

# Event Insurance

## Insurance Product Information Document

Company: Event Insurance Services Ltd    Product: Christmas Lights

This document is a summary of cover highlighting the main features and benefits as well as the general conditions and exclusions of this policy. Full terms and conditions can be found in the policy wording. You will also receive a policy schedule showing the specific details of your policy and the cover(s) you have selected. Please take some time to read the policy documents when you receive them. It is important that you tell us as soon as possible if any of the information is incorrect.

### What is this type of Insurance?

This cover is an indemnity-based, all risks style policy. The policy will reimburse you (the policy holder) for costs incurred and/or irrecoverable expenses should certain problems arise.



### What is insured?

- ✓ **Public Liability** - Covers you (the policy holder) for your legal liability in respect of Accidental damage to third party property & Accidental bodily injury to a third party caused by your Christmas Lights and/or Christmas Tree display.



### What is not insured?

- ✗ Any liability arising from the activity of a 3<sup>rd</sup> party, for example the electrician setting up the light or tree display.
- ✗ Damage to floors or ground or underground services, except for carpeting and rugs.
- ✗ This policy does not offer cover when you know, when buying this policy, that there is already a problem that may lead to a claim.
- ✗ Any liability arising from wilful or malicious damage.
- ✗ Any damage occurring to the lights or tree display(s).
- ✗ The first £500 of every claim for accidental damage to, or loss of property.



### Are there any restrictions on cover?

- ! The policy holder must be a permanent resident in the UK and have an insurable interest in the event.
- ! The erection and dismantling of the lights must be completed by a professional, fully qualified, insured and NICEIC or ECA approved Electrical contractor.
- ! The permission of all participating owners must be sought and granted.
- ! The permission of the local authority must have been sought and granted.



### Where am I covered?

Your Light and/or Tree display must be taking place within the UK, Channel Islands or the Isle of Man. As such, any accidental loss, damage or injury must occur within the UK.



### What are my obligations?

**At point of Application;** You must provide full and accurate information to all questions asked. Your answers must be true to the best of your knowledge and belief. Your answers will form part of the statement of fact on which your policy

will be based.

**Over the duration of a policy;** If you become aware that information you have given us is inaccurate or has changed, you must inform us as soon as possible. Failure to do this may invalidate your policy and claims may not be paid.

**At point of Claim;** You must provide full and accurate information to all questions asked. You must also provide evidence requested by us to support and validate your claim.



## When and how do I pay?

Your premium is a one-off payment. Payment can be made by debit or credit card, by Cheque or by a BACS payment.



## When does the cover start and end?

**Public Liability** start based on the dates you request from us, usually based on the duration of your Lights and Tree display.



## How do I cancel the contract?

If you decide that for any reason, this policy does not meet your insurance needs then please return it within 14 days from the date of purchase or the day on which you receive your policy documentation, whichever is the later. On the condition that the event has not already taken place and that no claims have been made or are pending, the premium will be refunded in full. If you wish to cancel after the 14-day cooling off period, please contact the organisation from whom you bought your policy.

## Your Insurer

This insurance is underwritten by UK General Insurance Limited on behalf of Great Lakes Insurance SE. Great Lakes Insurance SE is a German insurance company with its headquarters at Königinstrasse 107, 80802 Munich. UK Branch office: Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ.

UK General Insurance Limited are authorised and regulated by the Financial Conduct Authority. Great Lakes Insurance SE, UK Branch, is authorised by Bundesanstalt für Finanzdienstleistungsaufsicht and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority. This can be checked on the Financial Services Register at <https://register.fca.org.uk>

## Making a claim

If you need to make a claim, please obtain a claim form no later than 31 days after the event by contacting us in one of the following ways:

- Calling us on 01425 470360, our opening hours are 9am – 5pm, Monday to Friday.
- Emailing us at [info@events-insurance.co.uk](mailto:info@events-insurance.co.uk)
- Writing to us at Event Insurance Services Ltd, Claims Services, FREEPOST, Ringwood, Hants BH24 1AJ

**On all correspondence please tell us/provide the unique policy number from your policy certificate. This will help us to validate your policy details and deal with your claim as quickly as possible.**

## Complaints

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

Complaints regarding the SALE OF THE POLICY  
Event Insurance Services Ltd,  
FAO: Complaints Manager

20a Headlands Business Park,  
Ringwood,  
Hants  
BH24 3PB  
Tel: 01425 470360  
Email: [info@events-insurance.co.uk](mailto:info@events-insurance.co.uk)

Complaints regarding CLAIMS  
Event Insurance Services Ltd,  
Claims Services,  
FREEPOST,  
Ringwood,  
Hants  
BH24 1AJ  
Tel: 01425 470360  
Email: [info@events-insurance.co.uk](mailto:info@events-insurance.co.uk)

**On all correspondence please tell us/provide the unique policy number from your policy certificate. This will help us to validate your policy details and deal with your complaint as quickly as possible.**

If it is not possible to reach an agreement, you have the right to make an appeal to the Financial Ombudsman Service. This also applies if you are insured in a business capacity and have an annual turnover of up to €2million and fewer than ten employees. You may contact the Financial Ombudsman Service at:

The Financial Ombudsman Service  
Exchange Tower, London E14 9SR  
Tel: 0800 023 4 567 or 0300 123 9 123  
Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

The above complaints procedure is in addition to your statutory rights as a consumer.

## **What happens if we can't meet our liabilities?**

Great Lakes Insurance SE is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme, if it cannot meet its obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim with no upper limit. You can get more information about compensation scheme arrangements from the FSCS or visit [www.fscs.org.uk](http://www.fscs.org.uk).