage**

Provided that

- (i) **Sum insured basis**  
if the sum insured basis applies and the sum insured by this item be less than the **annual revenue** (or a proportionately increased multiple of it where the maximum indemnity period exceeds 12 months) the amount payable shall be proportionately reduced
- (ii) **Declaration-linked basis**  
notwithstanding proviso (1) in 'Cover' **our** liability in respect of any **estimated revenue** item shall not exceed 133⅓% of the Estimated Revenue stated in the schedule In the absence of written notice by **you** or **us** to the contrary **our** liability shall not stand reduced by the amount of any loss provided that **you** pay the appropriate additional premium for such automatic reinstatement of cover

## Amount payable

### Rent receivable items

The insurance under this section in respect of **rent receivable** is limited to (a) loss of **rent receivable** and (b) additional expenditure occurring during the **indemnity period** and the amount payable as indemnity shall be

- (a) in respect of loss of **rent receivable** the amount by which the **rent receivable** during the **indemnity period** shall in consequence of the **damage** fall short of the **standard rent receivable**
- (b) in respect of additional expenditure the additional expenditure necessarily and reasonably incurred by **you** with **our** consent during the **indemnity period** in consequence of the **damage** for the purpose of avoiding or diminishing a reduction in the **rent receivable** or for resuming or maintaining normal business operations less any sum saved during the **indemnity period** in respect of such of the charges and expenses payable out of **rent receivable** as may cease or be reduced in consequence of the **damage**

Provided that

- (i) **Sum insured basis**  
if the sum insured basis applies and the sum insured by this item be less than the **annual rent receivable** (or a proportionately increased multiple of it where the maximum indemnity period exceeds 12 months) the amount payable shall be proportionately reduced
- (ii) **Declaration-linked basis**  
notwithstanding proviso (1) in 'Cover' **our** liability in respect of any **estimated rent receivable** item shall not exceed 133⅓% of the Estimated Rent Receivable stated in the schedule In the absence of written notice by **you** or **us** to the contrary **our** liability shall not stand reduced by the amount of any loss provided that **you** pay the appropriate additional premium for such automatic reinstatement of cover

## Amount payable

### Additional cost of working items

The insurance under this section in respect of additional cost of working is limited to additional cost of working occurring during the **indemnity period** and the amount payable as indemnity shall be

The additional expenditure including

- (a) the cost of moving to and from temporary premises and the additional rent rates and taxes thereon
- (b) expenses incurred in equipping temporary premises to make them suitable for **your business**
- (c) additional cost in respect of lighting heating and water
- (d) additional cost in respect of additional staff and overtime and allowances to existing staff

all reasonably incurred in order to minimise any interruption or interference with the **business** or to resume or maintain normal business operations during the **indemnity period**

## Alternative trading clause

### Gross profit

If during the **indemnity period** services shall be rendered or goods shall be sold elsewhere than at the **premises** for the benefit of the **business** either by **you** or by others on **your** behalf the money paid or payable in respect of such services or sales shall be brought into account in arriving at the **turnover** during the **indemnity period**

## Alternative trading clause

### Revenue

If during the **indemnity period** services shall be rendered or accommodation and food and drink shall be supplied elsewhere than at the **premises** for the benefit of the **business** either by **you** or by others on **your** behalf the money paid or payable in respect of such services shall be brought into account in arriving at the **revenue** during the **indemnity period**

## Alternative trading clause

### Rent receivable

If during the **indemnity period** the **business** shall be conducted elsewhere than at the **premises** the money paid or payable to **you** in respect of rent at such other premises shall be brought into account in arriving at the **rent receivable** during the **indemnity period**

## Uninsured standing charges clause

If any standing charges of the **business** are not insured by this section (having been deducted in arriving at the **gross profit**) then in computing the amount recoverable as increase in cost of working that proportion only of any additional expenditure shall be brought into account which the **gross profit** bears to the sum of the **gross profit** and the uninsured standing charges

## Professional accountants' charges

Any particulars or details contained in **your** books of account or other business books or documents which may be requested by **us** under Claims condition 3 for the purpose of investigating or verifying any claim may be produced by professional accountants if at the time they are regularly acting as such for **you** and their report shall be prima facie evidence of the particulars and details to which such report relates

**We** will pay to **you** the reasonable charges payable by **you** to **your** professional accountants for producing such particulars or details or any other proofs information or evidence as may be required by **us** under the terms of Claims condition 3

Provided that the sum of the amount payable under this clause and the amount otherwise payable under this section shall in no case exceed the sum insured

## Payments on account

Payments on account will be made during the **indemnity period** if required

## Refund of fees

In the event of **you** having to refund fees in consequence of the **damage** such refund shall be taken into account in arriving at the loss of **revenue** for the purposes of this section

## Extensions

The insurance by this section is extended to cover loss as insured hereunder directly resulting from interruption of or interference with the **business** carried on by **you** at the **premises** in consequence of the following

### 1 Prevention of access

Access to or use of the **premises** being prevented or hindered by

- (a) **damage** to neighbouring property by any of the **insured events**
- (b) any action of Government Police or Local Authority due to an emergency which could endanger human life or neighbouring property
- (c) unlawful occupation of the **premises** by third parties other than in the course of a dispute between any employer and any employee or group of employees

Excluding

- (i) any restriction of use of less than four hours
- (ii) any period when access to the **premises** was not prevented or hindered

Provided that **our** liability in respect of any one occurrence shall not exceed £25,000 in respect of (c) and the sum insured by the items or any limit of liability shown in the schedule in respect of (a) or (b)

### 2 Utilities

**Damage** by any of the **insured events** at any

- (a) generating station or sub-station of the electricity supply undertaking
- (b) land-based premises of the gas supply undertaking or of any natural gas producer linked directly therewith
- (c) water works or pumping station of the water supply undertaking
- (d) land-based premises of the telecommunications undertaking from which **you** obtain electricity gas water or telecommunications services

Provided that **our** liability under this extension in respect of any one occurrence shall not exceed the sum insured by the items or any limit of liability shown in the schedule

### 3 Infectious disease murder food poisoning defective sanitation vermin

- (a) a notifiable human infectious or contagious disease
  - (i) manifested by any person while at the **premises**
  - (ii) occurring within a radius of 25 miles of the **premises**
- (b) murder or suicide occurring at the **premises**
- (c) injury or illness sustained by any student or guest arising from or traceable to foreign or injurious matter in food or drink provided at the **premises**
- (d) closing of the whole or part of the **premises** by order of a competent public authority consequent upon any accident causing defects in the drains or other sanitary arrangements at the **premises**
- (e) closing of the whole or part of the **premises** by order of a competent public authority consequent upon vermin or pests at the **premises**

For the purposes of this extension the maximum indemnity period is 12 months

#### 4 Exhibition expenses

The insurance by this section extends to include the irrecoverable **expenses** of the **insured** in respect of any trade exhibitions in the **geographical limits** following **damage** by the **insured events** occurring

- (a) at the exhibition venue
- (b) to **your** property for use in connection with the exhibition whilst at **your premises** or whilst in transit by road rail or inland waterway

Subject to the following provisions

- (i) in the event of the exhibition not being held (or **you** being unable to exhibit at all) in consequence of the **damage** the amount payable shall be limited to the irrecoverable **expenses** that **you** have paid or are liable to pay in respect of the exhibition
- (ii) if the exhibition does not run (or **you** are unable to exhibit) for the intended period in consequence of the **damage** the amount payable shall be the loss computed in accordance with provision (i) above adjusted for the period that **you** could not exhibit

**Our** liability shall in no case exceed £10,000 any one **indemnity period**

#### Definition specific to extension 4

##### Expenses

means

- (a) costs incurred in advertising printing stationery and production of display materials and the like for the exhibition
- (b) insurance premiums
- (c) charges for telephone and space at the exhibition the hire of stands and wages on stands
- (d) the cost of installing exhibits and transport charges

#### 5 Death of students

The accidental death of two or more students from a single violent external and visible injury which shall solely and independently of any other cause result in death during the period of insurance

The amount payable shall be calculated from the date of death at the rate of one eightieth of the net term's fees for each uncompleted day of the academic term(s) which the students but for such deaths would have completed

For the purpose of this extension the maximum indemnity period is 60 months

#### 6 Book debts

If following **damage** to **your** books of account or other business books or records at the **premises** by any of the events insured by this section **you** are unable to trace outstanding debit balances owed to **you we** will indemnify **you** for such loss in the following terms

- (a) **We** will pay the difference between the total outstanding debit balances and the total of the amounts received or traced in respect of such balances
- (b) **We** will pay for the additional expenditure incurred with **our** previous consent in tracing and establishing customers' debit balances after the **damage**
- (c) **We** will pay for reasonable professional accountants' charges necessarily incurred in providing any evidence required by **us** in support of a claim

Excluding loss arising from misfiling erasure distortion deliberate falsification of business records abnormal condition of trade or from bad debts

The most **we** will pay under this extension is £50,000 any one period of insurance

### Special condition applicable to extension 6

It is a condition precedent to liability under this extension that **you** keep a record of the total amount outstanding in customers' accounts as at the end of each month and within 30 days of the end of each month deposit this record in a building other than that in which the original records are kept

#### 7 Suspension costs

The indemnity by this section is extended to cover the cost of wages paid to temporary employees hired solely to replace members of staff who have been suspended in accordance with OFSTED regulations (or the regulations of any other registered authority) as a direct consequence of an accusation of child abuse

Limit  
£2,500 any one period of insurance

#### 8 Suppliers extension

**Damage** by any of the **insured events** at the site of any of **your** suppliers within the **geographical limits** (but excluding the premises of any supply undertaking from which **you** obtain electricity gas or water or telecommunications services)

Limit  
£10,000 any one incident

#### 9 Bomb scare

Any bomb scare at or in the vicinity of the **premises**

Limit  
£5,000 any one incident

#### 10 Failure of supply

Failure of the supply of electricity gas or water at the terminal ends of the supply undertaking's feeder at the **premises** from any cause other than the deliberate act of the supply undertaking in withholding or restricting supply

Limit  
£5,000 any one incident

#### 11 Failure of telecommunication services

Failure of the telecommunication services at the **premises** following actual physical **damage** of or to telecommunications property anywhere in the **geographical limits**

Limit  
£5,000 any one incident

#### 12 Reinstatement of data

**We** will pay the costs **you** incur in reinstating data that is lost or damaged as a consequence of

- (i) **damage to computer equipment** at **your premises** or
- (ii) loss or destruction of **computer equipment** that is insured by the Property damage plus section

Providing that

- (a) **our** liability is limited solely to the cost of reinstating data to any form of electronic magnetic and optical tapes and discs for use in any electronic computer or electronic data processing equipment
- (b) **We** shall not be liable for any losses discovered later than 180 days after the loss occurred
- (c) **We** shall not be liable for loss or damage to software
- (d) **We** shall not be liable under this extension for costs more specifically described under extension 13  
Computers – Increased cost of working

Limit  
£25,000 any one period of insurance



### 13 Computers – Increased cost of working

**We** will pay costs necessarily and reasonably incurred by **you** for the sole purpose of avoiding or diminishing interruption or interference to **your** computer operations as a consequence of **damage** to **computer equipment** at **your premises**

Limit

£25,000 any one period of insurance

## Memorandum

### Index-linking

The sum insured for each item insured (but not extension limits) under this section other than **rent receivable** and additional cost of working items shall be adjusted in accordance with a suitable index selected by **us**

The annual renewal premium will be amended accordingly

## Special conditions

### 1 Renewal clause

#### Declaration-linked basis

**You** shall prior to each renewal furnish to **us** the **estimated gross profit** or **estimated revenue** or **estimated rent receivable** for the financial year most nearly concurrent with the ensuing year of insurance

### 2 Premium adjustment clause

#### (a) Sum insured basis

If the **gross profit** or **revenue** or **rent receivable** earned (whichever is applicable) (or a proportionately increased multiple of it where the maximum indemnity period exceeds 12 months) during the financial year of 12 months most nearly concurrent with any period of insurance as certified by **your** auditors is less than the sum insured a pro rata return of

premium not exceeding 50% of the premium paid on each sum insured for such period of insurance will be made in respect of the difference

If any **damage** shall have occurred giving rise to a claim under this section such return shall be made in respect only of so much of the said difference as is not due to such **damage**

#### (b) Declaration-linked basis

The first and annual premiums are provisional and are based on the **estimated gross profit** or **estimated revenue** or **estimated rent receivable** **You** shall furnish to **us** not later than six months after the expiry of each period of insurance a declaration confirmed by **your** auditors of the **gross profit** or **revenue** or **rent receivable** earned during the financial year most nearly concurrent with the period of insurance

If any **damage** shall have occurred giving rise to a claim for loss of **gross profit** or **revenue** or **rent receivable** the above-mentioned declaration shall be increased by **us** for the purpose of premium adjustment by the amount by which the **gross profit** or **revenue** or **rent receivable** was reduced during the financial year solely in consequence of the **damage**

If the declaration (adjusted as provided above and proportionately increased where the maximum indemnity period exceeds 12 months)

- (i) is less than the **estimated gross profit** or **estimated revenue** or **estimated rent receivable** for the relative period of insurance **we** will allow a pro rata return of premium paid on the **estimated gross profit** or **estimated revenue** or **estimated rent receivable** but not exceeding 50% of such premium
- (ii) is greater than the **estimated gross profit** or **estimated revenue** or **estimated rent receivable** for the relative period of insurance **you** shall pay a pro rata addition to the premium paid on the **estimated gross profit** or **estimated revenue** or **estimated rent receivable**

## 5 Liabilities

### The schedule will show if this section applies

#### Definitions

Each time any of the following words or phrases appear in this section in **bold italic** type (or in capital letters in the schedule) they will take the specific meaning shown below

Where words or phrases are not highlighted in this manner the normal everyday meaning of the word or phrase will apply

#### **Authorised volunteers**

means voluntary workers acting under **your** authority whilst engaged in **your business**

#### **Bodily injury**

means bodily injury death disease or illness

#### **Business**

means that which has been described in the schedule and which is conducted solely from **premises** in the **geographical limits** including

- (a) the provision by **you** at the **premises** of pre-school childcare facilities out of school clubs and holiday schemes
- (b) the ownership letting repair and maintenance of **your** property and **premises**
- (c) the provision of school clubs and societies catering social sports and welfare facilities for students **employed persons** and visitors
- (d) the provision of fire and security services maintained only for the protection of premises owned or in connection with **premises** occupied by **you**
- (e) private work undertaken by an **employed person** with **your** prior consent for a director governor trustee officer committee member or **employee** of **yours**
- (f) participation in trade shows or exhibitions within the European Union but this does not include any work undertaken **offshore**

#### **Employed person**

means

- (a) any **employee**
- (b) any person supplied to or hired or borrowed by **you** or on **your** behalf or any work experience student or youth training scheme participant while under **your** direct control and supervision
- (c) **governors**

#### **Employee(s)**

means any person under a contract of service or apprenticeship with **you** and **authorised volunteers**

#### **Event(s)**

means any one occurrence or series of occurrences arising from or attributable to one source or original cause

#### **Governor(s)**

includes members of the governing body or subcommittee and/or any charitable Trustees

#### **Injury**

means **bodily injury** wrongful arrest or false imprisonment

#### **Legal costs**

means

- (a) claimant's costs and expenses recoverable from **you** in respect of any claim which is the subject matter of indemnity under this policy
- (b) (i) the costs of legal representation at
  - (1) any coroner's inquest or inquiry in respect of any death
  - (2) proceedings in any court arising out of any alleged breach of statutory duty which may be the subject of indemnity under this section of the policy
- (ii) all other costs and expenses in relation to any matter which may form the subject of a claim for indemnity under this section of the policy incurred with **our** prior written consent

**Offshore**

means embarkation onto a vessel or aircraft for conveyance to an offshore rig platform or service or accommodation vessel until disembarkation from the conveyance onto land upon return from such offshore rig platform or service or accommodation vessel

**Pollution or contamination**

means **injury** or **damage** directly or indirectly caused by or arising out of pollution or contamination of buildings or other structures or of water land or the atmosphere

**Principal**

means any party (other than a director **governor** trustee officer committee member or **employee** of **yours**) on whose behalf **you** are undertaking work (excluding the sale or supply of products) in connection with the **business**

**Products**

means goods (including containers and packaging) not in **your** custody or control sold supplied installed erected serviced repaired altered or treated by **you** in connection with the **business** from any **premises** within the **geographical limits**

Any error in the sale supply or presentation of such goods is included in this definition

**Property**

means material property but this does not include **data**

**You / your / yours**

means the Insured named in the schedule

Unless **we** specifically state otherwise **we** will also indemnify

- (a) **your** personal representatives in respect of legal liability incurred by **you**
- (b) at **your** request
  - (i) any **principal**
  - (ii) any director **governor** trustee officer committee member or **employed person** of **yours** in respect of liability for which **you** would have been entitled to indemnity had the claim been made against **you**

- (iii) any **employee** but not medical or dental practitioners in respect of treatment administered or the failure to administer treatment or professional negligence or malpractice of any nature whatsoever (the nurse or matron is not deemed a medical or dental practitioner)
- (iv) any of **your** students or their legal personal representatives
- (c) any officer or member of **your** canteen social sports and welfare facilities and fire first aid ambulance and security services in their individual capacities as such
- (d) any director trustee partner or **employee** of **yours** in respect of private work carried out with **your** prior consent by an **employed person** for such director trustee partner or **employee**
- (e) **your** Parent Teacher Association and Friends

## Cover 1 – Employers' liability

This insurance is provided on a 'Costs Inclusive' basis

This means that **legal costs** are included within the limit of indemnity specified in the schedule

## Cover

**We** will indemnify **you** against **your** legal liability to pay damages and **legal costs** arising out of **bodily injury** to an **employed person** caused during the period of insurance

- (a) within the **geographical limits** or
- (b) while temporarily outside these territories

in connection with the **business**

The total amount **we** will pay in respect of

- (a) any one **event** which is directly or indirectly caused by results from or is in connection with any act of **terrorism** shall not exceed £5,000,000  
If **we** allege the **bodily injury** has resulted from **terrorism** the burden of proving the contrary shall be upon **you**
- (b) any other **event** shall not exceed the limit of indemnity shown in the schedule

This insurance complies with the provisions of any law enacted in the **geographical limits** relating to the compulsory insurance of liability to employees

**You** will repay any sums paid by **us** which **we** would not have been obliged to pay but for the provisions of such law

## Exclusion

No indemnity will be provided in respect of any liability in respect of **bodily injury** for which **you** are required to arrange motor insurance or security in accordance with any road traffic legislation within the European Union

## Extensions

Each of the following is subject to the terms of the policy

### 1 Unsatisfied court judgements

Where a judgement for damages has been obtained

- (a) by one of **your employees** or their personal representatives in respect of **bodily injury** caused during any period of insurance and which arises out of and in the course of their employment with **you**
- (b) in any court situated within the **geographical limits**
- (c) against any company or individual operating from premises within the **geographical limits**
- (d) which remains unsatisfied in whole or in part six months after the date of judgement

**we** will at **your** request pay to the **employee** or their personal representatives the amount of damages and any awarded costs which remain unsatisfied subject to there being no appeal outstanding

Any payment under this extension is conditional upon the judgement being assigned to **us** by the **employee** or their personal representatives

### 2 Compensation for court attendance

If **we** request any of the following categories of people to attend court as a witness in connection with a claim under this policy **we** will provide **you** with the following rates of compensation for each day on which attendance is required

Any of **your** directors **governors** trustees officers or committee members £500

Any **employee** £250

## Cover 2 – Public and products liability

This insurance is provided on a 'Costs in Addition' basis

This means that (with the exception of claims which are brought within the legal jurisdiction of the United States of America or Canada) **legal costs** are payable in addition to the limit of indemnity specified in the schedule

### Cover

**We** will indemnify **you** against **your** legal liability to pay damages arising out of

- (a) accidental **injury** of any person
- (b) accidental **damage to property**
- (c) nuisance trespass to land trespass

to goods or interference with any easement of air light water or way  
**We** will not provide indemnity in respect of any liability which arises from any deliberate act or omission by **you** which could reasonably have been expected having regard to the nature and circumstances of such act or omission or which is a natural consequence of the ordinary conduct of **your business**

happening during the period of insurance and caused either in connection with the **business** or by **products**

**We** will in addition indemnify **you** against **legal costs** other than in respect of any claim which is brought within the legal jurisdiction of the United States of America or Canada in which circumstances **legal costs** shall be included within the limit of indemnity

The total amount **we** will pay in respect of damages for

- (a) any one **event**
- (b) all **events** happening during any period of insurance caused by **products**
- (c) all **events** arising from **pollution or contamination** which **we** deem to have occurred during any period of insurance

shall not exceed the limit of indemnity shown in the schedule

Where **we** are liable to indemnify more than one person the total amount of indemnity to all parties including **you** in respect of damages arising from one **event** shall not exceed the limit of indemnity shown in the schedule

### Exclusions

No indemnity will be provided in respect of

- (1) any liability connected directly or indirectly in any way with any error or omission in the provision of professional services
- (2) any liability arising from **bodily injury** to any **employed person** caused in connection with the **business**
- (3) any liability arising from **damage to property** which is owned or held in trust by **you** or which is in **your** custody or control

Exclusion 3 will not apply in respect of

- (a) personal effects including vehicles and their contents belonging to directors **governors** trustees officers committee members **employees** or visitors
- (b) premises and their contents not owned by leased or rented by **you** at which **you** are undertaking work in connection with the **business**

- (c) premises including fixtures and fittings hired by or leased rented or borrowed by **you** but **we** shall not be liable for
  - (i) the first £100 of any **damage** other than caused by fire or explosion
  - (ii) liability arising solely under the terms of any contract or agreement
  - (iii) any liability which arises from an agreement to maintain in force insurance against loss of or damage to the premises and their fixtures and fittings
- (4) any liability arising from ownership possession or use by **you** or on **your** behalf of
  - (a) any mechanically propelled vehicle but (except where indemnity is provided by any motor insurance policy or in circumstances where insurance or security is required under any road traffic legislation) this exclusion will not apply in respect of
    - (i) the use of plant as a tool of trade on site
    - (ii) the use of plant at **your** premises
    - (iii) the loading or unloading of any vehicle
    - (iv) the movement of any vehicle not belonging to **you** which is interfering with the execution of the **business**
  - (b) any craft designed to travel in on or through water air or space but this exclusion shall not apply to sailing vessels less than nine metres in length or manually propelled craft or powered watercraft less than nine metres in length overall and designed to produce a maximum speed of less than 30 knots whilst operated on inland waterways or within three miles of the coast
- (5) any liability arising directly or indirectly from **pollution or contamination** unless the **pollution or contamination** is caused by a sudden identifiable unintended and unexpected incident which takes place in its entirety at a specific moment in time and place during the period of insurance  
For the purposes of this exclusion all **pollution or contamination** which arises out of one incident shall be deemed to have occurred at the time such incident takes place
- (6) any liability arising from advice design or specification provided for a fee or for which a fee would normally be charged
- (7) **damage** to or the costs of recall removal repair alteration replacement or reinstatement of any **product** supplied or contract work executed by **you** which is caused by
  - (a) a defect
  - (b) its unsuitability for its intended purpose
- (8) any liability arising from any contract in respect of **products** supplied or contract work executed by **you** unless liability would have attached in the absence of that contract
- (9) the costs of remedying any defect or alleged defect in premises which **you** have disposed of
- (10) (a) fines or penalties  
(b) liquidated damages  
(c) any compensation awarded by a court of criminal jurisdiction  
(d) multiplied aggravated exemplary or punitive damages
- (11) any liability arising from
  - (a) the use by **you** or on **your** behalf of any premises situated in the United States of America or Canada
  - (b) **products** sold or supplied on **your** behalf from any premises situated in the United States of America or Canada

- (c) **products** exported by **you** or on **your** behalf to the United States of America or Canada
- (12) any liability arising from
- (a) **products** incorporated in any craft designed to travel through air or space
- (b) **products** incorporated in any waterborne craft which could affect its safety navigation or propulsion
- (c) **products** incorporated in mechanically propelled vehicles which could affect their safety
- (d) **products** incorporated in gas chemical petrochemical or power generation plant which is directly connected to manufacture processing storage or power generation and which have been specifically supplied by **you** for that purpose
- (13) any liability arising directly or indirectly from mining processing manufacturing removing handling disposing of treatment of distributing or storing of **asbestos**
- However this shall not apply where removing handling or disposing of **asbestos** does not form part of **your** usual business or any contract work undertaken and
- (a) **you** have complied with any legal obligations to manage **asbestos** and
- (b) any discovery of **asbestos** by **you** is unintentional and accidental and
- (c) where upon discovery of **asbestos** all work immediately stops and
- (d) a HSE licensed asbestos removal contractor is employed to make safe the area in which the discovery is made as soon as is practicable and who has Employers' and Public Liability insurance in force which provides limits of indemnity no less than those provided by **your** policies and which do not exclude the work to be carried out
- (14) any liability arising directly or indirectly from fears of the consequences of exposure to or inhalation of **asbestos**
- (15) any liability arising from the supervision or execution of any manual work or contract undertaken outside of the European Union
- (16) any liability arising from damage to property where there is a requirement to arrange cover under clause 6.5 of the 2007 JCT conditions or any similar contract clause



## Extensions

Each of the following is subject otherwise to the terms of this policy

### 1 Cross liabilities

If **you** consist of more than one party (and in the case of partnerships this shall mean each individual partner) **we** will indemnify each party in the terms of this policy against liability incurred to the other in the same manner and to the same extent as if a separate policy had been issued to each subject to the maximum amount payable in respect of damages arising out of one **event** not exceeding the limit of indemnity

### 2 Compensation for court attendance

If **we** request any of the following categories of people to attend court as a witness in connection with a claim under this policy **we** will provide **you** with the following rates of compensation for each day on which attendance is required

Any of **your** directors **governors** trustees officers or committee members £500

Any **employee** £250

### 3 Contingent motor liability

Notwithstanding exclusion 4 regarding vehicles **we** will indemnify **you** alone in respect of legal liability for **injury** or **damage** arising out of the use by any **employee** in the course of the **business** of any mechanically propelled vehicle which is neither owned by nor provided by **you**

**We** will not provide an indemnity in respect of

- (a) **damage** to such vehicle or any property contained or being transported within it
- (b) **injury** or **damage** arising while the vehicle is being driven by **you** or any person who to **your** knowledge does not hold a licence to drive such a vehicle (unless they have held and are not disqualified for holding or obtaining such a licence)
- (c) circumstances where **you** are entitled to indemnity under any other insurance
- (d) **injury** or **damage** arising outside the **geographical limits**

### 4 Data Protection Act 1998

**We** will indemnify **you** against legal liability to pay damages and claimant's costs and expenses for damage or distress as described in Section 13 of the Data Protection Act 1998

The indemnity is subject to **you** being registered in accordance with the Act or having applied for such registration which has not been refused or withdrawn and that **you** have taken all reasonable care to comply with its requirements

**We** will not provide any indemnity in respect of

- (a) the payment of fines or penalties
- (b) the costs of replacing reinstating rectifying erasing blocking or destroying any personal data
- (c) liability arising from or caused by a deliberate or intentional act by or omission of any person entitled to indemnity
- (d) claims arising out of circumstances which have been notified to previous insurers or which were known to **you** at the inception of this extension
- (e) legal liability where indemnity is provided by any other insurance

## 5 Defective Premises Act

**We** will indemnify **you** against legal liability incurred by virtue of Section 3 of the Defective Premises Act 1972 or Section 5 of the Defective Premises (Northern Ireland) Order 1975 in respect of **injury** or **damage** which occurs within a period of seven years from the expiry or cancellation of this policy

No indemnity will be provided

- (a) if **you** are entitled to indemnity under any other insurance
- (b) in respect of the cost of remedying any defect or alleged defect in the premises disposed of

## 6 Reimbursement of additional motor insurance costs

In the event of any accident involving the use of a private car belonging to one of **your** directors **governors** trustees officers committee members or **employees** whilst being used for **your business we** will at **your** request indemnify such person in respect of

- (a) the monetary value of the no claim bonus or discount that they have forfeited  
Limit  
£1,000 any one loss
- (b) the monetary value of the premium loading imposed by their insurers  
Limit  
£500 any one loss

## 7 Member to member liability

The indemnity extends to include the legal liability of any one member of a school club or society to any other member arising in the course of school activities other than any form of armed or unarmed combat or any activity involving the use of firearms provided always that such person

- (a) is not entitled to indemnity under any other policy
- (b) shall as though they were the **Insured** observe fulfil and be subject to all the terms of this section as far as they can apply

## 8 Libel and slander

**We** will indemnify **you** against liability incurred by **you** arising from or caused by the publication or utterance by **you** or on **your** behalf of a libel or slander

Provided that

- (a) a claim is first made against **you** during the period of insurance
- (b) this extension shall not apply in respect of
  - (i) claims which arise out of circumstances notified to previous insurers or known to the **Insured** at inception of this extension
  - (ii) publications or utterances made at the direction of any party entitled to indemnity by this section with the knowledge of the libellous or slanderous effect thereof
  - (iii) claims brought outside the **geographical limits**
- (c) for the purposes of this extension the limit of indemnity is £100,000 any one **event**

## 9 Overseas personal liability

**We** will provide indemnity to **you** and if **you** so request any director **governor** trustee officer committee member or **employee** against legal liability incurred in a personal capacity while temporarily outside the **geographical limits** in connection with the **business**

The indemnity will not apply

- (1) to legal liability arising out of the ownership or occupation of land or buildings
- (2) where indemnity is provided by any other insurance

### Prosecution defence costs

**We** will subject to the limit of indemnity indemnify **you** in respect of

- (a) legal costs and expenses incurred with **our** written consent
- (b) costs awarded against **you** in connection with the defence of any criminal proceedings or an appeal against a conviction arising from such proceedings brought for a breach of
  - (i) the Health & Safety at Work etc. Act 1974
  - (ii) Part II of the Consumer Protection Act 1987
  - (iii) The Food Safety Act 1990alleged to have been committed during the period of insurance in connection with the **business**

### Limit of indemnity

The total amount **we** will pay in respect of any one claim shall not exceed £500,000

### Exclusions

**We** will not provide any indemnity

- (a) where indemnity is provided by any other insurance
- (b) in circumstances where **injury** or **damage** has occurred which may be the subject of a claim under either the employers' liability or public liability covers of this section
- (c) in respect of fines or penalties of any kind
- (d) in respect of any costs expenses or reimbursements resulting from an order made under Section 9 or resulting from any Regulation in respect of charges under Section 45 of the Food Safety Act 1990
- (e) where the proceeding have resulted from any deliberate act or omission by
  - (i) **you** or any director **governor** trustee officer or committee member of **yours**
  - (ii) any **employee** of **yours** who has specific responsibility for compliance with the above legislation which could reasonably have been expected to constitute a breach of the above legislation

## 6 Legal expenses

### The schedule will show if this section applies and the cover in force

*Note: (not forming part of the policy) to ensure an expert service the cover under this section has been arranged by us in conjunction with DAS Legal Expenses Insurance Company Limited (DAS). We are responsible for paying any claims under this policy but DAS deal with any claims matters and correspondence on our behalf in respect of this section.*

Send your claim to:

DAS Legal Expenses Insurance  
Company Limited  
DAS House,  
Quay Side, Temple Back,  
Bristol BS1 6NH

Tel: 0117 934 2000

*When presenting a claim for legal expenses, the insured person must inform DAS as soon as possible and within the time limits stipulated under the individual covers and general exclusions to this section, giving full details in writing of the insured event and provide such proofs, supporting evidence and other information as DAS may require.*

### Definitions

Each time any of the following words or phrases appear in this section in **bold italic** type (or in capital letters in the schedule) they will take the specific meaning shown below

Where words or phrases are not highlighted in this manner the normal everyday meaning of the word or phrase will apply

#### **Appointed representative**

means the lawyer or accountant or other suitably qualified person who has been appointed to act for an **insured person** in accordance with the terms of this section

#### **Aspect enquiry/enquiries**

means an examination by HM Revenue & Customs which considers one or more specific aspects of **the Insured's** self-assessment and/or corporation tax return

#### **Costs and expenses**

means

##### (1) **Legal costs**

All reasonable and necessary costs chargeable by the **appointed representative** on a standard basis Also the costs incurred by opponents in civil cases if an **insured person** has been ordered to pay them or pays them with the agreement of **DAS**

##### (2) **Accountants costs**

A reasonable amount in respect of all costs reasonably incurred by the **appointed representative**

##### (3) **Attendance expenses**

The **insured person's** salary or wages for the time that the **insured person** is off work to attend any arbitration court or tribunal hearing at the request of the **appointed representative** or as a defendant or while attending jury service **We** will pay for each half or whole day that the court tribunal or the **insured person's** employer will not pay for The amount **we** will pay is based on the following

- (a) The time the **insured person** is off work including the time it takes to travel to and from the hearing This will be calculated to the nearest half day assuming that a whole day is eight hours
- (b) If the **insured person** works full-time the salary or wages for each whole day equals 1/250th of the **insured person's** yearly salary or wages
- (c) If the **insured person** works part-time the salary or wages will be a proportion of the **insured person's** weekly salary or wages

**DAS**

means DAS Legal Expenses Insurance Company Limited

**Date of occurrence**

means

- (1) For civil cases (other than under insured event 7 – Tax Protection) when the cause of action first accrued
- (2) For criminal cases when the **insured person** commenced or is alleged to have commenced to violate the criminal law in question
- (3) For licence or registration appeals when **the Insured** first became aware of the proposal by the relevant licensing or regulatory authority to suspend alter the terms of refuse to renew or cancel **the Insured's** licence or British Standard Certificate of Registration
- (4) For **full enquiries** or **aspect enquiries** when HM Revenue & Customs first notifies in writing the intention to make enquiries
- (5) For Employers Compliance and Value Added Tax disputes when the relevant authority sends an assessment or written decision to **the Insured**

**Full enquiry/enquiries**

means an extensive examination by HM Revenue & Customs which considers all aspects of **the Insured's** tax affairs excluding those enquiries which are limited to one or more specific aspects of **the Insured's** self assessment tax return

**Insured event(s)**

means the circumstances in which the insurance provided by this section will operate as described in each separate cover

**Insured person**

means **the Insured** and the directors officers employees committee members and the governors and trustees of the **business** and any other individuals declared to **us** by **the Insured**

**Limit of indemnity**

means the sum shown in the schedule which is the most **we** will pay for all claims resulting from one or more events arising at the same time or from the same originating cause

**Period of insurance**

means the period for which **we** have agreed to cover the **insured person** and for which the premium has been paid

**Territorial limit**

means

**For insured event 2 – Legal Defence (excluding 2(6))**

**and insured event 6(b) – Bodily Injury**

The European Union the Isle of Man the Channel Islands Albania Andorra Bosnia Herzegovina Croatia Gibraltar Iceland Liechtenstein Macedonia Monaco Montenegro Norway San Marino Serbia Switzerland and Turkey (West of the Bosphorus)

**For all other insured events**

The United Kingdom of Great Britain and Northern Ireland the Isle of Man and the Channel Islands

**The Insured**

As shown in the policy schedule

## Cover

**We** will indemnify the **insured person** in respect of any **insured event** shown as included in the schedule arising in connection with the **business** as long as

- (a) the **date of occurrence** of the **insured event** happens during the **period of insurance** and within the **territorial limit** and
- (b) any legal proceedings will be dealt with by a court or other body which **DAS** agree to in the **territorial limit** and
- (c) in civil claims it is always more likely than not that an **insured person** will recover damages (or obtain any other legal remedy which **DAS** have agreed to) or make a successful defence

For all **insured events** **DAS** will help in appealing or defending an appeal as long as the **insured person** tells **DAS** within the time limits allowed that they want **DAS** to appeal

Before **we** pay any costs and expenses for appeals **DAS** must agree that it is always more likely than not that the appeal will be successful

If an **appointed representative** is used **we** will pay the costs and expenses incurred for this

**We** will pay compensation awards that **DAS** have agreed to

The most **we** will pay for all claims resulting from one or more event arising at the same time or from the same originating cause is shown as the **limit of indemnity** in the policy schedule

## Insured events

### 1 Employment disputes compensation awards & service occupancy

#### (a) Employment disputes

**DAS** will

- (1) defend **the Insured's** legal rights prior to the issue of legal proceedings in a court or tribunal following the dismissal of an employee or
- (2) defend **the Insured's** legal rights in the resolution of any unfair dismissal dispute under the ACAS Arbitration Scheme or
- (3) defend **the Insured's** legal rights in legal proceedings in respect of any dispute with an employee or ex-employee or a trade union acting on behalf of an employee or ex-employee which arises out of or relates to a contract of employment with **the Insured** or
- (4) defend **the Insured's** legal rights in legal proceedings in respect of any dispute with an employee ex-employee or prospective employee arising from an alleged breach of their statutory rights under employment legislation

#### Exclusions

- (i) Any employment dispute where the cause of action arises within the first 90 days of the indemnity provided by this section
- (ii) Any dispute with an employee who was subject to a written or oral warning (formal or informal) within 180 days immediately preceding the inception date of the indemnity provided by this section if the **date of occurrence** was within the first 180 days of the indemnity provided by this section

- (iii) Any redundancy or alleged redundancy or unfair selection for redundancy arising within the first 180 days of the indemnity provided by this section
  - (iv) Any claim in respect of damages for personal injury or loss of or damage to property
  - (v) Any claim arising from or relating to any transfer of business which falls within the scope of the Transfer of Undertakings (Protection of Employment) Regulations 2006 or the Transfer of Employment (Pension Protection) Regulations 2005
- (b) Compensation awards**
- We** will pay
- (i) any basic and compensatory award and/or
  - (ii) an order for compensation following a breach of **the Insured's** statutory duties under employment legislation
- in respect of a claim **DAS** have accepted under Insured event 1(a)
- Provided that
- (1) In cases relating to performance and/or conduct **the Insured** has throughout the employment dispute either
    - (a) followed the ACAS Code of Disciplinary Practice and Procedures in Employment as prepared by the Advisory Conciliation and Arbitration Service or
    - (b) followed equivalent codes of practice issued by the Labour Relations Agency in Northern Ireland or
    - (c) sought and followed advice from DAS Legal Advice Service
  - (2) For an order of compensation following **the Insured's** breach of statutory duty under employment legislation **the Insured** has at all times sought and followed the advice given by DAS Legal Advice Service since the date when **the Insured** should have known about the employment dispute
  - (3) For any compensation award for redundancy or alleged redundancy or unfair selection for redundancy **the Insured** has sought and followed the advice given by DAS Claims Department prior to serving notice of redundancy
  - (4) The compensation is awarded by a tribunal or through the ACAS Arbitration Scheme under a judgement made after full argument and otherwise than by consent or default or is payable under settlement approved in writing in advance by **DAS**
  - (5) The total of the compensation awards payable by **us** shall not exceed £1,000,000 in any one **period of insurance**

#### Exclusions

- (i) Any compensation award relating to the following
  - (a) Trade union activities trade union membership or non-membership
  - (b) Pregnancy or maternity or paternity rights
  - (c) Health & Safety related dismissals brought under section 44 of the Employment Rights Act 1996
  - (d) Statutory rights in relation to trustees of occupational pension schemes
  - (e) Statutory rights in relation to Sunday shop and betting work
- (ii) Non-payment of money due under the relevant contract of employment or statutory provision relating thereto
- (iii) Any award ordered as a result of a breach of statutory rights in relation to the provision of relevant records to employees under the National Minimum Wage Act 1998
- (iv) Any compensation award or increase in compensation award ordered by a tribunal for failure to comply with a recommendation it has made including non-compliance with a reinstatement or re-engagement order

### (c) Service occupancy

**DAS** will negotiate for **the Insured's** legal rights against an employee or ex-employee to recover possession of premises owned by **the Insured** or for which **the Insured** is responsible

#### Exclusion

Any claim relating to defending **the Insured's** legal rights other than defending a counter-claim

## 2 Legal defence

At **the Insured's** request

- 1 **DAS** will defend the **insured person's** legal rights
  - (a) prior to the issue of legal proceedings when dealing with the
    - Police
    - Health & Safety Executives and/or Local Authority Health & Safety Enforcement Officer
 where it is alleged that the **insured person** has or may have committed a criminal offence or
  - (b) following an event which leads to the **insured person** being prosecuted in a court of criminal jurisdiction or
  - (c) if civil action is taken against the **insured person** for compensation under Section 13 of the Data Protection Act 1998  
**We** will also pay any compensation award made against the **insured person** under Section 13 of the Data Protection Act 1998
- 2 **DAS** will defend **the Insured's** legal rights following civil action taken against **the Insured** for wrongful arrest in respect of an accusation of theft alleged to have been carried out during the **period of insurance**
- 3 **DAS** will defend the **insured person's** (other than **the Insured**) legal rights if
  - (a) an event arising from their work as an employee leads to a civil action being taken against them under legislation for unlawful discrimination on the grounds of sex sexual orientation race disability age religious belief or political opinion or
  - (b) civil action is taken against them as a trustee of a pension fund set up for the benefit of **the Insured's** employees
- 4 **DAS** will defend **the Insured's** legal rights in respect of any dispute between **you** and **your** residents or ex-residents students or ex-students or the legal representatives or the parents or guardians of **your** residents or ex-residents students or ex-students arising from permanent exclusion of such residents or ex-residents or students or ex-students by **you**
- 5 **DAS** will defend **the Insured's** legal rights:
  - (a) at an Appeals Committee hearing set up by virtue of Paragraph 7 (Indemnity) of Schedule 24 of the Schools Standards and Framework Act 1998 provided that such an Appeals Committee is held in accordance with the Code of Practice issued by the relevant local authority
  - (b) at an appeal against the judgement of a relevant Appeals Committee
- 6 **DAS** will represent an **insured person** at an appeal arranged under section 21 Chapter 10 of the Special Educational Needs and Disability Act 2001
- 7 **DAS** will represent the **insured person** in appealing against the imposition or terms of any Statutory Notice issued under legislation affecting **the Insured's business**



- 8** **DAS** will represent **the Insured** in appealing against the refusal of the Information Commissioner to register **the Insured's** application for registration
- 9** **We** will pay the **attendance expenses** of an **insured person** for jury service

Provided that

- (i) In so far as proceedings under the Health & Safety at Work etc. Act 1974 are concerned the territorial limit shall be any place where the Act applies
- (ii) At the time of the **insured event the Insured** has registered with the Information Commissioner in respect of (1)(c) above

### Exclusion

Any claim which leads to the **insured person** being prosecuted for infringement of road traffic laws or regulations in connection with the ownership driving or use of a motor vehicle

### 3 Statutory licence protection

**DAS** will represent **the Insured** in appealing to the relevant statutory or regulatory authority court or tribunal following an event which results in the relevant licensing or regulatory authority suspending or altering the terms of or refusing to renew or cancelling **the Insured's** licence or British Standard Certificate of Registration

### Exclusions

- (i) An original application or application for renewal of a statutory licence or British Standard Certificate of Registration
- (ii) Any licence appeal relating to the ownership driving or use of a motor vehicle

### 4 Contract disputes

**DAS** will negotiate for **the Insured's** legal rights in a contractual dispute arising from that agreement or that alleged agreement which has been entered into by or on behalf of **the Insured** for the purchase hire sale or provision of goods or of services

Provided that

- (1) the amount in dispute exceeds £250  
If the amount in dispute exceeds £5,000 **the Insured** will be responsible for the first £500 of **legal costs** in each and every claim
- (2) if the amount in dispute is payable in instalments the instalments due and payable at the time of making the claim exceed £250
- (3) if the dispute relates to money owed to **the Insured** a claim under this section is made within 90 days of the money becoming due and payable

### Exclusions

- (i) Any claim relating to the following
  - (a) The settlement payable under an insurance policy
  - (b) A lease licence or tenancy of land or buildings other than a dispute with a professional adviser in connection with the drafting of a lease licence or tenancy agreement
  - (c) A loan mortgage pension or any other financial product and choses in action
  - (d) A motor vehicle owned by or hired by or leased to **the Insured**
- (ii) A dispute with an employee or ex-employee which arises out of or relates to a contract of employment with **the Insured**

- (iii) A dispute which arises out of the
  - sale or provision of computer hardware software systems or services
  - the purchase or hire of computer hardware software systems or services tailored by a supplier to **the Insured's** own specification
- (iv) A dispute arising from a breach or alleged breach of professional duty by an **insured person**
- (v) The recovery of money and interest due from another party other than disputes where the other party intimates that a defence exists
- (vi) Any dispute arising from an agreement entered into prior to the inception date of the indemnity provided by this section if the **date of occurrence** is within the first 90 days of the indemnity provided by this section

## 5 Debt recovery

**DAS** will negotiate for **the Insured's** legal rights including enforcement of judgement to recover money and interest due from the sale or provision of goods or services

Provided that

- (1) the debt exceeds £250
- (2) **the Insured** has exhausted all credit control and accounting procedures as declared to **DAS**
- (3) a claim for debt recovery under this section is made within 90 days of the money becoming due and payable
- (4) **DAS** has the right to select the method of enforcement or to forego enforcing judgement if they are not satisfied that there are or will be sufficient assets available to satisfy judgement

## Exclusions

- (i) The recovery of money and interest due from another party where the other party intimates that a defence exists
- (ii) Any claim relating to the following
  - (a) The settlement payable under an insurance policy
  - (b) A lease licence or tenancy of land or buildings
  - (c) A loan mortgage pension or any other financial product and choses in action
  - (d) A motor vehicle owned by or hired by or leased to **the Insured**
- (iii) A dispute which arises out of the purchase hire sale or provision of computer hardware software systems or services
- (iv) Any debt arising from an agreement entered into prior to the inception date of the indemnity provided by this section if the **date of occurrence** is within the first 90 days of the indemnity provided by this section

## 6 Property protection and bodily injury

### (a) Property protection

**DAS** will negotiate for **the Insured's** legal rights in any civil action relating to material property which is owned by or the responsibility of **the Insured** following

- (1) any event which causes or could cause physical damage to such material property or
- (2) any nuisance or trespass

Exclusions applicable to (a)

Any claim relating to the following

- (i) A contract entered into by **the Insured**
- (ii) Goods in transit or goods lent or hired out
- (iii) Goods at premises other than those occupied by **the Insured** unless the goods are at such premises for the purpose of installations or use in work to be carried out by **the Insured**
- (iv) Mining subsidence
- (v) Defending **the Insured's** legal rights other than in defending a counter-claim
- (vi) A motor vehicle owned by or hired or leased to them

### (b) Bodily injury

At **the Insured's** request **DAS** will negotiate for an **insured person's** and their family members legal rights following an event which causes the death of or bodily injury to them

Exclusions applicable to (b)

Any claim relating to the following

- (i) Any illness or bodily injury which develops gradually or is not caused by a specific or sudden accident
- (ii) Defending an **insured person's** or their family members' legal rights other than in defending a counter-claim
- (iii) A motor vehicle owned by or hired or leased to or used by an **insured person** or their family members

## 7 Tax protection

### (a) Full or aspect enquiries

**DAS** will negotiate on behalf of **the Insured** and represent them in any appeal proceedings in respect of a **full enquiry** and/or **aspect enquiry**

### (b) Employers compliance

**DAS** will negotiate on behalf of **the Insured** and represent them in any appeal proceedings in respect of a dispute concerning **the Insured's** compliance with Pay As You Earn or Social Security Regulations following a review by HM Revenue & Customs or the Department of Social Security Contributions Agency

### (c) VAT disputes

**DAS** will negotiate on behalf of **the Insured** and represent them in any appeal proceedings following an assessment issued by HM Revenue & Customs in respect of Value Added Tax due

Provided that

- (1) For all **insured events the Insured** has taken reasonable care to ensure that all returns are complete and correct and that such returns are submitted within the statutory time limits allowed
- (2) **We** will not pay more than £2,000 for **aspect enquiries**

### Exclusions

- (i) In respect of **aspect enquiries** the first £200 of **costs and expenses** in each and every claim
- (ii) Any **insured event** arising from a tax avoidance scheme
- (iii) Any **insured event** caused by the failure of **the Insured** to register for Value Added Tax

- (iv) Any **insured event** arising from any investigations or enquiries undertaken by HM Revenue & Customs Special Investigation Section or Special Compliance Office
- (v) Any **insured event** arising from any investigation or enquiry by HM Revenue & Customs into alleged dishonesty or alleged criminal offences

## Exclusions

- 1 Any claim reported to **DAS** more than 180 days after the date the **insured person** should have known about the **insured event**
- 2 **Costs and expenses** incurred before the written acceptance of a claim by **DAS**
- 3 Fines penalties compensation or damages which the **insured person** is ordered to pay by a court or other authority other than compensation awards as covered under insured event 1(b) – Compensation awards and insured event 2 – Legal defence
- 4 Any claim relating to patents copyrights trademarks merchandise marks registered designs intellectual property secrecy and confidentiality agreements
- 5 Any claim relating to franchise rights or agency rights where **the Insured** has the legal capacity to alter the legal relations of another
- 6 Any **insured event** deliberately or intentionally caused by an **insured person**
- 7 A dispute with **us** or **DAS** not otherwise dealt with under Condition 7 of this section
- 8 Any claim relating to a shareholding or partnership share in **the Insured** unless such shareholding was acquired under a scheme open to all employees of **the Insured** or a substantial number of them of a certain minimum grade other than the directors or partners of **the Insured**
- 9 Judicial review (except under 2 (4) and 2 (5))
- 10 Any legal action an **insured person** takes which **DAS** or the **appointed representative** have not agreed to or where the **insured person** does anything that hinders **DAS** or the **appointed representative**
- 11 When either at the commencement of or during the course of a claim notified under this section **the Insured** is bankrupt or has filed a bankruptcy petition or winding-up petition or has made an arrangement with its creditors or has entered into a deed or arrangement or is in liquidation or part or all of its affairs or property are in the care or control of a receiver or administrator

## Conditions

- 1 An **insured person** must
  - (a) keep to the terms and conditions of the policy
  - (b) notify **us** immediately of any alteration which may materially affect **our** assessment of the risk
  - (c) take reasonable steps to keep any amount **we** have to pay as low as possible
  - (d) try to prevent anything happening that may cause a claim
  - (e) send everything **DAS** ask for in writing
  - (f) give **DAS** full details of any claim as soon as possible and give **DAS** any information they need

- 2 (a) **DAS** can take over and conduct in the name of an **insured person** any claim or legal proceedings at any time  
**DAS** can negotiate any claim on behalf of an **insured person**
- (b) If **DAS** agree to start legal proceedings and it becomes mandatory for an **insured person** to be represented by a lawyer or if there is a conflict of interest an **insured person** can choose an **appointed representative** by sending **DAS** the suitably qualified person's name and address  
**DAS** may choose not to accept the choice of representative but only in exceptional circumstances  
If there is a disagreement over the choice of **appointed representative** another suitably qualified person can be appointed to decide the matter
- (c) Before an **insured person** chooses a lawyer or an accountant **DAS** can appoint an **appointed representative**
- (d) An **appointed representative** will be appointed by **DAS** and represent an **insured person** according to **DAS's** standard terms of appointment  
The **appointed representative** must co-operate fully with **DAS** at all times
- (e) **DAS** will have direct contact with the **appointed representative**
- (f) An **insured person** must cooperate fully with **DAS** and the **appointed representative** and must keep **DAS** up-to-date with the progress of the claim
- (g) An **insured person** must give the **appointed representative** any instructions that **DAS** require
- 3 (a) An **insured person** must tell **DAS** if anyone offers to settle a claim and must not agree to any settlement without **DAS's** written consent
- (b) If an **insured person** does not accept a reasonable offer to settle a claim **we** may refuse to pay any further **costs and expenses**
- (c) **We** may decide to pay the **insured person** the amount of damages that the **insured person** is claiming or is being claimed against them instead of starting or continuing legal proceedings
- 4 (a) If **DAS** ask an **insured person** must tell the **appointed representative** to have **costs and expenses** taxed assessed or audited
- (b) An **insured person** must take every step to recover **costs and expenses** that **we** have to pay and must pay **us** any **costs and expenses** that are recovered
- 5 If an **appointed representative** refuses to continue acting for an **insured person** with good reason or if an **insured person** dismisses an **appointed representative** without good reason the cover **we** provide will end at once unless **DAS** agree to appoint another **appointed representative**
- 6 If an **insured person** settles a claim or withdraws their claim without the agreement of **DAS** or does not give suitable instructions to an **appointed representative** the cover **we** provide will end at once and **we** will be entitled to re-claim any **costs and expenses** paid by **us**

- 7** If **DAS** and an **insured person** disagree about the choice of **appointed representative** or about the handling of a claim **DAS** and the **insured person** can choose another suitably qualified person to decide the matter

**DAS** and the **insured person** must both agree to this in writing

If **DAS** cannot agree with the **insured person** about the choice of the second suitably qualified person **DAS** will ask the chair of the solicitors regulation authority to choose a suitably qualified person

Whoever loses the disagreement will have to pay the cost of settling it

- 8** **DAS** may at their discretion require **the insured** to obtain an opinion from counsel at **the insured's** expense as to the merits of a claim or proceedings

If counsel's opinion indicates that there are reasonable grounds for the pursuit or defence of a claim or proceedings the cost of obtaining the opinion will be paid for by **us**

- 9** All acts of parliament within the section wording shall include equivalent legislation in Scotland Northern Ireland the Isle of Man or the Channel Islands as the case may be

- 10** This section will be governed by English law

## 7 Money with assault extension

### The schedule will show if this section applies

#### Definitions

Each time any of the following words or phrases appear in this section in **bold italic** type (or in capital letters in the schedule) they will take the specific meaning shown below

Where words or phrases are not highlighted in this manner the normal everyday meaning of the word or phrase will apply

#### **Bodily injury**

means bodily injury resulting directly and independently of any other cause within twenty-four calendar months in disablement or death

#### **Business hours**

means any time when anyone with responsibility for **money** is in attendance at the **premises** for the purpose of **your business**

#### **Deferment period**

means the initial period specified in the schedule following **bodily injury** during which the **temporary total disablement** benefit is not payable

#### **Insured persons**

means any employee of the **insured**

#### **Loss of eye(s)**

means total and irrecoverable loss of sight of an eye or eyes

#### **Loss of limb(s)**

means loss by physical severance at or above the wrist or ankle or total and irrecoverable loss of use of a limb or limbs

#### **Medical expenses**

means the cost of medical surgical dental or other remedial attention treatment or appliances given or prescribed by a qualified medical practitioner and all hospital nursing home and ambulance charges necessarily incurred in the treatment of the **insured person**

#### **Money**

means current notes and coins cheques (other than pre-signed blank cheques whether crossed or uncrossed) postal orders money orders securities for money crossed bankers drafts unused postage stamps travellers cheques National Savings stamps and certificates Premium Bonds National Insurance stamps and stamped National Insurance cards credit and debit card sales vouchers giro payment orders value added tax purchase vouchers luncheon vouchers gift tokens and unused credit on postal franking machines belonging to **you** or for which **you** are responsible and pertaining to the **business**

#### **Money in transit**

means money other than **non-negotiable money** in transit in **your personal custody** or the **personal custody** of a director or employee or representative of **yours** or in a bank night safe until the bank accepts responsibility

#### **Non-negotiable money**

means crossed cheques (other than pre-signed blank cheques) crossed postal orders crossed money orders crossed bankers drafts National Savings certificates Premium Bonds stamped National Insurance cards credit and debit card sales vouchers value added tax purchase vouchers and unused credit on postal franking machines

**Other money**

means **money** other than **non-negotiable money**

**Permanent total disablement**

means permanent total and absolute disablement (other than by **loss of limb(s)** or **loss of eye(s)**) from gainful employment of any and every kind which shall have lasted for 104 weeks and which in all probability will last for the remainder of life

**Personal custody**

means within the immediate personal control of **you** or any other responsible person authorised by **you**

**Temporary total disablement**

means disablement from engaging in or giving attention to usual profession trade business or occupation for a period not exceeding 104 weeks in all from the commencement of such disablement

**Cover A – Money**

**We** will indemnify **you** in respect of loss of **money** happening during the period of insurance anywhere in the **geographical limits**

**Our** liability in respect of any one loss shall not exceed the amount stated in the schedule

**Extensions**

The insurance by this section is extended to include the following

**1 Damage to safes**

**We** will indemnify **you** against **damage** to any safe strongroom or cash carrying bag belonging to **you** or for which **you** are responsible arising in connection with theft or attempted theft of insured **money**

**2 Damage to clothing and personal effects**

**We** will indemnify **you** against **damage** to clothing and personal effects belonging to **you** or any of **your** directors or employees or representatives arising in connection with theft or attempted theft of insured **money**

**3 Dishonesty of employee**

**We** will indemnify **you** against loss due to the dishonesty of any director employee governor or trustee of the **Insured** if discovered within 28 days of the occurrence but **our** liability for such loss shall not exceed £2,000 per person nor £5,000 in total in any one period of insurance

**4 Fund raising events and collection of fees**

For the period from two days before until seven days after a fund-raising event or the date for collection of fees the limits shown in the schedule are doubled for the following

- (a) **Money** whilst in the course of transit or in a bank night safe
- (b) **Money** whilst being counted or in the home of any employee
- (c) **Money** in a locked safe in the **premises**



## Exclusions

**We** shall not be liable in respect of loss

- (1) insured by a specific policy of fidelity guarantee or theft by employee except in respect of any additional amount beyond the amount payable under such a policy after deduction of any retained liability of the **insured**
- (2) whilst the **money** is in the custody or control of a professional carrier
- (3) during transit by unregistered post
- (4) from an unattended vehicle
- (5) due to clerical or accounting errors depreciation in value unexplained shortage dishonoured cheques or to the use of counterfeit **money**
- (6) in excess of the 'in any other circumstances' limit shown in the schedule of **other money** (other than **non- negotiable money**) from any room left unattended and unlocked unless this occurs during **business hours** and such **other money** is contained in a locked safe cupboard desk or drawer with the key held in the **personal custody** of an authorised key-holder
- (7) of completed credit or debit card sales vouchers unless a copy of each voucher is at all times kept in a secure place separate from its counterpart

## Special condition

### Safe keys

It is a condition precedent to liability in respect of loss of **money** from locked safe or locked strongroom that all keys (except those deposited with a bank) for safes and strongrooms containing **money** and notes of combination locks letters and numbers must be held in **personal custody**

## Cover B – Assault extension

If during the period of insurance an **insured person** sustains **bodily injury** in the course of their employment by **you** as a direct result of robbery or hold-up or any attempt thereat **we** will pay the appropriate benefit

### Scale of benefits

The level of benefits are shown in the schedule

If the benefits are expressed in units one unit provides the following

- 1 **Death**  
£2500
- 2 **Loss of limb(s) or loss of eye(s)**  
£2500
- 3 **Permanent total disablement**  
£2500
- 4 **Temporary total disablement**  
£25 per week
- 5 **Medical expenses**  
Maximum of 15% of the benefits payable under 4 above

## Extension

### Hospital benefit and dental expenses

If during the period of insurance an **insured person** sustains bodily injury in the course of their employment by **you** as a direct result of robbery or hold up or any attempt thereat **we** will pay

- (a) dental expenses incurred by the **insured person**  
Limit £500
- (b) £20 a day up to £200 if as a result of the bodily injury the **insured person** goes into hospital for in-patient treatment

## Exclusions

**We** shall not be liable for **bodily injury**

- (1) arising from wilful exposure to needless peril (except in an attempt to save human life)
- (2) sustained by any person before that person attains the age of 16 years or after the expiry of the period of insurance in which that person attained the age of 70 years

## Special conditions

- 1 Benefit shall not be payable in respect of any **insured person** for any later accident after an accident giving rise to a claim other than for **temporary total disablement**
- 2 Benefit for **permanent total disablement** may be payable following benefit for **temporary total disablement**
- 3 Other than 2 above one benefit only shall be payable in respect of any one insured person in connection with the same accident
- 4 A receipt given by **you** or by **your** legal personal representatives shall be a valid discharge of **our** liability under this section
- 5 No compensation shall become payable until the total amount shall have been ascertained and agreed save that periodic payments on account of **temporary total disablement** may be made by **us**

## 8 Personal accident

**The schedule will show if this section applies and the cover in force**

### Definitions

Each time any of the following words or phrases appear in this section in **bold italic** type (or in capital letters in the schedule) they will take the specific meaning shown below

Where words or phrases are not highlighted in this manner the normal everyday meaning of the word or phrase will apply

#### **Accidental bodily injury**

means bodily injury resulting directly and independently of any other cause within 24 calendar months in disablement or death

#### **Deferment period**

means the initial period specified in the schedule following **accidental bodily injury** during which the **temporary total disablement** benefit is not payable

#### **Insured persons**

As specified in the schedule

#### **Loss of eye(s)**

means total and irrecoverable loss of sight of an eye or eyes

#### **Loss of limb(s)**

means loss by physical severance at or above the wrist or ankle or total and irrecoverable loss of use of a limb or limbs

#### **Medical expenses**

means the cost of medical surgical dental or other remedial attention treatment or appliances given or prescribed by a qualified medical practitioner and all hospital nursing home and ambulance charges necessarily incurred in the treatment of the **insured person**

#### **Permanent total disablement**

means permanent total and absolute disablement (other than by **loss of limb(s)** or **loss of eye(s)**) from gainful employment of any and every kind which shall have lasted for 104 weeks and which in all probability will last for the remainder of life

#### **Temporary total disablement**

means disablement from engaging in or giving attention to usual profession trade business or occupation for a period not exceeding 104 weeks in all from the commencement of such disablement

### Cover

If during the period of insurance an **insured person** sustains **accidental bodily injury**

- (1) at any time if Cover A applies
- (2) arising out of and in the course of their employment by **you** if Cover B applies

#### **Cover operative (A) or (B)**

As specified in the schedule

#### **Scale of benefits**

The level of benefits are shown in the schedule

If the benefits are expressed in units one unit provides the following

- 1 Death**  
£2500
- 2 Loss of limb(s) or loss of eye(s)**  
£2500
- 3 Permanent total disablement**  
£2500
- 4 Temporary total disablement**  
£25 per week
- 5 Medical expenses**  
Maximum of 15% of the benefits payable under 4 above

## Extensions

### 1 Hospital benefit and dental expenses

If during the period of insurance an insured person sustains bodily injury

- (1) at any time if Cover A applies
- (2) arising out of and in the course of their employment by **you** if Cover B applies

**We** will pay

- (a) dental expenses incurred by the **insured person**  
Limit £500
- (b) £20 a day up to £200 if as a result of the bodily injury the **insured person** goes into hospital for in-patient treatment

Excluding any claim where **we** have accepted a Hospital Benefit and Dental Expenses claim under the Money with assault extension section of this policy

### 2 Clothing and personal effects

If **we** accept a claim for bodily injury under this section **we** will pay for the **insured person's** clothing and personal effects damaged at the same time up to an amount of £500 per person such amount being in addition to any amount recoverable under the Property damage section

Excluding any claim where **we** have paid for personal effects under the Money with assault section of this policy

## Exclusions

**We** shall not be liable for **accidental bodily injury**

- (1) arising from
  - (a) any consequence of suicide or deliberate self-injury intemperance venereal disease insanity pregnancy childbirth the influence of drugs unless such drugs are taken as prescribed and directed by a qualified registered medical practitioner but not for the treatment of drug addiction
  - (b) any health problem which ought reasonably to have been within the knowledge and belief of the **insured person** or **you** at inception of this insurance or prior to the latest renewal thereof and which has not been declared to and accepted in writing by **us**
  - (c) wilful exposure to needless peril (except in an attempt to save human life)
  - (d) any **insured person** taking part in practising or training for any of the excluded activities
- (2) sustained by any person after the expiry of the period of insurance in which that person attained the age of 70 years
- (3) directly or indirectly caused or contributed to by **terrorism** involving the use or release or the threat thereof of any nuclear weapon or device or chemical or biological agent regardless of any contributory cause  
If **we** allege that by reason of this exclusion any **accidental bodily injury** is not covered by this policy the burden of proving the contrary shall be upon **you**

## Excluded activities

- Aqualung diving
- Flying  
(except as a fare-paying passenger)  
hang-gliding or parachuting
- Hunting on horseback polo  
showjumping or steeple chasing
- Driving riding or sailing in any  
kind of race
- Riding motor cycles or motor scooters  
as a driver or passenger
- Winter sports other than curling  
or ice-skating
- Football other than amateur  
Association or rugby football
- Mountaineering cliff or rock-climbing  
abseiling subterranean or elastic rope  
sports or activities
- Any pursuit or activity involving  
personal danger or hazard
- Playing in any sport professionally
- Service in the armed forces or  
participating in military operations other  
than Combined Cadet Forces

## Special conditions

- 1 Benefit shall not be payable in respect of any **insured person** for any later accident after an accident giving rise to a claim other than for **temporary total disablement**
- 2 Benefit for **permanent total disablement** may be payable following benefit for **temporary total disablement**
- 3 Other than 2 above one benefit only shall be payable in respect of any one **insured person** in connection with the same accident
- 4 A receipt given by **you** or by **your** legal personal representatives shall be a valid discharge of **our** liability under this section
- 5 No compensation shall become payable until the total amount shall have been ascertained and agreed save that periodic payments on account of **temporary total disablement** may be made by **us**

## 9 Professional indemnity

### The schedule will show if this section applies and the cover in force

This insurance covers only those losses which either arise from claims made during the period of insurance against those insured or are discovered and reported during the period of insurance by those insured

#### Definitions

Each time any of the following words or phrases appear in this section in **bold italic** type (or in capital letters in the schedule) they will take the specific meaning shown below

Where words or phrases are not highlighted in this manner the normal everyday meaning of the word or phrase will apply

#### **Employee(s)**

means

- (a) a person under a contract of service or apprenticeship with **you**
- (b) a person under a contract of service or apprenticeship with some other employer and who is hired to or borrowed by **you**
- (c) labour masters and persons supplied by them
- (d) a person engaged by labour-only subcontractors
- (e) a self-employed person performing work of a kind ordinarily performed under a contract of service or apprenticeship with **you**
- (f) work experience trainees
- (g) governors
- (h) authorised voluntary workers while working for **you** in connection with the **business**

#### **Insured**

means the organisation itself and any person who was or is or shall be a governor trustee committee member employee or authorised volunteer director or officer of the organisation but not its administrator

liquidator administrative receiver solicitor auditor or medical practitioner

In the event of the death incapacity or bankruptcy of an Insured indemnity is provided to the estate heirs legal representatives or assigns of such Insured

#### **Policyholder**

means the organisation specified in the schedule who represents all **Insureds** in respect of all matters relating to this insurance

#### **Wrongful act**

means any actual or alleged act which is wrongfully committed or attempted by an **Insured**

#### Cover

**We** will indemnify the **Insured** against all sums which the **Insured** shall be legally liable to pay as damages and all costs and expenses reasonably incurred arising from any claim or claims first made against the **Insured** and notified to **us** during any period of insurance (but not prior to the retroactive date of this insurance) and arising solely in the course of performing duties in furtherance of the activities of the **policyholder** for

#### **Cover 1**

Any **wrongful act** occurring or committed in good faith

#### **Cover 2**

any dishonest or fraudulent act or omission on the part of any person defined as an **Insured** provided that

- (a) no person committing or condoning such dishonest or fraudulent act or omission shall be entitled to indemnity
- (b) the following shall be deducted from any amount payable under this section
  - (i) any monies which but for such dishonest or fraudulent act or omission would be due from the **Insured** to the person committing or condoning such act or omission
  - (ii) any monies held by the **Insured**

- and belonging to such person
- (c) **we** shall not be liable for any claim arising from any dishonest or fraudulent act or omission committed by any person after the discovery in relation to that person of reasonable cause for suspicion of fraud or dishonesty

### Amount payable and excess

The amount of **our** liability for damages costs and expenses in respect of any one claim and in the aggregate in any one period of insurance shall not exceed the limit shown in the schedule

If **we** are liable to indemnify more than one party the total amount of indemnity for damages costs and expenses to all such parties including the **Insured** shall not exceed the limit of indemnity

Where an **excess** is specified in the schedule this amount shall be borne by the **Insured** and **our** liability shall only be in addition to this amount

### Representations and severability

In providing indemnity under this section to any one **Insured** **we** have relied upon the statements and declarations in the proposal including any additional or supplementary information supplied

The proposal shall be considered to be a separate proposal by each **Insured**

With respect to statements and declarations in the proposal no statements made or knowledge possessed by any **Insured** shall be imputed to any other **Insured** to determine the availability of indemnity in respect of claims made against any other **Insured**

## Extension

### Loss of documents

If during the currency of this insurance the **Insured** shall discover that any **documents** the property of or entrusted to the **Insured** or in the custody of any other person to or with whom such **documents** have been entrusted by the **Insured** in the ordinary course of the business have been destroyed or damaged or lost or mislaid and after diligent search cannot be found **we** will indemnify the **Insured** up to the limit of indemnity

- (1) against
  - (a) legal liability of whatsoever nature which the **Insured** may incur to any other person in consequence of such **documents** having been so destroyed damaged lost or mislaid and
  - (b) costs and expenses of whatsoever nature incurred in replacing or restoring such **documents** other than such costs and expenses incurred as a result of loss or distortion of information on computer system records
- (2) for the **Insured's** own costs and expenses incurred with **our** written consent in the defence or settlement of any claims to establish liability as described in 1(a) above

### Definition specific to this extension

#### **Documents**

means all documents other than bearer bonds coupons bank notes currency notes and negotiable instruments

## Exclusions

**We** shall not be liable under this section in respect of

- (1) death or bodily injury to any person or damage to property (except as otherwise stated) unless arising out of any act insured by Covers 1 and 2 of this section
- (2) any claim arising from the provision of advice design or specification where the **Insured** contracts to
  - (a) manufacture construct erect or install or
  - (b) supply materials or equipment
- (3) fines penalties or punitive exemplary or multiplied damages
- (4) any claim arising from an agreement by the **Insured** to pay penalties or liquidated damages
- (5) any claim arising from any breach of any obligation owed by the **Insured** as employer to any **employee**
- (6) arising from the trusteeship or administration of any pension fund profit sharing or employee benefit scheme
- (7) the consequence of any circumstance
  - (a) notified under any insurance which was in force prior to the inception of the insurance by this section
  - (b) known to the **Insured** at the inception of the insurance by this section which may give rise to a claim
- (8) liability in respect of **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

Notwithstanding anything contained herein to the contrary our liability for all compensation payable in respect of all **pollution or contamination** which is deemed to have occurred during the period of insurance shall not exceed in the aggregate the limit of indemnity in respect of this section as shown in the schedule

### Definition specific to this exclusion

#### **Pollution or contamination**

means

- (a) all pollution or contamination of buildings or other structures or water or land or the atmosphere and
  - (b) all loss or damage or injury directly or indirectly caused by such pollution or contamination
- (9) any claim arising directly or indirectly from
    - (a) mining processing manufacturing removing handling disposing of treatment of distributing or storing of **asbestos**
    - (b) fears of the consequences of exposure to or inhalation of **asbestos**
  - (10) liability arising from damage to **data**
  - (11) any claim arising from any failure or omission of any **Insured** to effect and maintain insurance for them and on their behalf
  - (12) any claim whereby the **Insured** is entitled to indemnity from any other source whether insured or not
  - (13) any claim made or action instituted in a court of law outside the European Union the Channel Islands or the Isle of Man or is instituted outside those territories to enforce a judgement in those territories whether by reciprocal agreement or otherwise



- (14) the **excess** specified in the schedule
- (15) any claim arising from any **wrongful act** which any **Insured** knew to be a **wrongful act** or which was committed by such person in reckless disregard of whether it was a **wrongful act** or not

### Special conditions

- 1 This insurance will not apply to claims made against the **Insured** by reason of any act error or omission committed or alleged to have been committed prior to the retroactive date stated in the schedule
- 2 The **Insured** shall not disclose to any person without **our** written consent the nature and terms of the insurance provided by this section
- 3 In the event of the **Company** being entitled to avoid the insurance by this section from inception or from the time of any variation in cover the **Company** may at its discretion maintain this insurance in full force but exclude the consequences of any matter which ought to have been disclosed at inception or at the time of any variation in cover

# General information

## Complaints procedure

(not forming part of the policy)

If you have any reason to complain about the advice or service you have received you should contact either your Broker or the Ecclesiastical Insurance Office plc depending on who sold you your policy.

If making your complaint to Ecclesiastical you can make your complaint in writing or verbally to the Compliance Officer or Chief Claims Manager at:

Ecclesiastical Insurance Office plc  
Beaufort House,  
Brunswick Road,  
Gloucester GL1 1JZ.

Tel 01452 528533

Fax 01452 423557

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

- We will acknowledge all complaints within five working days.
- All complaints will be investigated independently at a senior level within Ecclesiastical.
- We will aim to respond formally to your complaint within four weeks, but we shall endeavour to report to you within 10 working days whenever possible.
- If after four weeks we have not completed our investigation we will write to you to tell you of the progress of the investigation. We will then write to you again within eight weeks of receiving your complaint with our response, or to inform you of the progress being made.
- If you are not satisfied with our response, or we have not completed our investigation after eight weeks, we will inform you of your right to take the complaint to:
 

Financial Ombudsman Service  
South Quay Plaza,  
183 Marsh Wall,  
London E14 9SR

Tel 0845 080 1800  
Email  
[complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)
- If you are a business or charity with an annual turnover of less than £1 million, you are entitled to refer your case to the Financial Ombudsman Service.
- If you are a business or charity with a yearly turnover or income of £1 million or more we will direct you to an appropriate organisation who can deal with your complaint and remind you that you can also speak to your legal advisers.

*This complaints procedure does not affect your right to take legal proceedings.*

## The Financial Services Compensation Scheme (FSCS)

(not forming part of the policy)

This scheme was set up under the terms of the Financial Services and Markets Act 2000.

Its aim is to protect private and small business/charity customers should an insurer go out of business and be unable to meet its liabilities or pay claims. You may be entitled to compensation depending upon your income and the number of people you employ.

If so, FSCS may arrange to transfer your policy to another insurer, provide a new policy or, if these actions are not possible, provide compensation. The maximum level of compensation you can receive from the scheme for a claim against an insurance firm depends on the type of insurance policy.

For compulsory insurance (such as Employers' liability cover) the full amount of the claim or unused premiums is protected. For non-compulsory insurance such as property damage, the first £2,000 of the claim or unused premiums is covered in full followed by 90% of the remainder.

For further information on the scheme you can visit the website at:

[www.fscs.org.uk](http://www.fscs.org.uk)

or write to:

Financial Services Compensation Scheme  
7th Floor, Lloyds Chambers,  
1 Portsoken Street,  
London E1 8BN.

Tel 020 7892 7300

Email [enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk)

# Notes

# Notes

# Notes

This contract is underwritten by:  
Ecclesiastical Insurance Office plc.

Our FSA register number is 113848.  
Our permitted business is general insurance.

**You can check this on the  
FSA's register by visiting the  
FSA's website**

**[www.fsa.gov.uk/register](http://www.fsa.gov.uk/register)**

**or by contacting the FSA on  
0845 606 1234**

Charity  
Care  
Heritage  
Education  
Nurseries  
Commercial bespoke  
Property Owners  
Flats  
Motor fleet  
Household

For further information on any  
of our products, please speak  
to your insurance broker.

Or visit us at

**[www.ecclesiastical.com](http://www.ecclesiastical.com)**



Beaufort House, Brunswick Road,  
Gloucester GL1 1JZ

Ecclesiastical Insurance Office plc. (EIO) Reg.No.24869. Ecclesiastical Insurance Group plc. (EIG) Reg. No. 1718196. Ecclesiastical Life Ltd. (ELL) Reg. No. 243111. Ecclesiastical Group Asset Management Ltd. (EGAM) Reg. No. 2170213. Allchurches Investment Management Services Ltd (AIMS) Reg. No. 2170173. Allchurches Mortgage Company Ltd. (AMC) Reg. No. 1974218. Ecclesiastical Financial Advisory Services Ltd. (EFAS) Reg. No. 2046087. Ecclesiastical Risk Services Ltd. (ERS) Reg. No. 6290300. All companies are registered in England at Beaufort House, Brunswick Road, Gloucester, GL1 1JZ, UK. Tel: 01452 528533. EIO, ELL, EGAM, AIMS & EFAS are authorised and regulated by the Financial Services Authority and are members of the Financial Ombudsman Service. EIO & ELL are members of the Association of British Insurers and AIMS is a member of the Investment Management Association.