

# Insurance for Touring Caravans

**Tourerselect**  
Insuring the UK's touring caravans

## Insurance Product Information Document

**Company: Thistle Insurance Services Limited    Product: Tourer Select**

Tourer Select is a trading style of Thistle Insurance Services Limited. Thistle Insurance Services Limited is authorised and regulated by the Financial Conduct Authority FRN 310419. Lloyd's Broker. Registered in England under No. 00338645. Registered office: Rossington's Business Park, West Carr Road, Retford, Nottinghamshire, DN22 7SW. Thistle Insurance Services Limited is part of the PIB Group.

This Insurance Product Information Document is only intended to provide a summary of the main coverage and exclusions and is not personalised to your specific individual needs in any way. Complete pre-contractual and contractual information on the product is provided in your policy documentation.

### What is this type of insurance?

This insurance provides cover for damage to, or loss of touring caravans, trailer caravans, trailer tents, and associated accessories and public liability cover.



#### What is insured?

- ✓ Physical loss or damage to the caravan and equipment
- ✓ Removal of caravan to nearest garage following an insured incident
- ✓ Reasonable storage charges whilst awaiting repair following an insured incident
- ✓ Reasonable fuel costs to collect your caravan following an insured incident
- ✓ £2m Public Liability cover
- ✓ New for Old or Market Value basis of cover

#### Optional Covers you might have chosen:

Protected No Claims Discount

- Available with 5 years plus no claims discount
- Covers 1 claim in 3 years



#### What is not insured?

- ✗ £100 policy excess for each and every claim unless your caravan is stolen whilst in storage on a CaSSOA (The Caravan Site Storage Owners' Association) Gold site then no excess applies
- ✗ Any claim where evidence of ownership of the property insured has not been provided
- ✗ Any public liability claim that does not arise out of the use or ownership of your caravan
- ✗ The cost of repatriating your caravan from a country outside of the United Kingdom
- ✗ Any caravan being used for residential purposes
- ✗ Theft or accidental loss from tents, awnings or toilet tents
- ✗ Any depreciation if market value has been chosen as the basis of cover
- ✗ Money, valuables and mobile phones are not included within the contents and personal effects
- ✗ Any single article over £300 in value, covered through contents and personal effects



## Are there any restrictions in cover?

- ! Theft of the caravan while unattended unless it is at an approved location or has been secured by a hitch lock plus at least alarm, wheel clamp or hitch post as approved by us.
- ! Equipment shall be limited to a maximum value of £5,000 any one claim and only covered while in or on your caravan or in a vehicle towing your caravan
- ! Any liability arising whilst the caravan is being towed or becomes detached at speed
- ! All security devices provided for the protection of the caravan must be maintained in good working order and used whenever the caravan is left unattended



## Where am I covered?

- ✓ Cover applies anywhere in the United Kingdom and up to 240 days in Europe.



## What are my obligations?

You must provide full and accurate information to all questions asked. Your answers must be true to the best of your knowledge and belief. Your answers will form part of the statement of facts on which your policy will be based. If you become aware that information you have given us is inaccurate or has changed, you must inform us as soon as possible. Failure to do this may invalidate your policy and claims may not be paid. You must follow our claims process which can be found in your policy documentation.



## When and how do I pay?

You can pay your premium with a one-off payment or in monthly instalments.



## When does the cover start and end?

Your cover will take effect on the date stated in your policy schedule. Your Insurance contract will last for 12 months unless your policy is cancelled prior to this date.



## How do I cancel the contract?

If you decide that, for any reason, this policy does not meet your insurance needs then please tell us within 14 days of issue. On the condition that no claims have been made or are pending, we will then refund your premium in full. Thereafter, you may terminate this insurance at any time. If you cancel the policy prior to the renewal date, you will receive a pro rata return of premium provided that no claim has been made or is pending during the current Period of Insurance. You can contact us on 0345 071 1000.



## What happens if we can't meet our liabilities?

Great Lakes Insurance SE is covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme, if it cannot meet its obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim with no upper limit. You can get more information about compensation scheme arrangements from the FSCS or visit [www.fscs.org.uk](http://www.fscs.org.uk)