

# Hole in One 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 Hole In One insurance policy, a comprehensive prize indemnity insurance policy for clients organising a hole in one golf competition.

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.

---

*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.*

---

## This Insurance...

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

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

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

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

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

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

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

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

**Your Policy** is valid for the **period of insurance** as shown on **Your Policy Certificate**.

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

Some Important Telephone numbers for you:

For Sales & Renewals: 01425 470 360

For Customer Services & Queries: 01425 470 360

To make or discuss a Claim: 01425 208 983

To make or discuss a Complaint: 01425 470 360

# Table of Contents

How to use this wording.....	<b>4</b>
Important Definitions – What means What .....	<b>6</b>
General Exclusions Applicable to All sections.....	<b>8</b>
Summary of Cover .....	<b>11</b>
Important Information: General Conditions.....	<b>12</b>
Claims: What to Do & Conditions .....	<b>15</b>
What to do if you're not happy .....	<b>18</b>
Regulatory Information .....	<b>19</b>



## 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.

---

*“Knowing what you are and aren’t covered for is essential to any insurance policy or quotation”*  
Dan Rose Cert CII, Event Insurance Services Ltd, Company Director

---

### 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 **Tournament** 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**.

### 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.

**Our Summary of Cover** section outlines specific exclusions which are applicable to the **Policy**, as well as what **You** are covered for.

**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.

Under this type of **Policy** however, it is mostly in the ‘conditions’ section **You** will see the what are the rules of the **Policy** and in turn, how **You** need to run **Your** competition.

## 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**.

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**.

## What to do if you need to claim

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

- *Time frames* - how long **You** must report a claim to **Us**.
- *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.

## 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 **Tournament** 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.

---

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

---

### Ancillary Prize(s)

A maximum of 3 individual prizes valued at £250, £100 and £50 respectively, on 3 separate holes (one prize per chosen hole), offered for free as part of the **Policy**. The **Ancillary Prize(s)** are all subject to the same terms and conditions of the **Main Prize Hole**, General Conditions and Claims conditions

### Geographical Limits

England, Scotland, Wales, Isle of Man and Northern Ireland.

### Main Prize Hole

Only one pre-disclosed hole may be used and will measure from teeing ground to flag stick no less than the specified yardage.

Women may shoot from a distance of up to 15 yards less than that of men but not less than 135 yards on the **Main Prize Hole**.

### Official Witnesses

An **Official Witness** must be an independent, non-participant over the age of 21, , whose occupation is a Teacher, Doctor, Lawyer, Bank Manager, Police Officer, Veterinarian, Qualified Accountant, Company Director, Justice of the Peace or Golf Pro who is appointed by the **Insured** and accepted and stated on the **Certificate**, who is positioned adjacent to the **Prize Hole** Green throughout the **Event**.

---

*The crucial element is that the official witness needs to be independent. Remember independent from you the insured, and from any of the participants.*

---

### Participant(s)

A **Participant** is any individual entered and playing in the **Insured Tournament**, excluding course and tour professionals and must complete the entire round of golf and complete the scorecard.

### Period of Insurance

The period listed on the **Policy Certificate** as the date of the **Tournament**.

### 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 **Tournament**.



#### Prize Payable

The maximum amount payable under **Your Policy** which shall not exceed the Prize Payable declared to **Insurers** and stated on the Certificate.

#### Re-instatement

The **Re-instatement** of the original **Prize Payable**, should a Hole in One be achieved.

#### Royal and Ancient

The golf rules applicable to the golfing **Tournament/Event**.

#### 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.

#### Tournament/Event

The golfing **Tournament/Event** held during the **Period of Insurance** stated on the **Policy** Certificate.

#### Venue

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

#### We, Us, Our, Insurers

UK General Insurance Ltd and/or Event Insurance Services Ltd on behalf of Watford Insurance Company Europe Limited.

#### You, Your, Insured

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



## GENERAL EXCLUSIONS

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

---

*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.*

---

### 1. Radiation

Any direct or indirect consequence of:

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

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

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

### 2. War

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

### 3. Terrorism

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

### 4. Deliberate Acts

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

### 5. Existing Damage

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

### 6. Sonic Pressure

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

### 7. Secondary Losses

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



---

*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.*

---

## 8. Wear and Tear

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

## 9. Domestic Pets

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

## 10. Electronic Data

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

## 11. Unexplained Losses or Damage

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

---

*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.*

---

## 12. Recoverable Losses

Any sums recoverable from any other source.

## 13. Contractual Disputes

Disputes, arguments or contractual breaches between **You** and **Your Tournament** suppliers or **Your Official Witness**.

## 14. Voluntary Losses

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

## 15. Pandemics

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

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

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

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

## 16. Infectious Disease Control

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

## 17. Contagious Diseases

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

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

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

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

## SUMMARY OF COVER

The Policy Certificate will state what level of cover We have provided.

### WHAT IS COVERED

The **Policy** covers the reimbursement of the scheduled prize payable by the **Insured** if a player in the declared **Event** achieves a Hole in One on either the **Main Prize Hole** or declared Ancillary Holes.

**Re-instatement** – the **Re-instatement** of the prize payable in the event of a Hole in One being achieved is only covered if cover selected and the additional premium is paid. The **Certificate** will reflect this cover.

---

*This is a Prize Indemnity policy, we are not covering any liability related problems i.e. injuries or property damage. We do offer those covers, but under a separate policy for sporting events.*

---

### WHAT IS NOT COVERED

The following exclusions apply in addition to the General Exclusions.

- A. Claims where the player has not been listed as a **Participant**
- B. in the **Tournament/Event**.
- C. Claims originating on a non-target hole.
- D. Any Hole in One where the target hole is less than 135 yards.
- E. Any claims where the Hole in One has not been correctly adjudicated or failure of the **Insured** to follow the claims procedure.
- F. **Re-instatement** not declared to **Us** and where the additional premium has not been paid.



## IMPORTANT CONDITIONS

These conditions of cover apply to this Policy. You must comply with the conditions in order to have the full benefit of the Policy.

If You are in any doubt as to how to comply with these conditions please contact Event Insurance Services Ltd on 01425 470360 and obtain Our written instructions.

### Policy Conditions

- A. The **Insured** must ensure that an **Official Witness** must be in place throughout the **Event**.
- B. An **Official Witness** must be an independent, non-participant over the age of 21, appointed by the **Insured** and accepted and stated on the **Certificate**, who is positioned adjacent to the **Main Prize Hole** green throughout the **Event**.
- C. In addition to an **Official Witness** and where Prize Values of £25,000 or above are **Insured**, the **Main Prize Hole** activity must be video-recorded and unedited. The recording must be made by an independent non-participant over the age of 21, appointed by the **Insured** and positioned adjacent to the **Main Prize Hole** green throughout the **Event**.
- D. The **Main Prize Hole** will be specified in the **Certificate** and will measure from teeing ground to flag stick no less than the specified yardage, women may shoot from a distance of up to 15 yards less than that of men but not less than 135 yards from the **Main Prize Hole**.
- E. In no **Event** may a player shoot at the **Main Prize Hole** from less than 135 yards.
- F. Absolutely no practice shots or mulligans are permitted on the **Main Prize Hole**.
- G. Only one shot per contestant per hole is permitted. The **Royal and Ancient** define a shot as a "stroke".
- H. Only an authorised number of shots are specifically permitted during the stipulated round of the named **Event** on the exact date stated in the **Certificate**.
- I. A Hole in One must occur by an official registered competitor in the specified **Event** named on the **Policy Certificate**.

### Variable Policy Conditions

- A. Changes to the information in the **Certificate**, or **Postponement** or **Cancellation** of the **Tournament/Event** due to weather conditions require notification to **Event Insurance Services Ltd** prior to scheduled commencement of the **Tournament/Event**. You must advise Us by telephoning **01425 470360**, fax **01425 474905** or email [info@events-insurance.co.uk](mailto:info@events-insurance.co.uk)
- B. We do not allow any variance in the number of shots or **Participant(s)** that are shown in the **Certificate** without a change to the premium. If a Hole in One occurs, and the number of shots exceeds the number that is shown in the **Certificate**, the prize fund will be pro-rated downward.

---

*What we mean by "pro-rated downward" is that we would take the number of shots covered, divided by number of shots taken times the prize fund and that would equal the amount paid.*

---

- C. Assuming no shots were taken on the target hole(s), a full refund of the insuring fee will be made less an administration fee of £25.00. If the **Tournament/Event** is cancelled due to inclement weather preventing play, this **Policy** will be amended to re-schedule to another date without charge.

## 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 **Tournament**.

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 **Tournament** 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 **Tournament** or at the **Venue** or in any property therein or in any other circumstances whereby the risk is increased.
- D. if any information on the **Statement of Fact** is incorrect or has changed between when the **Policy** was issued and the date cover is due to start.

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

## Policy Cancellation Details

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

### If **You** choose to cancel...

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

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

### Acceptance of Risks

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

### If we choose to cancel...

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

- a) non-payment of premium
- b) threatening and abusive behaviour
- c) failure to provide documents
- d) non-compliance with **Policy** terms and conditions.
- e) a change in **Your** circumstances means that **We** can no longer provide cover

- f) where **We** identify **Your** involvement in, or association with, insurance fraud or financial crime
- g) where **You** have misrepresented or provided false information to the questions asked **You** when purchased, renewed or amended **Your Policy**

If **We** cancel **Your Policy**, **We** will provide a refund of **Your** premiums less a charge for the cover already provided, unless the reason for **Cancellation** relates to fraud, which is detailed on page 16.

## 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.

---

*Any loss, or incident which takes place at your tournament, regardless of whether 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 tournament Date. If you don't notify us, you run the risk of your claims being declined from the outset.*

---

### 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.

#### In the event of a Hole In One

The **Insured** must notify EIS of any claims no later than the first business day after the **Event**.

The **Insured** will be required to provide EIS with the following documentation as proof of a Hole in One claim.

- A. A signed statement from, the **Official Witness**, the **Participant** achieving a Hole in One and all playing partners.
- B. The original winning scorecard.
- C. The original **Tournament** pairing sheet.
- D. Unedited original video footage of the successful Hole in One where the Prize Value is £25,000 or above.
- E. The **Participant** must complete the entire round of golf and complete the scorecard.

- F. The **Official Witness** must authenticate the scorecard of the Participant who achieved the Hole in One and all members of the playing partner's must also confirm the Participant's successful Hole in One on the **Insured** hole by signing the original scorecard.

---

*The above conditions act like exclusions, in as much, as failing to adhere to them, would cause the policy to not respond. They are specific to our Prize Indemnity policies.*

---

## 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 **Tournament** 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 **Tournament** 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 **Tournament** and this **Policy**,
  - iv. 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.

## Claims Enquiries

**You** must take reasonable 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.

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

If **You** become aware that information **You** have given **Your** agent is inaccurate or has changed, **You** must inform them as soon as possible.

## Fraud and Fraudulent Claims

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

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

**We;**

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

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

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

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

## Conditions precedent

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

## Subrogation

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

## Other insurances

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

## Arbitration

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

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

# WHAT TO DO IF YOU'RE NOT HAPPY

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

## Our track record

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

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

## How to complain

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

- If You have a complaint regarding the sale or service of Your Policy, please contact the administrator or agent who arranged the insurance for You.
- If You have a complaint about the handling of any claim, please contact:
  - Event Insurance Services Ltd, FREEPOST Ringwood Hants BH24 1AJ
  - Tel: 01425 208 983 (9.00am – 5.00pm Monday – Friday)
  - Email: [info@events-insurance.co.uk](mailto:info@events-insurance.co.uk)

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

In all correspondence please state that Your insurance is underwritten by UK General Insurance and quote Your unique Policy number from Your Policy schedule.

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

## Financial Ombudsman Service

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

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

The Financial Ombudsman Service,  
Exchange Tower, London E14 9SR  
Tel: 0800 023 4567

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

## Compensation Scheme

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

## YOUR RESPONSIBILITY

**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.

## IMPORTANT AND REGULATORY INFORMATION

### Instalments & Consumer Credit Agreements

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

### The Law

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

## UK GENERAL INSURANCE LTD PRIVACY NOTICE

### UK GENERAL INSURANCE LIMITED

**We** are UK General Insurance Limited, **Our** data controller registration number, issued by the Information Commissioner's Officer, is **Z7739575**.

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

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

## Why do we process your data?

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

## What information do we collect about you?

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

For specific types of insurance policies, for example when offering **You** a travel insurance **Policy**, **We** may process some special categories of **Your** personal data, such as information about **Your** health. **We** collect this data as **We** are required to use this information as part of **Your** insurance quotation or insurance **Policy** with **Us**. **We** may also process the data where it is necessary for a legal obligation, or as part of the establishment or defence of a legal claim.

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

## Privacy Notice

**You** can get more information about this by viewing **Our** full Privacy Notice online at <http://ukgeneral.com/privacy-notice> or request a copy by emailing **Us** at [dataprotection@ukgeneral.co.uk](mailto:dataprotection@ukgeneral.co.uk). Alternatively, **You** can write to **Us** at: Data Protection, UK General Insurance Limited, 3 Carrwood Park, Selby Road, Swillington Common, Leeds LS15 4LG

## WATFORD INSURANCE COMPANY EUROPE LIMITED INFORMATION NOTICE

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

## Claims & Underwriting Exchange Register

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