



Frank Pickles
INSURANCE

Touring Caravan Insurance Policy

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Statement of facts

Welcome to Your Touring Caravan Insurance Policy

Your insurers

Thank you for choosing this Touring **Caravan** Insurance which is arranged and administered by Frank Pickles Insurance Brokers Limited (**Your Agent**) with the **Underwriters**, Fortegra Europe Insurance Company SE UK Branch.

Fortegra Europe Insurance Company SE UK Branch, a branch of Fortegra Europe Insurance Company SE (Financial Conduct Authority registration number 805770). Fortegra Europe Insurance Company SE has its registered office and principal place of business at Office 13, SOHO Office The Strand, Fawwara Building, Triq I-Imbida, Gzira, GZR 1401, Malta (Malta Company registration number SE 17), is authorised under the Insurance Business Act 1998 of the laws of Malta to carry out general business of insurance, and is regulated by the Malta Financial Services Authority of Triq I-Imdina, Zone 1, Central Business District, Birkirkara, CBD 1010, Malta. Together with its UK Branch, Fortegra Europe Insurance Company SE is authorised by the Prudential Regulation Authority, is subject to regulation by the Financial Conduct Authority, and limited regulation by the Prudential Regulation Authority. Fortegra Europe Insurance Company SE has a registered branch in the UK with its registered address at Fifth Floor, 20 Fenchurch Street, London, United Kingdom, EC3M 3BY (UK Branch registration number BR021916). Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request. Annual reports on our solvency and financial position can be found at <https://www.fortegra.eu/solvency-and-financial-condition-report>.

These terms and conditions together with the **Policy Schedule** set out **Your** insurance cover. Please note the following:

- This is a contract of insurance ("Policy") between **You**, the purchaser named on the **Policy Schedule**, and Fortegra Europe Insurance Company SE UK Branch. **Your** Statement of Demands and Needs and the undertaking to pay the **Premium**, forms the basis of the Policy.
- **Your Agent** and **Us** do not provide advice or a personal recommendation about the suitability of this Policy. It is **Your** responsibility to ensure the Policy meets **Your** needs.
- Please read these terms and conditions carefully, in conjunction with the **Policy Schedule** and Statement of Demands and Needs, and make sure **You** understand and fully comply with them, as failure to do so may jeopardise the payment of any claim which might arise and could lead to the Policy becoming void.
- Please note that as in **Misinformation**, **You** have an obligation to provide **Us** with any facts which may be relevant to this insurance.
- **We** do not have a direct or indirect holding in **Your Agent** and neither does **Your Agent** have a direct or indirect holding in **Us**.
- Words that have special meanings are in bold and the definitions can be found in **Definitions**.
- Please check that the information contained in the **Policy Schedule** is correct and that it meets **Your** requirements. If it doesn't, please contact **Your Agent**.

Your Duties

- **You** are under a duty to make full disclosure of all material facts and fully respond to any requests for information made by **Us** and/or **Your Agent**. A factor or circumstance is material if it would influence the judgment of a prudent insurer in determining **Premium** and whether or not they would underwrite the risk. **You** must, to the best of **Your** knowledge, give accurate answers to the questions **We** or **Your Agent** ask when **You** buy **Your** insurance policy. If **You** do not answer the questions truthfully or in full, this could result in **Your** Policy being invalid or cancelled and could mean that all or part of a claim may not be paid. This may also result in **You** encountering difficulties in trying to purchase insurance elsewhere. The answers or statements **You** make to **Us** or **Your Agent** are **Your** own responsibility.
- **You** should read this Policy carefully to make sure it provides the cover **You** require.

Cancellation

If **You** decide that for any reason, this **Policy** does not meet **Your** insurance needs then please return it to **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, **We** will then refund **Your Premium** in full, less **Your Agent's** administration charge (provided the **Premium** was originally paid by **You** in full).

Thereafter, **You** may cancel the insurance cover at any time by informing **Your Agent** either by writing to Frank Pickles Insurance, 22 Victoria Avenue, Harrogate HG1 5PR or by emailing cancel@frankpickles.co.uk. Provided the **Premium** has been paid in full and on the condition that no claims have been made or are pending, **You** will be entitled to a proportionate rebate of **Premium** in respect of the unexpired period showing on **Your Policy Schedule**, less **Your Agent's** administration charge.

We shall not be bound to accept renewal of any insurance and may at any time cancel any insurance document by giving 7 days' notice in writing by email to the email address **You** have provided to **Your Agent** where there is a valid reason for doing so. A cancellation letter will be emailed to **You** at **Your** last known email address notified to **Your Agent**. Valid reasons may include but are not limited to:

- a. Where the **Underwriter** reasonably suspects fraud
- b. Non-payment of **Premium**
- c. Threatening and abusive behaviour
- d. Non-compliance with **Policy** terms and conditions
- e. **You** have not taken reasonable care to provide complete and accurate answers to the questions **We** or **Your** insurance broker ask

Provided the **Premium** has been paid in full and on the condition that no claims have been made or are pending, **You** will be entitled to a proportionate rebate of **Premium** in respect of the unexpired period showing on **Your Policy Schedule** less **Your Agent's** administration charge.

Introducing your policy

This is **Your Policy**, please keep it in a safe place.

Please read the **Policy**, **Policy Schedule** and any **Endorsements** carefully. If **You** have any queries or wish to change **Your** cover, **You** should contact **Your Agent** immediately on 01943 850123.

Insured values

It is up to **You** to make sure the amounts **You** are insured for represent the full value of **Your Caravan** and **Caravan Contents**.

If **You** do underinsure, payment made following a claim will be adjusted to reflect the percentage of underinsurance. **You** can increase **Your Sum Insured** at any time by contacting **Your Agent**.

Changes in your circumstances

It is important that **You** keep **Your Agent** advised of any change in **Your** circumstances. **Your Policy** has been based on the information **You** have given **Your Agent** in the proposal and **You** must advise **Your Agent** immediately of changes.

Where there is a change and this results in an additional **Premium** an administration charge will be made. Please refer to **Your Agent's** Terms of Business for full details.

How to make a claim

If **You** need to make a claim, simply visit <https://mbginsurance.co.uk/claims/caravan/caravans/> where **You** will be able to register **Your** claim. **Our** online claim solution is the quickest and easiest way to submit **Your** claim. If **You** do not have access to the internet, simply call **Our** claims helpline on 0191 258 8188. This notification must be within 14 days of the incident that has led to the claim.

You may take action of a temporary nature to protect the **Caravan** and make good any damage as a result of the claims such as boarding up damaged windows and doors.

Where possible **You** should keep proof of purchase/receipts, estimates for repair or replacement of damaged articles and any damaged articles for the **Claims Administrator** to inspect.

Any incident of vandalism, theft or loss must be reported to the police immediately and a crime reference number obtained.

If any person is claiming against **You** or **Your Family**, any correspondence **You** receive should not be answered but must be sent to the **Claims Administrator** without delay. Do not attempt to negotiate any claim without the written consent of the **Claims Administrator**.

You will be required to produce bona fide proof of ownership of **Your Caravan** and **Caravan Contents** in the event of a claim. Do not therefore leave any important documents in **Your Caravan**. Do not admit liability or promise to make any payment.

Failure to advise **Your Agent** of any changes might prejudice any claim **You** may make or the validity of the **Policy**.

Policy Definitions

The following words or expressions carry the meaning shown below wherever they appear in this **Policy**.

Accidental Damage

Sudden and unexpected damage, occurring at a specific time and caused by external means.

Audio and Visual Equipment

Television receivers, satellite dishes and receivers, radios, video recorders and other **Audio and Visual Equipment**, cameras and their equipment and accessories, binoculars and similar optical instruments.

Caravan

The structure of the touring **Caravan** described in the **Policy Schedule** together with awnings, standard fixtures and fittings, furniture and furnishings included in the manufacturer's specification and approved dealer fitted accessories.

Caravan Contents

All items intended for use in, on or about the **Caravan** which are not permanently installed including **Personal Effects**, **Clothing** and **Luggage** and household goods whilst contained in the **Caravan**.

Claims Administrator/Helpline

Mechanical Breakdown & General Insurance Services Ltd (MB&G)
Cobalt Park Way
Newcastle Upon Tyne
NE28 9NZ
Tel No: : 0191 258 8188
Web: <https://mbginsurance.co.uk/claims/caravan/caravans/>

Collections

Stamp, medal, coin, firearm and similar **Collections** of intrinsic value (not being **Works of Art** or **Valuables**).

Communicable Disease

Any disease which can be transmitted by means of any substance or agent from any organism to another organism where;

- The substance or agent includes, but is not limited to, a virus, bacterium, parasite or other organism or any variation thereof, whether deemed living or not, and
- The method of transmission, whether direct or indirect, includes but is not limited to, airborne transmission, bodily fluid transmission, transmission from or to any surface or object, solid, liquid or gas between organisms, and
- The disease, substance or agent can cause or threaten bodily injury, illness, emotional distress or damage to human health, human welfare or property damage

Consequential Loss

We will only pay costs which are incurred as a direct consequence of the event which led to the claim You are making under this **Policy**. For example, **We** will not pay mobile telephone call charges following the loss of a mobile telephone.

Credit Cards

Credit Cards, cheque guarantee cards and cash dispenser cards issued in the United Kingdom.

Cyber Act

Unauthorised, malicious or criminal act or series of related unauthorised, malicious or criminal acts, regardless of time and place, or the threat or hoax thereof involving access to, processing of, used of or operation of any computer system.

Cyber Incident

Any error or omission or series of related errors or omissions involving access to, processing of, use of or operation of any computer system; or any partial or total unavailability or failure or series of related partial or total unavailability or failures to access, process, use or operate any computer system.

Endorsement

A change in the terms of **Your Policy**. Any **Endorsements** applying to this **Policy** are detailed on **Your Policy Schedule**.

Excess

The first amount of each and every claim as detailed on the **Policy Schedule** for which **You** are responsible. Any **Sum Insured** limit will apply after deduction of the **Excess**.

Home

Within the boundaries of **Your** permanent residence, but excluding communal parking areas and any public road or highway.

In Use

When **You** or **Your Family** are using **Your Caravan** for holiday purposes.

Limit of Indemnity

The maximum amount **We** will pay in respect of any one claim or series of claims arising during any one **Period of Insurance** as detailed in the **Policy Schedule**.

Personal Money

Cash, bank or currency notes used as legal tender, cheques, postal, money or giro orders, unused postage stamps (not in a collection), savings stamps and certificates, trading stamps (affixed in a book), phone cards, premium bonds, luncheon vouchers, travellers cheques, travel tickets, season tickets (when not recompensed by the issuing authority), air mile vouchers, gift, record or similar token all belonging to **You** or **Your Family**.

New for Old

The cost of replacing **Your Caravan** with its new equivalent in the event of total loss including fees and associated costs. Please note the maximum amount **We** will pay is limited to the **Sum Insured** as stated on **Your Policy Schedule**.

Period of Insurance

The duration of this **Policy** as shown in **Your Policy Schedule** and any further period for which **We** accept the Premium.

Permanent Residence

Any caravan not occupied by **You** or **Your Family** or **Friends** for holiday purposes, but occupied by **You** or **Your Family** or **Friends** as a main domestic residence whether temporary or permanent.

Personal Effects, Clothing and Luggage

Wearing apparel and personal articles designed to be worn or carried on or about the person.

Policy Schedule

Confirmation of cover confirming details of the **Insured**, **Period of Insurance**, **Caravan** insured, type of **Policy**, **Sum Insured** and the **Limit of Indemnity** and Premium.

Premium

The amount payable either as a single or monthly payment that **You** have agreed to pay **Us** in respect of insurance cover under this **Policy**.

Sports Equipment

Items of equipment and specialist **clothing** which are usually worn, carried or used in the course of participating in a recognised sport.

Sum Insured

The amount declared by **You** under the **Sum Insured** section of the **Policy Schedule**.

Territorial Limits

The United Kingdom of Great Britain, Northern Ireland, the Channel Islands and the Isle of Man, including transit between them.

Unattended

Any time the occupier/s (**You** or **Your Family**) are more than 2 metres from the **Caravan**.

Valuables

Any article made from precious metal, porcelain, jewellery, fur, watches, video or photographic equipment, computers (including laptops, tablet computers, gaming consoles, associated peripherals and data), binoculars, telescopes, mobile phones of any kind (including their associated equipment), **works of art**, collections of any kind (e.g. stamps, medals, coins and trophies), and personal media or portable audio equipment (including MP3/DVD/CD players).

We/Us/Our/Underwriter

Fortegra Europe Insurance Company SE.

Works of Art

Curios, objects d'art, sculptures, carvings, paintings, china, glass, antiques, pictures and drawings.

You/Your/Insured

The person(s) named on the **Policy Schedule** as the person **Insured** by this **Policy**.

Your Agent

Frank Pickles (Insurance Brokers) Limited.

Your Family

Your spouse/partner/civil partner, children (whether or not such children reside with **You** permanently) and any other member of **Your Family** permanently residing with **You**.

Section 1 – Caravan, Caravan Contents & Awning

What is covered

Loss or damage as a result of **Accidental Damage**, fire, lightning, explosion, theft or attempted theft, malicious acts or vandalism, storm or flood (excluding awnings) to:

- i. the **Caravan** stated in the **Policy Schedule**;
- ii. **Caravan Contents, Personal Effects, Clothing and Luggage or Audio and Visual Equipment** while in the **Caravan** and up to the **Sum Insured** shown in the **Policy Schedule**.
- iii. **Awning** up to the **Sum Insured** shown in the **Policy Schedule**.

What is NOT covered

- The amount of the **Excess** shown in the **Policy Schedule**.
- Loss or damage to awnings caused by weather conditions.
- Loss or damage to awnings if not attached securely to the **caravan** or if not stored within the **caravan**.
- Theft or accidental loss from awnings
- **We** will not pay for loss or damage to **Caravan** generators or damage to the **Caravan** resulting from using generators.
- Chewing, scratching, tearing or fouling by animals.
- Loss or damage resulting from road traffic accidents if the **Caravan** is not roadworthy.
- Faulty workmanship, design or using faulty materials.
- Water damage or resulting from water leaking in through windows, doors, ventilators, body joints or seals.
- Towing **Your Caravan** if **Your Caravan** exceeds the manufacturer's recommended kerb / towing weight.
- Any loss or damage which occurred prior to the commencement of this insurance.
- Any property more specifically insured.
- Any one item of **Caravan Contents, Personal Effects, Clothing and Luggage or Audio and Visual Equipment** exceeding £500.
- Contact or corneal lenses.
- Pedal Cycles and any mechanically or electrically propelled vehicle, bicycle, scooter and the like.
- **Sports Equipment**.
- Aircraft, including model aircraft, gliders, hang gliders, microlights and drones.
- **Valuables, Personal Money, Credit Cards, Collections, Works of Art**.
- Theft of **Caravan Contents** unless there is evidence of forcible and violent entry or exit to, or from the **Caravan**.
- Fire as a result of lithium-ion batteries being over-charged, short circuiting, being damaged, stored incorrectly or kept in a poor environment or not disconnected when the charge cycle is complete.

Loss or damage caused:

- i. by riot, civil commotion or strikes outside the **Territorial Limits**.
- ii. by wear and tear, rot, deterioration, insect, mildew, vermin, atmospheric conditions, action of light or any other gradually operating cause.
- iii. by mechanical, electrical or computer breakdown, failure or derangement.
- iv. to tyres by punctures cuts or bursts or application of brakes.
- v. by confiscation, detention or seizure by customs or other officials or authorities.
- vi. while being used as a permanent residence or for any trade, business or profession or while rented out;
- vii. Caravans that are **home-made**, custom built or modified from manufacturer's standard build;
- viii. while the **Caravan** is being used by anyone other than **You** or **Your Family**.

Extensions

What is covered

This Section also insures **You** for:

A Additional Costs

Following loss or damage to the **Caravan** **We** will pay the costs of its protection and removal to the nearest competent repairers and return to **Your Home** or the **Caravan's** usual **Storage Address**, detailed on **Your Policy Schedule** and approved by **Us**.

B Alternative Accommodation

Additional payments while the **Caravan** is being used by **You** or **Your Family** for touring or holiday purposes for hiring another equivalent **Caravan** or other alternative accommodation for a maximum of 15 days in any one **Period of Insurance** if the **Caravan** becomes uninhabitable as a result of loss or damage that is covered by this **Policy**.

What is NOT covered

any amount exceeding £75 per day

any amount where a valid claim has not been accepted by **Us** under Section 1 of this **Policy**.

What is covered

C Use Abroad / Foreign Use

(Only applies if shown in the Schedule)

Cover extends to include **use** in the countries specified in the following table:

Andorra	Latvia
Austria	Liechtenstein
Belgium	Lithuania
Bulgaria	Luxembourg
Croatia	Malta
Cyprus	Netherlands
Czech Republic	Norway
Denmark	Poland
Estonia	Portugal
Finland	Romania
France	Serbia
Germany	Slovakia
Greece	Slovenia
Hungary	Spain
Iceland	Sweden
Ireland	Switzerland
Italy	

Continent of Europe including the journey by recognised sea routes.

- i. if the **Caravan** is damaged outside the United Kingdom of Great Britain and Northern Ireland (UK) and cannot be economically repaired before **You** intend to return **Home**, **We** will pay the cost of:
 - a. removing the **Caravan** to the port of embarkation;
 - b. any additional freight charges from that port to the UK;
 - c. returning the **Caravan** from the UK port to **Your Home**;
 - d. any customs duty **You** have to pay on the **Caravan** following temporary importation into any country in the list of countries set out above.
- ii if it cannot be repaired, **We** are entitled to deal with the salvage, but this does not mean that property can be abandoned to **Us**.

What is NOT covered

- use in excess of the number of days specified in **Your Policy Schedule** in any one **Period of Cover**.
- the loss of any customs deposit as a consequence of any wilful act by **You**.

Specific Conditions

Basis of Claims Settlement

The maximum **We** will pay is the **Sum Insured** shown in **Your Schedule** subject to any limits shown on **Your Schedule** or in this **Policy** wording. The **Sum Insured** will not be reduced in the event of a claim.

The settlement of **Your** claim will be calculated as follows:

If repair is carried out, **We** will pay the cost of repair without deduction for wear and tear. If parts or accessories are found to be obsolete or unobtainable, **We** may use parts and accessories which are not supplied by the manufacturer. Alternatively, **We** may use parts of a similar type and quality to the parts **We** are replacing. If **We** are unable to repair, **We** may pay the last known list price for the part or accessory required plus an appropriate fitting charge.

We will not pay for the cost of replacing, repairing or changing any undamaged items or parts of items forming part of a set, suite, carpet or other items of common nature, colour, design or use. This applies if the other items can still be used and the damage only affects one part of the item.

Underinsurance

It is **Your** responsibility to make sure that the **Sum Insured** represents the full replacement cost of **Your Caravan**, **Caravan Contents**, Equipment and Awnings. If the **Sum Insured** is less than the full replacement cost, **We** will only pay the same proportion of the loss or damage as the **Sum Insured** bears to the full replacement cost. For example, if the **Sum Insured** represents only one half of the full replacement cost, **We** will only pay for one half of the amount lost or damaged.

If the **Caravan** is subject to a loan, credit agreement or any other form of financial loan or interest charge, **We** will pay **You** and **Your** receipt shall be a full discharge.

The Caravan – Market Value

Where the **Caravan** is insured on a Market Value basis (as shown in the **Policy Schedule**), **We** will pay **You** the value of the **Caravan** at the time of its loss or destruction or shall at **Our** option repair, reinstate or replace the **Caravan** or any part of it, provided that **Our** total liability shall not exceed the **Sum Insured** or the market value whichever is the lesser amount.

We will not be liable for that part of any repair or replacement which improves the **Caravan** beyond the condition before the loss or damage occurred.

The Caravan – New for Old

Where the **Caravan** is insured on a **New for Old** basis (as shown in the **Policy Schedule**), in the event of the **Caravan** being lost or damaged beyond economic repair and provided:

- a. the **Caravan** is less than 10 years old from new at inception or renewal date of the **Policy**; and
- b. the **Sum Insured** represents the full replacement value as new, at the time of the loss or damage

We will pay **You** the value of a new **Caravan** of the same manufacture and model (or the nearest equivalent make and model).

It is **Your** responsibility to ensure that the **Sum Insured** shown in the **Policy Schedule** represents the new replacement cost of **Your Caravan**, as **We** will not pay more than the **Sum Insured**.

Caravan Contents

We will pay **You** the value of the property at the time of its loss or destruction or shall at **Our** option repair, reinstate or replace such property or any part of it provided that **Our** total liability shall not exceed the **Sum Insured** shown in the **Policy Schedule**.

Alternative Accommodation and Hiring Charges

You are required to keep all receipted bills or other proof of additional expenses. In respect of the hiring out of an alternative **Caravan** or alternative accommodation a complete record of all appropriate names and addresses of intended periods of hire, charges paid or chargeable and identification of which **Caravan** is in question is required if more than one is insured.

Theft of Touring Caravans

The **Caravan** must only be stored at your **Home** when not **In Use**, or at a **Storage Address** notified to **Your Agent** and approved by **Us**.

If the **Caravan** is detached from the towing vehicle and **Unattended** the **Caravan** must be secured by a hitch lock and either a wheel or axle lock.

If the **Caravan** is both **Unattended** and **In Use** **You** must ensure it cannot be moved by the fitting of a hitch lock and either a wheel or axle lock.

Cover for theft of the **Caravan** or of any unfixed items within the **Caravan** is excluded if the **Caravan** is left **Unattended** in a lay-by or any informal parking area.

Automatic Reinstatement of Sum Insured

The **Sum(s) Insured** shall not be reduced by the amount of any claim settled providing **You** agree to carry out any recommendations put forward by **Us** to prevent further loss and shall pay any additional **Premium** requested up to the next renewal date of the **Policy**.

General Exclusions

These apply to the whole Policy.

Agreements

Any liability arising from an agreement which would not have existed in the absence of that agreement.

Asbestos

Any claim of any kind whatsoever directly or indirectly relating to, arising out of or in consequence of:

- i. the actual, alleged or threatened presence of asbestos in any form whatsoever, or any material or product containing, or alleged to contain, asbestos; or
- ii. any obligation, request, demand, order, or statutory or regulatory requirement, monitoring, clean up, remove, contain, treat, neutralize, protect against or in any other way respond to the actual, alleged or threatened presence of asbestos or any material or product containing, or alleged to contain, asbestos.

However, this exclusion shall not apply to any claim caused by or resulting in a crash fire explosion or collision or a recorded in-flight emergency causing abnormal aircraft operation.

Notwithstanding any other provisions of this **Policy**, the **Underwriter** will have no duty to investigate, defend or pay defence costs in respect of any claim excluded in whole or in part under paragraphs i) or ii) hereof.

Computer Hardware and Software

Loss or damage or any expense, **Consequential Loss** or legal liability (other than to **Your** domestic employees) directly or indirectly caused by or contributed to by or arising from:

- i. the failure of computer hardware or software or other electronic equipment
- ii. computer viruses

but this shall not exclude subsequent loss or damage or any expense, **Consequential Loss** or legal liability not otherwise excluded which itself results from the operation of an insured cause.

Communicable Disease

Loss, damage, claim, cost, expense or legal liability of whatsoever nature directly or indirectly caused by, contributed to by, or arising from or in connection with a communicable disease or the fear or threat (whether actual or perceived) of a communicable disease.

Contracts (Rights of Third Parties) Act 1999

A person who is not party to this contract has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this contract but this does not affect any right or remedy of a third party which exists or is available other than by virtue of this Act.

Cyber Loss

Loss, damage, claim, cost, expense or legal liability of whatsoever nature directly or indirectly caused by, contributed to by, or arising from or in connection with any cyber act or cyber incident, including, but not limited to any action taken in controlling, preventing, suppressing or remediating any cyber act or cyber incident.

Date Recognition

Loss or damage or any expense, **Consequential Loss** or legal liability (other than to **Your** domestic employees) directly or

indirectly caused by or contributed to by or arising from:

- i. the failure of the programming of a computer chip or computer software to recognise any date or to function correctly according to a true calendar date;
- ii. computer viruses;

but this shall not exclude subsequent loss or damage or any expense, **Consequential Loss** or legal liability not otherwise excluded which itself results from the operation of an insured cause.

Faulty Workmanship, Design or Materials

Any loss, destruction or damage, liability, cost or expense of any kind caused by or resulting from poor or faulty design, workmanship or materials.

Pollution

Loss including any loss of value, damage, injury or liability occasioned by, happening through or in consequence of the pollution or contamination of any land where such pollution or contamination occurred outside a **Period of Insurance** provided by this **Policy** or was a deliberate act or was expected and not the result of a sudden unforeseen incident.

Previous Claims Incidents

Loss or damage or legal liability directly or indirectly arising from events occurring before the start of this **Policy**.

Radioactivity

Damage to any property or any resulting loss or expense or any **Consequential Loss** or any legal liability directly or indirectly caused by or contributed to by or arising from:

- i. ionising radiations or contamination by radioactivity from any irradiated 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 of such assembly.

Sonic Bangs

Damage by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speed.

Terrorism

Any loss, destruction or damage or any cost or expense of whatever nature occasioned by or happening through or as a direct or indirect consequence of Act(s) of Terrorism.

For the purpose of this exclusion **Act(s) of Terrorism** means loss, destruction or damage caused by, or contributed to by, arising from an act or series of acts, including the use of force or violence, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s), committed for political, religious or ideological purposes including the intention to influence any government and/or to put the public in fear for such purposes.

Unacceptable Type of Caravan

Caravans that are home-made, custom built or modified from the manufacturer's standard build.

Unacceptable Usage of Caravan

Loss or damage or legal liability directly or indirectly arising from:

- i. the **Caravan** being used in connection with any trade, business or profession
- ii. the **Caravan** being used as a **Permanent Residence**
- iii. the **Caravan** while being rented out

General Conditions

These apply to the whole Policy.

War and Similar risks

Any consequence of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power.

Wilful or Malicious Acts

Any wilful or malicious act by a person lawfully at or in the Caravan.

Change in Circumstances

Your Policy has been issued based on the information which **You** have given **Your Agent** about Yourself and **Your Caravan**. **You** must tell **Your Agent** as soon as possible about any changes.

Claims

Your duties in the event of a claim or possible claim under this **Policy**:

1. **You must:**
 - 1.1. without unnecessary delay advise **Us** on:
Telephone: 0191 258 8188 or Online: <https://mbginsurance.co.uk/claims/caravan/caravans/>
 - 1.2. if any item covered by this **Policy** is stolen, lost or maliciously damaged notify the policy immediately and obtain a crime reference number
 - 1.3. take steps to recover any lost or stolen item
 - 1.4. forward to **Us** any letter, writ, summons or other legal document unanswered
 - 1.5. provide all reports, certificates, plans, specifications, any other supporting documents, information and assistance which **We** may require to settle or resist any claim or to institute proceedings against another party.
2. **You or Your Family or Friends must not:**
 - 2.1. Make any admission, offer or promise of any payment or
 - 2.2. Negotiate in any way without **Our** written consent

Consumer Insurance Act

You are required by the provisions of the Consumer Insurance (Disclosure and Representations) Act 2012 to take care to:

- a. Supply accurate and complete answers to all the questions **Your Agent** may ask as part of **Your** application for cover under the **Policy**;
- b. To make sure that all information supplied as part of **Your** application for cover is true and correct;
- c. Tell **Your Agent** of any changes to the answers **You** have given as soon as possible.

Failure to provide answers in-line with the requirement of the Act may mean that **Your Policy** is invalid and that it does not operate in the event of a claim.

Duty of Care

You and **Your Family** and **Friends** must take steps to prevent and minimise any loss or damage and maintain the items insured in good condition

Fraud

If any claim is in any respect fraudulent or unfounded all benefits under the **Policy** will be forfeited and **We** may inform the Police of the circumstances.

Other Insurance

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

Our Rights

We will be entitled to:

- i. Enter any structure where loss or damage to property has happened and deal with the salvage but no property may be abandoned to **Us**
- ii. Take over and conduct in **Your** name or the name of any member of **Your Family/Friends** the defence or settlement of any claim
- iii. Take legal action in **Your** name or the name of any member of **Your Family/Friends** for **Our** own benefit against any other party in order to recover any payment **We** have made
- iv. Have full discretion in the conduct of any proceedings and in the settlement of any claim.
- v. Have full discretion in the conduct of any proceedings and in the settlement of any claim.

Payment of Premiums By Instalments

Where the **Premium** for this **Policy** is paid by monthly instalments each payment must be paid when due otherwise all benefit under this **Policy** will be forfeited and the **Policy** cancelled by giving **You** 7 days' notice.

Policy terms

Our liability to make a payment under this **Policy** is conditional upon:

- a. the truth of **Your** statements and answers in the proposal to the best of **Your** knowledge and belief
- b. **You** and **Your Family** and **Friends** observing the terms and conditions of this **Policy**.

The Law Applicable To This Contract

Unless some other law is agreed in writing, this **Policy** is governed by English law. If there is a dispute, it will be dealt with in the courts of England. The language used in the **Policy** and any communications relating to it will be in English.

Underinsurance

It is **Your** responsibility to make sure that the **Sum Insured** represents the full replacement cost of **Your Caravan**, **Caravan Contents**, Equipment and Awnings. If the **Sum Insured** is less than the full replacement cost, **We** will only pay the same proportion of the loss or damage as the **Sum Insured** bears to the full replacement cost. For example, if the **Sum Insured** represents only one half of the full replacement cost, **We** will only pay for one half of the amount lost or damaged.

Your Satisfaction

Complaints Procedure

It is **Our** intention to give **You** the best possible service but if **You** do have any concerns about this **Policy** or the handling of a claim **You** should adhere to the following process:

If **Your** complaint relates to the sale of **Your Policy** please contact **Your Agent**:
The Managing Director
Frank Pickles (Insurance Brokers) Limited
22 Victoria Avenue,
Harrogate HG1 5PR
Tel: 01943 850123

If **Your** complaint relates to a claim please contact the **Claims Administrator**:
Mechanical Breakdown & General Insurance Services Ltd (MB&G)
Cobalt Park Way
Newcastle Upon Tyne
NE28 9NZ
Tel: 0191 258 8188
Email: CVT@mbginsurance.com

If it is not possible to reach an agreement with **Your Agent** or the **Claims Administrator**, **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 less than €2 million and fewer than 10 staff. **You** may contact the Financial Ombudsman Service at:
The Financial Ombudsman Service
Exchange Tower
Harbour Exchange Square
London E14 9SR
Tel: 0300 123 9123
Email: complaint.info@financial-ombudsman.org.uk

The above complaints procedure is in addition to **Your** statutory rights as a consumer. For further information about **Your** statutory rights contact **Your** local authority Trading Standards Service or Citizens Advice Bureau.

Misinformation

When applying for insurance, varying **Your** cover, or submitting a claim, **You** or anyone acting on **Your** behalf must take reasonable care to answer all questions honestly and to the best of **Your** knowledge. Failure to do so may affect the validity of **Your** Policy or the payment of **Your** claim.

Sanctions

We shall not provide any benefit under this Policy to the extent of providing cover, payment of any claim or the provision of any benefit where doing so would breach any sanction, prohibition or restriction imposed by law or regulation.

Third party rights

Except where otherwise required by law, **You** and **We** have agreed that:

- it is not intended for any third party to this **Policy** to have the right to enforce the terms of this **Policy**;

- You** and **We** can rescind or vary the terms of this **Policy** without the consent of any third party to this **Policy**, who might seek to assert that they have rights under this **Policy**.

Compensation Scheme

You may be entitled to compensation from the Financial Services Compensation Scheme (FSCS) in the UK if, in the unlikely event, Fortegra Europe Insurance Company SE cannot meet its liabilities under this **Policy**. The level and extent of compensation provided will depend on the location of the risk, the type of insurance and on the circumstances of the claim.

Further information about the Financial Services Compensation Scheme is available from the FSCS website www.fscs.org.uk. The FSCS can be contacted:

- online by completing the form on the FSCS website www.fscs.org.uk/contact-us/; or
- by calling 0800 678 1100; or
- by writing to Financial Services Compensation Scheme, PO Box 300, Mitcheldean, GL17 1DY; or
- by live chat via the FSCS website www.fscs.org.uk/contact-us/

Data Protection

Fortegra Europe Insurance Company SE UK Branch (the Data Controller) is committed to protecting and respecting **Your** privacy in accordance with the current Data Protection Legislation ("Legislation"). Below is a summary of the main ways in which **We** process **Your** personal data.

How we use your Personal Data

We may use the personal data **We** hold about **You** for the purposes of performing **Your** contract of insurance, this includes providing insurance that **You** request of **Us** and administering the same; including handling claims and any other related purposes, underwriting (which may include underwriting decisions made via automated means), offering renewal terms, pricing or statistical purposes. **We** may collect and use special categories of data from **You** for the purpose of identifying vulnerable customer based on substantial public interest under Schedule 1(20) of the Data Protection Act 2018. **We** may also use **Your** data to safeguard against fraud and money laundering and to meet **Our** general legal and regulatory obligations.

Disclosure of Your Personal Data

We may disclose **Your** personal data to third parties involved in providing products or services to **Us**, or to service providers who perform services on **Our** behalf. These include **Our** group companies, affinity partners, brokers, agents, third party administrators, other insurers, reinsurers, other insurance intermediaries, insurance reference bureaus, credit agencies, fraud detection agencies, loss adjusters, external law firms, external accountants and auditors, regulatory authorities, and as may be required by law.

International Transfers of Data

We may transfer **Your** personal data to destinations outside of the UK or the European Economic Area ("EEA"). Where **We** transfer **Your** personal data outside of the UK or EEA, **We** will ensure that it is treated securely and in accordance with the Legislation.

Your Rights

You have the right to ask **Us** not to process **Your** data for marketing purposes, to see a copy of the personal information **We** hold about **You**, to have **Your** data deleted (subject to certain exemptions), to have any inaccurate or misleading data corrected or deleted, to restrict the processing of **Your** data, to ask **Us** to provide a copy of **Your** data to any controller and to lodge a complaint with the local data protection authority.

Retention

Your data will not be retained for longer than is necessary and will be managed in accordance with **Our** data retention policy. In most cases the retention period will be for a period of seven (7) years following the expiration of the **Policy**, or our business relationship with **You**, unless **We** are required to retain the data for a longer period due to business, legal or regulatory requirements.

If **You** require more information or have any questions concerning **Our** use of **Your** personal data, **Our** full Privacy **Policy** can be found at <https://www.fortegra.eu/privacy-policy>. Alternatively, please contact The Data Protection Officer, Fortegra Europe Insurance Company SE, Office 13, SOHO Office The Strand, Fawwara Building, Triq I-Imsida, Gzira, GZR 1401, Malta or via email at dpofficer@fortegramalta.com

Changes to data protection laws were introduced on 25 May 2018. Please refer to **Our** Privacy **Policy** at www.frankpickles.co.uk/privacy_policy.php for **Our** updated Privacy **Policy** and details of **Your** rights under the new regime.

Claims & Underwriting Exchange Register (CUE)

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.



Frank Pickles
INSURANCE

ADMINISTERED BY FRANK PICKLES (INSURANCE BROKERS) LIMITED
Registered Office : 22 Victoria Avenue, Harrogate HG1 5PR
Registered in England & Wales 00676453

UNDERWRITTEN BY FORTEGRA EUROPE INSURANCE COMPANY SE
Registered Office : Office 13, SOHO Office The Strand, Fawwara
Building, Triq l-Imsida, Gzira, GZR 1401, Malta (Malta Company
registration number C 84703)

January 2025