

Tourerselect

Insuring the UK's touring caravans



POLICY DOCUMENT

Tourer Select

Certificate of Insurance

Introduction

This **Certificate** is a contract of insurance between **You** and **Us**, and is made up of this **Certificate** and **Your Schedule** including any **Endorsements**. It is based on the statements and information **You** gave **Your** administrator or the information that was given on **Your** behalf when **You** applied for the insurance. **We** used that information to assess the cover **We** would provide for **You** and to set the **Premium** and policy conditions required for that cover.

In return for the payment of **Your Premium** **We** will provide the insurance cover detailed in this **Certificate** document, subject to the terms, conditions, and limitations shown below or as amended in writing by **Us** and during the period of cover.

This **Certificate** is only valid when a completed **Schedule** signed on behalf of **Underwriters** is attached to it.

This insurance is arranged by **Thistle Insurance Services Limited** and underwritten by UK General Insurance Limited on behalf of Great Lakes Insurance SE. Great Lakes Insurance SE is a German insurance company with its headquarters at Königinstrasse 107, 80802 Munich. UK Branch office: Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ.

Thistle Insurance Services Limited 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/>.

Great Lakes Insurance SE, UK Branch, is authorised by Bundesanstalt für Finanzdienstleistungsaufsicht and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority. Firm Reference No. 769884. Details about the extent of their regulation by the Financial Conduct Authority and Prudential Regulation Authority are available on request.

Law applicable to the contract

Unless some other law is agreed in writing, this policy is governed by English law. If there is a dispute, it will only be dealt with in the courts of England or of the country within the United Kingdom in which **Your** main residence is situated.

How to read **Your** Tourer Select **Certificate** of Insurance

You need to be aware that all insurance certificates are subject to certain exclusions and conditions. It is therefore essential that **You** are aware of what is covered and what is not and any security requirements and conditions **You** need to comply with. For simplicity, **We** use keywords or phrases which are shown in Definitions and these are listed in alphabetical order. They have the same meaning whenever they appear and will always be shown in **Bold Italics** with an initial capital letter so as to remind **You** of their importance.

To help **You** understand the cover provided **We** have laid out the sections under the following headings:

What is covered – this text gives information about the cover provided

What is not covered – this text draws **Your** attention to what is not covered

In addition **You** should also read the General Exclusions and Conditions which appear on page 17

Your Certificate of Insurance should be read in conjunction with **Your Schedule**, as together they form the basis of **Your** insurance contract.

Definitions

Agreed Value

The amount shown in the **Schedule** which represents the price **You** paid an **Approved Caravan Dealer** for **Your Caravan**. This is the most **We** will pay **You** if **Your Caravan** is lost, totally destroyed or where the reasonable cost of repairs is greater than the **Agreed Value**.

Approved Caravan Dealer

A dealer operating from bona fide business premises whose primary business is the buying, selling, servicing, or repairing of caravans.

Approved Location

Whilst **You** are not on holiday with **Your Caravan**, it must be at one of the following **Approved Location**:

- (a) Parked on **Your** property or at the property of a **Relative**, within 50 feet of **Your** home or the home of a **Relative**; or
- (b) In a securely locked compound designed for the purpose of storing caravans with a clearly defined perimeter that identifies it as a private area and restricts unauthorised access and exit as far as possible and which provides daily supervision and inspection; or
- (c) Whilst **Seasonally Sited** on a licensed caravan park, where the entrance(s)/exit(s) to the park are securely locked at all times, with a clearly defined perimeter, where visitors are checked in and out and the park provides daily supervision and inspection.

Average

If the sum(s) insured immediately prior to the loss does not represent the full cost of replacement **We** will only pay the same proportion of the loss or damage as the sum insured bears to the full cost of replacement.

Basis of Cover

The cover applicable to **Your Certificate** as stated in the **Schedule**.

Caravan

The structure, fixtures and fittings and integral furniture and furnishings of the touring caravan, folding caravan, trailer caravan or trailer tent, as stated in the **Schedule**.

CaSSOA

The Caravan Site Storage Owners' Association.

Certificate

The **Certificate** is evidence of **Your** contract of insurance with the **Underwriters**. It is called a **Certificate** rather than a policy because it is issued by **Thistle Insurance Services Limited** as agent of the **Underwriters**. A policy can only be issued directly by the **Underwriters**.

Contents and Personal Effects

Bedding, linen, luggage, general household goods, portable television sets, audio equipment, furnishings not fitted to the **Caravan** and personal possessions belonging to **You** or **Your Family**, as stated in the **Schedule**. This does not include **Money** or **Valuables**.

Equipment

Awnings, toilet tents, refrigerators, gas bottles, batteries, security devices, stabilizers, generators, wheel clamps and the like.

Europe

Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus, the Czech Republic, Denmark, Estonia, Finland, France (including Monaco), Germany, Gibraltar, Greece, Hungary, Iceland, Italy (including San Marino and the Vatican City), Latvia, Lithuania, Luxembourg, Malta, the Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, Slovakia, Slovenia, Spain, Sweden, and Switzerland (including Lichtenstein).

Excess

The first amount of a loss **You** pay towards a claim.

Family

Your spouse or partner and children, including foster children.

Incident

A sudden, unexpected, specific event which occurs at an identified time and place resulting in loss or damage.

Indemnity

The cost of replacing or repairing the insured property or that part which is lost or damaged, less a deduction for wear and tear and/or depreciation. (If any improvements are made as a direct result of replacement or repair **You** may be asked to contribute towards the claim).

Market Value

The cost, at the date the **Incident** occurred, of a used replacement **Caravan** of the same make, model, age and condition after taking into account wear, tear and depreciation. The **Maximum Amount Underwriters** will pay will be limited to the sum insured shown in the **Schedule**.

Maximum Value/Maximum Amount

The amount shown in **Your Schedule** being the most **We** will pay out under each section of **Your** insurance.

Money

Money of any kind, including cash, bankers' drafts, cheques, credit/debit or charge cards or any other type of financial instrument.

New for Old

The cost of a new replacement **Caravan** of the same make and model as **Your Caravan** and the cost of new replacement **Equipment** of similar type, or the nearest equivalent or cash equivalent, after taking into consideration any discount available to **Underwriters**. The **Maximum Amount Underwriters** will pay will be limited to the sum insured shown in the **Schedule**.

Period of Insurance

The length of time, shown on **Your Schedule**, during which cover applies.

Premium

The payment **You** make, shown in the **Schedule**, in return for **Us** giving **You** insurance.

Relative

Spouse, fiancé(e), partner, parent, step-parent, parent-in-law, grandparent, child, step-child, son-in-law, daughter-in-law, grandchild, brother, sister, step-brother, step-sister, brother-in-law, sister-in-law.

Schedule

The attachment to this **Certificate** which personalises cover to **You**; it shows **Your** name, address, **Premium**, make of **Caravan**, the sum insured, the sections of the cover in the **Certificate You** have selected and **Period of Insurance**.

Seasonally Sited

The period when **Your Caravan** is allowed to be sited on a pitch, in accordance with the park's licence.

Small Claims

Any claim for damage to **Your Caravan** arising from an insured **Incident** where the total cost of repairs is not likely to exceed £500.

Third Party

Any person other than **You**, a member of **Your Family** or an employee of **You** or **Your Family**.

Thistle Insurance Services Limited

The administrators of the Insurance.

United Kingdom

England, Wales, Scotland, Northern Ireland, The Channel Islands and the Isle of Man, including transits between those areas.

Valuables

Jewellery, gold, silver, precious and non-precious stones and metals, watches, furs, cameras, camcorders and accessories, photographic equipment and binoculars.

We/Us/Our/Underwriters

UK General Insurance Limited on behalf of Great Lakes Insurance SE.

You/Your

The name of the person appearing in the **Schedule**.

The cover

We will indemnify **You** as stated in the **Schedule** against damage arising from any **Incident**, occurring during the **Period of Insurance**, subject always to the **Excess** and the limits, terms, conditions and exclusions of this **Certificate**.

Section 1 - **Caravan and Equipment**

What is covered

All risks of physical loss or damage to **Your Caravan** and **Equipment** up to the **Maximum Value** shown on the **Schedule** whilst in or attached to **Your Caravan** during the **Period of Insurance** and within the **United Kingdom**.

We will also pay:

- (a) In the event of an **Incident** the cost of removing **Your Caravan** to the nearest garage, repairer or place of safekeeping
- (b) In the event of an **Incident** the reasonable storage charges whilst awaiting repair or disposal but excluding normal place of storage.
- (c) **Your** reasonable fuel costs for **You** to collect **Your Caravan** following an insured repair, but only for any **Incident** occurring in the **United Kingdom** and only to **Your** home address in the **United Kingdom**.

Basis of Cover

Please refer to **Your Schedule** for the **Basis of Cover** applicable to **You**:

1. New for Old

If **Your Caravan** is less than 5 years old at the commencement of the **Period of Insurance** **We** will, following a total loss, replace **Your Caravan** and any **Equipment**, which is less than 5 years old, on a **New for Old** basis. Cash settlements will be on an **Indemnity** basis only.

Note: Make sure the sum insured shown in the **Schedule** reflects the new replacement cost of **Your Caravan** and **Equipment** because **We** will not pay more than the sum insured and, in the event of a partial loss, **We** will apply **Average**.

2. Agreed Value

If **Your Caravan** is less than 5 years old at the commencement of the **Period of Insurance** **We** will, following a total loss, replace **Your Caravan** on a like-for-like basis up to the sum insured shown in the **Schedule** at an **Approved Caravan Dealer**. Cash settlements will be on an **Indemnity** basis only. **We** will pay for the replacement value or the cost of repair of **Your Equipment** on an **Indemnity** basis.

Note: Make sure the sum insured shown in the **Schedule** reflects the original price **You** paid for **Your Caravan** and the used value of **Your Equipment** because **We** will not pay more than the sum insured and, in the event of a partial loss, **We** will apply **Average**.

3. Market Value

We will, following a total loss, pay **You** the **Market Value** of **Your Caravan**. **We** will pay for the replacement value or the cost of repair of **Your Equipment** on an **Indemnity** basis.

Note: Make sure the sum insured shown in the **Schedule** reflects the value of a used replacement **Caravan** of the same make, model, age and condition and the used value of **Your Equipment** because **We** will not pay more than the sum insured and, in the event of a partial loss, **We** will apply **Average**.

Please also see Sections 1 and 2 and What is Not Covered and the General Exclusions.

Section 2 - Contents and Personal Effects

What is covered

Loss or damage caused by an **Incident**, Fire, Theft, Vandalism, Storm and Flood to **Your** and **Your Family's Contents and Personal Effects** whilst contained in **Your Caravan** or in a vehicle towing **Your Caravan** during the **Period of Insurance** and within the **United Kingdom**.

We will pay for the replacement value or the cost of repair of **Your Contents and Personal Effects**, on an **Indemnity** basis, subject to:

- (a) The amount not exceeding the **Contents and Personal Effects** sum insured, as shown in the **Schedule**.
- (b) No one item taken on its own being insured at a value of more than £300.

Sections 1 & 2 – What is not covered

What is not covered

- (a) When unattended, **Your Caravan, Equipment or Contents and Personal Effects** unless **Your Caravan** is at an **Approved Location** and is fitted with a hitch lock plus at least one of the following proprietary security devices:

- Alarm
- Wheel clamp
- Hitch post as approved by **Underwriters**

Notwithstanding the above, if **Your Caravan** is stored in a site, which is in a securely locked compound with a clearly defined perimeter that identifies it as a private area and restricts unauthorized access and exit as far as possible and which benefits from infra-red alarm protection, CCTV surveillance, security lighting, daily supervision and inspection, then the requirement for a hitch lock and other security devices will not apply.

- (b) **Your Excess**.

Notwithstanding the above, if **Your Caravan** is stolen whilst in storage on a **CaSSOA** Gold site **You** will not have to pay any **Excess** shown in the **Schedule**.

- (c) Depreciation, deterioration, manufacturing defects, general wear and tear, damage by pets, moth, vermin, insects and/or infestation, rot, frost, water leakage or any gradually operating process such as rust or damp.
- (d) Mechanical, electronic or electrical breakdown, failure or damage.
- (e) Damage to tyres, unless caused by an accident to the **Caravan** or by vandalism.
- (f) Loss of or damage to any of the following: **Money, Valuables**, documents, contact lenses, spectacles, perishable goods, alcohol, motor driven vehicles of any kind or their accessories, mobile telephones, personal computers, golf and fishing **Equipment**, cycles or any type of waterborne craft.
- (g) Theft from the **Caravan** unless forcible and violent means are used to gain entry.

- (h) Where a claim for damage results in the **Caravan** needing new parts, **Equipment** or accessories and these are found to be obsolete or unobtainable any costs in excess of to the last known list price of the part, **Equipment** or accessory together with the appropriate fitting charge.
- (i) Any claim which arises from deception, or the use of stolen, forged, or invalid cheques, bank drafts or bank notes or any other financial instrument.
- (j) Any claim arising out of the cessation of business, liquidation, insolvency, or bankruptcy of a Caravan dealer or agent.
- (k) Theft or accidental loss from tents, awnings or toilet tents.
- (l) Loss or damage to trailer tents, awnings, toilet tents where these are left erected and unattended for more than 4 days in succession.
- (m) Any **Caravan** being used for residential purposes.
- (n) The cost of replacing or repairing any undamaged parts of **Your Caravan, Equipment** and/or **Contents and Personal Effects** which form part of a pair, set or suite or part of a common design or function when the loss or damage is restricted to a clearly identifiable area or to a specific part.
- (o) Loss or damage by any person lawfully in **Your Caravan**.
- (p) Theft or attempted theft from trailer tents is excluded.

Please note that the General Exclusions are in addition to these.

Section 3 - Liability to the public

What is covered

The legal liability of **You** and **Your Family** or **Your** legal representative for causing:

- (a) Accidental death, bodily injury or illness to a **Third Party**, or
- (b) An **Incident** to a **Third Party's** property;

happening during the **Period of Insurance** and arising from the ownership or **Use** of **Your Caravan**.

We will pay:

- (a) Damages or compensation to a **Third Party** for the injury or damage caused.
- (b) A **Third Party's** legal costs incurred in claiming compensation from **You** as agreed by **Us** or awarded by a court or tribunal.
- (c) **Your** legal costs for defending the claim as agreed by **Us** or awarded by a court or tribunal if incurred with **Our** prior written consent.
- (d) **You** may request that cover under this Section be extended to any named person using **Your Caravan** with **Your** permission. If the **Underwriters** agree in writing to this request, cover will be extended and the named person must observe, fulfil and be subject to the terms of this Section.

The **Maximum Amount We** will pay for any one claim is £2,000,000, including legal costs.

What is not covered

We will not pay for:

- (a) Liability arising whilst the **Caravan** is being towed or becoming detached at speed.
- (b) Liability arising from the **Caravan** being used for any trade or business purpose.
- (c) Damage to property owned by or in the custody of **You** or **Your Family**, an employee of **You** or **Your Family**, or any person to whom **Your Caravan** is lent.
- (d) **Your Excess** as shown in the **Schedule**.
- (e) Liability arising from a contract unless **You** would have been legally liable anyway.

(f) Liability arising through the transmission of any infectious disease or virus.

Please also see the General Exclusions.

Section 4 - European cover

Please refer to **Your Schedule** if this section applies to

You. What is covered

- (a) Under all sections 1, 2 and 3 of this **Certificate** up to the **Maximum Value** stated in the **Schedule** whilst **You** are travelling temporarily with **Your Caravan** within **Europe** including the journey by recognised routes to and from the **United Kingdom** during the **Period of Insurance**.
- (b) Costs of any Customers duty **You** have to pay due to the loss or damage to **Your Caravan** whilst it is temporarily based in **Europe**.

What is not covered

- (a) The cost of repatriating **Your Caravan** from a country outside the **United Kingdom**.
- (b) Loss or damage which occurs when **Your Caravan** has been outside of the **United Kingdom** for any period greater than the period stated on **Your Schedule** within the **Period of Insurance** and for which **You** have paid **Us** the appropriate additional **Premium**.

No claim discount

If no claim or **Incident** resulting in a claim has arisen under **Your Certificate** during the previous **Period of Insurance**, **Your** renewal **Premium** will be adjusted in accordance with **Our** current no claim discount scale applicable at **Your** renewal date.

If one or more claims have been made or have arisen under **Your Certificate** in any one **Period of Insurance**, **Your** no claim discount will be reduced to nil at **Your** next renewal.

You may not transfer **Your** no claim discount to anyone else without **Our** prior approval.

Depending on the circumstances of **Your** claims, **We** may increase **Your Premium** and/or apply additional terms to **Your Certificate**.

Protected no claim discount

Please refer to **Your Schedule** if this applies to **You**.

If **You** have five years or more no claim discount **We** can protect **Your** no claim discount if **You** request it and subject to **You** paying **Us** the appropriate additional **Premium**. This means **You** will not lose **Your** no claim discount if **You** make, or have made against **You**, a single claim in any three year period.

If a single claim is recorded against **Your Certificate** in any three year period **You** will not lose **Your** no claim discount. Any further claims against **Your Certificate** in the three year period will result in **Your** no claim discount being reduced to nil at **Your** next renewal.

Your no claim discount protection may be reinstated at the point that **You** are again eligible at **Your** request and subject to **You** paying **Us** the appropriate additional **Premium**.

Index linking

If **You** have chosen **New for Old** as **Your Basis of Cover** then **Your Caravan** sum insured under Section 1 of this **Certificate** will be adjusted monthly in line with the Government's Consumer Prices Index (CPI) or another appropriate index.

No charge will be made for these monthly adjustments during each year but the renewal **Premium** will be calculated on the adjusted sum insured. Index linking will continue from the date of loss or damage to the settlement of the resulting claim provided **You** have not unreasonably delayed notification or settlement of the claim.

General exclusions applicable to all sections of this *Certificate*

We will not pay for:

- (a) Any loss or damage arising
 - whilst the **Caravan** is being used for trade or business purposes.
 - during speed testing, racing or pacemaking.
- (b) Loss of use.
- (c) 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.
- (d) Claims if they are covered by any other insurance.
- (e) Any loss or damage not directly associated with the **Incident** that caused **You** to claim, unless expressly stated in this **Certificate**.
- (f) Any direct or indirect consequence of terrorism as defined by the Terrorism Act 2000 and any amending or substituting legislation.
- (g) 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.
- (h) Any consequence, howsoever caused, including but not limited to Computer Virus or 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 data 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.

A person who is not a party to this contract has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this contract but this does not affect any right or remedy of a **Third Party** which exists or is available apart from that Act.

Conditions applicable to all sections of this *Certificate*

1. Observance of terms

You must observe the terms, exceptions and conditions of this **Certificate**.

2. Reasonable precautions

You should take all reasonable precautions to protect **Your Caravan** and other insured items against theft or damage. **Your Caravan** should be maintained in a sound and roadworthy condition. Failure to comply with this condition could result in any claim being rejected.

All non-mechanical **Valuables** should be locked in **Your Caravan** whilst unattended.

3. Fraud

You must not act in a fraudulent way. If **You** or anyone acting for **You**:

- fails to reveal or hides a fact likely to influence whether **We** accept **Your** proposal, **Your** renewal, or any adjustment to **Your** policy;
- fails to reveal or hides a fact likely to influence the cover **We** provide;
- makes a statement to **Your** administrator or anyone acting on **Our** behalf, knowing the statement to be false;
- sends **Your** administrator or anyone acting on **Our** behalf a document, knowing the document to be forged or false;
- makes a claim under the policy, knowing the claim to be false or fraudulent in any way;
- makes a claim for any loss or damage **You** caused deliberately or with **Your** knowledge; or
- If **Your** claim is in any way dishonest or exaggerated,

We will not pay any benefit under this policy or return any **Premium** to **You** and **We** may cancel **Your** policy immediately and backdate the cancellation to the date of the fraudulent claim. **We** may also take legal action against **You** and inform the appropriate authorities.

4. Total loss

In the event of **Your Caravan** being stolen and not recovered or becoming a total loss all cover under this **Certificate** will cease from the date of the appropriate claim settlement.

Any salvage becomes the property of the **Underwriters**.

No refund of **Premium** for any remaining **Period of Insurance** will be payable and the continuation of cover on a replacement **Caravan** shall be at the **Underwriters'** discretion.

Any outstanding **Premium** will be deducted from **Your** claim settlement.

5. Cancellation

If **You** decide that for any reason, this policy does not meet **Your** insurance needs then please contact **Your** administrator 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 will then refund **Your Premium** in full.

If **You** wish to cancel **Your** policy after 14 days, **You** will be entitled to a pro-rata return of premium providing no claims have been made or are pending.

We shall not be bound to accept renewal of any insurance and may at any time cancel any insurance document 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:

- Where **We** reasonably suspect fraud
- Non-payment of **Premium**
- Threatening and abusive behaviour
- Non-compliance with policy terms and conditions
- **You** have not taken reasonable care to provide accurate and complete answers to the questions **Your** administrator asked.

If **We** cancel the policy and/or any additional covers **You** will receive a refund of any **Premiums** **You** have paid for the cancelled cover, less a proportionate deduction for the time **We** have provided cover.

Where **Our** investigations provide evidence of fraud or misrepresentation, **We** may cancel the policy immediately and backdate the cancellation to the date of the fraud or the date when **You** provided **Your** administrator with incomplete or inaccurate information. This may result in **Your** policy being cancelled from the date **You** originally took it out and **We** will be entitled to keep the **Premium**.

If **Your** policy is cancelled because of fraud or misrepresentation, this may affect **Your** eligibility for insurance with **Us**, as well as other insurers, in the future.

6. Protection maintenance

All security devices provided for the protection of **Your Caravan** shall be maintained in good working order at all times and shall be brought into use at all times when **Your Caravan** is left unattended.

No such protection shall be withdrawn or varied without the prior written consent of the **Underwriters**.

7. Your Responsibility

You must take reasonable care to:

- supply accurate and complete answers to all the questions **Your** 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 **Your** administrator 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 **Your** administrator 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 event of a claim or **We** may not pay any claim in full.

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

8. Claims and Underwriting Exchange Register

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.

Disclosure

You must inform **Thistle Insurance Services Limited** of:

- (a) a change of **Caravan** (**We** allow **You** up to 14 days to notify **Us** of a change of **Caravan**)
- (b) a change of address
- (c) any convictions or prosecutions suffered by **You** and **Your Family**, other than motoring offences
- (d) any increase in the values of any insured items listed in the **Schedule** not taking into account any seasonal changes, or minor fluctuations. Please note that if **You** notify **Thistle Insurance Services Limited** of an increase **We** reserve the right to increase the **Premium**.

Underwriters' rights

The **Underwriters** may, at their discretion, take over the defence and settlement of any claim, and at any time, in **Your** name or that of any other person entitled to coverage, seek recoveries and indemnities from other parties.

You must give to the **Underwriters** such information, assistance and copies of documents as the **Underwriters** may require as soon as reasonably possible.

This **Certificate** is issued by, on behalf of and with the authority of the **Underwriters**.

Claims

Claims Procedure

- (a) **You** must report to **Thistle Insurance Services Limited** any loss, damage, **Incident** or claim or any occurrence likely to give rise to a claim and of the institution of any proceedings being brought against **You**, as soon as reasonably possible but, in no event later than 30 days after **You** became aware of the **Incident**.
- (b) **You** must fill in the claim form and send it to **Thistle Insurance Services Limited** together with any supporting documentation.
- (c) **You** must, in the event of theft or other malicious **Incident** give immediate notice of loss to the Police.
- (d) **You** must send copies of every letter writ or document to **Thistle Insurance Services Limited** immediately upon receipt.
- (e) **You** or any person claiming coverage must give all information and assistance to **Thistle Insurance Services Limited** and, unless **Your** claim is a **Small Claim**, not negotiate, pay, settle, admit or repudiate any claim without **Thistle Insurance Services Limited's** written consent.
- (f) No property may be abandoned to **Thistle Insurance Services Limited** or the **Underwriters**.

Small Claims

In the event of damage to **Your Caravan** resulting in a possible claim, where the total cost of repairs is not likely to exceed £500, **You** may proceed with the repairs without reference to **Thistle Insurance Services Limited** but **You** must submit the receipted invoice and complete a claim form and either submit this to us by post at the address stated below.

Claims Department

Thistle Insurance Services Limited

Southgate House

Southgate Street

Gloucester

GL1 1UB

Tel: 0345 071 1000

UK General Insurance Ltd is an agent of Great Lakes Insurance SE and in the matters of a claim act on behalf of Great Lakes Insurance SE.

What to do if **You** have a complaint

It is the intention to give **You** the best possible service but if **You** do have any questions or concerns about this insurance or the handling of a claim **You** should follow the Complaints Procedure below:

Complaints regarding:

SALE OF THE POLICY & CARAVAN & CONTENTS CLAIMS

Please contact **Your** administrator who arranged the Insurance on **Your** behalf at:

email: tourerselect@thistleinsurance.co.uk

call: **0345 071 1000**

or write to:

Tourer Select

Thistle Insurance Services Limited

Southgate House

Southgate Street

Gloucester

GL1 1UB

LIABILITY CLAIMS

Langleys Solicitors LLP

Queens House

Micklegate

York

YO1 6WG

Tel: **01904 686790**

Email: ukg@langleysclaimsservices.com

In all correspondence please state that **Your** insurance is provided by UK General Insurance Limited and quote scheme reference **06754A**.

If it is not possible to reach an agreement, **You** have the right to refer **Your** complaint to the Financial Ombudsman Service. For more information regarding the scope of the Financial Ombudsman Service please refer to www.financial-ombudsman.org.uk

You may contact the Financial Ombudsman Service at:

The Financial Ombudsman Service

Exchange Tower

London

E14 9SR

Tel: **0300 123 9 123**

Email: complaint.info@financial-ombudsman.org.uk

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

If **You** have purchased the insurance policy online, **You** may also raise **Your** complaint via the EU Online Dispute Resolution Portal at <http://ec.europa.eu/consumers/odr/>. This will forward **Your** complaint to the correct Alternative Dispute Resolution scheme. For insurance complaints in the UK this is the Financial Ombudsman Service. However, this may be a slower route for handling **Your** complaint than if **You** contact the Financial Ombudsman Service directly.

Compensation Scheme

Great Lakes Insurance SE is covered by the Financial Services Compensation Scheme (FSCS). **You** may be entitled to compensation from the scheme, if Great Lakes Insurance SE cannot meet their 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.

You may also contact the FSCS on their Freephone number: 0800 678 1100 or 020 7741 4100 or **You** can write to: Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St Botolph Street, London, EC3A 7QU.

UK General Insurance Ltd Privacy Notice

We are UK General Insurance Ltd, referred to as “we/us/our” in this notice. Our data controller registration number issued by the Information Commissioner’s Officer is Z7739575.

This privacy notice is relevant to anyone who uses our services, including policyholders, prospective policyholders, and any other individuals insured under a policy. We refer to these individuals as “you/your” in this notice.

We are dedicated to being transparent about what we do with the information that we collect about you. 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.

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.

UK General’s full privacy notice

This notice explains the most important aspects of how we use your data. 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. Alternatively, you can write to us at: Data Protection, UK General Insurance Ltd, Cast House, Old Mill Business Park, Gibraltar Island Road, Leeds, LS10 1RJ.

Great Lakes Insurance SE Information Notice

Personal Data provided in connection with this policy will be used and processed in line with the Information Notice. A copy of this is available at <https://www.munichre.com/en/service/privacy-statement/index.html>.

Contact Tourer Select

For Sales and Administration call: **0345 071 1000**

For Claims please call: **0345 071 1000**

Email: tourerselect@thistleinsurance.co.uk

Our address:

Tourer Select
Thistle Insurance Services Limited
Southgate House
Southgate Street
Gloucester
GL1 1UB

This document can be made available in other formats on request.