

# Christmas Lights Insurance Policy Wording



## EVENT INSURANCE SERVICES LTD

### Who are Event Insurance Services Ltd

Event Insurance Services Limited is a specialised intermediary operating within the private and corporate sectors. Our policies provide affordable, reliable insurance, tailored to fit the scale and style of the occasion.

This is our Christmas lights Insurance policy, a comprehensive event insurance policy for those organising and responsible for a Christmas lights and tree display.

This document contains the terms and conditions of the policy. We don't use any small print. All our T's & C's are all the same size. We aim to provide examples and help texts for key pieces of information.

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*Here to Help! – any content within the wording, highlighted in this fashion does not form part of the contract. These notes are here to help you and provide additional information, to make certain sections or phrases easier to understand.*

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## This Insurance...

This insurance is arranged by Event Insurance Services Ltd & underwritten by Bspoke Underwriting Ltd on behalf of Watford Insurance Company Europe Limited. Watford Insurance Company Europe Limited is a Gibraltar based insurance company with its registered office at; P O Box 1338, First Floor, Grand Ocean Plaza, Ocean Village, Gibraltar.

Bspoke Underwriting Ltd is authorised and regulated by the Financial Conduct Authority. Firm Reference No. 310101. **You** can check **Our** details on the Financial Services Register <https://register.fca.org.uk/>.

Watford Insurance Company Europe Limited is authorised and regulated by the Gibraltar Financial Services Commission under incorporation number 112869. This can be checked by visiting the Gibraltar FSC website at <https://www.fsc.gi/>.

As an insurance company authorised in Gibraltar, Watford Insurance Company Europe Limited is permitted under the Financial Services and Markets Act 2000 (Gibraltar) Order 2001 to conduct business in the United Kingdom under FCA reference 714197. **You** can check this by visiting the Financial Services Register on the FCA website at <https://register.fca.org.uk.>

Details about the extent of its regulation by the Financial Conduct Authority are available on request.

Event Insurance Services Ltd is authorised and regulated by the Financial Conduct Authority.

Please take time to read **Your Policy** documents in full to make sure **You** understand the cover provided.

In return for the payment of **Your** premium **We** will provide the insurance cover detailed in **Your Policy** certificate and this **Policy** document, subject to the terms and conditions, and exclusions shown in this document for all claims occurring during the **Period of Insurance**.

**Your Policy** is valid for the **Period of Insurance** as shown on **Your Policy** certificate.

Please refer to the **Policy** documents provided to **You** when the **Policy** was purchased or amended, for details of the type and level of cover **Your Policy** provides.

### Some Important Telephone numbers for you:

For Sales & Renewals:

01425 470 360

For Customer Services & Queries:

01425 470 360

To make or discuss a Claim:

01425 208 983

To make or discuss a Complaint:

01425 470 360

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# HOW TO USE THIS WORDING

**Policy** terms and conditions can be confusing. **We** have endeavoured to make it easier by explaining how to use this booklet and where **You** can find the information **You** need.

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*“Knowing what you are and aren’t covered for is essential to any insurance policy or quotation”*

*Dan Rose Cert CII, Event Insurance Services Ltd, Company Director*

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## Your Documents

This document should be read in conjunction with two others which **You** have received with **Your Policy** or quotation. These documents form the basis of the contract of the **Policy**. These documents are:

- **Your Policy Certificate** or **Your Quotation**,
- **Your Statement of Fact**

**Your Policy Certificate** or **Your** quote will provide **You** with important information; it will tell **You** who **We** are covering and which of **Our** protections **You** have taken out, and how much **You** are covered up to in the event of a claim.

When looking at the **Policy** terms and conditions it is important that **You** check the quote or certificate, so **You** know which sections **You** need to read and refer to

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*For example: If you have only taken out public liability, you only need to refer to Section 1 – public liability, and not the other sections of cover...*

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**Your Statement of Fact** is **Your** copy of the information **You** have declared to **Us**. It is this information which **We** have based **Our** decision to provide **You** with the insurance or a quotation. It is vital that **You** make sure the information contained within this document is correct.

## Important Words

In insurance, words or phrases can have special, specific meanings. If something has a special meaning, it is usually because it differs from that of a standard dictionary definition.

These words **We** highlight in **bold** and have their meanings explained in a glossary, or in some form of help text. The list of special words which **We** have put together can be found on page 7. Important definitions can affect **Your Policy**.

## Where to find what you’re covered for...

When looking at **Your** documents it is important to make sure **You** know which sections of the wording **You** need to read.

**We** have split out **Our** cover into ‘sections’. **You** could take out a single section of cover, for example, public liability, or **You** could take out public liability, employers liability, Equipment cover, and **Cancellation** cover all together.

Each of these sections have their own set of exclusions; which are not covered. This can be an activity at an **Event** like a bouncy castle, or a cause of a claim for example damage from vandalism.

Also included within each section, are any extensions which **We** may be offering, such as Indemnity to Principal which **You** may have been asked to make sure is included by **Your Venue** or local authority.

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*In addition to each sections' individual exclusions, there are certain things which we don't cover that apply to the whole policy such as war. If something is damaged, a person injured, or an event is cancelled because of war it is not something we cover. These are known as General Exclusions*

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**Our Policy** document lays out **Our General Exclusions** in their own 'chapter' before **You** get down to the ins and outs of each individual section.

## What to do if you need to claim

If **You** experience an incident at **Your Event** causing **You** to have to claim under a liability or property section, or **Your Event** is jeopardised and needs to be cancelled **You** need to know what to do to make a claim.

**Our** claims chapter outlines what **You** need to do, what information **You** need to provide **Us** and what **Our** responsibilities are. Common things to be aware of are:

- *Time frames* - how long **You** must report a claim to **Us**.
- *Salvage* - **Our** right to see or take ownership items involved in a claim.
- *Evidence* – All claims require a degree of evidence to ensure that the claim is honest and covered under the terms of the **Policy**.

It is always worth reading this so **You** are prepared should **You** need to use the **Policy**.

The last thing to be aware of is that **We** do need to be notified of any incident which takes place and could give rise to a claim in the future. As an example, someone can try to claim against public liability for a **Bodily Injury** for up to three years after the **Event**. Not telling **Us** about incidents or problems could affect **Your** position should a claim eventually be made.

## Conditions of cover

In the same way there are conditions when it comes to making a claim i.e. what **You** need to do in the event of a claim; there are also conditions which apply to the purchase of the **Policy** and what **You** should do leading up to the **Event**.

These are things like:

- What to do if **You** need to cancel the insurance.
- Informing **Us** of any changes to the **Event**.
- Explain what basic precautions **You** need to take when managing the events
  - Making sure **You** prepare and tidy up the **Venue**,
  - Supervise and train **Your** Volunteers, Helpers and **Employees**,
  - Comply with any manufacture's guidelines and instructions of equipment,
  - Run the **Event** in line with all 'regulatory' requirements such as health and safety procedures.

By taking out the **Policy**, **You** are agreeing to these conditions, so do make sure **You** read and understand them. If there are ever any elements of these conditions (known as General Conditions) or the Claim Conditions which **You** don't understand, do let **Us** know and **We** can explain them to **You**.

## Regulatory Information

As an authorised and regulated company, **We** must provide **You** with details about **Our** regulation, who **We** are, **Our** contact details and what to do if **You** are not happy with the coverage in the event of a claim. This information is detailed at the end of the **Policy** document.

## What you should do next...

**We** strongly recommend that **You** read this **Policy** and keep it in a safe place.

**Your Policy** and certificate should be read carefully to ensure that it meets **Your** requirements. **You** must take care to provide **Us** with accurate information which is correct to the best of **Your** knowledge. Please check all the **Policy** details carefully, these set out the information **You** have given **Us**.

If **You** think there is a mistake, or **You** need to make changes, **You** should notify **Us** immediately. Failure to provide correct information or inform **Us** of any changes could adversely affect **Your Policy**, including invalidating **Your Policy** or causing claims to be rejected or not fully paid.

It is also **Your** responsibility to ensure that this **Policy** satisfies the requirements of the **Venue(s)** or local council, if applicable.



# IMPORTANT DEFINITIONS

**Words or phrases used within this document which have a special meaning.**

From this point on in the wording, if a word is highlighted in bold, it will have a meaning which can be found here.

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*If we have not given a word any special meaning, then you should refer to the Oxford English Dictionary for its meaning as that is what would be referred to if necessary, in the event of any claim.*

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## Aggregate

Where multiple persons effected by an incident, are treated as a single claim and any settlement is distributed between them.

## Bodily Injury

Death, illness, disease, or physical damage to a person's body.

## Event

The planned public occasion or social gathering which **You** are either organising or attending which is described and outlined within the **Statement of Fact**, taking place on the **Event Date(s)**.

## Event Date(s)

The dates specified within the **Statement of Fact** as the date(s), the **Event** is open to the public.

## Geographical Limits

England, Scotland, Wales and Northern Ireland.

## Period of Insurance

The period as shown as the Insurance Date on the **Policy Certificate**.

## Policy

The insurance cover outlined in this document, the **Policy Certificate**, and **Statement of Fact**.

## Policy Certificate

A document which provides **You** with **Your** proof of insurance. It details the types and levels of cover **You** have purchased and summarises key details about the **Event**.

## Pollution/Contamination

The introduction of a harmful or damaging substance into the **Venue** or its surrounding and connecting environment, structures, water, land, or atmosphere.

## Statement of Fact

**Your** responses to **Our** fact finding, and the declaration on which **We** have based **Our** decision to offer **You** insurance. Information on this document which is either inaccurate, incorrect, or out-of-date could invalidate **Your** insurance or lead to a claim not being fully paid.

## Venue

The location or locations where the **Event** is to be held which appears in the **Statement of Fact**.

## We, Us, Our, Insurers

Bspoke Underwriting Ltd and/or Event Insurance Services Ltd on behalf of Watford Insurance Company Europe Limited.

## You, Your, Insured

The person or persons, members club, organisation or company listed on the certificate as Name of the **Insured**

# GENERAL EXCLUSIONS

These are things which are not covered under this Policy and apply to every section of cover We offer.

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*It is important that you read these, as well as the exclusions which apply just to the sections which you have cover for. You can always check which sections you are and aren't covered for on your policy certificate.*

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## 1. Radiation

Any direct or indirect consequence of:

Irradiation, or **Contamination** by nuclear material; or

The radioactive, toxic, explosive, or other hazardous or contaminating properties of any radioactive matter; or

Any device or weapon which employs atomic or nuclear fission or fusion or other comparable reaction or radioactive force or matter.

## 2. War

Any direct or indirect consequence of war, civil war, invasion, acts of foreign enemies (whether war be declared or not), rebellion, revolution, insurrection, military or usurped power, or confiscation, nationalisation, requisition, destruction of or damage to property by or under the order of any government, local or public authority.

## 3. Terrorism

Any direct or indirect consequence of terrorism as defined by the Terrorism Act 2000 and any amending or substituting legislation.

## 4. Deliberate Acts

Loss or Damage caused intentionally by **You**, or by anyone working on **Your** behalf.

## 5. Existing Damage

Loss or Damage occurring prior to the commencement of **Your** insurance cover.

## 6. Sonic Pressure

Loss or Damage from pressure waves caused by aircraft or other flying devices travelling at sonic or supersonic speeds.

## 7. Secondary Losses

**We** do not cover any additional or supplementary losses as the result of any claim under this **Policy**.

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*Secondary losses are also known as "consequential losses" in insurance jargon. Examples of secondary losses could be a loss of earnings following a damaged item or venue. It could be the cost of phone calls made following the theft of a phone.*

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## 8. Wear and Tear

Loss or damage because of naturally occurring wear, aging, rusting or corrosion, wet or dry rot, fungus or anything which causes damage over time.

## 9. Domestic Pets

Loss, damage or **Bodily Injury** caused by domestic pets, insects or vermin.

## 10. Electronic Data

Any consequence, however caused, including but not limited to a computer virus resulting in electronic data being lost, destroyed, distorted, altered, or otherwise corrupted. For the purposes of this **Policy**, electronic data shall mean facts, concepts and information stored to form useable for communications, interpretations, or processing by electronic or electromechanical data processing or other electronically controlled hardware, software and other coded instructions for the processing and manipulation of data, or the direction and manipulation of such hardware. For the purposes of this **Policy**, computer virus shall mean a set of corrupting, harmful, or otherwise unauthorised instructions or code, whether these have been introduced maliciously or otherwise, and multiply themselves through a computer system or network of whatsoever nature.

## 11. Unexplained Losses or Damage

**We** will not cover any damage or loss which is unexplained, the result of a disappearance or discrepancies.

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*An example of an unexplained damage would be where, an item is damaged at a venue, however neither you or the venue are unable to prove how, when, or why the damage happened, or who caused it.*

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## 12. Recoverable Losses

Any sums recoverable from any other source.

## 13. Contractual Disputes

Disputes, arguments or contractual breaches between **You** and **Your Event** suppliers/contractors.

## 14. Voluntary Losses

Property or costs which **You** are not legally responsible for.

## 15. Pandemics

This insurance excludes loss, damage, cost or expense caused by, resulting from, arising out of or related to, either directly or indirectly, or any action taken to hinder, defend against or respond to any *Epidemic or Pandemic* or fear or threat of any *Epidemic or Pandemic*, including but not limited to:

- Coronavirus Disease (COVID-19);
- Severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2);
- any mutation or variation of SARS-CoV-2;

This exclusion applies regardless of any other cause or event that in any way contributes concurrently or in any sequence to the loss, damage, cost or expense, and regardless whether or not there is any declaration of an outbreak of any *Epidemic or Pandemic* by the WHO or any authorised national or international body or legal jurisdiction.

For the purpose of this exclusion, *Epidemic or Pandemic* shall be defined as an outbreak of a human infectious disease, i.e. a human-to-human spread of a virus (e.g. influenza, SARS-CoV-2).

## 16. Infectious Disease Control

Any claims arising directly or indirectly from: any requirements from government, local authority or other regulatory body imposing restrictions with regard to number of attendees, social distancing measures or infectious disease prevention or cleaning.

## 17. Contagious diseases

Notwithstanding any other provision herein, this insurance does not cover;

Any actual or alleged loss, damage, liability, injury, sickness, cost or expense, regardless of any other cause contributing concurrently or in any sequence, in any way caused by or resulting directly or indirectly:

- (a) Infectious or contagious disease;
- (b) any fear or threat of (a) above; or
- (c) any action taken to minimise or prevent the impact of (a) above.

Infectious or contagious disease means any disease capable of being transmitted from an infected person, animal or species to another person, animal or species by any means.



## SECTION 1 – PUBLIC LIABILITY

The Policy Certificate will state whether this section is included in Your Policy.

### What is Covered

We cover claims made against You, because of Your proven negligence, which result in You being legally responsible for causing:

- A. accidental **Bodily Injury** which occurs to a member of the public;
- B. or accidental damage to property not belonging to You;
- C. or accidental obstruction, trespass, nuisance, or interference with any right of way, air, light water, or other easement;
- D. or accidental false imprisonment;

The Policy will respond to pay damages, claimant's costs and Expenses as well as offering defence costs.

We will cover up to the Limit of Indemnity stated against section 1 on Your Policy certificate, as a result of any claim, or series of claims per incident.

Claims which arise out of the same cause of **Pollution** or **Contamination** or which feature food & drink are taken together and treated as a single claim.

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*What is negligence? It is a legal term which relates to a breach of a duty of care which results in damage or injury. Under the public liability, it is your negligence we are covering.*

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### What is not covered

The following exclusions apply to this section of cover, in addition to the General Exclusions.

Part 1 - We do not cover any legal liability arising from:

- A. any Product or service related liability, other than for the provision of food and drink consumed at the **Event**; this is including, but not limited to:
  - i. The sale, supply or hiring out of goods or services,
  - ii. the manufacturing, testing, altering, repairing, or servicing of goods or services,
  - iii. the installation, erection, packaging, dismantling transportation, or storage of goods,

Unless agreed by Us, by endorsement to the **Policy Certificate**.

- B. the loss of or damage to property held in trust by You or under Your custody or control;
- C. liability or damage relating to the ownership, possession or use by You or on Your behalf of any motor vehicle, trailer, mobile machine, or plant equipment.
- D. any liability or damage arising from any professional negligence, advice, malpractice, design, treatment, or specification other than for first aid facilities at the **Event**;

- E. 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;
- F. any liability which is assumed by **You** by an agreement or contract which may increase **Your** liability or agrees to cost for circumstances outside of the terms of this **Policy**;

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*An example of liability assumed by you by an agreement of contract would be if you entered into a contract making you responsible for all damages and costs, regardless of how they are caused. If you agree this, and sign the contract, you have agreed to things not included within this policy*

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- G. any wilful or malicious act or any act of vandalism resulting in:
  - i. damage at, or to the **Venue**
  - ii. **Bodily Injury** whilst at the **Event** and within the **Period of Insurance**,
- H. any liability arising from the effects of any intoxicating drink or drugs of any kind.
- I. any damage to flooring or ground at the **Venue**, except damage to carpets or rugs;
- J. any damage to underground services;
- K. any liability in respect of damage because of electrical or mechanical breakdown due to mechanical wear and tear and/or lack of maintenance.
- L. damage occurring because of the cleaning, repairing or restoration of any damaged and/or soiled property.
- M. any liability arising from any strike, labour disturbance, protest or locked out workers.
- N. any claims below the amount stated on the **Policy Certificate** as the excess of the section. The excess will also be deducted from any claims settlement made to **You**, except for **Bodily Injury** claims.
- O. the erection and dismantling of lights other than by a professional, fully qualified, **Insured** and approved electrical contractor (NICEIC & ECA);
- P. Any incident occurring during the erection and dismantling of lights, tree displays or associated equipment.
- Q. Any **Bodily Injury** or damage arising from or to a participant within any sport, game or activity; unless caused by **Your** negligence.
- R. any liability arising directly or indirectly from any infectious disease including but not limited to COVID-19/SARS-CoV-2.

## Extensions

We have extended public liability to automatically include the following:

### Hired Venues

We will provide insurance in respect of **Your** legal liability for loss of or damage to the buildings or contents at the **Venue** hired for conducting the **Event**, but not if the terms of any hire agreement make **You** responsible for



or require **You** to **Insure** against such loss or damage at the **Venue**, unless **You** would have been liable without such agreement.

#### Indemnity to Principal

If **You** enter into any contract or agreement with a Principal responsible for the **Venue** or the organisation of the **Event**, **We** will, if the contract or agreement so requires, and at **Your** request, provide insurance in the terms of this **Policy** in respect of claims brought against such Principal, caused by **Your** negligence and arising in connection with the **Event**, provided that the Principal shall observe, fulfil and be subject to the terms provisions and conditions of the section insofar as they apply.

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*Should a claim be incorrectly submitted to one of your suppliers, venue or even a local authority; however, you, as our client are at fault and the incident is insurable under our policy; we will look to indemnify the third party, as if they were insured under this policy. That is what indemnity to principal looks to do.*

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#### Member to Member Cover

If **You** are a members club, committee or association, then in the event of one of **Your** members making a claim against another member of **Your** club, committee or association (providing suitable evidence of membership of the club, association or committee can be provided, such as minutes of meetings, registers and joining document), the cover under this section will apply as if a separate **Policy** had been issued to each member.

#### Conditions specific to this section

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*Conditions that are applicable to the policy are a “condition precedent”. This means they form part of the contract of insurance. Should you breach or not comply with these conditions you may not be covered, if you need to make a claim.*

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#### Third Parties

**You** must ensure any third party who **You** engage at or for the **Event** hold their own third party liability insurance to cover their participation in the **Event**. **You** must obtain evidence of the relevant **Policy** and record the name of the insurer, **Policy** number, level of cover and expiry date before the commencement of the **Event** and their arrival on site.

#### Right of Recovery

**You** must not waive or in any way impair **Your** right of recovery from any other party in connection with any claim or part of a claim and **You** must make available to **Us** if required, a copy of any contract or agreement into which **You** enter with any party, in connection with the **Event**.

# IMPORTANT CONDITIONS

This information forms part of the 'contract' of insurance. When You take out the Policy You do so agreeing to the following conditions.

## Necessary Precautions

It is a condition of this **Policy** that **You** must:

- A. Take all necessary precautions to prevent or reduce the likelihood of a loss, destruction, damage, accident, or injury from occurring,

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*To give you some idea of what we mean, this clause involves taking practical steps to prevent something going wrong at the event. For example, precautions for reducing the likelihood of an injury could include examining fire safety or conducting risk assessments where necessary.*

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- B. Maintain the **Venue** (including its fixtures & fittings), machinery, **Event Equipment** in a good and safe state of repair whilst in **Your** custody, care, and control,
- C. Take care in the selection, supervision, and training of any **Employees**.
- D. Comply with any manufacturer's guidelines and instructions of any **Event Equipment** used at the **Event**,
- E. Comply with all relevant statutory requirements i.e. lawful requirements relating to the safety of persons and property used at and during the **Event**.

## Change of Risk or Interest

The **Policy** was agreed based upon information contained within the **Statement of Fact** and that **You** have an insurable interest in the **Event**.

The **Policy** may become void and cease to be in effect if **You** do not contact **Us** in relation to one of the circumstances below,

- A. **Your** Interest in the **Event** ends,
- B. The **Insured (You)** is being wound up, carried on by a liquidator, or permanently discontinued.
- C. any alteration be made either in the **Event** or at the **Venue** or in any property therein or in any other circumstances whereby the risk is increased.
- D. if any information on the **Statement of Fact** is incorrect or has changed between when the **Policy** was issued and the date cover is due to start.

**You** can contact **Us** via the phone on 01425 470360 or via email by sending it [info@events-insurance.co.uk](mailto:info@events-insurance.co.uk).  
If **You** need to notify **Us** of a change of risk.

## Policy Cancellation Details

Insurance policies can be cancelled by **You** and on occasion by **Us**. The information below will detail **Your** rights and **ours** when it comes to cancelling a **Policy**.

### If you choose to cancel...

If **You** decide that for any reason, this **Policy** does not meet **Your** insurance needs then please return it to the administrator/**Your** agent within 14 days from the day of purchase or the day on which **You** receive **Your Policy** documentation, whichever is the later. On the condition that no claims have been made or are pending, **Your** administrator / agent will then refund **Your** premium in full.

If **You** wish to cancel **Your Policy** after 14 days, **You** may be not be entitled to any return of premium. If **We** do offer a refund, **You** would be subject to a £25 administration fee taken from any return of premium **We** offer.

### Acceptance of Risks

**We** reserve the right not to invite the renewal of **Your Policy**. In this event **We** will notify **You** in writing to let **You** know.

### If we choose to cancel...

**We** may at any time cancel any insurance **Policy** by giving 14 days' notice in writing, where there is a valid reason for doing so. A **Cancellation** letter will be sent to **You** at **Your** last known address. Valid reasons may include but are not limited to:

- a) non-payment of premium
- b) threatening and abusive behaviour
- c) failure to provide documents
- d) non-compliance with **Policy** terms and conditions.
- e) a change in **Your** circumstances means that **We** can no longer provide cover
- f) where **We** identify **Your** involvement in, or association with, insurance fraud or financial crime
- g) where **You** have misrepresented or provided false information to the questions asked **You** when purchased, renewed or amended **Your Policy**

If **We** cancel **Your Policy**, **We** will provide a refund of **Your** premiums less a charge for the cover already provided, unless the reason for **Cancellation** relates to fraud, which is detailed on page 18.

### Contracts (Rights of Third Parties) Act 1999.

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.

# CLAIMS

This section details not only how to make a claim, but also conditions which apply to the Policy relating to claims.

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*Any loss, or incident which takes place at your event, regardless of whether or not someone is trying to make a claim against you; or you have decided to cover the loss yourself; it should be communicated to us.*

*You should aim to do this as soon as possible, no later than 31 days after the event date(s). If you don't notify us, you run the risk of your claims being declined from the outset.*

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## How to make a claim

Please contact Event Insurance Services Ltd using the details below:

Write to: Event Insurance Services Ltd Claims Services, FREEPOST, Ringwood, Hants BH24 1AJ

Or call via 01425 208 983

Or send an email to [info@events-insurance.co.uk](mailto:info@events-insurance.co.uk)

Event Insurance Services Ltd are open 9am to 5pm, Monday to Friday.

**Your** claim will be handled promptly and by experienced claim handling staff. Event Insurance Services Ltd operates an in-house claims service, committed to meeting **Your** expectations if a claim must be made and ensures the highest standards are maintained.

After **Your** initial contact to **Us**, they will advise **You** on what information may be required and what the next steps will be.

## Conditional applicable to the claims process

As with the other conditions applicable to the **Policy**, make sure **You** read and are happy with these because they form part of the contract of insurance along with the conditions in the previous chapter.

### Actions by the insured

It is a condition of the **Policy** and the liability provided by **Us** that **You** shall:

- A. Immediately notify **Us** of any incident which could result in a claim under this **Policy**;
- B. Immediately notify **Us** of a claim with and deliver to **Us** (at **Your** expense) any evidence as may be necessary for **Us**, and, if required, a statutory declaration of the truth of the claim and any connected or related matters,
- C. Notification, to **Us** of a claim must be given within:
  - i. 7 days of the **Event** giving rise to the claim, in the case of loss, destruction, damage, accident or injury caused by riot, civil commotion, strikers, locked out workers, persons taking part in labour disturbances or malicious persons;



- ii. 30 days of the **Event** giving rise to the claim in the case of any other claim, or such further time as **We** may allow; and notwithstanding items b i to ii above, the **Insured** shall immediately forward any claim by a third party or notice of any proceedings or any other correspondence and information received by the **Insured** relating to such claim on receipt;
- D. Give immediate notification to the police for the following types of incidents:
  - i. Vandalism,
  - ii. Theft or attempted theft,
  - iii. Loss of money by any cause in relation to the **Event** and this **Policy**,

And provide police reports, to provide police reports for all losses arising from theft or attempted theft. for all losses arising from theft or attempted theft.

- E. Make no admission of liability, offer, promise or payment without **Our** written consent;
- F. Inform **Us** immediately of any impending prosecution, inquest or fatal accident enquiry or civil proceedings and send to **Us** immediately every relevant document,
- G. Provide **Us** with books of account, health & safety documentation or any other information which may be necessary for **Us** to investigate or verify the claim,
- H. Take all steps to recover lost property and otherwise minimise the claim,
- I. Supply a minimum of two quotes for repair, replacement or alternative services for any property damage or loss claims. These must be from two independent companies who can supply like for like services to the original supplier, or item of property involved in the claim.

## Claims Enquiries

**You** must take reasonable care to provide accurate and complete answers to all the questions **You** are asked when **You** take out or make changes to this **Policy**.

**You** must notify **Your** administrator as soon as possible if any of the information in **Your Policy** documents is incorrect or if **You** wish to make a change to **Your Policy**.

If **You** do not provide accurate and complete answers to the questions **You** are asked, or **You** fail to notify **Your** administrator of any incorrect information or changes **You** wish to make, **Your Policy** may not operate in the event of a claim, **We** may charge **You** and additional premium, **We** may not pay any claim in full or **Your Policy** could be invalid.

### Changes that may affect Your cover

**You** must tell **Us** as soon as possible about any changes to the information **You** provided when **You** purchased this **Policy**, for example:

Change of address

This is not an exhaustive list and any changes **You** tell **Us** about may affect **Your** cover or result in a change to **Your** premium. If **You** are unsure whether a change may affect **Your** cover, please contact **Your** administrator.

## Fraud and Fraudulent Claims

If **You** or anyone acting for **You** makes a false or fraudulent claim, which includes but is not limited to;

- making a statement to **Us** or anyone acting on **Our** behalf, knowing the statement to be false;
- sending **Us** or anyone acting on **Our** behalf a document, knowing the document to be forged or false;
- making a claim for any loss or damage **You** caused deliberately or
- Acting dishonestly or exaggerating a claim

**We;**

- a) are not liable to pay the claim: and
- b) may recover from **You** any sums paid by **Us** to **You** in respect of the claim; and
- c) may by notice to **You** treat the contract as having been terminated with effect from the time of the fraudulent act.

If **We** exercise **Our** right under (c) above, **We** shall not be liable to **You** in respect of a relevant **Event** occurring after the time of the fraudulent act. A relevant **Event** is whatever gives rise to **Our** liability under the insurance contract, such as the occurrence of a loss, the making of a claim, or the notification of a potential claim.

**We** will not return any of the premiums paid.

This information may also be shared with the police and other **Insurers** for fraud prevention purposes.

## Conditions precedent

Every condition precedent to which this **Policy** or any section or item thereof is, or may be, made subject shall, from the time the condition precedent attaches, apply and continue to be in force during the whole currency of this **Policy**. Non-compliance with any such condition precedent shall be a bar to any claim under the relevant section(s) of this **Policy**, where the subject matter of the claim was caused by the non-compliance or to the extent that the non-compliance increased it.

## Subrogation

If a third party is believed to be responsible for any claim, **We** may take over, defend or settle the claim, or take up any claim in **Your** name for **Our** own benefit. This is known as exercising **Our** right of subrogation. **You** must give **Us** all the help and information **We** reasonably require for the purpose of exercising this right. **You** will take no action or make any agreements that may weaken or remove **Our** rights under this clause without **Our** prior written permission. **We** will pay any costs or **Expenses** involved in exercising **Our** right of subrogation.

## Other insurances

If there is any other insurance **Policy** covering the same loss, damage or liability **We** will not pay more than **Our** rateable share.

## Arbitration

A dispute between **You** and **Us** may arise, which may be referred to an arbitrator, who shall be either a solicitor or a barrister who **You** and **We** agree on in writing. If an arbitrator cannot be agreed, then an arbitrator will be appointed by the authorised body identified in the current arbitration legislation. The decision of the arbitration shall be final and binding on both parties and he or she will decide who should pay the costs of the arbitration. If costs are awarded against **You**, they are not covered under this **Policy**. This arbitration condition does not affect **Your** rights to take separate legal action.

If a disputed claim is not referred to arbitration within 12 months of **Your** claim being turned down, **We** will treat the claim as abandoned.

### Partially damaged items

At **Our** discretion, in the **Event** an item or piece of property is only partially damaged **We** will look to cover the costs of the damaged aspects only, rather than cover the full replacement cost. If the damage is severe enough that the item cannot be salvaged, repaired and used, **We** will cover the complete loss. It is **Your** responsibility to attempt to salvage, repair and use the damaged item where possible.

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*If a marquee sustains damage to a panel, and the others along with the frame are all fine and fully functional; we will aim to cover the cost of the replacement panel, rather than the whole marquee. The policy would not cover for the replacement value of the whole product unless the item couldn't be repaired. Any settlement value would also be on a like for like basis, not new for old.*

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## Helping You prepare to make a claim

The evidence **We** may need to support **Your** claim changes depending on the type of claim and the circumstances surrounding it. In addition, after certain information is provided to **Us**, it could lead to additional investigations taking place and more information being required.

Dealing with claims can be a stressful time for anyone, so **We** would like to help **You** to be prepared as possible, should **You** need to make a claim.

Here are a few items that **You** may be asked for, depending on the type of claim **You** make:

- Receipts for payments made and/or copies of bank statements
- Copies of contracts and correspondence between **You** and **Your** suppliers
- Medical certificates and relevant supporting evidence
- Weather reports
- Photographs
- Screenshots and information available on social media sites that could help support **Your** claim
- Copies of estimates for repair and/or replacement of damaged items
- Copies of risk assessments, accident books & first aid reports

This is not a definitive list; however, it covers most of the information that is commonly requested.

**You** are welcome to contact The Event Insurance Services Ltd.'s specialist Claims team with any queries that **You** may have, and they'll be happy to help **You**



# WHAT TO DO IF YOU'RE NOT HAPPY

We always aim to provide the highest possible standards of service, and We welcome all feedback from Our customers.

## Our track record

Event Insurance Services is signed up to Trust Pilot; an independent, online review website.

We're proud to share Our 5\* rating on independent review TrustPilot, thousands of Our Event organiser's customers recognising Our quality products and first-class service.

## How to complain

It is Our intention to give You the best possible service however if You do have any cause for complaint about this insurance or the handling of any claim You should follow the complaints procedure below:

If You have a complaint regarding the sale or service of Your Policy, please contact the administrator or agent who arranged the insurance for You.

If You have a complaint about the handling of a liability claim, please contact:

Kennedys Law LLP, Kennedys Claims Handling, 6 Queen Street, Leeds, LS1 2TW

Tel: 0845 207 7453 – or 0113 531 4496

Email: [bspoke@kennedyslaw.com](mailto:bspoke@kennedyslaw.com)

If You have a complaint about the handling of any other claim, please contact:

Event Insurance Services Ltd, FREEPOST Ringwood Hants BH24 1AJ

Tel: 01425 208 983 (9.00am – 5.00pm Monday – Friday)

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

If You did not use an agent, please contact Event Insurance Services Ltd directly, using the details above.

**In all correspondence please state that Your insurance is underwritten by Bspoke Underwriting and quote Your unique Policy number from Your Policy schedule.**

Following Our complaints procedure does not affect Your legal rights as a consumer. For further information You can contact the Citizens Advice Bureau or Trading Standards.

## Financial Ombudsman Service

If We have not completed Our investigations into Your complaint within 8 weeks of receiving Your complaint or if You are not happy with Our Final Response, You may ask the Financial Ombudsman Service (FOS) to look at Your complaint. If You decide to contact them, You should do so within 6 months of receiving Our Final Response Letter.

For more information regarding the scope of the Financial Ombudsman Service please refer to [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

The Financial Ombudsman Service,

Exchange Tower, London E14 9SR

Tel: 0800 023 4567

Get in touch on line: <https://www.financial-ombudsman.org.uk/contact-Us/complain-online>

## Compensation Scheme

If Watford Insurance Company Europe Limited. cannot meet their obligations, **You** may be entitled to compensation from the Financial Services Compensation Scheme (FSCS). **You** can get more information about compensation scheme arrangements from the FSCS or visit [www.fscs.org.uk](http://www.fscs.org.uk)



# IMPORTANT AND REGULATORY INFORMATION

## The Law

This **Policy** is governed by English law.

## Instalments & Consumer Credit Agreements

Neither Event Insurance Services Ltd or Bspoke Underwriting Ltd offer any form of instalment facility for the payment of this **Policy**.

## Bspoke Underwriting LTD PRIVACY NOTICE

Bspoke Underwriting Ltd

**We** are Bspoke Underwriting Ltd, **Our** data controller registration number, issued by the Information Commissioner's Officer, is Z7739575.

This information is relevant to anyone who uses **Our** services, including policyholders, prospective policyholders, and any other individuals **Insured** under a **Policy**.

**We** are dedicated to being transparent about what **We** do with the information that **We** collect about **You** and **We** process **Your** personal data in accordance with the relevant data protection legislation.

Why do **We** process **Your** data?

The provision of **Your** personal data is necessary for **Us** to administer **Your** insurance **Policy** and meet **Our** contractual requirements under the **Policy**. **You** do not have to provide **Us** with **Your** personal data, but **We** may not be able to proceed appropriately or handle any claims if **You** decide not to do so.

What information do **We** collect about **You**?

Where **You** have purchased an insurance **Policy** through one of **Our** agents, **You** will be aware of the information that **You** gave to them when taking out the insurance. The agent will pass **Your** information to **Us** so that **We** can administer **Your** insurance **Policy** and fulfil **Our** contract of insurance.

For specific types of insurance policies, for example when offering **You** a travel insurance **Policy**, **We** may process some special categories of **Your** personal data, such as information about **Your** health.

**We** collect this data as **We** are required to use this information as part of **Your** insurance quotation or insurance **Policy** with **Us**. **We** may also process the data where it is necessary for a legal obligation, or as part of the establishment or defence of a legal claim.

**We** also process special categories of **Your** personal data as it is in the substantial public interest and it is necessary: i) for administering **Your** insurance **Policy**; or ii) to prevent and detect an unlawful act (e.g. fraud).

## Privacy Notice

**You** can get more information about this by viewing **Our** full Privacy Notice online at <https://bspokegroup.co.uk/wp-content/uploads/2023/04/Bspoke-UW-Privacy-Policy-APR23.pdf> or request a copy by emailing **Us** at [dataprotection@bspokeunderwriting.co.uk](mailto:dataprotection@bspokeunderwriting.co.uk). Alternatively, **You** can write to **Us** at: Data Protection, Bspoke Underwriting Ltd, Brookfield Court, Selby Road, Garforth, Leeds LS25 1NB.

## WATFORD INSURANCE COMPANY EUROPE LIMITED INFORMATION NOTICE

Personal Data provided in connection with this **Policy** will be used and processed in line with the Privacy **Policy**. A copy of this is available at <https://www.watfordre.com/privacy-Policy/>

### Claims & Underwriting Exchange Register

In relation to the Data Protection Act 1998, please be aware **We** may use **Your** personal information to prevent crime. In order to prevent crime, **We** may share it with operators of registers available to the insurance industry to check information and prevent fraud. These include but are not limited to the Claims and Underwriting Exchange Register. **We** may pass **Your** personal information to the operators of these registers, including but not limited to information relating to **Your** Insurance **Policy** and any incident (such as an accident, theft, or loss) to the operators of these registers.

