

## Important Changes to Policy Terms & Conditions – May 2016.

In the event you renew your insurance policy after the 1<sup>st</sup> of May 2016 you will be subject to new terms and conditions. This document helps track these changes for you.

Event Insurance Services Ltd has changed Underwriter; your policy is now being underwritten by UK General Insurance Ltd on behalf of Great Lakes Reinsurance (UK) SE.

Great Lakes Reinsurance (UK) SE is an insurance company established in the UK, with an A+ Financial Rating.

They are authorised and regulated by both the Financial Conduct Authority and the Prudential Regulation Authority.

As a result of this change, please note the following changes to our terms and conditions outlined in full in our company's policy wording.

### General Definitions

We have defined the following terms which may or may not affect your policy:

- **Flooring:** Flagstones, wooden floor boards, laminate or tiles. Does not include carpets or rugs.
- **Forcible Entry:** Entry which involves physical destruction and/or damage to a locked and secured location.
- **Temporary Structure:** Including, but not limited to: marquees, gazebos, staging, tiered seating, stalls, shell-scheme frameworks, inflatable objects/ buildings, lighting or art installations and sculptures.

### General Exclusions

Change to the list of **General Exclusions**, the following have been added as things which our policy does not cover:

- **Deliberate Acts:** Loss or damage caused intentionally by **You**, or anyone working on **Your** behalf.
- **Existing Damage:** Loss or damage occurring prior to the commencement of **Your** insurance cover.
- **Sonic Pressure:** Loss or damage from pressure waves caused by aircraft, or other flying devices travelling at sonic or supersonic speeds.
- **Consequential Loss:** **Consequential Loss** as a result of any claim under this **Policy**. For example, the cost of mobile phone calls following the theft of a phone.
- **Wear and Tear:** Loss or damage as a result of wear and tear, rusting or corrosion, wet or dry rot or fungus or any gradually operating cause.
- **Domestic Pets:** Loss or damage caused by domestic pets, insects or vermin.

Some of the above were previously excluded under specific sections of our policy (i.e. Public Liability or Equipment cover), however now apply to all sections of the policy.

### Public Liability (Section 1)

Event Insurance Services Ltd

Tel: 01425 470 360

[info@events-insurance.co.uk](mailto:info@events-insurance.co.uk)

[www.events-insurance.co.uk](http://www.events-insurance.co.uk)

We now exclude Injury to Participants; unless the injury is proven to be the organisers negligence.

### **Cancellations, Abandonment & Postponement (Sections 4 & 5)**

We have changed our definition of **Cancellation, Abandonment & Postponement** to carry two parts:

1. We will reimburse you for your expenses should the event be cancelled or curtailed due to any cause which is unforeseen, unavoidable and beyond **Your** control, unless excluded under this section; whereby the **Event** cannot go ahead at any time in the future.
2. If circumstances arise that threaten **Postponement** or **Cancellation** of the **Event**, **We** will pay the additional costs incurred to enable the **Event** to take place on the **Event Date**.

**Sections 4 & 5: Cancellation, Abandonment & Postponement excluding/including Adverse Weather** have had the following conditions or exclusions applied to them:

A 'rule of average' applied to them, please refer to the policy wording for the full terms and conditions of the rule itself. Please See the following scenarios, which should help with the understanding of this new condition:

- If **You** insure **Your Event** for £5,000 worth of **Cancellation** cover, however the **Event** is actually costing £10,000 and **Your** maximum claim settlement would be £2,500 because **You** under-insured by 50%.
- Alternatively, if **You** insure **Your Event** for £5,000 worth of **Cancellation** cover and the **Event** is actually costing £10,000; but **You** advise **Us** that **You** only wish to insure the costs of the **Venue** hire at £5,000 **You** would be insured for the full £5,000 agreed at point of sale, regardless of the total cost of the **Event**."

If you have any concerns, or do not understand what we mean by the 'rule of average' relation to your cancellation cover, please don't hesitate to contact us.

We now exclude **Cancellation, Abandonment** or **Postponement** of an **Event** as a result of the non-appearance of any one key speaker, performer, or other key person who would perform an essential function needed for the successful fulfilment of the **Event**. Unless agreed by **Us** in writing.

We also exclude **Cancellation** due to failed or delayed transport arrangements outside of the United Kingdom.

Changes to the final regulatory page of the wording regarding making a complaint and data protection, please see the policy wording for full details on how to make a complaint and how Event Insurance Services, UK General Insurance Ltd will use your information.

#### **IMPORTANT**

**YOU SHOULD NOTIFY US IMMEDIATELY IF YOU ARE UNSURE ABOUT OR UNHAPPY ABOUT ANY DETAILS OUTLINED ABOVE. PLEASE CONTACT US ON 01425 470360 OR EMAIL US AT [INFO@EVENTS-INSURANCE.CO.UK](mailto:info@events-insurance.co.uk) SHOULD YOU WISH TO DISCUSS ANY OF THE CHANGES TO YOUR COVER.**