

# Exhibitors 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 Exhibitors Insurance policy, a comprehensive insurance policy for clients attending events as an exhibitor.

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 Convex Insurance UK Limited, 52-54 Lime Street, London, UK, EC3M 7AF.

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

Convex Insurance UK Limited is a company registered in England & Wales with registration number 11796392. Its registered address is 52 Lime Street, London, EC3M 7AF, United Kingdom.

Convex Insurance UK Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register Number 840616).

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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### 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/Events** 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 **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**.

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*Dangerous activities – Within our policies, there are certain activities which we have decided are ‘dangerous’ and not covered under our policy. In our section on definitions we list out these activities to avoid any confusion, so you know what activities we do and don’t cover.*

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### 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/Events** 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/events 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 an **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* – The time within which **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/Events**.
- Explain what basic precautions **You** need to take when managing the **Event/Events**
  - Making sure **You** prepare and tidy up the **Venue**,
  - Supervise and train **Your** Volunteers, Helpers and **Employees**,
  - Comply with any manufacturer's guidelines and instructions of equipment,
  - Manage the area **You** are responsible for at the **Event/Events** 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/Events** 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/events of any claim.*

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### Abandonment

The inability to complete the **Event/Events** once it has started.

### Accidental Loss

Property which **You** have been permanently deprived of its use, as a result of a known accidental incident.

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*An example of accidental loss would be dropping an item of property down a drain where you cannot recover it. Not if an item is lost or misplaced where you are unable to find it.*

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### Adverse Weather Conditions

Weather conditions which:

- A) Pose a threat to the life or limb of the public attending the **Event/Events** as agreed by the **Event/Events**'s Health and Safety Official (or an appropriate emergency authority).
- B) Cause the **Venue** to become inaccessible or unusable.
- C) Pose a threat to the life or limb of the participants due to take part of the **Event/Events**.

Evidence will be needed to support any claim, including Photographic evidence, Met Office records and the Health and Safety official's statement.

### 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.

### Cancellation

The inability to proceed with the **Event/Events** prior to its commencement where it cannot be postponed.

### Close Relative

Your:

- A. Husband, Wife, partner, fiancé, civil or domestic partner,
- B. Parent(s) Grandparent(s), including in-laws and legal guardians,
- C. Children, Step, Adoptive and/or Foster Children, and Grandchild/Grandchildren,
- D. Sibling(s), including in-laws, foster, adoptive and step brother(s) and sister(s).

### Communicable Disease

Any disease capable of being transmitted from an infected person or species to a susceptible host, either directly or indirectly.

### Computer System

**Fixed Computer Equipment and Portable Computer Equipment.**

### Computer System Failure

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**.

### Curtailement

The unavoidable partial closure of the **Event**

### Cyber Act

An unauthorised, malicious or criminal act or series of related unauthorised, malicious or criminal acts, regardless of time and place, involving access to, processing of, use of or operation of any **Computer System**.

### Dangerous Activity

Any amusement, display, competition, or activity which **You** are organising and managing (or which is being organised or managed on **Your** behalf) that features in the following list:

- A. Fireworks or Bonfires,
- B. Inflatable play equipment,
- C. Fairground, mechanical or electrical rides of any kind,
- D. Ballooning or flying of any description,
- E. Go-karts of any kind; whether fuel, gravity or pedal powered,
- F. Motorised vehicles of any kind (unless static and without engine or motor being on),
- G. Trampolines, gymnastic apparatus, or any activity requiring the use of a safety harness or ropes to prevent or stop a fall from height,
- H. Circus and/or stunt acts,
- I. It's A Knock Out & Total Wipeout competitions,
- J. Canoeing, sailing or the use of water craft,
- K. The shooting of guns or archery,
- L. Pyrotechnic devices and special effects,
- M. Open water swimming,
- N. On-road cycle races,
- O. Persons riding on animals

### Data

Data of any sort, including but not limited to, tangible or intangible data and any programs of software, bandwidth, cryptographic keys, databases, documents, domain names or network addresses or anything similar, files, interfaces, metadata, platforms, processing capability, storage media, transaction gateways, user credentials, website or any information, facts, concepts, code or any other information of any kind that is recorded or transmitted in a form to be used, accessed, processed, transmitted or stored by **Fixed Computer Equipment or Portable Computer Equipment**.

### Employee

Any person working for **You** (whether they are paid or un-paid), who is under **Your** direct control and supervision carrying out a task on **Your** behalf whilst at the **Event/Events**. This does *not* include **Employees** of professional third parties contracted for the **Event/Events**.

### Event/Events

The **Event** or **Events** held either indoors, outdoors or under **Temporary Structures** as described in the certificate and taking place on the **Event Date(s)** or within the **Period of Insurance**.

### Event/Events Date(s)

For a single **Event Policy**, the **Event Date(s)** will relate to those specified as the **Period of Insurance** on the certificate.

For a multiple **Events Policy**, cover is in respect of a maximum of 5 days per **Event** and must take place within the **Period of Insurance**. Unless agreed by **Us** in writing.

### Event Equipment

Any Marquee, staging, portable toilets, plant, machinery, generators, chairs, tables or other ancillary or requested equipment agreed by **Us** in writing. The equipment must be hired, leased, or owned by the **Insured** with evidence that **You** are legally responsible for the items. The items must be used solely for the purposes of the **Event/Events**.

### Expenses

The total of all costs and charges which would have been incurred by **You** in organising, running, and providing services solely for the **Event/Events**, had a loss not occurred. Advertising costs can be included, if the benefit of advertising activity can be proven to be solely in respect of the **Event/Events**.

### Fixed Computer Equipment

Equipment used for the electronic processing, communication and storage of data consisting of mainframes, servers, personal computers and other installed equipment, including:

- a) fixed discs, interconnecting wiring and telecommunications equipment; and
- b) printers, scanners and other peripheral computer equipment solely for use with other insured installed computer equipment comprising air conditioning equipment, generating equipment, uninterruptible power supply voltage regulating equipment, temperature and humidity recording equipment, electronic access equipment, heat, smoke and water detection equipment, lightning and transient overvoltage protection devices, computer furniture, gas flooding cylinders and pipework and computer room partitioning.

### Forcible Entry

Entry which involves physical destruction and/or damage to a locked and **Secure Location**.

### Geographical Limits

England, Scotland, Wales, Northern Ireland, The Channel Islands and Isle of Man.

### Income

All monies received or generated by the **Event/Events**, from any source, including but not limited to, ticket sales, sponsorship, food & drink sales.

## Interruption

Your inability to open the **Event** or keep open the **Event** after opening, followed by the opening or reopening of the **Event** during the **Event Dates**.

## Period of Insurance

For a single **Event Policy**:

- A. The period of the **Event** as shown in the certificate, including, and falling within the start date and expiry date;
- B. Sections 4 & 5 of this **Policy**, if purchased, will be operative from the issue date on the certificate or the time of booking the **Event** (whichever is the later date) and terminates with the fulfilment of the **Event**.

For a multiple **Events Policy**:

- A. the period shown in the certificate including and falling within the start date and expiry date;
- B. Sections 4 & 5 of this **Policy**, if purchased, will be stated on the certificate via endorsement.

## 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/Events**.

## Pollution/Contamination

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

## Portable Computer Equipment

Equipment that is designed to be carried on or by a person consisting of:

- a) laptops, palmtops, notebooks and tablet personal computers;
- b) personal digital assistants and smartphones;
- c) removable vehicle satellite navigation systems and digital cameras;
- d) printers, projectors, broadband modems and other devices which connect to other portable computer equipment.

## Postponement

The unavoidable deferment of the **Event/Events** to another time and/or **Venue**.

## Public Handling of Animals

This means the physical handling or riding of animals by the public, participants or **You**, and/or the physical handling or riding of animals in public areas.

The Policy will cover, subject to all other terms and conditions of the Policy, where **You** are moving the animal(s) at the Event Location, from the animal enclosure / stables to an arena (or vice versa) or where **You** are moving the animal from the animal transportation to the animal enclosure / stables / arena (or vice versa)

## Relocation

The unavoidable transfer of the **Event** to another location prior to its commencement.

### Secure Location

- A. A place which is enclosed and lockable, used to prevent intrusion and protect from harm or loss.
- B. A structure protected by professional security personnel or the **Insured**.

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*To give you some examples of what we mean when we refer to a secured location. We mean something like a locked room, locked building, garage, storage unit, safe or cabinet. It is somewhere you can leave an item unattended and it cannot be stolen without breaking and entering taking place.*

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### 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.

### Temporary Structure(s)

Including, but not limited to marquees, gazebos, tents, staging, seating, shell-scheme frameworks, inflatable structures/buildings, lighting or art installations and sculptures.

### Venue

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

### We, Us, Our, Insurers

Convex Insurance UK Limited and/or Event Insurance Services Ltd.

### 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. Biological or Chemical Materials

The actual or threatened malicious use of pathogenic or poisonous biological or chemical materials.

This Exclusion 2 does not apply to Section 2 Employers' Liability

### 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. Any act of terrorism directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with biological, chemical, radiological or nuclear pollution or contamination shall be excluded.

### 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. Cyber and Data Loss

- a) any **Cyber Act**; or
- b) any **Computer System Failure**; or
- c) any action taken in controlling, preventing, suppressing or remediating any **Cyber Act** or **Computer System Failure**;

and / or fear or threat (whether actual or perceived) thereof; or

- d) any loss of use, reduction in functionality, repair, replacement, restoration or reproduction of any **Data**, including any amount pertaining to the value of such **Data**.

This Exclusion does not apply to Section 2 Employers' Liability.

## 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/Events** suppliers.

## 14. Voluntary Losses

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

## 15. Communicable Disease

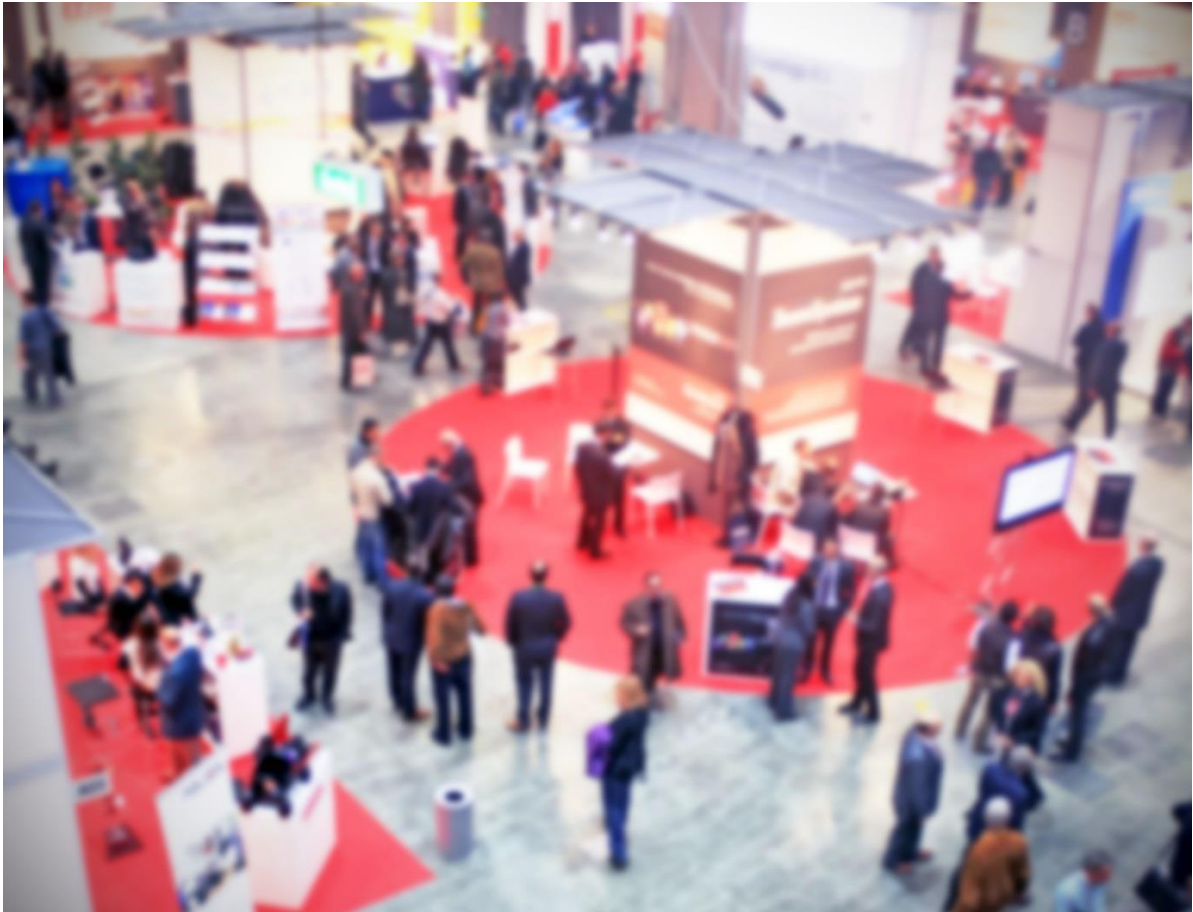
Any **Communicable Disease**, or any fear or threat (whether actual or perceived) of any **Communicable Disease**, or any action taken in controlling, preventing, suppressing or in any way relating to any outbreak of any **Communicable Disease**.

This Exclusion does not apply to Section 2 Employers' Liability.

## 16. Nuclear

- a) ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel;
- b) the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof;

- c) any weapon of war or mass destruction, whether or not employing atomic or nuclear fission or fusion or like reaction or radioactive force or matter, or pathogenic, chemical, biological or similar agents; or
- d) the radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter but this exclusion d) will not apply to radioactive isotopes other than nuclear fuel when those isotopes are being prepared, carried, stored or used for commercial, agricultural, medical, scientific or other peaceful purposes.



## 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;

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

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 section, 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/Events**; 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;

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*Property held in trust can be covered under our event equipment section as this covers items which you own, have hired, or leased.*

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- 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. **Bodily Injury** or damage to property caused by or arising from a **Dangerous Activity** unless agreed by **Us**, by endorsement to the **Policy Certificate**.

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*From our list of dangerous activities, we may consider covering bonfires, open water swims or on-road cycling. Your policy certificate will tell you if cover has been extended to include these activities under the endorsements section.*

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- E. any liability or damage arising from any professional negligence, advice, malpractice, design, treatment, or specification other than for first aid facilities at the **Event/Events**;
- F. 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;
- G. 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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- H. 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/Events** and within the **Period of Insurance**,
- I. any liability arising from the effects of any intoxicating drink or drugs of any kind.
- J. any damage to flooring or ground at the **Venue**, except damage to carpets or rugs;
- K. any damage to underground services;
- L. any liability or damage arising from the **Public Handling of Animals**;
- M. any liability in respect of damage because of electrical or mechanical breakdown due to mechanical wear and tear and/or lack of maintenance.
- N. damage occurring because of the cleaning, repairing or restoration of any damaged and/or soiled property.
- O. any liability arising from any strike, labour disturbance, protest or locked out workers.
- P. 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.
- Q. any **Bodily Injury** or damage arising from or to a participant within any sport, game or activity; unless caused by **Your** negligence.

## R. Bodily Injury to an Employee

### 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/Events**, 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/Events**, **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/Events**, 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/Events** hold their own third party liability insurance to cover their participation in the **Event/Events**. **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/Events** 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/Events**.

## SECTION 2 – EMPLOYERS LIABILITY

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

### What is covered

We will pay damages and claimants costs and **Expenses** for which **You** are liable at law and also defence costs and **Expenses** incurred with **Our** written consent, up to the Limit of Indemnity stated against section 2 in the certificate, as a result of any one claim or series of claims arising out of one incident, in respect of accidental **Bodily Injury** to any **Employee** happening during the **Period of Insurance** within the **Geographical Limits** in connection with the **Event/Events**.

The indemnity provided is deemed to be in accordance with the provisions of any law relating to compulsory insurance of liability to **Employees** in Great Britain and Northern Ireland.

**You** shall however repay to **Us** all sums paid by **Us** which **We** would not have been liable to pay under the terms of this section but for the provisions of such law.

### What is not covered

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

This section does not cover legal liability required to be **Insured** under the Compulsory Motor Insurance provisions of any Road Traffic Act legislation.



## SECTION 3 – EQUIPMENT COVER

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

### What is Covered

Theft, **Accidental Loss**, or physical damage to **Event/Events Equipment** occurring during the **Period of Insurance** whilst

- A. At the **Venue**; or
- B. In transit to or from the **Venue** whilst within the **Geographical Limits** of the **Policy**.

---

*Remember, our definition of event equipment, for it to be covered the items must be hired, leased, or owned by you.*

---

### What is not Covered

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

- A. Theft, or attempted theft of **Event Equipment** at any **Venue** unless there is either:
  - i) Evidence of **Forcible Entry** or violent entry or exit from a **Secure Location**; or
  - ii) Controlled access and perimeter security to any outdoor area and the **Event Equipment** not being left unsecured or unattended.
- B. Theft of **Event Equipment** whilst in transit and contained in a vehicle, used by **You** or on **Your** behalf unless either:
  - i. **You** or other person in charge of the vehicle or equipment is guarding it,
  - ii. such vehicle is itself contained within a locked building and/or **Secure Location**,
- C. Damage caused by inherent defects, atmospheric or environmental conditions,

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*Examples of atmospheric or environmental conditions would be things such as frost, damp, sunlight, but this is not an exhaustive list.*

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- D. Damage caused by electrical or mechanical breakdown, due to mechanical wear and tear and/or lack of maintenance.
- E. Artistic or Sentimental costs. **We** shall not provide cover for the historical, artistic, or sentimental value of items such as, but not limited to, artwork, photographs, and antiques. **We** will cover the reproduction costs only.

---

*For example, we provide cover for a painting but reproduction costs only i.e. the cost of paint, the cost of canvas etc... not how much the painting may be worth at auction, the sale value or its artistic value.*

---

- F. Damaged caused during or because of the cleaning, dying, repairing, or restoring of an item,
- G. **Event Equipment** which is lost because it has been confiscated, seized, or detained by any government, public or **Policy** authority.
- H. Loss of or damage to the following types of items or **Event Equipment**:
  - i. Mobile phones,
  - ii. Jewellery, unless costume jewellery,
  - iii. Clothing, other than costumes,
  - iv. Bouncy castles or inflatable play equipment,
- I. Any damage or loss because of any wilful or malicious act, or any act of vandalism,
- J. 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**.

## Conditions specific to this section

### Average

If the **Event Equipment** covered at the commencement of any loss, destruction or damage to the **Event Equipment** is collectively of greater value than the Limit of Indemnity stated against section 3 in the certificate, **You** will be considered as being **Your own Insurer** for the difference and shall bear a rateable proportion of the loss.

---

*For example, the property you are responsible for is worth £20,000. You choose to insure it for £10,000. You suffer a loss of £5,000. Your policy will be 'subject to average', meaning the maximum amount that you may recover will be £2,500, less any excess.*

---

### Levels of Cover

**We** will not reduce or increase the level of cover, or the premium charged for this section after **We**, or at point of paying a claim.

It is **Your** responsibility to adequately cover yourself prior to the commencement of the **Event/Events**.

### Settling Claims

Following **Insured** damage, **We** will indemnify **You** by payment, repair or replacement at **Our** choice.

Payment will be based upon the value of the **Event Equipment** at the time of loss or damage.

The maximum **We** will pay for any one item is £2,000 unless otherwise agreed by **Us**. If a single item limit of over £2,000 is agreed by **Us**, this will be shown on **Your Policy Certificate**.

The most **We** will pay for any claim is the Limit of Indemnity stated against section 3 in the certificate.

## SECTION 4 – CANCELLATION, ABANDONMENT, INTERRUPTION, CURTAILMENT, POSTPONEMENT OR RELOCATION - EXCLUDING ADVERSE WEATHER CONDITIONS

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

---

*Remember, this section will start on the day **You** receive **Your Policy** documents and cover is confirmed.*

---

### What is Covered

There are two parts to this section. Cover for **Cancellation, Abandonment, Interruption** or **Curtailment** of the **Event/Events** (Part 1) and cover for **Postponement** or **Relocation** (Part 2).

#### Part 1 – Cancellation, Abandonment, Interruption or Curtailment

**We** will reimburse irrecoverable **Expenses** incurred by **You** (less any **Income You** have received from any source relating to the **Event/Events**), up to the amount shown in the certificate.

The **Cancellation, Abandonment, Interruption** or **Curtailment** of the **Event/Events** must be because of circumstances which are unforeseen, unavoidable and beyond **Your** control (unless excluded under this section); where the **Event/Events** cannot go ahead at any time in the future.

Alternatively, **We** will pay all necessary additional **Expenses** incurred by **You** to avoid or reduce a loss under this section provided such **Expenses** do not exceed the sum of the original loss.

#### Part 2 – Postponement or Relocation

If circumstances arise that threaten **Postponement** or **Relocation** of the **Event/Events**, **We** will either pay the additional costs incurred to enable the **Event/Events** to take place on the **Event/Events Date** or **We** will pay the additional costs incurred to enable the **Event/Events** to take place at a future date.

**We** will not pay more than the sum **Insured** shown under section 4 of the certificate in respect of claims arising under both Part 1 and Part 2 of section 4.

### What is not Covered

In addition to the General Exclusions, this section does not cover any loss directly or indirectly arising out of, contributed to by, or attributable to

- A. Circumstances which were known to **You** prior to and/or at the commencement of this insurance;

---

*Insurance always operates on what is unknown. If you take out insurance knowing something (i.e. building works at the venue, ill health, supplier closure) will increase the chance a claim is going to be made, this would invalidate the policy and the insurance claim could be considered being fraudulent.*

---

- B. **Adverse Weather;**
- C. the withdrawal, insufficiency, or lack of:
  - i. finance however caused;
  - ii. sales, profits, takings, or receipts for the **Event/Events**,
  - iii. fund raising, sponsorship of support towards the **Event/Events**
  - iv. interest for or attendance at the **Event/Events**
  - v. **Your** financial default, insolvency or failure to pay.
- D. any financial failure of the **Event** directly or indirectly rising from a government lockdown
- E. the non-appearance of:
  - i. delegates, visitors, exhibitors, guests or key speakers because of state affairs or government matters;
  - ii. any one key speaker, performer, or other key person who would perform an essential function needed for the successful fulfilment of the **Event/Events**. Unless agreed by **Us** in writing by endorsement to the **Policy Certificate**;
- F. the death, injury, or illness of any party over the age of 75 years unless they are a **Close Relative** or otherwise agreed by **Us** and acknowledged by a specific endorsement to the **Policy Certificate**;
- G. the failure or non-appearance of any supplier or performer where service and booking arrangements are not confirmed in writing;
- H. failed, or delayed transport arrangements outside of the **Geographical Limits**; but not including those of a Key speaker, performer, or other key person for whom **We** have agreed cover for.
- I. **Your** failure to make all necessary arrangements for the successful fulfilment of the **Event/Events** in a timely manner;
- J. restrictions imposed by the local authorities, or regulatory bodies.
- K. National or court mourning, death of a member of the royal family or head of state;
- L. contractual breach by **You**.
- M. teleconferencing or similar picture or data image communication links, to or from any part of the **Event**, including the inability to broadcast the **Event** via video, webinar, webcast or internet streaming platform or any other means.

## Conditions specific to this section

### Average

If the potential out of pocket **Expenses** of the **Event/Events** covered at the commencement of any loss, is greater than the value than the Limit of Indemnity stated against section 4 in the certificate, **You** will be considered as being **Your** own Insurer for the difference and shall bear a rateable proportion of the loss.

---

*For example, the event/events you are insuring is costing £20,000. You choose to insure it for £10,000. You suffer a loss of £5,000. Your policy will be 'subject to average', meaning the maximum amount that you may recover will be £2,500 less any excess.*

---

## SECTION 5 – CANCELLATION, ABANDONMENT, INTERRUPTION, CURTAILMENT, POSTPONEMENT OR RELOCATION - EXCLUDING ADVERSE WEATHER CONDITIONS

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

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*Remember, this section will start on the day **You** receive **Your Policy** documents and cover is confirmed.*

---

### What is Covered

There are two parts to this section. Cover for **Cancellation, Abandonment, Interruption** or **Curtailment** of the **Event/Events** (Part 1) and cover for **Postponement** or **Relocation** (Part 2).

#### Part 1 – Cancellation, Abandonment, Interruption or Curtailment

**We** will reimburse irrecoverable **Expenses** incurred by **You** (less any **Income You** have received from any source relating to the **Event/Events**), up to the amount shown in the certificate.

The **Cancellation, Abandonment, Interruption** or **Curtailment** of the **Event/Events** must be because of circumstances which are unforeseen, unavoidable and beyond **Your** control (unless excluded under this section); where the **Event/Events** cannot go ahead at any time in the future.

Alternatively, **We** will pay all necessary additional **Expenses** incurred by **You** to avoid or reduce a loss under this section provided such **Expenses** do not exceed the sum of the original loss.

#### Part 2 – Postponement or Relocation

If circumstances arise that threaten **Postponement** or **Relocation** of the **Event/Events**, **We** will either pay the additional costs incurred to enable the **Event/Events** to take place on the **Event/Events Date** or **We** will pay the additional costs incurred to enable the **Event/Events** to take place at a future date.

**We** will not pay more than the sum **Insured** shown under section 5 of the certificate in respect of claims arising under both Part 1 and Part 2 of section 5.

### What is not Covered

In addition to the General Exclusions, this section does not cover any loss directly or indirectly arising out of, contributed to by, or attributable to

- A. Circumstances which were known to **You** prior to and/or at the commencement of this insurance;

---

*Insurance always operates on what is unknown. If you take out insurance knowing something (i.e. building works at the venue, ill health, supplier closure) will increase the chance a claim is going to be made, this would invalidate the policy and the insurance claim could be considered being fraudulent.*

---

- B. **Adverse Weather** where the **Policy** has been purchased within 14 days of the **Event Date**;
- C. the withdrawal, insufficiency, or lack of:
  - i. finance however caused;
  - ii. sales, profits, takings, or receipts for the **Event/Events**,
  - iii. fund raising, sponsorship of support towards the **Event/Events**
  - iv. interest for or attendance at the **Event/Events**
  - v. **Your** financial default, insolvency or failure to pay.
- D. any financial failure of the **Event** directly or indirectly rising from a government lockdown
- E. the non-appearance of:
  - i. delegates, visitors, exhibitors, guests or key speakers because of state affairs or government matters;
  - ii. any one key speaker, performer, or other key person who would perform an essential function needed for the successful fulfilment of the **Event/Events**. Unless agreed by **Us** in writing by endorsement to the **Policy Certificate**;
- F. the death, injury, or illness of any party over the age of 75 years unless they are a **Close Relative** or otherwise agreed by **Us** and acknowledged by a specific endorsement to the **Policy Certificate**;
- G. the failure or non-appearance of any supplier or performer where service and booking arrangements are not confirmed in writing;
- H. failed, or delayed transport arrangements outside of the **Geographical Limits**; but not including those of a Key speaker, performer, or other key person for whom **We** have agreed cover for.
- I. **Your** failure to make all necessary arrangements for the successful fulfilment of the **Event/Events** in a timely manner;
- J. restrictions imposed by the local authorities, or regulatory bodies.
- K. National or court mourning, death of a member of the royal family or head of state;
- L. contractual breach by **You**.
- M. teleconferencing or similar picture or data image communication links, to or from any part of the **Event**, including the inability to broadcast the **Event** via video, webinar, webcast or internet streaming platform or any other means.

## Conditions specific to this section

### Average

If the potential out of pocket **Expenses** of the **Event/Events** covered at the commencement of any loss, is greater than the value than the Limit of Indemnity stated against section 4 in the certificate, **You** will be considered as being **Your** own Insurer for the difference and shall bear a rateable proportion of the loss.

---

*For example, the event/events you are insuring is costing £20,000. You choose to insure it for £10,000. You suffer a loss of £5,000. Your policy will be 'subject to average', meaning the maximum amount that you may recover will be £2,500 less any excess.*

---

## 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/events. Depending on what cover you have opted for, will determine the sort of precautions which would be expected.*

*Precautions for reducing the likelihood of an injury could include examining fire safety or conducting risk assessments where necessary.*

*Precautions you could take to prevent the threat of cancellation would be to look at contingency planning, alternative supplier's options, transport, and access methods.*

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- B. Maintain the **Venue** (including its fixtures & fittings), machinery, **Event/Events 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/Events Equipment** used at the **Event/Events**,
- 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/Events**.

### Sanctions Suspension Clause

**You** agree that any cover, the payment of any claim and any benefit provided under **Your Policy** will be suspended, to the extent that providing any cover, the payment of any claim or the provision of any benefit would expose **Us** to any sanction, prohibition or restriction under any:

- a) United Nations' resolution(s); or
- b) trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.

The suspension will continue until **We** are no longer exposed to any sanction, prohibition or restriction.

### 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/Events**.

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/Events** 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/Events** 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 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 29.

## Choice of Law & Jurisdiction

Unless some other law is agreed in writing, English law governs this **Policy**. Without prejudice to the arbitration agreement contained in the Arbitration clause, if there is a dispute, it will only be dealt with in the courts of England and Wales or of the country within the United Kingdom in which **Your** address provided on the **Statement of Fact** is situated.

## 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/events, 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/events 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/Events** 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/Events** 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/Events** and this **Policy**,
- e. 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.
- f. Make no admission of liability, offer, promise or payment without **Our** written consent;
- g. Inform **Us** immediately of any impending prosecution, inquest or fatal accident enquiry or civil proceedings and send to **Us** immediately every relevant document,
- h. 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,
- i. Take all steps to recover lost property and otherwise minimise the claim,
- j. Supply a minimum of two quotes for repair, replacement or alternative services for any property damage, theft, loss or rearrangement 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;

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

Should a dispute between **You** and **Us** arise, it must 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 arbitrator 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.

Nothing in this arbitration clause shall limit the right of **You** and **Us** to apply to any court of competent jurisdiction for interim, interlocutory or emergency relief in support of or ancillary to the arbitration, or to enforce an arbitral award.

## 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 shell scheme 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 shell/pod. 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 Ltd is signed up to Feefo; an independent, online review website.

We are really pleased to be able to say that we have an excellent response from our clients, with almost 500 reviews.

We have a rating of 4.9.out of 5; with an exceptional rating.

## How to complain

**Our** aim is always to provide **You** with the best possible service. If **You** feel that **We** have not provided that service or made an error, then please advise **Us** in the first instance. **We** will take **Your** complaint seriously and do **Our** best to investigate and resolve it as quickly as possible. **We** have established the following Complaints handling procedure to ensure that this happens.

### Step 1

Tell **Us** about it. There are different ways **You** can do that.

1. Communicate with **Your** Broker if you used one to place this **Policy** on **Your** behalf. Let them know that **You** are dissatisfied with the service **You** have received and tell them why.

If you did not use a broker, **You** can contact **Us** by email, telephone, or letter.

2. Contact **Our** complaints team:

[complaints@convexin.com](mailto:complaints@convexin.com)

Tel: +44 (0)7919 603 210

Convex Insurance UK Limited

52 Lime Street

London EC3M 7AF

United Kingdom

**We** will acknowledge **Your** complaint promptly and **We** will let **You** know who will be handling **Your** complaint and provide **You** with their contact details.

### Step 2

**We** aim to resolve **Your** complaint as soon as possible. If it is complicated or **We** need to investigate the circumstances further, then **We** may not be able to resolve it straight away and it may take longer depending on its complexity. **We** aim to get **You** a final response within eight (8) weeks of receiving **Your** complaint.

If **We** cannot do so, then **We** will tell **You** why it is taking more time and let **You** know what **We** are doing and how long **We** expect it will take to resolve.

### **Step 3**

If **You** are not happy with **Our** response, or actions, and feel that the matter has not been resolved to **Your** satisfaction, then there are two options to take it further:

1. **You** may be eligible to refer **Your** complaint to the Financial Ombudsman Service, the “FOS”. Please note that there are time limits within which **You** must contact the FOS. Convex Insurance UK Limited needs to give **You** their final response within eight (8) weeks of your complaint, at the most, depending on what **You** are complaining about. **You** need to get in touch with the FOS within six (6) months of receiving Convex Insurance UK Limited’s final response to your complaint.

The Financial Ombudsman Service,  
Exchange Tower,  
London E14 9SR.

**Email:** [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

**Website:** <http://www.financial-ombudsman.org.uk>

2. Alternatively, **You** may contact Lorraine Mullins, the Chief Compliance Officer of Convex Insurance UK Limited.

**Email:** [lorraine@convexin.com](mailto:lorraine@convexin.com) or write to the following address:

Convex Insurance UK Limited  
52 Lime Street  
London EC3M 7AF  
United Kingdom

### **Our Commitment**

All complaints are reported to, and overseen by, the Chief Compliance Officer. If **We** get a complaint or have done something wrong or failed to do something well, **We** will do our best to put it right and to learn from it by root cause analysis (this is where Convex Insurance UK Limited will sample a selection of complaints and what caused them, then to address the causes of the complaints as explained further). **We** will make sure that **We** investigate and establish what went wrong and why. **We** will then work out what **We** need to do to prevent that happening in the future and consider whether any other customers could have been affected. Irrespective of whether **We** have had complaints **We** will report regularly on complaints and root cause analysis and remediation in **Our** management information to the executive management committees and to the Board of Convex Insurance UK Limited.

## Compensation Scheme

Convex Insurance UK Limited is covered by the Financial Services Compensation Scheme. **You** may be entitled to compensation from the Scheme if the Insurer is unable to meet **Your** obligations under this Policy of insurance. If **You** were entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of this contract of insurance. Further Information about the Scheme is available from the Financial Services Compensation Scheme (10th Floor, Beaufort House, 15 St. Botolph Street, London EC3A 7QU) and on their website [www.fscs.org.uk](http://www.fscs.org.uk)



# IMPORTANT AND REGULATORY INFORMATION

## The Consumer Insurance Act

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

supply accurate and complete answers to all the questions we or the administrator may ask as part of your application for cover under the policy

to make sure that all information supplied as part of your application for cover is true and correct

tell us of any changes to the answers you have given as soon as possible.

You must take reasonable care to provide complete and accurate answers to the questions we ask when you take out, make changes to and renew your policy. If any information you provide is not complete and accurate, this may mean your policy is invalid and that it does not operate in the event of a claim or we may not pay any claim in full.

## Instalments & Consumer Credit Agreements

Neither Event Insurance Services Ltd does not offer any form of instalment facility for the payment of this **Policy**.

## Fair Processing Notice

This Privacy Notice describes how Convex Insurance UK Limited (for the purpose of this notice "**We**", "**Us**" or "Convex Insurance UK Limited") collect and use the personal information of insureds, claimants and other parties (for the purpose of this notice "**You**") when **We** are providing our insurance and reinsurance services.

## How We Will Use Your Data

The information provided to Convex Insurance UK Limited, together with medical and any other information obtained from **You** or from other parties about **You** in connection with this Policy, will be used by Convex Insurance UK Limited for the purposes of determining **Your** application, the operation of insurance (which includes the process of underwriting, administration, claims management, analytics relevant to insurance, rehabilitation and customer concerns handling) and fraud prevention and detection. **We** may be required, by law, to collect certain personal information about **You**, or because of any contractual relationship **We** have with **You**. Failure to provide this information may prevent or delay the fulfilment of these obligations.

Information will be shared by Convex Insurance UK Limited for these purposes with other group companies and third parties, insurance intermediaries and service providers. Such parties may become Data Controllers in respect of **Your** personal information. Because **We** operate as part of a global business, **We** may transfer **Your** personal information outside the European Economic Area for these purposes.

## 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.

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 have a legitimate interest to 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.

## 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.

