

Holiday Homes UK & Overseas Policy Summary

Some important facts about your Geo Personal Lines Holiday Home UK & Overseas insurance are summarised below.

This policy summary does not contain the full terms and conditions of the contract. Please read the full policy document to make sure you understand the cover it provides.

Insurer

For overseas properties, the insurance for this policy is provided by Lloyd's Syndicate 2007. For UK properties, the insurance for this policy is provided by Ageas Insurance Limited (80%) and Royal Sun Alliance (20%).

Type of Insurance

The Geo Personal Lines Holiday Homes UK & Overseas insurance policy provides cover for the Buildings and/or Contents of your holiday home, Legal Liability, Valuables and Personal Effects, Personal Money and Credit Cards and Pedal Cycles as selected by you.

Duration

The Geo Personal Lines Holiday Homes UK & Overseas insurance policy will remain in force for a period of 12 months from the date of commencement, or as otherwise shown on your policy schedule. You may need to review and update the cover periodically to ensure it remains adequate.

Cancellation rights

We hope that you are happy with the cover this policy provides. However, you have the right to cancel it within 14 days of inception or renewal or receipt of policy or renewal documentation, whichever is the later, without giving any reasons. If that happens, your premium will be refunded to you, after deduction of a charge for the cover provided from the beginning of the contract to the date of cancellation, and in the event that a claim has not been made that would be considered as having completed the contract.

Making a claim

If you need to make a claim, you should telephone Geo Personal Lines, Lacy Way, Lowfields Business Park, Elland HX5 9DB. Telephone: 0345 074 4760. Email: household@geounderwriting.com

How to make a complaint

We hope that you will be pleased with the service provided. However, if you need to make a complaint, in the first instance, please call us on 01708 777710.

Geo Personal Lines, Ageas Insurance Limited, Lloyd's Syndicate 2007 and Royal Sun Alliance are covered by the Financial Ombudsman Service (FOS). If you are unhappy with the response you have received, you have the right to ask the FOS to review your case. Full details of the complaints procedure are contained in the policy wording.

Compensation scheme

Geo Personal Lines, Ageas Insurance Limited, Lloyd's Syndicate 2007 and Royal Sun Alliance are covered by the Financial Services Compensation Scheme (FSCS). If we are unable to meet our obligations, you may be entitled to compensation from the scheme, depending on the type of insurance and the circumstances of the claim. Further information is available from the FSCS at www.fscs.org.uk

Significant features and benefits	Significant or unusual exclusions or limitations	Policy section
All Sections		
<p>24 hour emergency helpline (UK properties only);</p> <p>Emergency travel costs;</p>	<p>— up to £1000.</p>	<p>Section 4 – 24 Hour Helpline</p> <p>Section 5 – Emergency Travel</p>
Buildings		
<p>Cover for the Buildings of your holiday home, static caravan or mobile home against a range of standard perils.</p>	<ul style="list-style-type: none"> — an excess of £100 applicable to most claims; — an excess of £500 applicable to escape of water claims; — certain loss or damage when your home is unfurnished; — certain loss or damage when your home is unoccupied; — malicious damage caused by persons lawfully in the home. 	<p>Section 1 – Buildings</p>
<p>Cover is also provided for:</p> <ul style="list-style-type: none"> — earthquake (excluding Greece & Italy); — earthquake in Cyprus; — earthquake in Bulgaria; — earthquake in Portugal; — tracing and accessing leaks; — loss of metered water and oil; — temporary accommodation and loss of hiring charges; — fixed glass, sanitary fittings etc.; — underground services; — debris removal costs and architect and surveyors fees; — damaged caused by emergency access; 	<ul style="list-style-type: none"> — an excess of £1500 applies to properties built in 1990 or later For properties built prior to 1990 the excess is increased to £2500; — an excess of £5000 applies; — an excess of 2.5% of the buildings sum insured applies; — maximum amount payable £5000; — up to £750; — up to 20% of the Buildings sum insured; — up to £1000; — up to 10% of the buildings sum insured; 	

Significant features and benefits	Significant or unusual exclusions or limitations	Policy section
Buildings (continued)		
<ul style="list-style-type: none"> — recovery & delivery of static caravans & mobile homes only. 	<ul style="list-style-type: none"> — up to £1500; — in respect of static caravans and mobile homes only: <ul style="list-style-type: none"> a) cover applies to the structure of the unit excluding the base; b) depreciation, weathering, wear and tear, mechanical and electrical breakdown, mildew, moth, vermin or any gradually operating of climatic cause; c) damage to tyres by punctures, cuts, bursts or braking; d) cover whilst hired by you for reward unless the hiring is confined to a fixed approved site; e) theft whilst left unattended unless securely locked. 	Section 1 – Buildings
Contents		
<p>Cover for the Contents of your holiday home, static caravan or mobile home against a range of standard perils.</p>	<ul style="list-style-type: none"> — an excess of £100 applicable to most claims; — an excess of £500 applicable to escape of water claims — single article limit of £3000 unless specified in the schedule. 	Section 2 – Contents

Significant features and benefits	Significant or unusual exclusions or limitations	Policy section
Contents (continued)		
<ul style="list-style-type: none"> – earthquake (excluding Greece & Italy); 	<ul style="list-style-type: none"> – securities (stocks and shares) and document of any kind; – motorised vehicles, aircraft, boats, boards and craft designed to be used on the water, caravans and trailers, and their parts, spares and accessories of any of these; – items used for business or professional purposes; – any living creature; – certain loss or damage when your home is unfurnished; – certain loss or damage when your home is unoccupied; – malicious damage caused by persons lawfully in the home; – theft occurring whilst any part of the home is lent or let unless involving forcible and violent entry to or exit from the home; – the cost of normal maintenance work; – undamaged items forming part of a set or suite; – in respect of static caravans and mobile homes only: <ul style="list-style-type: none"> a) motor vehicles, caravans, trailers, pedal cycles or watercraft & accessories, outboard engines, firearms, shotguns, golfing equipment, stamp, coin or medal collections, pictures, other works of art, items of gold, silver or any precious metal, jewellery or fur; b) depreciation, weathering, wear and tear, mechanical and electrical breakdown, mildew, moth, vermin or any gradually operating of climatic cause; c) theft of fixtures, fittings, furnishings and utensils from the caravan while unattended unless the caravan is securely locked and force and violence is used to get into it; d) damage to tyres by punctures, cuts, bursts or braking; e) cover whilst hired by you for reward unless the hiring is confined to a fixed approved site; 	<p>Section 2 – Contents</p>

Significant features and benefits	Significant or unusual exclusions or limitations	Policy section
Contents (continued)		
<ul style="list-style-type: none"> – earthquake in Cyprus; – earthquake in Bulgaria; – contents temporarily removed from the home; – contents in outbuildings; – garden ornaments & furniture; – money; – replacement locks if keys are lost or stolen; – spoilage of food in freezers and refrigerators; – loss of metered water & oil; – alternative accommodation following an insured loss; – your legal liability as tenant; – Valuables within the Home. 	<ul style="list-style-type: none"> – an excess of £1500 applies to properties built in 1990 or later. For properties built prior to 1990 the excess is increased to £2500; – an excess of £5000 applies; – up to 20% of the Contents sum insured; – up to £2500 in respect of theft or attempted theft; – up to £750; – up to £100; – up to £1000; – up to £1000; – up to 10% of the Contents sum insured; – up to 20% of the Contents sum insured; – 5% of the Contents sum insured for any single item of Valuables; – 33.33% of the Contents sum insured in total for Valuables. 	Section 2 – Contents
Legal Liability		
<p>Cover is provided for:</p> <ul style="list-style-type: none"> – your legal liability as owner and / or occupier and in a personal capacity. 	<ul style="list-style-type: none"> – limit of indemnity £5m, plus agreed costs; – liability arising out of your employment, profession or business other than the letting of your home; 	Section 3 – Legal Liability
<p>Cover is also provided for:</p> <ul style="list-style-type: none"> – persons who with your permission temporarily occupy you home; – your legal liability as employer of domestic staff. 	<ul style="list-style-type: none"> – limit of indemnity £10m. 	

Significant features and benefits	Significant or unusual exclusions or limitations	Policy section
Valuables & Personal Effects		
Cover for loss, theft or damage to personal possessions anywhere in the world.	<ul style="list-style-type: none"> — an excess of £100, applicable to most claims; — single article limit of £500 unless specified in the schedule; — unspecified items limited to £ 3000; — up to £1000 in respect of items kept in a car; — mechanically propelled vehicles, motorcycles, trailers, caravans, boats, aircraft and their respective parts; — pedal cycles, contact or corneal lenses; — credit cards; — sports equipment whilst in the course of play or use; — mobile phones; — equipment and accessories for mountaineering, pot holing, snow skiing, snow boarding, water skiing, parachuting, hang gliding, paragliding, windsurfing, sailboarding, surfboarding skindiving and other watersports (unless specified); — undamaged items forming part of a set or suite. 	Section 6 – Valuables & Personal Effects.
Cover is also provided for: — personal money	— up to £100.	

geo/PERSONAL LINES

Geo Personal Lines is a trading name of Geo Underwriting Services Limited. Registered in England No. 4070987. Registered Address: Towergate House, Eclipse Park, Sittingbourne Road, Maidstone, Kent ME14 3EN. Authorised and regulated by the Financial Conduct Authority. FCA Register Number 308400.

Underwritten by:

Royal & Sun Alliance Insurance plc, number 93792 Registered Office: St Mark's Court, Chart Way, Horsham, West Sussex RH12 1XL. Novae Syndicates Limited - authorised by the Prudential Regulation Authority (PRA) and regulated by the Financial Conduct Authority (FCA) and the PRA, FRN 204888, managing agent of Syndicate 2007 subject to the supervision of the Society of Lloyd's, Company No. 2082070 England. Novae Underwriting Limited - authorised and regulated by the FCA, FRN 311833, a Lloyd's service company acting for Syndicates at Lloyd's, of which Novae Re is a trading division, Company No. 3043816 England. Novae Group plc - the holding company of the Novae Group listed on the London Stock Exchange, ISIN number GB00B2QCM188, Company No. 05673306 England. Registered Office for all companies: 21 Lombard Street, London, EC3V 9AH. V.A.T. Reg. No. for all companies: 668 2895 74.

Ageas Insurance Limited registered in England and Wales number 354568 Registered Office Ageas House, Hampshire Corporate Park, Templars Way, Eastleigh, Hampshire SO53 3YA. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority Registration Number: 202039.

The above insurance companies' details can be checked on the Financial Services Register by visiting the FCA website www.fca.org.uk or by contacting them on 0800 111 6768.

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