



Your Travel Plus Welcome Pack

# Welcome to your Travel Plus Pack

Enjoy more comfort and reassurance while you're away with Worldwide Travel Insurance<sup>1</sup>, Comprehensive UK and European RAC Cover, access to airport lounges around the world as well as discounts on airport parking and airport hotels. All for £22.50 a month.

Don't forget to save the phone numbers below in your mobile phone so they're always to hand when you need them.

## Features you enjoy now

### Worldwide Family Travel Insurance

Whether you're skiing on the slopes at Chamonix or exploring the Great Barrier Reef, you and your family<sup>1</sup> are covered. Includes a 24-hour medical emergency support line.

If you or your family have a pre-existing medical condition: You can use the **Barclays app** or **Online banking** to let us know securely online about any medical conditions that you, your partner or your children have. You can also call us on **0800 046 2768** to check whether conditions can be covered<sup>2</sup>.



### RAC Comprehensive Breakdown Cover

You can relax when you drive as you now have RAC Roadside, Recovery At Home & Onward Travel in the UK – and breakdown cover in Europe.

For assistance 24/7, 365 days a year:

From the UK, call **0330 159 0234**.

When travelling in Europe, call **+44 161 452 3205\***.



### Airport Services

#### Airport Lounge Access

You'll be welcomed into over 1000 airport lounges worldwide, to start your journey in a relaxed environment. You have 6 visits every year to use yourself or share with your family and friends<sup>3</sup>.

To register, download our app, which can be found through the app store or Google Play, called DragonPass Premier+ App or visit **barclays.dragonpasspremierplus.com** or call **03 332 205 599\***.

#### Airport Parking and Airport Hotels Discounts

Book online: Simply visit **www.partners.aph.com/tplus**

Call: **01342 859548** quoting **'TPLUS'**\*

## Concierge Service

You can access the Concierge Service online and a team of expert lifestyle managers are on hand 24/7 to assist with your travel, dining and entertainment plans.

- Exclusive rates and accommodation benefits at our collection of 4 and 5 star hotels
- Experts who can help build a tailor-made itinerary for a once-in-a-lifetime trip
- Prime-time reservations and member-only benefits at restaurants across the UK and worldwide

To reach a lifestyle manager, call **+44(0)20 7479 2754\***, **www.packconcierge.com/product/barclays/homepage** or email **travelpackconcierge@tengroup.com**

<sup>1</sup>Each Pack holder and his/her domestic partner must be under 80 years of age at the start of any trip to qualify for travel insurance. Covers children under 23 when the trip starts (including stepchildren and foster children) when travelling with you or your partner, or travelling on their own to visit and stay with close relatives who live abroad. All trips must start and end in the UK and last no longer than 31 days.

<sup>2</sup>Pre-existing medical conditions are not covered at any time under this policy unless they have been disclosed to and accepted by our Medical Risk Assessment team and a medical upgrade policy has been purchased.

<sup>3</sup>Additional lounge visits can be purchased via your DragonPass Premier+ App, or by calling us on 03 332 205 599\*. Some lounges restrict the entry of children, so please check beforehand.

You'll find terms, conditions and exclusions for the features included in your Travel Plus Pack on the following pages (please read them carefully so you'll know what's covered – and what's not).

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# Barclays Pack terms and conditions

In these terms and conditions:

- **'we', 'us' and 'our'** refers to Barclays Bank UK PLC and Barclays Insurance Services Company Limited, unless stated.
- **'Pack holder'** is the person who made the application to purchase the Pack.
- **'Partner'** is the person nominated by the Pack holder, who lives at the same address.
- **'UK resident'** means a person who spends at least 183 days a year within England, Wales, Scotland or Northern Ireland.

## If you have a Barclays current account

You can apply for a Pack through Online Banking or the Barclays app.

These terms cover your Pack. If there's inconsistency between these and the Retail Customer Agreement, these terms take priority in relation to the Packs.

Each of the benefits and services in the Pack are provided to you under a separate agreement with the provider of the relevant benefits or services and the provider is responsible for providing the relevant benefits and services to you. The provider may be a company within the Barclays group of companies or by a company outside that group.

A Pack is a set of services (such as insurance) available to any eligible person aged 18+ for a monthly fee. You can only purchase a Pack and claim the benefits included in it if you are a UK resident.

## Eligibility for Pack benefits

Before choosing a Pack, you should check that you are eligible for the benefits under each policy or feature. We will provide information and ask you questions to help you do this. For instance, you may not be eligible to claim for certain benefits because of your age or you have a pre-existing medical condition.

## What you pay

You pay a monthly fee in advance for each Pack purchased, as set out in the 'Statement of Price' within the About Our Insurance Services section. The Pack fee includes Insurance Premium Tax at the current rate. The monthly fee is the cost of the Pack as a whole. No part of any Pack fee is attributable to any particular benefit or service in your Pack.

You will not be entitled to a refund or reduction in the Pack fee if you choose not to use a benefit or service, you're not eligible for a benefit or service, or it's not otherwise available to you. You must have a Pack for a minimum term of six months from the date you purchase the Pack (unless we say otherwise in these terms) after which you can close the Pack at any time.

You may be able to add additional features to the services included in a Pack and we'll tell you what these cost before you choose to add them.

By agreeing to these terms and conditions you provide Barclays authority to:

- (i) debit a part payment of the monthly Pack fee to cover the period from the date on which you purchase the Pack, up to the last day of that month; and thereafter
- (ii) debit the monthly Pack fee
- (iii) apply a change to the monthly Pack fee subject to the appropriate notice period.

All payments will be taken in advance from your Barclays current account on the first working day of the month on an ongoing basis until your Pack is cancelled. You must ensure you have sufficient credit funds in your Barclays current account to cover the monthly Pack fee, otherwise you may incur borrowing charges in line with any arrangement you have with us.

## Keeping each other informed

We need you to tell us about changes to your situation or personal details, and we'll keep you informed about certain things that affect you. Information will only be sent to you, the Pack holder.

## How we contact you

We'll contact you, the Pack holder, using the details you have given to us. This may include using your landline phone, mobile, email or home address. If you have a Barclays current account, we may also contact you through Online Banking or the Barclays app if you use these.

You can tell us how you want us to contact you, for example by post or your available digital channel. Where we can, we'll contact you using your preferred method. We may not always be able to do this – for example, sometimes the law may require us to send you something by post. If we send information to you at the most recent postal address you have given us and it's returned to us as undelivered, we'll stop using that address unless we are required by law or regulation to send you information.

If you have not told us how you'd prefer us to communicate, then we'll normally contact you by email. If we send you information through Barclays Online Banking, we'll text you or send you an email or other electronic message reminding you to view any new message we've posted. Where we do this, we won't normally send documents to your home address as well (unless we have to or you have asked us to).

Once we've sent a message to you, we'll assume you have received it. So it's important to look out for notifications like emails or texts from us.

We are always working to make our services more convenient and flexible so we may introduce new ways of communicating with you in the future.

### Help us to keep your information private

It's your responsibility to control who reads your information. When you choose how you would like us to contact you, you should choose a method that will be most secure for you. If you use a method that other people can access or read (such as a shared email address or shared mobile number), please be aware that these people will also be able to access the information we send you.

### Keeping your details up to date

When we send information to you, we'll send it to the most recent contact details we have for you. If these details change and you don't tell us straight away, you may not receive information that could be important – or it could fall into the wrong hands. If you have given us contact details (even if you think we don't use some of them, such as your mobile phone number), you must let us know if they change. This will include your:

- home address
- email address
- landline phone number
- mobile phone number

It's very important that you also keep us informed if there are any changes to your situation, personal details or any other important changes that are relevant to us – for example, if you:

- change your name
- move to another country and are no longer a UK resident

If you don't keep all your details up to date, this might affect your eligibility for Pack(s), or how they work. This is also so we can continue to manage your Pack(s), and communicate with you including notifying you of changes. We also respect your privacy and we don't want to send you unwanted information.

If you wish to remove or change the Partner named on the Pack(s), we'll close your Pack(s) to do this before opening a new Pack(s). The minimum term will re-start upon the purchase of a new Pack(s).

### Contacting us

You can always contact us through your available digital channel, or other electronic methods we tell you about. You can also contact us by telephone using the details we give you, by visiting a branch or by post. We'll let you know if our details change.

You can contact us by any of the following methods:

- Log into the Barclays app and select the 'call us' feature
- By telephone on **0800 158 3199**
- Visit your local branch
- In writing to **Barclays, Leicester LE87 2BB**

### Closing your Pack or leaving Barclays

Whilst we'd be very sorry to lose you, you can close your Pack within the 14-day cooling-off period, which starts the day your Pack is purchased or you receive your Welcome Pack, whichever is later. If you close your Pack within this period and have paid your first monthly Pack fee, it will be refunded. You can also cancel or close your Pack at any time after the minimum term explained below has ended. If we need to close your Pack, we'll follow the process set out below.

### Duration and Minimum Term

You must have a Pack for a minimum term of six months from the date you open the Pack, after which the Pack will automatically renew on a monthly basis and after which you can close the Pack at any time. There are some exceptions to this minimum term requirement. You may close your Pack:

- within the 14-day cooling-off period as set out above
- if you experience financial hardship due to a significant change in personal circumstances, for example, you're declared bankrupt
- if you're no longer resident in the UK
- after we have notified you of an unfavourable change to the terms of the Pack you hold, such as an increase in price or a change in what the Pack provides (provided that you do so before the change takes effect)
- if you have Travel Pack or Travel Plus Pack and are no longer eligible for the travel insurance benefit as you are 80 years of age
- if you have Travel Pack or Travel Plus Pack and serious ill health, injury or mental incapacity prevents you from travelling or death of the Pack holder, spouse/partner

If you tell us you want to close your Pack, closure will take effect on the day that we receive notice from you (so the insurance and your right to receive any of the other services within the Pack will end on the date we receive your notice). You will receive a part refund for the remaining number of days in that month, including the day we receive your notice. You won't be able to use any benefits or services linked to it any more although you can still make a claim for an event which occurred whilst you were insured.

We will not let you re-select the same Pack for 12 months if you cancel it within the minimum term, or your Barclays current account is closed by Barclays Financial Assistance or if you do not comply with these terms and conditions.

You are unable to cancel individual insurance Pack products, only the whole Pack.

You can cancel your Pack within the Barclays app, Online Banking, by calling us, visiting a branch or by writing to Barclays, Leicester LE87 2BB.

### **When we can close a Pack**

We can close a Pack by giving you at least 30 calendar days' notice. This also applies during the minimum term. However, we may close your Pack immediately or on less notice if we reasonably believe you have seriously or persistently broken any terms of the agreement or we reasonably believe any of the following applies:

- you put us in a position where we might break a law, regulation, code or other duty that applies to us if we maintain your Pack
- you give us any false or inaccurate information at any time
- you commit (or attempt) fraud against us or someone else
- you behave in a threatening or abusive manner to our staff
- you become bankrupt
- your Barclays current account is closed by Barclays Financial Assistance

The insurer may also cancel the insurance policies within Travel Plus Pack as set out in the terms and conditions of the policy document.

### **Using the Current Account Switch Service**

If you decide to switch your current account from us by using the Current Account Switch Service, your Pack will be closed on the same day that your Current Account is closed.

## **Changes we can make to this agreement**

Sometimes we'll want or need to change things, such as charges or terms of our agreement. For most changes, we'll tell you in advance, but we don't always need to do this.

We review the Packs from time to time and may make changes to them, including the benefits and services included in a Pack or the providers of these or the monthly Pack fee. We may also make changes to the terms on which each benefit is provided (such as changes to the terms of an individual policy). We'll give you 30 calendar days' notice before any changes apply.

If we make changes to a Pack, we will provide information about you to any new provider to make sure there is no interruption in the benefit or service you receive. The new provider will use your information to provide you with the benefits and services.

### **Changes we need to tell you about in advance**

We may make changes to your agreement with us because:

- we're changing a service we already offer, or introducing a new service that needs a change to the terms of this agreement, such as introducing a new charge
- we're changing the agreement to be in line with the banking industry and our competitors
- we're withdrawing a service or type of Pack
- we're moving you from one type of Pack to another for a good reason – examples of this include where we're withdrawing a Pack
- we need to make changes to take account of developments (or changes we reasonably expect to help) in technology (including the systems we use to run our business), or in the banking system generally
- our agreement or the Pack is affected by a change in the law or regulation (including industry codes we follow) or decisions of the Financial Ombudsman, a regulator or court
- changes in our costs (including changes we reasonably expect to happen) mean we need to change or introduce charges

Because you may have your Pack with us for many years, we need the flexibility to manage our business long term, including providing a sufficient financial return for us to operate our business in a prudent and sustainable manner. We can't predict everything that may affect our business, so there may be other reasons we have not set out above when we need to make a change. But please be assured we'll only make

changes we think are fair and will give you 30 calendar days' notice of the change unless we are prevented from doing so by law or regulation, or the change is in your favour.

If we give you notice as set out above and you don't tell us you want to close your Pack, then we'll treat you as having accepted the change. If you don't want to accept the change and want to end this agreement and close the Pack, you must tell us before the proposed change applies.

### Changes we don't need to tell you about in advance

We don't have to tell you about changes to these terms and conditions (or changes in the insurer terms and conditions) in advance when any of the following happen:

- if the change is in your favour
- we make a change because a change in law or regulation says that we have to by a particular date, and there isn't time to give you notice.

### Instructions for your Pack(s)

We will only accept instructions from the Pack holder about the Pack (including to change your contact preferences and to apply for new Packs, products and services).

Your partner will be able to register a product, if required, or make a claim for the Pack benefits or services. They cannot provide any other instructions in relation to the Pack.

### If you think your security has been compromised

If you think someone (except someone you have asked to provide Pack information) has used or is able to use any of the means of access to your Pack, you must tell us as soon as you can by using the contact details shown in the 'Unauthorised access to your Pack?' section.

If you have a Barclays current account, we can arrange to temporarily suspend access to a service (such as Telephone Banking) to prevent anyone misusing your Pack(s).

You must give us any information we ask for about what has happened. We'll pass this to the police if we have to, or if we think that will be useful.

#### Unauthorised access to your Pack?

If you think someone could have got unauthorised access to your Pack, call us right away:

- **0800 400 100\*** – 24 hours
- **+44 2476 842 099\*** – if calling from outside the UK

## Complaints and the protection you have

### If you have a complaint

We want to hear if you feel unhappy with the level of service you have received from us. If this relates to your claim, we recommend you contact the insurer to avoid any delay. Details of how to contact the insurer are set out in your policy documents.

Your feedback gives us the opportunity to put matters right and improve our service to all our customers. A leaflet detailing how we deal with complaints is available on request in our branches, from the Barclays Information Line on **0800 400 100\*** or at **barclays.co.uk**.

You can contact us to complain by any of the following methods:

- Log in with your Online Banking details and select 'contact us' from the top menu
- Log into the Barclays app and select the 'call us' feature
- By telephone on **0800 282 390**
- In writing to Freepost Barclays Customer Relations

If we do not resolve your complaint internally to your satisfaction, you may be able to refer it to the Financial Ombudsman Service (FOS):

- In writing to Exchange Tower, London E14 9SR
- Online on **financial-ombudsman.org.uk**
- By email to **complaint.info@financial-ombudsman.org.uk**
- By telephone on **0800 023 4567**.

The FOS is an organisation set up by law to give consumers a free and independent service for resolving disputes with financial firms. You can get details of those who are eligible complainants from the FOS.

Nothing in these terms, including referral to the Financial Ombudsman Service, affects your statutory rights.

### Using information about you

Barclays is committed to protecting your personal data. We will use your information for a number of different purposes, for example, to manage your Pack(s), to provide our products and services to you and others and to meet our legal and regulatory obligations. We may also share your information with our trusted 3rd parties for these purposes. For more detailed information on how and why we use your information, including the rights in relation to your personal data, and our legal grounds for using it, please go to **barclays.co.uk/control-your-data** or you can request a copy from us.

## Credit Reference Agencies and Fraud Prevention Agencies

In order to process your application, we will supply your personal information to credit reference agencies and fraud prevention agencies and they will give us information about you, such as about your financial history. We do this to assess creditworthiness and product suitability, check your identity, manage your account, trace and record debts and prevent criminal activity. These agencies may in turn share your personal information with other organisations. If fraud is detected, you could be refused certain services, finance or employment.

Once you open a Pack with us, we will share pack data with the credit reference agencies on an ongoing basis.

If false or inaccurate information is provided to us and fraud is identified, details may be passed to credit reference and fraud prevention agencies to prevent fraud and money laundering and to verify your identity.

The Credit Reference Agency Information Notice (CRAIN) describes how the three main credit reference agencies in the UK each use and share personal data. The CRAIN is available on the credit reference agencies websites:

- [transunion.co.uk/crain](https://transunion.co.uk/crain)
- [equifax.co.uk/crain](https://equifax.co.uk/crain)
- [experian.co.uk/crain](https://experian.co.uk/crain)

Or you can ask us for a copy of these.

For more details on how information held by credit reference agencies and fraud prevention agencies may be used, please go to [barclays.co.uk/control-your-data](https://barclays.co.uk/control-your-data) or you can request a copy from us.



# Worldwide Travel Insurance

These are the terms and conditions which apply to your worldwide travel insurance. Please take time to read this information about the cover that is provided to you and anyone else covered by this policy. The contract of insurance consists of the following elements:

This welcome booklet

Any endorsements to your policy (as provided to you on any upgrade schedule)

Any changes to your policy in notices we provide you

The provision of insurance is conditional upon all insured persons complying with these terms and conditions. It's the Pack holder's responsibility to ensure that all insured persons are aware of and comply with the policy conditions, otherwise we may refuse your claim or reduce your cover in the event of a claim.

This insurance is underwritten by Aviva Insurance Limited ('we', 'us', 'our'). Registered in Scotland, no. 2116. Registered office: Pitheavlis, Perth, PH2 0NH. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. Firm Reference Number 202153.

You may check this information and obtain further information about how the Financial Conduct Authority protects you by visiting their website [fca.org.uk](https://www.fca.org.uk).

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## Key

To help you when you read your policy

**These boxes highlight what your policy does not cover**

**These boxes highlight other information we want to draw your attention to**

# 1. How to get help

## 24-hour medical assistance

Call us on **0800 158 2684 (0044 1603 604 976** from abroad) in case of medical emergency, or if you need medical assistance.

## Manage your Pack

You might be surprised at the things you can do in the Barclays app and Online Banking

Just go to Manage packs in your Barclays app or Online banking and follow the links to travel insurance.

**Get cover for pre-existing medical conditions**

Tell us securely online about any pre-existing medical conditions, and get a quote for a pre-existing conditions upgrade.

**Purchase a longer trip upgrade**

If you're planning a trip to last longer than 31 days get a quote to cover a trip up to 120 days (not available for winter sports). We won't cover any incident that happens after 31 days unless you have this upgrade in place.

**Get a letter confirming proof of insurance**

If you need confirmation of cover for visa or other travel requirements.

**Find information about your cover**

Find policy information, make changes to your cover and get copies of your documents.

**Make a claim**

If it's not a medical emergency, report your claim online. If you need to return home early you must call us before making any arrangements.

## More ways to get in touch

It's easy to manage your travel insurance in the Barclays app and Online banking, but you can still call us if you can't get online or if you'd just prefer to talk.

Claims	Contact	Opening Hours
<b>24 hour medical assistance</b>	<b>0800 158 2684</b> from the UK <b>0044 1603 604 976</b> from abroad	<b>24 hours</b>
<b>Travel claims</b> (which aren't a medical emergency)	<b>0800 404 6856</b> from the UK <b>0044 1603 604 964</b> from abroad Log travel claims online: <b>24/7:</b> <b>travelpacks.myclaimshub.co.uk/claim</b>	<b>8am – 6pm Monday to Friday</b> <b>8am to 4pm on Saturday and public bank holidays</b> <b>Closed Sundays</b>
If you need to return home early you must call us before making any arrangements		
<b>Complaints about a claim</b>	<b>0800 158 2685</b>	<b>8am – 6pm Monday to Friday and 8am to 4pm on Saturdays and public bank holidays</b>
<b>Legal expenses</b>	<b>0800 158 2686</b>	<b>24 hours</b>

Customer Service	Contact	Opening Hours
<b>Pre-existing medical conditions</b>	<b>0800 046 2768</b>	<b>8am – 8pm</b>
<b>General travel insurance queries</b>	<b>0800 158 2675</b>	<b>Monday to Friday</b>
<b>Large print, audio or Braille policy documents</b>	<b>0800 400 100</b>	<b>8am – 6pm Saturday</b>
		<b>10am – 4pm Sunday and Bank holidays</b>
Travel assistant	Contact	Opening Hours
This helpline can assist you with travel advice before you go or while you're away.	<b>0800 158 2687</b> from the UK	<b>24 hours</b>
	<b>0044 1603 604 986</b> from abroad	
Please do not call this Travel Assistant number for policy queries or changes.		

Calls to 0800 numbers from UK landlines and mobiles are free. Calls to 01 and 03 prefixed numbers are charged at national call rates (charges may vary dependent on your network provider) and are usually included in inclusive minute plans from landlines and mobiles. For our joint protection telephone calls may be recorded and/or monitored.

## Travel assistant

This service can help you sort out all kinds of travel problems before you go and while you're away, from providing information on the countries you're visiting to sorting out non-medical emergencies.

### Advice before you travel

- Any visa and entry permits you might need
- Any necessary vaccination and inoculation requirements, and where you can get them
- What you should take with you regarding first aid and health
- What currencies and travellers' cheques to take with you, and what the current exchange rates are, the languages spoken, time zones, bank holidays and climate of countries you plan to visit
- Import and export allowances for tourists

### While travelling

- How to replace lost or stolen passports, driving licences, air tickets or other travel documents
- How to trace your baggage with the airline operator if it's delayed or lost
- Why, how, where and when you should contact local embassies or consulates
- How to transfer money out to you if you need it
- Cancellation of credit cards, if lost or stolen, and helping you to report the loss to your card provider
- Provide information to close relatives, friends or employers if you have to go into hospital

### Other emergency services while travelling

- A 'phone home' translation and interpretation service if you need it in an emergency

There's no charge for the provision of the advice, guidance or other emergency service shown above. However, if you wish us to obtain goods or services on your behalf that aren't covered by a claim under this policy, you'll need to pay any fees that the provider charges and you'll need to adhere to the provider's terms and conditions.

## 2. Making a claim

### What you need to do

#### **If you have a medical emergency contact the 24-hour Medical Assistance number on 0044 1603 604 976**

In life-threatening situations seek medical attention immediately, don't delay getting help but do call our 24-hour medical assistance helpline as soon as you can. Our team will coordinate your treatment which may include moving you to another hospital or arranging to bring you home early. If necessary, we can arrange for a telephone consultation with our UK GPs.

In non life-threatening situations contact our 24 hour medical assistance helpline before making any arrangements for

- Admission to hospital
- Treatment, tests or investigations as an outpatient
- Repeat consultations with a doctor

For a minor illness or injury treated with medication from a pharmacy or one-off treatment at a clinic, keep any receipts for costs incurred and contact us when you get home. If you need assistance contact the 24 hour medical assistance helpline at any time.

### Unrecoverable costs

Your travel policy provides cover for unrecoverable costs. If you need to make a claim for travel, accommodation or costs related to your trip which any insured person has paid (or legally has to pay), we will consider claims for costs which are unrecoverable from your travel and/or accommodation provider or agent, a debit/credit card company, PayPal, ABTA, ATOL (or similar organisations).

For example, if your trip is cancelled by your tour operator or booking agent you may have a right to a refund for some or all of the cost of your trip.

If you can't recover all of your costs and your circumstances are covered by the terms of your policy, we'll consider the costs you've been unable to recover.

### Information to support your claim

When you make a claim, we may ask you for

- Proof of booking and any costs paid
- Details of any refund you have been able to obtain
- Evidence that you're not able to recover your costs elsewhere

Please check these terms and conditions carefully to ensure you

- Understand what is and isn't covered
- Contact the relevant helpline as soon as you can for assistance
- Keep any documentation that we require. You'll need to provide this in order for us to validate and settle your claim – we may refuse to pay your costs where you cannot provide this

All our claims lines are open 24 hours a day, and for claims which aren't an emergency you can also make a claim online. See section '1. How to get help' for full information.

Type of claim	What to do	What you'll need
<p>Canceling your trip or coming home early</p>	<ul style="list-style-type: none"> <li>• Check that the reason you need to cancel or come home early is covered</li> <li>• Contact the Travel claims helpline before returning home</li> </ul>	<ul style="list-style-type: none"> <li>• For medical claims you'll need to provide us with the relevant medical reports, and we'll send a medical certificate for completion by the patient's doctor to confirm the reason for your claim</li> <li>• Evidence of your booking and the cancellation</li> </ul>
<p>Emergency medical and associated expenses – Medical emergency</p>	<ul style="list-style-type: none"> <li>• Contact the Medical assistance helpline before any hospital admission or as soon as possible</li> </ul>	<ul style="list-style-type: none"> <li>• All medical reports given to you by the treating facility</li> </ul>
<p>Emergency medical and associated expenses – Quarantine during a trip</p>	<ul style="list-style-type: none"> <li>• Contact the Medical assistance helpline when quarantine is imposed or as soon as possible</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence of the requirement to quarantine, and for how long. We'll let you know when you make your claim what kind of evidence we need so call us as soon as possible</li> </ul>
<p>Unexpected costs – Travel disruption</p>	<ul style="list-style-type: none"> <li>• Contact your airline/carrier and they will advise if you should travel to the airport/port to check in at your specified time</li> </ul>	<ul style="list-style-type: none"> <li>• Written confirmation from the airline/carrier of the actual date and time of your return to the UK</li> <li>• Documentary evidence of costs incurred if you make your own way home</li> </ul>
<p>Unexpected costs – Missed transport</p>	<ul style="list-style-type: none"> <li>• Do all you can to get to your departure point on time</li> <li>• Contact your carrier or their handling agents to see if they can offer suitable alternative arrangements</li> </ul>	<ul style="list-style-type: none"> <li>• A repair or assistance report if the vehicle you were travelling in broke down or was involved in an accident</li> </ul>
<p>Unexpected costs – Delayed transport</p>	<ul style="list-style-type: none"> <li>• Check that your delay was over 12 hours before submitting a claim</li> </ul>	<ul style="list-style-type: none"> <li>• Written confirmation from the airline/carrier of the actual date and time of departure and the reason for the delay</li> </ul>
<p>Unexpected costs – Emergency travel documents</p>	<ul style="list-style-type: none"> <li>• Report incident details to the police as soon as reasonably possible</li> </ul>	<ul style="list-style-type: none"> <li>• All receipts for any costs incurred</li> </ul>
<p>Your belongings</p>	<ul style="list-style-type: none"> <li>• Take all reasonable steps to recover lost or stolen property</li> <li>• Report incident details to the police as soon as reasonably possible</li> <li>• Report the loss or damage to the airline/carrier within the timescales stated within their terms and conditions</li> <li>• Do not dispose of damaged items</li> </ul>	<ul style="list-style-type: none"> <li>• A 'Property Irregularity Report' from the airline/carrier and your baggage tag receipts</li> <li>• Proof of purchase of the lost, stolen or damaged item</li> <li>• Proof that you owned the money and its value</li> <li>• A written report from the police or any other relevant authority</li> </ul>
<p>Delayed baggage</p>	<ul style="list-style-type: none"> <li>• Report the loss to the airline/carrier within the timescales stated within their terms and conditions</li> </ul>	<ul style="list-style-type: none"> <li>• Written confirmation from the airline/carrier of the number of hours delay</li> </ul>
<p>Legal expenses</p>	<ul style="list-style-type: none"> <li>• Contact the Legal Expenses Helpline</li> </ul>	<ul style="list-style-type: none"> <li>• We'll tell you when you call if we need anything else to deal with your claim</li> </ul>
<p>Winter Sports</p>	<ul style="list-style-type: none"> <li>• Make a claim as soon as you can</li> </ul>	<ul style="list-style-type: none"> <li>• Evidence from your tour operator or resort management that all pistes were closed, and how long they were closed for</li> </ul>

## Limits and excesses

All limits in this policy are per person (apart from Personal liability, which is per incident, per policy).

You'll need to pay the first £50 of any claim per insured person, per incident, per trip (unless stated otherwise). This means that if the total value of your claim is less than £50 we won't make any payment to you.

If any one incident results in you claiming under more than one section of the policy you'll only pay one excess, and where two or more people claim for the same incident, the most you'll pay is twice the excess.

## Claims conditions

### Your duties

You must

- Contact us as soon as reasonably possible and provide all the information, documents, evidence and help we need to settle your claim or pursue a recovery
- Tell us if you're aware of any writ, summons or prosecution
- Send us every communication relating to a claim as soon as possible

You or any person acting for you, must not negotiate, admit or reject any claim without our permission in writing.

### Our rights

If we want to, we can take over and conduct in the name of the person claiming under the policy, the defence or settlement of any claim or issue proceedings for our own benefit to recover any payment we have made under this policy. We shall have full discretion in the conduct of any proceedings or the settlement of any claim.

### Claims

You or your legal representative must pay for any certificates, information, or other evidence we may need. For example death or medical certificates, medical reports, police reports or purchase receipts. These costs will not be covered by the policy. We may also ask you for evidence that your main home is in the UK.

If your claim is for personal belongings (or winter sports equipment) it may affect your claim if you cannot prove the value of, and that you were responsible for the lost, stolen, or damaged items. For example a receipt or credit card or bank statement showing evidence of the purchase, proof of withdrawal or a currency exchange receipt. If you're claiming for damage, we may ask you to send us the broken item.

If we make a payment before cover is confirmed and our claims investigation reveals that no cover exists, you must pay us back any amount which we've paid that you're not covered for.

If you make a medical claim, you may be asked to provide consent for us to access your medical reports in accordance with the Access to Medical Reports Act 1998. Depending on the circumstances, you may also be asked for consent to access other medical or healthcare records. We'll use this information to deal with your claim, including assessing whether cover applies and assisting the treating doctor in providing you with the most appropriate treatment. Without this information, we may not be able to deal with your claim.

We'll assess whether any proposed treatment is an emergency or whether it can wait until you've returned home. If appropriate, we'll arrange for your return to the UK.

In the event of a claim for injury or illness, we may request and pay for you to be medically examined on our behalf. We may request and pay for a post-mortem in the event of a claim for death.

# 3. Things you need to know about this travel insurance

## Eligibility

### Who's covered

This policy provides cover for the following 'insured person(s)'

- 'You' – the Pack holder aged 79 or under when the trip starts
- 'Your partner' – who will need to live with you as a couple and be aged 79 or under when the trip starts
- 'Your children' – you and/or your partner's dependent children aged under 23 when the trip starts (including stepchildren and foster children)

Children are only covered when travelling with you or your partner, or on their own to stay at the home of close relatives who live abroad.

To be covered, your main home address must be in the UK. Additionally, all insured persons must

- Be a resident of the UK (living in the UK for more than 183 days a year)
- Be registered with a UK doctor

Cover will be in place whilst you are a holder of this Pack and will end when one of the 'Automatic termination of cover' events shown in section '6. General Conditions' occurs.

### Trip limits and restrictions

#### Trip duration limit

We'll provide the insured persons with the cover set out in these terms and conditions for trips up to a maximum of 31 days long (except winter sports which is covered for a maximum of 31 days per calendar year). We won't cover any incident which occurs after 31 days unless an upgrade has been purchased.

#### Longer trip upgrade

If anyone insured by this policy is booking a trip that will last longer than 31 days, this upgrade will provide cover for the entire duration of the trip up to a maximum of 120 days. A return trip must have been booked before you can buy this upgrade. To find out how to get a quote see section '1. How to get help'.

If we offer an upgrade, there will be a premium for you to pay. The upgrade is not available for winter sports holidays. We won't cover any incident which occurs after the trip duration has been reached.

By 'trip' we mean a journey that begins and ends in England, Scotland, Wales, or Northern Ireland ('UK'), where the journey starts after the Pack was purchased, and where the return journey has been booked before leaving the UK, for any combination of the following

- Holidays, for example winter sports holidays, cruises, and travel for other personal reasons unrelated to an insured person's employment
- Voluntary, charity or conservation work, or fundraising for a registered charity or conservation organisation
- Travel outside the UK in connection with an insured person's job to carry out non-manual work such as administrative tasks, meetings and conferences.

Cover automatically applies for each trip booked. You only need to contact us if you need cover for pre-existing medical conditions, or if a trip's being booked to last longer than 31 days.

If a trip or part of a trip is arranged for any reason other than those listed above, alternative travel insurance should be sought, we won't pay any claim in these circumstances. If a trip is in connection with an insured person's job, they should check if the employer has travel insurance that can provide cover.

### UK trips

If the trip is solely within the UK, cover will only apply where the insured person is away from home for at least 2 consecutive nights. They must also have either pre-booked holiday accommodation in a commercially run premises, or prepaid bookings on public transport including flights or ferries.

### We won't cover

Any part of any trip arranged

- that started before the Pack was purchased.
- in connection with an insured person's job where the trip involves manual or physical work of any kind, working with children, providing healthcare, policing, security or military service or an insured person's role as a politician, religious leader, professional entertainer or sportsperson.
- to carry out charity or conservation work where this involves working in a healthcare environment or working at heights of more than 3 metres.
- to seek medical treatment or advice.
- to give birth or to collect newly adopted or surrogate children.

### Known events

This policy provides cover for unexpected and unforeseen events and circumstances, for example, having an accident while on holiday and needing urgent medical treatment.

### We won't cover

There is no cover in relation to any event, incident or circumstances if, at the time you purchased this Pack or a trip was booked (whichever is later), the insured person knew, or could reasonably be expected to have known, that

- the event or incident had already occurred or was going to occur; or
- the circumstances existed, or were going to exist,

and the event, incident or circumstances could reasonably be expected to affect the insured person's travel plans.

For example:

You'd reasonably be expected to know of any event, incident or circumstances (like an air traffic control strike) that had been widely reported in the media in the UK at the time you purchased this Pack or booked your trip (whichever is later).

There'd be no cover for cancellation of your trip if your travel plans were disrupted because flights were cancelled or any government or authority closed their borders, and these cancellations or restrictions were in place or had been announced at the time you purchased your Pack or booked your trip (whichever is later).

Please refer to section '6. General Exclusions'.



## Travel advice of the Foreign, Commonwealth and Development Office (FCDO)

### FCDO – travel advice by country

Any travel restrictions or advisory notices for countries planned to visit may impact the cover provided by this policy.

We'll provide cover should a trip be booked and then the insured person needs to cancel the trip or return home early as a result of the FCDO advising against all travel or all but essential travel to the destination, or where British nationals are advised to return home.

Before booking a trip and again before travelling, check the FCDO website [gov.uk/foreign-travel-advice](https://www.gov.uk/foreign-travel-advice) – it's packed with essential travel advice and tips, plus up to date information about different countries.

### We won't cover

Any claim that happens as a result of an insured person

- travelling against the advice of the FCDO.
- not complying with advice or measures which have been put in place by a government in the UK or overseas, for example quarantine rules or curfews.
- not having the correct travel documents or not meeting the entry requirements to a country they're travelling to or through (for example visas or vaccination records).

## Reciprocal healthcare agreements

The UK has reciprocal healthcare agreements with a number of countries and territories worldwide. As a UK resident, these agreements mean that you may be entitled to urgent medical treatment at a reduced cost, or in some cases for free. We strongly recommend checking if the country being travelled to has a reciprocal healthcare agreement in place and what the requirements are before leaving the UK. More information can be found online at [nhs.uk](https://www.nhs.uk) and search for healthcare abroad.

## Period of Insurance

Each trip taken whilst the Pack is in force will be treated as a separate period of insurance; individually subject to all policy terms, conditions, limitations and exclusions. Cover for each separate trip applies as follows:

- Cancellation cover begins from the date you purchase the Pack or the date of booking each separate trip (whichever is later) and ends when the insured person leaves home to start the trip
- Cover under all other sections begins when the insured person leaves home to start the trip, and ends upon returning home providing that the trip does not exceed the trip limit of 31 days (unless you've purchased the Longer trip upgrade). There's no cover for any incident that occurs after the trip duration has been reached.

### Extension of cover

If the insured person can't get back to the UK before the trip limit ends, this insurance will remain in force

1. for up to 14 days if any vehicle the insured person is travelling in breaks down or their pre-booked transport is cancelled or delayed.
2. for as long as is deemed medically necessary by us for the insured person to remain abroad (having consulted with their treating doctor), providing there's a valid claim for emergency medical treatment under this policy.
3. for as long as is necessary in the event the insured person is quarantined.

## Information and changes we need to know about

You must take reasonable care to provide complete and accurate answers to the questions asked when you take out this Pack or make changes to it.

When we are notified of a change, we'll let you know if it affects your policy. For example whether we're able to accept the change and if so, whether the change will result in revised terms or an additional premium.

If the information provided by you is not complete and accurate, depending upon the information that you've given us, we may

- amend the underwriting decision(s) for declared pre-existing medical condition(s) which may result in accepted conditions being excluded or an additional premium.
- refuse to pay any claim.
- cancel this policy.

You need to tell Barclays

- if you move address. If this means that you are no longer a UK resident or your main address is no longer in the UK then all the cover under this policy will end.
- if you change your name (this affects our ability to maintain and service your policy).

## 4. Your health

### Pre-existing medical conditions – please read this section carefully.

This travel insurance is not a general health or private medical insurance policy and will only cover sudden and unexpected illness or accidents which happen after you purchase your Pack or book a trip (whichever is later).

In some cases, we may be able to offer cover for pre-existing medical conditions. You should read below to find out what medical conditions you need to tell us about and when you need to tell us.

#### What you need to tell us

By 'pre-existing medical condition' we mean any diagnosed illness, injury or disease where in the 12 months before purchasing your Pack or booking a trip (whichever is later) any of the following applies.

An insured person has

- been prescribed medication, including newly prescribed or repeat medication.
- received or is awaiting medical treatment, investigations or tests carried out by a medical professional.
- been referred to, or had follow up with a specialist or consultant.
- been admitted to hospital or had surgery.

#### When you need to tell us

1. When you purchase your pack
2. If someone's diagnosed with a new condition (and doesn't have a valid upgrade in place), let us know before booking a trip
3. At expiry of a valid pre-existing conditions upgrade, we'll remind you to do this when your upgrade is about to end.

You can use the **Barclays app** or **Online Banking** to let us know securely online about any medical conditions that you, your partner or your children have.

If you have a pre-existing conditions upgrade in place, you don't need to tell us about changes to the health of anyone you've covered on the upgrade until it ends – see the information under the heading 'Pre-existing conditions upgrade' for more information about how this works.

### What's not covered

Unless you have a valid upgrade in place, we won't cover any claim for any insured person arising directly or indirectly from:

- Any pre-existing medical condition
- Any symptoms for which a diagnosis has been sought but not yet received, that the insured person was aware of prior to booking a trip (or purchasing a pack, whichever is later)

Whether you have a valid upgrade in place or not, there's no cover for any claim for any insured person arising directly or indirectly from any of the following:

- Prescribed medication not being taken as directed.
- Travelling against the advice of a doctor or purposely travelling without medical advice when it was reasonable to have consulted a doctor.
- Travelling with the intention of seeking medical advice or treatment, undergoing medical investigations, or any complications or new conditions found as a result of that advice, treatment or investigation.
- An insured person booking a trip or travelling when they have received a terminal prognosis.

## Pre-existing conditions upgrade

We'll assess the information you give us about pre-existing medical conditions, and if cover can be offered, we'll let you know whether there'll be an additional cost to you.

### How it works

- Where cover can be offered, you can choose whether to extend the travel insurance to cover claims arising from the insured person's pre-existing medical conditions.
- Once cover is in place there's no need to tell us about changes to the health of the insured person(s) you've bought the upgrade for until the upgrade ends, we'll cover changes to the conditions you told us about as well as any new symptoms, and any new diagnoses until the end date shown on your schedule.

### Adding another person to your pre-existing conditions upgrade

If you already have an upgrade in place and there's a change in another insured person's health that means they need cover, we'll add their details to the same upgrade. This means the end date on your schedule won't change.

Where cover can be offered for the additional person and you choose to pay the premium, the cost you pay will be adjusted accordingly based on the number of days that person is covered.

## Important information about the upgrade

1. The pre-existing conditions upgrade is an annual contract and begins on the start date shown on the upgrade schedule, which will be provided to you when you take out or make changes to your cover. Cover will continue for a period of 12 months from the start date unless it is cancelled by you or us before then. See section '7. General conditions' for full details about cancellation. The only exception to this is where the insured person(s) will reach the eligibility age limit within those 12 months, where this applies it will be made clear to you how long the cover will last when you take out your upgrade, and the dates of cover will be shown on your upgrade schedule.
2. If an insured person is on a trip when your upgrade expires, the cover will cease when the trip ends.
3. We'll contact you in writing at least 21 days before the end date on your schedule. To continue cover (including for any trips you've already booked), you'll need to complete a new medical assessment. This is because we know your health changes over time, keeping your details updated annually means we can provide you with an accurate quote for the cover you need.
4. The upgrade is only valid if your Pack is active and you remain eligible for the travel insurance.
5. If you have a trip that was booked before the expiry date of your upgrade and we are unable to continue to cover your medical condition(s) you can make a cancellation claim.
6. Our risk assessment system is updated on a regular basis. This might mean that the cover we offer and the premium we charge for your medical conditions may change even if your health has not changed.

## 5. Policy cover

### Table of benefits

This table explains the main benefits, features, exclusions, and limitations for each section of your policy. Please refer to the relevant section for further information.

Section	Main benefits and features	Per person, per trip		Significant or unusual limitations
		Limit	Excess	
Cancelling or coming home early	Unrecoverable unused pre-paid costs associated with the trip.  Additional travel costs (if unable to use a return ticket), and/or accommodation costs necessary to come home early.	£10,000	£50	<ul style="list-style-type: none"><li>• Pre-existing medical conditions, unless you have a valid pre-existing conditions upgrade in place.</li><li>• Any event, incident, or circumstance if, at the time you purchased your Pack or a trip was booked (whichever is later), it was known or could reasonably be expected to have been known that it could impact the insured person's travel plans.</li></ul>

Section	Main benefits and features	Per person, per trip		Significant or unusual limitations
		Limit	Excess	
Emergency medical and associated expenses	<p>Emergency medical treatment if the insured person falls ill or is injured on their trip.</p> <p>Costs if quarantined during a trip.</p>	<p>£10,000,000</p> <p>Lower limits apply for some associated expenses</p>	£50	<ul style="list-style-type: none"> <li>Pre-existing medical conditions, unless you have a valid pre-existing conditions upgrade in place.</li> <li>Costs for unused return travel where we've provided an alternative as part of your claim.</li> </ul>
Unexpected costs	<p><b>Travel Disruption</b></p> <p>Unexpected additional travel and accommodation costs to allow an insured person to continue the trip if their pre-paid travel plans are disrupted.</p>	£10,000	£50	<ul style="list-style-type: none"> <li>Any event, incident, or circumstance if, at the time you purchased your Pack or a trip was booked (whichever is later) it was known or could reasonably be expected to have been known that it could impact the insured person's travel plans.</li> <li>Any claim where the insured person hadn't allowed enough time, or done everything they reasonably could, to get to their departure point for the time shown on their itinerary.</li> <li>Any costs for running out of medication because the insured person hadn't taken enough with them to cover their time away.</li> </ul>
	<p><b>Missed transport</b></p> <p>Cover if pre-booked transport is missed because of an unexpected transport delay.</p>			
	<p><b>Delayed transport</b></p> <p>Cover if pre-booked transport is delayed.</p>	£250	Nil	
	<p><b>Emergency travel documents</b></p> <p>Cover to enable continuation of the trip or to come home if a return ticket can't be used because of a lost, stolen, or accidentally damaged passport or visa.</p>	£750	Nil	
	<p><b>Emergency medical supplies</b></p> <p>Cover for emergency medical supplies if an insured person has to stay past their scheduled return date.</p>	£200	Nil	
Personal liability	Cover if an insured person causes an accident on a trip which leads to death or injury to any person, or loss or damage to property.	£2,000,000	£50 for incidents arising from the occupation of temporary holiday accommodation	<ul style="list-style-type: none"> <li>Claims arising from an insured person's trade, business or profession, or involvement in manual or physical work of any kind.</li> <li>Use or ownership of animals, firearms, watercraft, electrically or mechanically powered vehicles, drones, or any aircraft.</li> </ul>

Section	Main benefits and features	Per person, per trip		Significant or unusual limitations
		Limit	Excess	
Legal expenses	Cover to pursue a civil claim if an insured person suffers personal injury or death during a trip	£50,000	Nil	<ul style="list-style-type: none"> <li>Any costs incurred before your claim has been accepted.</li> </ul>
Your belongings	If belongings are lost, stolen or accidentally damaged during a trip	£1,500 £400 for valuables, an individual item, a pair or a set £500 for money (£100 for under 16s)	£50	<ul style="list-style-type: none"> <li>Belongings, valuables or money deliberately left somewhere that is not in the insured person's full view, with someone they know, or their travel provider.</li> <li>Valuables or money unless kept in the insured person's hand luggage while they're travelling.</li> <li>Theft from an unattended vehicle or caravan unless it was broken into.</li> <li>Theft of valuables or money from an unattended vehicle or caravan unless left in an enclosed storage compartment.</li> <li>Hired sports equipment.</li> </ul>
	If bags are delayed for more than 12 hours on the outward journey	£150	Nil	
	Hire of replacement golf equipment	£350	Nil	
Winter sports	Cover for loss, theft or accidental damage to winter sports equipment	£500	£50	<ul style="list-style-type: none"> <li>Equipment deliberately left somewhere that is not in an insured person's full view, with someone they know, or with their travel provider.</li> <li>Hired sports equipment.</li> <li>Loss or theft from motor vehicles.</li> </ul>
	Piste closure	£300	Nil	
	Winter sports holiday disruption	£200		
	Ski pack	£500		

## A. Cancelling or coming home early

### What we'll cover

We'll pay the costs shown below if an insured person unavoidably has to cancel their trip or come home early because

- i. they, a person they're going to stay with, a close relative or a business colleague who must be at work in order for them to go on their trip becomes ill, is injured, dies or is quarantined. You'll also be covered if the insured person's travelling companion has to cancel the trip or come home early because of one of these events.
- ii. they or their travelling companion are
  - a. called as a witness or for jury service or to attend a tribunal in a court of law.
  - b. formally notified of redundancy.
  - c. needed at home following a burglary or severe damage to their home.
  - d. unable to reach or use their pre-arranged accommodation due to a natural disaster, severe weather, fire, explosion, or an outbreak of food poisoning.
  - e. denied boarding because there are too many passengers, and no alternative is available for more than 12 hours from the scheduled departure time.
  - f. a member of HM Armed Forces, the Emergency Services, a government department or the NHS and leave is cancelled due to an unexpected posting or an emergency in the UK.
- iii. the insured person or their travelling companion's
  - a. travel or accommodation provider becomes insolvent.
  - b. pre-booked travel arrangements on their outward journey from the UK are cancelled, delayed for more than 12 hours, or diverted after departure and the travel provider is unable to provide suitable alternative arrangements within 24 hours of the original departure.
- iv. in the 31 days before the departure date, or while the insured person is away on their trip
  - a. they or their travelling companion are the victim of a violent crime that's been dealt with by the police.
  - b. the FCDO issues an advisory notice advising British nationals against all (or all but essential) travel to the insured person's destination or to leave the area in which they are staying.
  - c. a government closes the border or introduces a local lockdown which prevents the insured person from travelling or continuing their trip.
  - d. a terrorist attack or natural disaster happens within a 50-mile radius of the insured person's pre-arranged accommodation and they don't wish to travel or they wish to return home early.

### We'll pay the following:

- Unrecoverable costs that each insured person has paid or legally has to pay for their own unused personal travel and accommodation, as well as unused pre-paid costs associated with the trip (for example pre-paid excursions, green fees, or kennel or cattery fees).
- Additional travel and accommodation costs to allow the insured person to return home early if they can't use their return ticket.

The most we'll pay for cancelling or coming home early is £10,000 per person.

We'll consider claims for costs which are unrecoverable from the insured person's travel and/or accommodation provider or agent, their debit/credit card company, PayPal, ABTA, ATOL or similar organisations.

#### **We won't cover**

- Anything excluded under section '4. Your health'.
- Any claim where, at the time of purchasing this Pack or booking a trip (whichever is later), the insured person knew that an illness, injury, or quarantine of a travelling companion, person the insured person was going to stay with, close relative or business colleague, could reasonably be expected to affect the insured person's travel plans.
- Any claim for severe/adverse weather where the insured person hasn't allowed sufficient time to reach the departure point, taking into account the weather forecast for the journey.
- The cost of any medical tests or vaccinations required to travel.
- Travel and accommodation costs relating to timeshare or holiday club agreements, for example management fees, maintenance costs and exchange fees.
- Any costs paid for using air miles, loyalty, reward or points schemes.
- Voluntary redundancy, resignation or dismissal.
- Costs for coming home early unless these have been authorised by us before arrangements are made.
- Any claim for additional travel and accommodation costs if a return ticket hadn't been purchased before the claim event occurred.
- Any claim where the travel or accommodation provider has offered suitable alternative arrangements and the insured person has refused them.
- Any claim for coming home early after the insured person has chosen to move to alternative accommodation.
- The cost of the original return travel to the UK if we've paid for alternative transport for the insured person to return home.
- Anything in section '6. General exclusions'.

## **B. Emergency medical and associated expenses**

If you have a medical emergency contact the 24 hour Medical Assistance number at any time on **0044 1603 604 976**

#### **In life-threatening situations**

Seek medical attention immediately, don't delay getting help but call our 24-hour Medical Assistance helpline as soon as you can. Our team will coordinate your treatment which may include moving you to another hospital or arranging to bring you home early. If necessary, we can arrange for a telephone consultation with our UK GPs.

#### **In non life-threatening situations**

Contact the same 24-hour Medical Assistance number before making any arrangements for any of the following

- admission to hospital
- treatment, tests or investigations as an outpatient
- repeat consultations with a doctor

For a minor illness or injury treated with medication from a pharmacy, or one-off treatment at a clinic, keep any receipts for costs incurred and contact us when you get home.



## What we'll cover

We'll provide the cover shown below if an insured person is suddenly and unexpectedly ill, is injured or dies, or is quarantined during a trip. By 'quarantine', we mean mandatory isolation in line with rules imposed by local government, or as advised by the insured person's treating doctor.

### Emergency medical

Emergency medical treatment (including rescue services to get to hospital following injury or illness), and emergency dental treatment required for immediate pain relief only.

### Associated expenses

- i. The necessary travel and accommodation costs for a person to stay with and/or travel to be with the insured person, where we agree this is necessary.
- ii. Accommodation costs (of similar standard to the accommodation which had been booked for the trip), and additional travel costs if the return ticket can't be used, if the insured person
  - a. needs to stay beyond their planned return date because they're quarantined or medically unfit to travel home.
  - b. is quarantined and the accommodation which had been pre-booked for the trip does not meet legal quarantine requirements.
- iii. Bringing the insured person home if it's medically necessary, where it will be arranged by us.
- iv. Costs of returning the insured person's body home or burial or cremation outside of the UK.
- v. Unrecoverable costs that the insured person has paid (or legally has to pay) for their own unused personal travel and accommodation, as well as unused pre-paid costs associated with the trip.

The most we'll pay for

- Emergency medical and associated expenses outside of the UK is £10 million per person
- Associated expenses within the UK is £10,000 per person
- Emergency dental treatment is £1,000 per person
- Non-refundable green fees is £300

If a valid claim is made under this section, we'll also pay a benefit of £50 for each full 24 hours the insured person is in hospital, confined to their accommodation or quarantined, up to a maximum of £1,000 per person.

### We won't cover

- Anything excluded under section '4. Your health'.
- Any form of treatment that our Medical Assistance provider thinks can reasonably wait until you return home.
- The cost of the original return travel to the UK if we've paid for alternative transport for the insured person to return home.
- Extra costs following the insured person's decision not to move hospital or return home, where having consulted with their treating doctor, it was deemed safe for them to travel by us.
- Alternative medicine or medical treatment that is not mainstream or the usual method of treatment of the insured person's illness or injury in the UK.
- Extra costs because the insured person has requested a single or private room.

### **We won't cover (Continued)**

- Costs relating to any medical treatment received in the UK unless this is
  - on board a cruise in UK waters.
  - during travel to or from the Channel Islands or Isle of Man and these costs are not covered by reciprocal healthcare agreements.
- Medication which, at the time the trip started, the insured person knew they'd need while they were away.
- Quarantine costs of remaining in holiday accommodation when the insured person is able to return home.
- Costs for treatment or services provided by a health spa, convalescent or nursing home, or any rehabilitation centre.
- Anything in section '6. General exclusions'.

## C. Unexpected costs

### **What we'll cover**

#### **Travel disruption**

We'll cover unexpected additional travel and accommodation costs to allow the insured person to continue their trip or to get home at the end of the trip, if their pre-paid travel plans are disrupted for the following reasons

- i. The insured person is unable to reach their departure point or their pre-arranged accommodation due to a natural disaster, severe weather, fire or explosion.
- ii. A natural disaster, severe weather, fire, explosion, or an outbreak of food poisoning means the insured person is unable to use their pre-booked accommodation.
- iii. The insured person's travel or accommodation provider becomes insolvent.
- iv. The insured person's pre-booked travel arrangements are cancelled or delayed for more than 12 hours from the time shown on their ticket or diverted after departure and the travel provider is unable to provide suitable alternative arrangements within 24 hours of the original departure.
- v. The insured person is denied boarding because there are too many passengers and no alternative is available for more than 12 hours.

We'll also pay a proportionate refund for any unrecoverable unused pre-paid event tickets, green fees and excursion costs if one of the following happens

- i. The insured person arrives at their destination later than scheduled due to their travel plans being disrupted for one of the reasons listed above.
- ii. The cruise ship the insured person is travelling on is unable to dock at the scheduled destination.

#### **Missed transport**

We'll pay for alternative travel and accommodation costs to enable the insured person to reach their destination if their pre-booked transport is missed because of an unexpected transport delay, such as the vehicle they're travelling in breaking down, or public transport being delayed or cancelled.

#### **Delayed transport**

We'll pay £50 for each full 12-hour period an insured person's pre-booked transport is delayed if they decide to continue the trip. We'll work out the length of the delay from the date and time of the scheduled departure.

## Emergency travel documents

If an insured person's passport or visa is lost, stolen or accidentally damaged while they're outside the UK, we'll pay for an emergency travel document and additional travel and accommodation costs to enable them to continue their trip or return home if they can't use their return ticket.

## Emergency medical supplies

If an insured person is unable to return home on their pre-booked transport and their prescribed medication has run out as a result of having to make alternative travel arrangements, we'll pay for emergency medical supplies.

The most we'll pay for

- Travel disruption is £10,000 per person
- Missed transport is £10,000 per person
- Delayed transport is £250 per person
- Emergency travel documents is £750 per person
- Emergency medical supplies is £200 per person

All costs for alternative transport or accommodation must be of a similar standard to that which was originally booked.

The excess applies to claims for Travel disruption and Missed transport only.

### We won't cover

- Any costs where the travel or accommodation provider has offered alternative suitable arrangements and the insured person has refused them.
- Any costs under Travel disruption or Missed transport where we've paid a claim for cancelling or coming home early due to the same event.
- Any costs for running out of medication because the insured person hasn't taken enough with them to cover the time away.
- Any claim under Emergency travel documents for the travel or accommodation expenses of any person who could travel without the insured person making the claim, but decides to stay with them.
- The costs of purchasing a new replacement passport or visa.
- Anything in section '6. General exclusions'.

## D. Your belongings

Please read this section carefully to ensure both the cover and the limits provided meet your needs. If the cover or limits do not provide you with enough cover then you may need to seek insurance for your belongings elsewhere, for example through your home contents insurance.

**Belongings** – means the insured person's luggage and its contents, anything worn or carried whilst travelling, and golf equipment (but excluding money and valuables).

**Valuables** – means jewellery, watches, items made of or containing precious metals or stones, binoculars, handheld games consoles and equipment, mobile phones, mp3 players, photographic or video equipment, e-readers, laptops, tablets and any accessories designed to be used with any of these including headphones.

**Money** – means personal cash, postal or money orders, pre-paid coupons or vouchers, non-refundable pre-paid event and entertainment tickets, passports, visas, driving licences and travel tickets that are owned by the insured person.

## What we'll cover

We'll cover you if any insured person's belongings, valuables or money are lost, stolen or accidentally damaged during the trip. We'll also pay for

- i. The replacement of essential items that the insured person needs on the trip if their bags are temporarily lost by their transport provider on the outward journey and the transport provider can confirm the insured person was without them for more than 12 hours.
- ii. Hire of replacement equipment if an insured person's golf equipment is lost, stolen, accidentally damaged or delayed by their transport provider on the outward journey and the transport provider can confirm the insured person was without it for more than 12 hours.

We'll choose to settle any claim by payment or replacement and all claims will be settled based on their value at the time of loss. We won't pay the cost of replacing with new items and we also won't pay more than the original cost that the insured person paid for the items.

For golf equipment, we'll calculate the value of any item at the time of loss less a deduction for wear and tear and depreciation.

Age of golf equipment	What we'll pay
Less than 1 year old	90% of value
Less than 2 years old	70% of value
Less than 3 years old	50% of value
Less than 4 years old	30% of value
Over 4 years old	10% of value

The most we'll pay for your belongings is £1,500 per person. This includes limits of

- £500 per person for money (£100 if under 16 years old)
- £400 maximum for any valuables, individual item, pair or set
- £150 for the temporary loss of bags
- £300 for the hire of replacement golf equipment

The excess doesn't apply to claims for temporary loss of bags or hire of replacement golf equipment.

### **We won't cover**

- Belongings, money or valuables deliberately left somewhere that isn't in the insured person's full view, with someone they know, or with their travel provider.
- Valuables or money unless kept in the insured person's hand luggage while they're travelling.
- Theft from an unattended motor vehicle or caravan unless it was locked and there is evidence of a break in.
- Theft of money or valuables from an unattended vehicle or caravan unless left in an enclosed storage compartment, boot, or luggage space.
- Theft from a hotel room/apartment unless there's evidence of a break in and any valuables and/or money were left in a locked safe.
- Damage to glass (except lenses in cameras, binoculars, telescopes and spectacles), china or similar fragile items.
- Belongings, valuables or money confiscated or detained by customs or other officials.
- Items used in connection with an insured person's job unless they belong to the insured person personally.
- Pedal cycles, fishing or scuba equipment, or drones.
- Winter sports equipment, for example skis, snowboards, boots, helmets, bindings or poles. See section 'I. Winter sports' for details of the cover provided under this policy.
- Parts and accessories of any motor vehicles, caravans, trailers, aircraft, boats, boards or craft designed to be used on or in water.
- Contact lenses, hearing aids, or medical or dental fittings.
- Bonds, securities or documents of any kind (other than those defined as money).
- Shortages due to a mistake or change in exchange rates.
- Wear and tear or loss of value.
- Hired sports equipment.
- Claims for delayed baggage on the insured person's return trip home.
- Anything in section '6. General exclusions'.

## **E. Accidental death or permanent disability**

### **What we'll cover**

We'll pay a benefit if an insured person suffers an accidental bodily injury during their trip that requires urgent and immediate medical attention, and within 24 months of the accident, the injury leads solely, directly and independently to one of the following

- i. Death (the benefit will be paid into the insured person's estate).
- ii. Total and permanent loss of use of an entire arm, leg, hand or foot.
- iii. Permanent loss of sight to the extent that the insured person is eligible to be registered as severely sight impaired.
- iv. Permanent disablement which entirely prevents the insured person following any occupation suited to their education, experience and capability.

We'll pay £50,000 per person for accidental death or permanent disability (other than death benefit if under 16 years old where we'll pay £3,000).

Only one benefit will be paid under this section, regardless of the number of injuries sustained.

### **We won't cover**

- Accidental death or permanent disability claims where the insured person is taking part in any aerial activity.
- Any claim for accidental death or permanent disability caused by sickness, disease, nervous shock or naturally occurring condition or degenerative process.
- Anything excluded in section '6. General exclusions'.

## F. Personal liability

### **What we'll cover**

We'll cover compensation an insured person legally has to pay if they cause an accident during a trip that leads to

- i. Death or physical injury to any person.
- ii. Loss or damage to property or belongings, including temporary holiday accommodation not owned by any insured person or a member of their family.

We'll also pay any legal costs or expenses incurred by the insured person in relation to the incident. Our consent must be obtained in writing before the insured person incurs any expenses.

- The most we'll pay for personal liability is £2 million per incident, per policy.
- The £50 excess is only applicable for claims relating to temporary holiday accommodation.

### **We won't cover**

- Fines or damages the insured person must pay as punishment rather than compensation.
- Loss of or damage to property which belongs to, or is under the control of any insured person, a member of their family, or an employee, other than temporary holiday accommodation.
- Death or bodily injury of an insured person, member of their household, or anyone employed by them.
- Liability arising from
  - anything in connection with an insured person's trade, business or profession, voluntary, charity or conservation work, casual paid or unpaid work.
  - involvement in manual or physical work of any kind.
  - owning or using
    - any land or building, other than temporary holiday accommodation which is not owned by an insured person or a member of their family.
    - animals.
    - firearms, other than sporting guns used for clay-pigeon or small-bore shooting.
    - watercraft (other than surfboards or craft propelled by oars or paddles).
    - electrically or mechanically powered vehicles, other than golf buggies or vehicles designed to assist disabled persons (as long as not registered for road use).
    - drones or aircraft or any description.
- Anything in section '6. General exclusions'.

## G. Legal expenses

Legal expenses cover is underwritten by Aviva Insurance Limited. Claims handling is undertaken by Arc Legal Assistance Limited or such other company as we notify you of from time to time.

### What we'll cover

If an incident causes the death or injury of an insured person during the trip which wasn't their fault, we'll provide a lawyer and legal costs to pursue a claim.

- The most we'll pay for legal expenses is £50,000 per person.
- No excess applies to this section.

### Personal legal advice

We'll give you confidential advice over the phone on any personal legal problem that may lead to a claim under this section. We'll tell you what your legal rights are, what course of action is available to you, and whether these can best be implemented by you or whether you need to consult with a lawyer.

### We won't cover

- Claims that don't result from a specific incident that happened during the trip.
- Costs incurred prior to our written acceptance of your claim.
- An application for judicial review.
- Claims made by anyone other than you or your family enforcing their rights under this cover.
- Claims which, in the lawyer's opinion, are more likely to fail than succeed.
- Claims where the costs of the claim are more than the potential compensation.
- Costs relating to a contingency fee arrangement. In some countries a lawyer will only work for you if they receive a percentage of the compensation that you are rewarded. You cannot recover that percentage from this insurance.
- Anything in section '6. General exclusions'.

### Choice of lawyer

- If court proceedings are issued within the UK or there is a conflict of interest, you can choose your own lawyer.
- For proceedings outside the UK we'll choose the lawyer.
- We'll appoint the lawyer subject to acceptance of our standard terms of appointment which are available on request.

### Our rights and your obligations

- On request, your lawyer must provide us with the information or opinion about your claim.
- You must fully co-operate with us and the lawyer.
- You must notify us immediately if anyone offers to settle a claim. If you don't accept an offer which the lawyer advises is reasonable, we may refuse to pay further costs.
- If your claim is successful, you must instruct your lawyer to attempt to recover all costs relating to your case.
- This cover will end if you
  - Settle or withdraw a claim without our agreement.
  - Do not co-operate with us or the lawyer.
  - Dismiss a lawyer without our consent. We won't withhold consent without good reason.

If, due to the above, we incur costs that wouldn't otherwise be incurred, we reserve the right to recover these from you.

# H. Sports activities

## What we'll cover

We'll cover injury, illness or death that occurs whilst taking part in most sports activities. The activities that are not covered are in the 'Excluded activities' list below.

You and all insured persons must take all reasonable precautions to protect yourselves against illness and injury, including making use of any appropriate safety equipment, including helmets, following any instructions provided (if taking part in an organised activity) and only taking part if medically fit to do so.

Some activities are excluded under the Personal liability section, particularly those involving the use of aircraft, watercraft and mechanical or electrical vehicles. Please refer to section 'F. Personal liability' for further information.

### We won't cover

- Any claim as a result of any insured person
  - training for, or taking part in any race or time trial, organised sports event or competition, or any display, performance or tournament.
  - participating in an activity as a professional or where being paid or receiving benefits of any kind, such as travel and/or accommodation expenses.
- Anything in section '6. General exclusions'.

### Excluded Activities

There's no cover for any claim that happens as a result of any insured person participating in the activities listed below, or any financial loss as a result of an insured person being unable to participate in these activities.

#### Land

- Adventure racing, endurance events, marathon, ultramarathon, multi-discipline events
- Big game hunting, hunting
- Boxing, martial arts
- Caving, potholing
- Charity or conservation work that is not organised through a registered organisation, is not voluntary, or involves work at heights over 3 metres or work in a healthcare facility
- Cycle racing
- Expeditions
- Free running, Parkour
- Horse riding involving jumping or hunting
- Mountain biking – other than trails graded as easy or moderate
- Mountaineering, rock climbing, bouldering (outdoors), or via ferrata
- Track events involving the use of motor vehicles
- Trekking that involves an ascent to more than 5,000 metres altitude

#### Water

- Canyoning, Coasteering
- Cliff diving or jumping
- Free diving
- High diving
- Ice diving
- Kite surfing
- River sports involving rivers over grade 3
- Sailing or yachting more than 12 miles from shore or where not following the sailing regulations and competency requirements for the destination
- Scuba diving
  - where this is the main reason the trip was booked.
  - where not accompanied by a qualified instructor or dive master.
  - beyond the depth to which the insured person is qualified to a maximum of 40m.
  - that is professional, commercial or technical diving in nature, including but not limited to enriched air, tutor, solo, wreck, cave or cavern diving.
- Water ski jumping



## We won't cover (continued)

### Aerial

- Base jumping
- Gliding
- Hang gliding
- Parachuting
- Paragliding
- Sky diving or parachuting (other than tandem skydiving through a licensed operator)

### Winter sports activities

- Bobsleigh, cresta, luge, skeleton
- Freestyle skiing or snowboarding
- Off-piste skiing (unless accompanied by a qualified guide at all times in areas the resort management consider to be safe)
- Heli-skiing
- Glacier skiing
- Ski flying, jumping, stunting, or surfing
- Ski mountaineering

## I. Winter sports

### What we'll cover

**Winter sports are covered up to 31 days per calendar year.**

#### Winter sports equipment

- We'll cover the insured person's skis, snowboards, boots, helmets, bindings or poles if lost, stolen or accidentally damaged, we'll also cover their lift pass if it's lost or stolen.
- We'll pay for the hire of replacement equipment if the insured person's own winter sports equipment is lost, stolen, accidentally damaged, or lost in transit for more than 24 hours.

#### Piste closure

**This section does not apply to cross-country skiing.**

If all pistes at the resort the insured person has booked are closed because of lack of snow, excessive snow, or high winds we'll pay a daily benefit up to the limit shown below.

#### Winter sports holiday disruption

- We'll pay a benefit for each day that an insured person is medically certified as being unable to ski or board, as well as a proportionate refund of their non-refundable ski pack (lessons from a ski school, ski hire and lift pass).
- We'll pay a benefit for additional travel and accommodation expenses if an insured person is delayed for more than 5 hours by avalanche or landslide and this means they can't reach their resort or it delays their departure from the resort on their return home.

The most we'll pay for winter sports equipment is £500 per person. We'll calculate the value of any item at the time of loss less a deduction for wear and tear and depreciation.

Age of winter sports equipment	What we'll pay
Less than 1 year old	90% of value
Less than 2 years old	70% of value
Less than 3 years old	50% of value
Less than 4 years old	30% of value
Over 4 years old	10% of value

The most we'll pay per person is

- £300 for piste closure
- £250 for loss or theft of lift pass
- £200 for winter sports holiday disruption, other than for a ski pack where we'll pay up to £500
- £200 for hire of replacement equipment

The £50 excess applies to claims for winter sports equipment only.

#### **We won't cover**

- Winter sports equipment which has been deliberately left somewhere that isn't in the insured person's full view, with someone they know, or with their travel provider.
- Wear and tear, loss of value, or any damage caused by cleaning, repairing or restoring.
- Hired sports equipment.
- Loss or theft from motor vehicles.
- Anything in section '6. General exclusions'.

## 6. General exclusions

These exclusions apply to all sections of this worldwide travel insurance.

- Any claim for death, injury or illness resulting from the insured person's
  - misuse of alcohol or drugs or consumption of alcohol or drugs (other than drugs taken under medical supervision and not for treating alcohol addiction) to an extent which causes immediate or long term physical or mental impairment, including impairment to the insured person's judgement causing them to take action they would not normally have taken.
  - misuse of alcohol or drugs causing an exacerbation of an accepted medical condition.
- Any claim that results from an insured person
  - deliberately putting themselves at risk of death, injury or illness (unless their life was in danger, or they were trying to save human life)
  - standing or climbing on any balcony railing or jumping from or between balconies.
  - flying (other than as a fare paying passenger in a fully licensed passenger carrying aircraft).
  - being in control of a motor vehicle, unless the insured person is fully licensed for such a vehicle in the UK (where applicable) and complying with all local laws applying to the use of the vehicle, for example, wearing a seatbelt where this is required by law (including if they're a passenger).
  - using a motorcycle, scooter, moped, or quad bike unless wearing a crash helmet.
  - being in control of an electric or motor vehicle and
    - acting in a dangerous or careless manner.
    - exceeding the legal speed limit.
    - drink or drug driving.
- Any claim that results from an insured person's suicide or deliberate self-inflicted injury.
- Any claim because any insured person doesn't feel like travelling or doesn't enjoy the trip.
- Any claim that happens as a result of an insured person
  - travelling against the advice of the FCDO.
  - not complying with advice or measures which have been put in place by a government in the UK or overseas, for example quarantine rules or curfews.
  - not having the correct travel documents or not meeting the entry requirements to a country they are travelling to or through (for example visas or vaccination records).

- Any claim as a result of an insured person having to quarantine upon return to the UK.
- Any claim for costs which are recoverable from the insured person's travel and/or accommodation provider or agent, debit/credit card company, PayPal, ABTA, ATOL or similar organisation.
- Any claim in relation to any event, incident or circumstances if, at the time you purchased your Pack or the insured person booked a trip (whichever is later), the insured person knew that, or could reasonably be expected to have known that
  - the event or incident had already occurred or was going to occur
  - the circumstances existed, or were going to exist
 and that the event, incident, or circumstances could reasonably be expected to affect the insured person's travel plans.
- Any claim for loss or theft unless reported to the police and a written report obtained (where it's not possible to obtain a police report we'll accept other independent proof of loss such as a letter from the transport company, accommodation provider or vehicle hire company).
- Any claim where the insured person hasn't allowed enough time, or done everything they reasonably can, to get to their departure point for the time shown on their itinerary.
- Any loss that is not specifically described in this policy.
- Any costs you or another insured person have paid on behalf of persons not insured under this policy.
- Any claim for course or tuition fees, project costs, sponsorship fees or similar.
- Any incident which occurs after 31 days unless you've purchased a longer trip upgrade. Any incident after the longer trip upgrade ends.
- Any claim resulting from a tropical disease where the insured person hasn't had the recommended inoculations and/or taken the recommended medication.
- The cost of Air Passenger Duty (APD).
- Travelling against the advice of a doctor or purposely travelling without medical advice when it was reasonable to have consulted a doctor.
- Travelling with the intention of seeking medical advice or treatment, undergoing medical investigations, or any complications or new conditions found as a result of that advice, treatment or investigation.
- Any consequence whatsoever which is the direct or indirect result of any of the following, or anything connected with any of the following, whether or not contributed to by any other cause or event
  - war, invasion, act of a foreign enemy, hostilities or warlike operation or operations (whether war has been declared or not), civil war, revolution, rebellion or insurrection, civil commotion which is of such severity or magnitude that it can amount to or be likened to an uprising, military power (even if properly authorised by the duly elected government), usurped power.
  - an attempt by hackers to damage or destroy a computer network or system (i.e. cyber attack).
  - any action taken to prevent, control or suppress, or which in any way relates to the above.
- Claims directly or indirectly caused by
  - ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from burning nuclear fuel.
  - the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear part of an assembly.
  - pressure waves caused by an aircraft and other aerial devices travelling at sonic or supersonic speeds.

# 7. General conditions

## Your cancellation rights

You have a statutory 14-day period in which to cancel this policy. This period begins on the date you purchase this Pack or the date you receive your policy document, whichever is later. If you've paid your first monthly Pack fee and cancel within this period, it will be refunded.

For your cancellation rights outside the 14-day period, please refer to 'Closing your Pack' in the Barclays Pack(s) terms and conditions within this Welcome Pack.

## Upgrades

- You have a statutory right to cancel within 14 days from the day of purchase of the upgrade or the day on which you receive your documents, whichever is later. If you wish to cancel, you'll be entitled to a full refund of any premium paid provided no one insured by this Pack has travelled, and there's been no claim or incident likely to give rise to a claim. If you don't exercise your right to cancel, cover will continue in force and you will need to pay any premium due.
- For cancellations outside this 14-day period no refund of premium will be made.

## Our cancellation rights

Barclays may cancel the Worldwide Travel Insurance immediately on our behalf by sending at least 7 days' written notice to your last known postal and/or email address setting out the reason for cancellation. Valid reasons include but are not limited to the following

- Where we reasonably suspect fraud.
- Where you fail to co-operate with us or provide us with information or documentation we reasonably require and this affects our ability to process a claim or defend our interests.
- Where you haven't taken reasonable care to provide complete and accurate answers to the questions we ask. See section '4. Your health', and 'Information and changes you need to tell us about' in section '3. Things you need to know about this insurance'.

Barclays may also cancel this insurance and your Pack in accordance with the terms of the Barclays Pack(s) terms and conditions within this Welcome Pack.

## Automatic termination of cover

The policy will remain in force until the first of the following automatic termination events occur.

The Pack holder

- closes this Pack. When and how you can do this is set out in the 'Closing your Pack' section in the Barclays Pack(s) terms and conditions within this Welcome Pack.
- reaches 80 years of age.
- is no longer a UK resident, or changes their main address to a non UK address.

Barclays removes the Pack for one of the reasons in the 'Closing your Pack' section in the Barclays Pack(s) terms and conditions within this Welcome Pack.

**If an insured person isn't eligible for the travel insurance cover, there will be no refund or reduction in the Pack fee.**

As your circumstances may change over time, it's important that you review the terms and conditions of your worldwide travel insurance regularly to check you remain eligible and that the cover remains adequate for your needs.

**If an insured person is on a trip at the time an automatic termination event occurs, all cover will cease when the trip ends.**

## When we can make changes to your cover

We can, at any time and after taking a fair and reasonable view, make changes to your Travel Insurance terms and conditions, to reflect changes in our expectations of the future likely cost of providing cover. Policy cover may increase or decrease, but the changes will not be made for the sake of recouping past losses. When doing so we will only consider one or more of the following:

- Our experience and expectations of the cost of providing this product and/or other Aviva products of a similar nature.
- Information reasonably available to us on the actual and expected claims experience of insurers of similar products.
- Widely available economic information such as inflation rates and exchange rates.

Additionally, we can, at any time and after taking a fair and reasonable view, make changes to your Travel Insurance terms and conditions:

- to reflect changes (affecting us or your policy) in the law or regulation or the interpretation of law or regulation, or changes in taxation.
- to reflect decisions or recommendations of an Ombudsman, regulator or similar person, or any code of practice, with which we intend to comply.
- in order to make your policy clearer and fairer to you or to rectify any mistakes that may be discovered in due course.

Changes (together with the reasons for such changes) will be notified to you in writing at least 30 days in advance.

## Claims fraud

If your claim is in any way dishonest or exaggerated, we will not pay any benefit under this policy, 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 to include recovery of any sums paid to you in respect of the fraudulent claim.

## Contribution to claim

If, at the time of an incident which results in a claim under this policy, there's any other insurance or other source covering the same loss, damage, expense or liability, we're entitled to approach that insurer and/or other source for a contribution towards the claim and will only pay our share.

## Your duty to prevent injury, loss, theft or damage

You and all insured persons must take all reasonable precautions to protect yourselves, your property, and the property of others.

## Transfer of rights

You cannot transfer your rights under this policy. A person, partnership (whether limited or not) or company who is not insured under this policy has no rights under the Contracts (Rights of Third Parties) Act 1999 to enforce any of its terms.

## Payments made under compulsory insurance regulations and rights of recovery

If the law of a country in which this policy operates requires us to settle a claim which, if this law had not existed, we would not be obliged to pay, we shall be entitled to recover such payments from the relevant person insured or the person who incurred the liability.

## Choice of law

The law of England and Wales will apply to this contract, unless

- You and we agree otherwise; or
- At the date of the contract you are a resident of Scotland or Northern Ireland in which case (in the absence of agreement to the contrary) the law of that country will apply.

## Use of language

Unless otherwise agreed, the contractual terms and conditions and other information relating to this contract will be in English.

## Complaints

### What to do if you are unhappy

If you are unhappy with any aspect of the handling of your claim we would encourage you, in the first instance, to seek resolution by contacting the Travel Claims Helpline number; or if your complaint is regarding anything else please contact the Customer Services Helpline number.

### What will happen if you complain?

We aim to resolve all complaints as quickly as possible. If we are unable to resolve your concerns quickly, we will

- Acknowledge your complaint promptly
- Assign a dedicated complaint expert who will review your complaint
- Carry out a thorough and impartial investigation
- Keep you updated of the progress
- Provide a written response within eight weeks of receiving your complaint, this will inform you of the results of our investigation or explain why this isn't possible

Where we have been unable to resolve your concerns or have been unable to resolve your complaint within eight weeks, you may be able to ask the Financial Ombudsman Service to carry out an independent review. Whilst we are bound by their decision, you are not. Contacting them will not affect your legal rights.

You can contact the Financial Ombudsman Service by telephone on **0800 023 4567**. You can also visit their website at **financial-ombudsman.org.uk** where you will find further information.

Please be aware that the Financial Ombudsman Service will only be able to consider your complaint when we have had the opportunity to consider and resolve this.

## Financial Services Compensation Scheme

Depending on the circumstances of your claim you may be entitled to compensation from the Financial Services Compensation Scheme (FSCS) if we cannot meet our obligations. See **fscs.org.uk**

# Privacy overview

## Aviva privacy notice

### Personal information

We collect and use personal information about you so that we can provide you with a policy that suits your insurance needs. This notice explains the most important aspects of how we use your information but you can get more information about the terms we use and view our full privacy policy at [aviva.co.uk/privacypolicy](https://www.aviva.co.uk/privacypolicy) or request a copy by writing to us at Aviva, Freepost, Mailing Exclusion Team, Unit 5, Wanlip Road Ind Est, Syston, Leicester LE7 1PD.

The data controller responsible for this personal information is Aviva Insurance Limited as the insurer of the product. Additional controllers include Barclays, who are responsible for the sale and distribution of the product, and any applicable insurers, reinsurers or brokers we use.

### Personal information we collect and how we use it

We will use personal information collected from you and obtained from other sources:

- to provide you with insurance: we need this to decide if we can offer insurance to you and if soon what terms and also to administer your policy, handle any claims and manage any renewal
- to support legitimate interests that we have as a business. We need this to:
  - manage arrangements we have with our insurers, reinsurers and brokers we use, and for the detection and prevention of fraud
  - to meet any applicable legal or regulatory obligations: we need this to meet compliance requirements with our regulators (e.g. Financial Conduct Authority), to comply with law enforcement and to manage legal claims, and
  - to carry out other activities that are in the public interest: for example, we may need to use personal information to carry out anti-money laundering checks.

We may also use personal information about other people, for example family members you wish to insure on a policy. If you are providing information about another person we expect you to ensure that they know you are doing so. You might find it helpful to show them this privacy notice.

The personal information we collect and use will include name, address, date of birth and financial information. If a claim is made we will also collect personal information about the claim from you and any relevant third parties. We may also need to ask for details relating to the health or any unspent offences or criminal convictions of you or somebody else covered under your policy. We recognise that information about health and offences or criminal convictions is particularly sensitive information. We'll ensure that we only use that information where we need to for our insurance purposes (including assessing the terms of your insurance contract, dealing with changes to your policy and/or dealing with claims).

There may be times when we need consent to use personal information for a specific reason. If this happens we will make this clear to you at the time. If you give us consent to using personal information, you are free to withdraw this at any time by contacting us – refer to the 'Contacting us' details below. Please note that if consent to use this information is withdrawn we will not be able to continue to process the information you gave us for this/these purpose(s). This would not affect our use of the information where consent is not required.

Of course, you don't have to provide us with any personal information, but if you don't provide the information we need we may not be able to proceed with your application or any claim you make.

Some of the information we use as part of this application may be provided to us by a third party. This may include information already held about you within the Aviva group, including details from previous quotes and claims, information we obtain from publicly available records, our trusted third parties and from industry databases, including fraud prevention agencies and databases.

### **Credit Reference Agency Searches**

To ensure the Insurer has the necessary facts to assess your insurance risk, verify your identity, help prevent fraud and provide you with our best premium and payment options, the Insurer may need to obtain information relating to you at quotation, renewal and in certain circumstances where policy amendments are requested. The Insurer or their agents may undertake checks against publicly available information (such as electoral roll, county court judgments, bankruptcy orders or repossession(s)). Similar checks may be made when assessing claims.

The identity of our Credit Reference Agency and the ways in which they use and share personal information, are explained in more detail at [transunion.co.uk/crain](https://transunion.co.uk/crain)

### **Automated decision making**

We carry out automated decision making to decide whether we can provide insurance to you and on what terms, deal with claims or carry out fraud checks. In particular we may use an automated underwriting engine to provide a quote for this product, using the information we have collected.

### **How we share your personal information with others**

We may share your personal information:

- with the Aviva group, our agents and third parties who provide services to us, Barclays and other insurers (either directly or via those acting for the insurer such as loss adjusters or investigators) to help us administer our products and services
- with regulatory bodies and law enforcement bodies, including the police, e.g. if we are required to do so to comply with a relevant legal or regulatory obligation
- with other organisations including insurers, public bodies and the police (either directly or using shared databases) for fraud prevention and detection purposes
- with reinsurers who provide reinsurance services to Aviva and for each other in respect of risks underwritten by Aviva, with insurers who cover Aviva under its group insurance policies and with our brokers who arrange and manage such reinsurance and insurance arrangements. They will use your data to decide whether to provide reinsurance and insurance cover, arrange and manage such cover, assess and deal with reinsurance and insurance claims under such cover and to meet legal obligations. They will keep your data for the period necessary for these purposes and may need to disclose it to other companies within their group, their agents and third party service providers, law enforcement and regulatory bodies.

Some of the organisations we share information with may be located outside of the European Economic Area ("EEA"). We'll always take steps to ensure that any transfer of information outside of Europe is carefully managed to protect your privacy rights. For more information on this please see our Privacy Policy or contact us.



## **How long we keep your personal information for**

We maintain a retention policy to ensure we only keep personal information for as long as we reasonably need it for the purposes explained in this notice. We need to keep information for the period necessary to administer your insurance and deal with claims and queries on your policy.

We may also need to keep information after our relationship with you has ended, for example to ensure we have an accurate record in the event of any complaints or challenges, carry out relevant fraud checks, or where we are required to do so for legal, regulatory or tax purposes.

## **Your rights**

You have various rights in relation to your personal information, including the right to request access to your personal information, correct any mistakes on our records, erase or restrict records where they are no longer required, object to use of personal information based on legitimate business interests, including profiling and marketing, ask not to be subject to automated decision making if the decision produces legal or other significant effects on you, and data portability. For more details in relation to your rights, including how to exercise them, please see our full privacy policy or contact us – refer to the 'Contacting us' details below.

## **Contacting us**

If you have any questions about how we use personal information, or if you want to exercise your rights stated above, please contact our Data Protection team by either emailing them at [dataprt@aviva.com](mailto:dataprt@aviva.com) or writing to the Data Protection Officer, Pitheavlis, Perth PH2 0NH.

If you have a complaint or concern about how we use your personal information, please contact us in the first instance and we will attempt to resolve the issue as soon as possible. You also have the right to lodge a complaint with the Information Commissioner's Office at any time.

## **Fraud prevention and detection**

In order to prevent and detect fraud we may at any time share information about you with other organisations and public bodies including the police.

You should show this notice to anyone who has an interest in the insurance under the policy.

# RAC Comprehensive Breakdown Cover

There may be more than one option for **you** to get **your vehicle** fixed if **you break down**.

**We'll** look at **your** situation and find the best way to get **you** going again.

**We** may offer **you** an option not covered under **your** policy which may incur an extra cost to **you**. **You** do not have to agree to this. But it may help **you** get back on the road faster.

## Contents

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### Breakdown Cover

Section A – Roadside and At Home

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Section D – European Breakdown Cover

### Accident Care

### Telephone Legal Helpline

### Additional services

### General conditions

### Conditions specific to European Breakdown

### Cancellation

### Complaints

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## Contact us

	Contact
For <b>breakdown</b> in the <b>UK</b> and Accident Care	Travel Pack Plus – 0330 159 0235 Or log via the My RAC App or visit <a href="http://www.rac.co.uk/reportbreakdown">www.rac.co.uk/reportbreakdown</a>
For <b>breakdown</b> in <b>Europe</b>	+44 161 452 3205
From a French landline (freephone)	08 00 94 20 44
From the Republic of Ireland (freephone)	1 800 535 005
Electrical Vehicle Support Line	0333 070 2786 <a href="mailto:BarclaysEVSsupport@rac.co.uk">BarclaysEVSsupport@rac.co.uk</a>
Legal Helpline	0330 159 1446
Bringing your vehicle back to the UK after a breakdown in Europe	0330 159 0342
Reimbursement claim forms:	
For <b>UK breakdowns</b>	<a href="http://www.rac.co.uk/reimbursementclaimform">www.rac.co.uk/reimbursementclaimform</a>
For <b>European breakdowns</b>	<a href="http://www.rac.co.uk/europeanclaimform">www.rac.co.uk/europeanclaimform</a>
Hearing assistance	Textphone Prefix 18001 to access Tynetalk or text us on 07855 82 82 82.

**We** do not cover the cost of making or receiving calls. **Our** calls may be monitored and/or recorded.

**In the UK:** Call charges may apply. Check with **your** provider. 03 numbers are charged at national call rates and usually included in inclusive minute plans. Texts will be charged at **your** standard network rate.

**In Europe:** Roaming charges may apply. Please check with **your** provider. **We** may not always be able to return a call to a mobile.

**If the vehicle breaks down, please provide us with:**

1. **Your** name
2. A form of ID
3. Your **vehicle's** make, model and registration number
4. The location of the **vehicle** – the road **you're** on or the nearest junction
5. The number of the phone **you're** using
6. The cause of the **breakdown**, if **you** know it
7. A credit card in **your** name if **you** need a hire car or additional services

Some garages in **Europe** may need to see **your** passport or V5C (registration document) before they can begin repairs.

**Remember**

1. Please let **us** know if **you've** called **us** but manage to get going before **we** arrive.
2. **We'll** only provide cover if **we** arranged help. Please don't go to a garage or other recovery service.
3. Breakdowns must be reported to **us** within 24 hours. If **you** don't, **we** may refuse cover.

**Breakdown or road traffic collision on a motorway in Europe**

Motorways in France and many other parts of **Europe** are privately managed. **You** must use the roadside emergency phones on private roads as **we** aren't able to send help. **Your vehicle** may be recovered by the police or other authorised service, often for a standard fee, which **you** may have to pay on the spot. **We** will **reimburse** these charges as long as the **vehicle** is towed to their depot.

If they won't recover **your vehicle**, then please contact **us**.

# RAC Comprehensive Breakdown Cover

## Definitions

Words in bold have their own meaning:

### Approved garage

A garage in the **UK** that is approved by **us**.

### Beyond economical repair

Means the total cost to repair the **vehicle**, including any taxes, is more than its **market value**.

If it has **broken down in Europe**, the total cost to repair the **vehicle** will be based on the repair estimate in the country where the **breakdown** happened.

### Breakdown, break down, broken down

An event that stops the **vehicle** being driven due to mechanical or electrical failure. Includes flat tyres (in the **UK** only) and failure of starter battery.

Please note: Misfuel, running out of fuel, **road traffic collision**, fire, flood, theft, vandalism, or any other **driver induced fault** is not breakdown, but we may be able to help under the "Additional Services" or "Accident Care" sections.

### Caravan, trailer

A caravan or trailer that is less than 3.5 tonnes, 7m long (with tow hitch) and 2.55m wide. In **Europe** it must be less than 3m high.

### Claim

Each separate request for service or benefit under this policy.

### Driver induced fault

A fault with the **vehicle** caused by actions or omissions of the driver. This could be running out of fuel (or charge in an electric vehicle) or keys that have been lost, stolen, broken or locked in the vehicle.

### Europe

Albania, Andorra, Armenia, Austria, Azerbaijan, Belarus, Belgium, Bosnia Herzegovina, Bulgaria, Croatia, Cyprus (South), Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Gibraltar, Greece, Hungary, Iceland, Italy, Kosovo, Latvia, Liechtenstein, Lithuania, Luxembourg, Malta, Moldova, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Republic of North Macedonia, Romania, Russian mainland (west of the Urals), San Marino, Serbia, Slovakia, Slovenia, Spain (excluding Ceuta, Melilla and the Canary Islands), Sweden, Switzerland, Turkey

(in Europe) plus Uskudar, Ukraine, Vatican City and any offshore islands of the above, except overseas territories outside of Europe.

### Home

**Your** home address in the **UK** as shown on **your Travel Plus Pack** documents.

### Journey

A trip to **Europe** lasting no longer than 90 days. Must begin and end at **home**. **Your** policy must be active for the whole trip.

### Market value

The market value in the **UK** as reasonably determined by **us**. **We** use published industry data such as Glass's Guide. Value based on a vehicle of equivalent age, make, model and mileage as the **vehicle**.

### Passengers

In the **UK** means the driver and up to 8 people travelling in the **vehicle**. In **Europe**, passengers must be travelling with **you** for the whole duration of **your journey**.

### Planned departure date

The date **you** intend to begin **your journey**. **We** may ask for evidence of this.

### RAC, our, us, we

1. For Roadside and At Home, Recovery, included benefits and Additional services, this means RAC Motoring Services;
2. For Onward Travel and European Breakdown Cover, this means RAC Insurance Limited;
3. For Your Data, this means RAC Motoring Services and RAC Insurance Limited; and
4. In each case any person employed or engaged to provide certain services on their behalf.

### Reimburse / Reimbursement

Means reimbursement by **us** under the reimbursement process on page 45.

### Road Traffic Collision

A traffic collision that stops the **vehicle** being driven.

For Accident Care the collision must involve another vehicle and be on a public highway, or a private road or car park, to which the public has an uninterrupted right of access.

## Specialist resource

Resource or equipment needed for a repair or recovery but not normally carried by **our** patrols. For example, a crane, tractor, locksmith or lifting equipment for vehicles that have been modified from the manufacturer's specifications.

## Travel Plus Pack

The package of products and services that **you** have purchased from Barclays. This policy forms part of it.

## UK

England, Scotland, Wales, Northern Ireland and for the purposes of this policy includes Jersey, Guernsey and the Isle of Man.

## Vehicle

A **UK** registered car, light van, minibus, or motorhome that is less than 3.5 tonnes, 5.5m long (with tow bar) and 2.55m wide. Must be privately owned or leased and for personal use only. Motorcycles must be over 49cc. In **Europe**, **vehicles** must also be under 3m high, and motorcycles must be over 121cc.

## You, your

The persons named on the **Travel Plus Pack** as being covered under this policy.

## Important info about your policy

- This policy offers services for the **breakdown** of **vehicles**. It meets the demands and needs of those who wish to ensure the risk of **breakdown** is met now and in the future.
- All requests for service must be made to **us**.
- **Your** policy covers **you** in any **vehicle**. **You** can be a driver or **passenger**.

## How long am I covered for and how many claims can I make?

This **breakdown** policy is a part of the **Travel Plus Pack**. **You** are covered while **your Travel Plus Pack** is active.

- There is no limit on the number of **claims you** can make under **UK** cover.
- European breakdown cover has a £2500 limit per **claim**. You can make up to 2 **claims** in each 12-month period (starting on the date you first added the **Travel Plus Pack**). Each trip must be for no more than 90 days and must start and end at **home**. **Your** policy must be active for the duration of your trip.

## What vehicles am I covered in?

Only **vehicles** that are privately owned or leased and used only for private use are covered. This means the vehicle should be registered in your name or another individual and used for social, domestic, pleasure, and commuting to and from a permanent place of work.

Cover is not provided for company cars or other **vehicles** used for business, even if you are not using it for business at the time. Business use includes hire and reward, delivery use and sign written vehicles.

## Caravans and trailers

### In the UK

If **your caravan** or **trailer breaks down** in the **UK**, **we** will only send help to try and repair it at the roadside. This could be a permanent or temporary repair.

**We** will only recover a **caravan** if it is attached to a **broken-down vehicle**.

### In Europe

**We** do not provide cover for **caravans** or **trailers** as standard, and if **your caravan** or **trailer breaks down**, no cover will be provided.

If, however, **you** are towing a **caravan** or **trailer** at the time **your vehicle breaks down** and **we** are unable to fix **your vehicle** at the roadside, **we** can recover **your caravan** or **trailer** together with **your vehicle** if **you** pay a supplement.

**We** cannot arrange a replacement **caravan** or **trailer** or guarantee a hire car with a tow bar.

If your **vehicle** has broken down, you may need to leave your **caravan** or **trailer** with the **vehicle** while it's being repaired. If **your vehicle** can't be repaired, **we** may have to bring it back to the **UK** with **your vehicle**.

**We** cannot normally provide a hire car with a tow bar, so if your **caravan** or **trailer** can't be repaired **you** may need to leave the **caravan** or **trailer** with the **vehicle** while it is being repaired. It may become necessary to bring the **caravan** or **trailer** back to the **UK** together with the **vehicle**, if the **vehicle** cannot be repaired abroad by the planned return date.

## Reimbursement

**You** may need to pay for some services and claim this back from **us**.

To do so please visit [www.rac.co.uk/reimbursementclaimform](http://www.rac.co.uk/reimbursementclaimform) (for breakdowns in the **UK**), or [www.rac.co.uk/europeanclaimform](http://www.rac.co.uk/europeanclaimform) (for breakdowns in **Europe**).

If **you** have any queries, please contact **us** on 0333 202 1877. Please send your completed form within 90 days of **your breakdown** with proof of payment (such as a receipt). **We** may ask for original documents. Any costs not arranged through **us** or agreed by **us** will not be **reimbursed**.

### Hire car terms

#### Covered

1. **We** will arrange for the hire of a small hatchback car. **We** will try to find one close in size to **your vehicle** but can't guarantee this and **we** may need to provide two cars to carry all **passengers**. **We** will pay the insurance and collision damage waiver but not any excess.
2. If **you** aren't eligible for a hire car we arrange, or **we** can't provide a suitable car for **you** to continue your journey, **you** can hire one yourself. This may be because **you** don't meet the hire car company's terms (e.g., because **you** have certain endorsements on your licence, or **you** are under 21). If **you** do wish to hire a car yourself, **you** must agree this with **us** first and **we** will **reimburse you** up to £35 per day.

#### Not covered

1. Any specific car type, model, accessories or tow bars.
2. Crossing country borders, unless agreed with **us** and the hire provider first. **You** may still need to change hire car to do so.
3. The cost of:
  - a. delivery or collection.
  - b. failing to return the car to the agreed place.
  - c. any fuel.
  - d. insurance excess.
  - e. any other costs.

## A – Roadside and At Home

### Covered

If the **vehicle breaks down** in the **UK**, **we** will send help to repair it at the roadside or at home. It could be a permanent or temporary repair.

If **we** cannot repair the **vehicle**, **we** will recover it with **passengers** to:

- a. an **approved garage** or
- b. a local garage or
- c. a location of **your** choice

up to 10 miles from the **breakdown**.

If **we** recover the **vehicle** to a garage, **we** will **reimburse you** for taxi costs for **passengers** to continue **their** journey to a single destination within 20 miles

### Service in the Republic of Ireland

Please note this service is only provided if **your home** address is in Northern Ireland and as an alternative option to **D (European Cover)**.

If **your vehicle** has **broken down** in the Republic of Ireland, **we** will provide a Roadside attendance service only, as described under section A (Roadside & At Home). If **your home** address is in Northern Ireland, **we** will recover the **vehicle** to **your home**, or to another destination in Northern Ireland if the distance is less.

### Not covered

1. The cost of any parts or **specialist resource**.
2. The fitting of parts, including batteries, not supplied by **us**.
3. Any **breakdown** resulting from a fault that **we** have previously attended and:
  - a. the original fault has not been properly repaired; or
  - b. **you** have not followed **our** advice after a temporary repair.

## B – Recovery

### Covered

If **we** are unable to repair the **vehicle** under **A (Roadside and At Home)** and you are at least ¼ mile from **your home**, **we** will recover the **vehicle** and **passengers** from the breakdown location to a single destination of **your** choice within the **UK**.

**Please note:** **you** must arrange recovery with **us** while **we** are at the scene. For long recoveries, **we** may need to transfer your car to more than one recovery vehicle.

### Not covered

1. Please see the "Not covered" part of **A (Roadside and At Home)**, which also applies here.
2. A second recovery if **your** intended destination is closed, or not accessible.
3. Tyre faults where the **vehicle** is not carrying:
  - a. A locking wheel nut key and a serviceable spare tyre; or
  - b. A tyre repair kit.

## C – Onward Travel

### Covered

If **we** attend a **breakdown** under **A (Roadside and At Home)**, and **your vehicle** cannot be repaired the same day, **we** will help **you** to continue **your** journey or wait for **your vehicle** to be repaired.

**You** can choose one of the following options, based on **your** circumstances and subject to availability:

#### 1. Hire car

### Covered

**We** can arrange for a hire car for 24 hours. Please see Hire car terms on page 46.

Hire cars must be arranged with **us** and within 24 hours of the **breakdown**.

#### 2. Alternative transport

### Covered

If **you** would prefer to continue **your journey** by air, rail, taxi, or public transport, **we** will **reimburse you** for a standard class ticket up to £150 per person or £500 for the whole party, whichever is less.

#### 3. Overnight accommodation

### Covered

**You** may feel that waiting for the **vehicle** to be repaired is best for **you**. **We** will arrange one night's bed and breakfast, up to a value of £150 per person or £500 for the whole party, whichever is less.

#### Assistance in a medical emergency

### Covered

**We** will also help if **you** or one of **your** passengers suddenly or unexpectedly falls ill or is injured and needs medical help before the end of **your journey**. **We** will help **you**:

1. Book one night's bed and breakfast accommodation for **you** and **your passengers** if the hospital is more than 20 miles from **home**. **We** will **reimburse you** up to £150 per person or £500 for the whole party; and
2. Arrange to get the patient **home** or to a local hospital as soon as they are fit to travel.

### Not covered

**We** will not assist **you** where **you** or one of **your passengers** is taken ill during a **journey** to or from a doctor's surgery or hospital, including planned doctor or hospital appointments or emergencies.

## D – European Breakdown Cover

European breakdown cover has a £2500 limit per **claim**. You can make up to 2 **claims** in each 12-month period (starting on the date you first added the **Travel Plus Pack**). Each **journey** must be for no more than 90 days and must start and end at **home**. **Your** policy must be active for the duration of **your journey**.

### D1 – Onward Travel in the UK

### Covered

If **we** attend a **breakdown** under **A (Roadside and At Home)** within 7 days of **your planned departure date**, and **we** cannot repair **your vehicle** by that date, **we** will:

1. Arrange a hire car for the continuation of **your journey**. Please see Hire car terms on page 46; and
2. **we** will transport one person to **our** nearest hire car provider to collect the hire vehicle.

### D2 – Roadside in Europe

### Covered

If **your vehicle breaks down** in **Europe** during a **journey**, **we** will send help to either:

1. Repair the **vehicle** at the roadside. This could be a permanent or temporary repair; or
2. If **we** are unable to repair the **vehicle** at the roadside, **we** will:
  - a. recover the **vehicle** and **passengers** to a local garage for fault diagnosis on the **vehicle**;
  - b. pay for an initial fault diagnosis to find the next course of action;
  - c. contribute up to £150 for labour costs if repairs can be completed the same day;
  - d. help **you** purchase replacement parts if they cannot be found locally and will pay for them to be delivered; and
  - e. get urgent messages from **you** to a contact of **your** choice.

By claiming under this section, **you** are authorising **us** and the garage to undertake fault diagnosis.

On rare occasions **we** may not be able to attempt to repair the **vehicle** at the roadside. Instead, **we** will recover the **vehicle** and **passengers** to a local garage to enable **us** to provide cover under this section.

### Not covered

1. Any repair or labour costs if they exceed the **vehicle's market value**.
2. The cost of any parts.

## D3 – Onward travel in Europe

### Covered

If **we** attend a **breakdown** under **D2 (Roadside in Europe)**, and **your vehicle** cannot be repaired within 12 hours, **you** can choose one of the following options, based on **your** situation and subject to availability:

### Not covered

The cost of transporting **you** and **your passengers** to collect the **hire car**, getting to a station, or travelling to a hotel.

Cover will stop once:

1. The **vehicle** has been repaired to a roadworthy condition; or
2. **We** or your motor insurer decides to bring **your vehicle home**; or
3. **We** establish the repair costs exceed **your vehicle's market value**.

If you have a hire car, **you** must return it to the place agreed with us within 24 hours. **You** can keep it for longer if **you** agree this with **us** first and pay for it.

### 1. Hire car

#### Covered

**We** can arrange a hire car up to maximum of 14 days, or until the **vehicle** has been repaired if sooner. Please see Hire car terms on page 46.

### 2. Alternative transport

#### Covered

A standard class ticket for travel by air, rail, taxi or public transport.

### 3. Additional accommodation expenses

#### Covered

**We** will arrange and pay up to £35 per person per day, for additional accommodation expenses if **you** are unable to use **your** pre-arranged accommodation.

### Not covered

Accommodation where **you** already have a suitable alternative that **you** can use.

### Getting your passengers home

**We** will provide alternative transport as above to get **passengers** back **home** if:

1. The **vehicle** is brought **home** under **D4 (Getting your vehicle home)**.
2. **We** establish that repair costs exceed **your vehicle's market value** under **D4 (Getting your vehicle home)**.

## D4 – Getting your vehicle home

### Covered

If **we** attend a **breakdown** under **D2 (Roadside in Europe)** and the **vehicle** cannot be repaired before **your** planned return to the **UK**, **we** will arrange and pay for:

1. Recovery of the **vehicle** to a single destination of **your** choice in the **UK**; and
2. **Vehicle** storage charges whilst waiting for it to be returned to the **UK**

### OR

3. If the **vehicle** is repaired in **Europe**
  - a. One person to travel to collect the **vehicle**. This can be by standard class rail, air fare or public transport; and
  - b. Room only accommodation up to £50 per day.
4. If the cost of repairing the **vehicle** is greater than its **market value** and it has to be disposed of abroad under Customs supervision, **we** will pay the cost of the import duty.
5. **We** will **reimburse you** for a hire car in the **UK** once **we** have brought **passengers home** under **D3 (Onward Travel in Europe)** until **your vehicle** is brought back to the **UK**, up to a maximum of £250.

It is **our** decision whether to get the **vehicle home** or have it repaired locally.

### Not covered

1. Any costs:
  - a. if the **vehicle** is **beyond economical repair**;
  - b. covered under **your** motor insurance;
  - c. relating to storage once **you** have been notified that the **vehicle** is ready to collect;
  - d. relating to costs incurred because of actions or omissions of **your** motor insurers;
  - e. for fuel, insurance, or meals.
2. **We** will not take the **vehicle** back **home** if:
  - a. It is roadworthy.
  - b. A customs officer or other official finds any contents in the **vehicle** that are not legal in that country.
3. Any import duties not relating to the **vehicle**, such as items carried inside.

### Important

- If the cost of bringing the **vehicle home** takes **you** over the overall **claim** limit of £2500, **we** can still bring **your vehicle home** providing you pay **us** the difference before **we** make any arrangements.



- Following **our** authorisation, it can take up to 14 working days for the **vehicle** to be brought back to the **UK**. At busy times and from some countries it may take longer.
- If **we** do not bring **your vehicle** back to the **UK**, **you** will have 10 weeks to advise **us** how **you** wish to recover or dispose of it. If **you** do not contact **us** within 10 weeks **we** will dispose of it at **your** cost.

## D5 – Replacement Driver

### Covered

Although this is not covered as a **breakdown** under this policy, if **you** unexpectedly fall ill or are injured during a **journey** in **Europe** meaning **you** are unable to drive, **we** will provide a replacement driver to allow **you** to continue **your journey** or return **home**.

**We** will need written confirmation from the treating hospital or medical expert that **you** are unable to drive.

### Not covered

1. If there is another qualified driver who is a **passenger** and who is fit and legally able to drive the **vehicle**.
2. Any benefits under any other section of this policy.

## Accident Care

If **you** have a **road traffic collision** involving another vehicle in the **UK**, call **us** from the scene on Travel Pack Plus – 0330 159 0235.

**We** will advise whether **you** can still drive the **vehicle** or if it is best for it to be recovered.

If it needs to be recovered, **we** will transport **your vehicle** up to 150 miles from where the **road traffic collision** happened. Please note: any **specialist resource** required by us to arrange the recovery of the **vehicle** will be chargeable.

**We** can also give **you** help and advice on:

1. whether to claim on **your** insurance;
2. arranging a replacement vehicle if **you** need one; and
3. **your** rights to claim compensation if the **road traffic collision** was not **your** fault.

## Telephone legal helpline

Open 24 hours a day, seven days a week all year round. **You** can contact **us** on 0330 159 1446.

**We'll** give initial advice on any personal motoring legal matter within the **UK**. Where **we** can, **we** will advise what **your** legal rights are, the options available to

**you**, and how best to implement them. **You** may need a lawyer. If so, **we** will let **you** know. **We** are not able to give advice:

1. on business or commercial matters (including landlords), immigration or judicial review;
2. where in **our** reasonable opinion, **we** have already given **you** the options available;
3. against **us**.

RAC Motoring Services is regulated by the Financial Conduct Authority in respect of regulated claims management activities.

### Urgent message relay

If **your vehicle** has **broken down** and **you** need to get in touch with friends and family urgently, **we** will get a message to them for **you**.

### Assistance in a medical emergency

If **you** suddenly or unexpectedly fall ill or are injured, during a journey in the **UK** and no one within **your** party can drive the **vehicle**, **we** may be able to provide **you** assistance, such as taking your vehicle to a place of safety. This service is discretionary, and **we** will decide whether or not to provide this service. **We** will require written confirmation from the treating hospital or medical expert that **you** are unable to drive.

## Additional services

### In the UK

If **your vehicle** cannot be driven for any reason other than a **breakdown** or **road traffic collision**, for example if **you** have a **driver-induced fault** **we** will send help to the **vehicle**. If **we** cannot get **you** going again, **we** will recover the **vehicle** and **passengers** up to 10 miles.

If **you** have run out of fuel, **we** will attend and if possible provide **you** with enough fuel to get to the nearest filling station, but **you** will have to pay for the fuel. If that is not possible, **we** will tow **you** up to 10 miles.

In the event that an electric **vehicle** runs out of charge, **we** will either send a mobile electric charging vehicle (where available) to provide enough charge to get **you** to the nearest charge point, or **we** will recover the **vehicle** and **passengers** to the nearest charge point.

Any **specialist resource** required by **us** to repair or arrange the recovery of the **vehicle** will be chargeable.

## In Europe

If **your vehicle** cannot be driven due to the following reasons, **we** will attend and recover **your vehicle** and **passengers** to a local garage:

1. A **road traffic collision**;
2. If **you** have put the wrong fuel in the **vehicle**;
3. If **your vehicle** has run out of fuel (or charge in an electric **vehicle**); or
4. If **your vehicle** has a flat tyre.

If **your** keys are locked in the **vehicle**, **we** will get them out, if possible, but **we** are not liable if damage is caused to the **vehicle** in doing so.

## In the UK and Europe

**We** can also provide additional services that are not included in **your** policy, but **we** will charge **you** for these, for example to:

1. Purchase the parts **you** need to get on **your** way;
2. Pay for **specialist resource** to complete the repairs;
3. Extend the hire time for a replacement car; or
4. Arrange a second or extended recovery.

**We** will agree these costs up front and will need full payment before **we** can help. **You** will be responsible for any additional charges. This is why **we** request proof of identity at the **breakdown**.

## General conditions

These apply to all sections of this **policy**. If **you** do not meet them, **we** can refuse cover, cancel **your** policy, or both.

1. **You** must request services directly from **us**, as **we** will only provide cover if **we** make arrangements to help **you**.
2. Where the **breakdown** is caused by a component failure this must stop the **vehicle** working. Faulty air-conditioning or the illumination of a warning light for example would not, on its own, be a **breakdown**.
3. **We** will not cover any **claim** where the **vehicle** is already at a garage or other place of repair.
4. Where **we** deem, acting reasonably, that **you** requested service to avoid the cost of repairing the **vehicle**, or to correct an attempted repair by someone else, **we** will not provide cover.
5. **You** (and a driver if **you** were not driving) must be with the **vehicle** at the time of the **breakdown** and when **we** attend, if there is not, **we** will not be able to provide service.
6. **We** are not liable for any loss or damage to the contents of the **vehicle**.
7. Where **we** recover **passengers** under the age of 16, they must be accompanied by an adult.
8. **We** will not allow animals in **our** vehicles, except assistance dogs. Any animals can remain in **your vehicle** at **your** own risk. **We** will not be liable for any injury to animals, or damage caused by them. **We** will not transport any livestock. **We** will not be responsible for any costs relating to animals.
9. The **vehicle** must not carry more **passengers** than the number stated in the **vehicle's** registration document. Each **passenger** must have a separate fixed seat fitted to the manufacturer's specification and any child must occupy a properly fitted child seat where required.
10. Where **we** provide a repair to **your vehicle**, whilst **we** are responsible for that repair, this does not mean that **we** are confirming the legal and roadworthy condition of the **vehicle**. This remains **your** responsibility.
11. **We** will not be responsible for any losses that **you** incur following a breakdown that are not expressly covered by this policy. For example, **we** will not pay for any loss of earnings or missed appointments.
12. **We** do not guarantee that recovery to any garage will be during opening hours, or that repairs can start immediately. Whilst **we** will try to check that the garage will undertake the type of repairs required, **we** cannot guarantee this. **We** will not take responsibility for repairs carried out at any garage, whether an **approved garage** or not, and the contract for such repairs will be between **you** and the garage/repairer.
13. **We** will not provide service under this **policy** if **we** are prevented from doing so in circumstances beyond **our** reasonable control, including, but not limited to, an act of terrorism, a pandemic or epidemic, extreme weather, the activities of civil or government authorities, industrial disputes, riots, war, or civil unrest. In these circumstances, **we** will take steps to prevent or minimise the effects on **our** services.
14. The cost of the following is not covered by this policy:
  - a. **specialist resource**;
  - b. tolls, ferries, congestion or low emission zone charges for **your vehicle** and **our** vehicle;
  - c. any damage to glass even if the damage means **you** cannot legally or safely drive. **We** will arrange transport to a local garage so **you** can arrange to get **your vehicle** fixed but **you** will have to pay for this;

- d. spare tyres and wheels and repairing or sourcing them; or
  - e. recovery by someone other than **RAC**. If the emergency services, local authority, or any government agency are handling the **breakdown**, **we** will only attend and provide recovery once instructed to do so by them.
15. In handling any claim there may be more than one option available to you under this policy. **We** will decide which is the most appropriate option based on **our** expertise in **breakdown** situations. In doing so **we** will act in consultation with **you**, and act reasonably at all times.
  16. When **we** attend a **breakdown**, **we** may ask **you** to review a document or electronic form that records the condition of **your vehicle**. Please make sure this is accurate as **we** are not responsible for any errors or omissions.
  17. **Your vehicle** must be privately owned or leased and used only for private use, including use for social, domestic and pleasure purposes and commuting to and from a permanent place of work.
  18. This policy does not cover:
    - a. routine servicing, maintenance, or assembly of your **vehicle**;
    - b. caravan or trailers, except as described under Included benefits;
    - c. **your vehicle** if it is used for business, including for example, company vehicles, vehicles that are sign-written, used for hire and reward or parcel delivery, even if **you** are using it for personal use at the time of **breakdown**;
    - d. **breakdowns** that occur during activities or events that are not subject to the normal rules of the road, for example, **breakdowns** on a track day. **We** will not attend **breakdowns** on racetracks or where **you** have been immediately recovered from a racetrack;
    - e. **breakdowns** that occur, or recovery of the **vehicle** to a destination that is off the public highway to which **you** or **we** have no legal access;
    - f. **your vehicle** if it is not legally taxed, insured and holding a valid MOT which is required by law or is not being used in line with the manufacturer's guidelines;
    - g. **vehicles** that are not in a roadworthy condition. If **we** consider, acting reasonably, that the **vehicle** is not in a legal or roadworthy condition, **we** can refuse to provide service. If **you** can demonstrate that the **vehicle** is roadworthy, **we** will provide service;
    - h. any claim that is or may be affected by the influence of alcohol or drugs;
    - i. any **breakdown** that is caused by or as a result of vehicle theft or fire; or
    - j. any claim under this policy where the **breakdown** was first reported to us under a different membership; or
    - k. vehicle storage charges. If **your vehicle** is being stored, **you** will be contacted at **your** last known address with details of how to arrange collection and any fees which may be payable. In extreme instances, where the **vehicle** has not been collected and fees not paid, the **vehicle** may be disposed of and any outstanding fees will be deducted. **You** will be notified, in accordance with legislation, prior to this happening.
  19. If **you** are asked to review and approve a document (either paper or electronic) recording the condition of **your vehicle** and **our** findings at the roadside, it is **your** responsibility to ensure that the record is accurate and complete. **We** will not be responsible for any errors or omissions.

## Conditions specific to travel in Europe

1. **You** must be a permanent resident in the **UK** during the period of cover.
2. **Claims** made more than 24 hours after the **breakdown** may be declined in part or completely.
3. This policy does not cover:
  - a. **Vehicle** storage charges, other than under Getting your vehicle home;
  - b. The hire of minibuses, motorhomes, motorcycles, caravans, trailers, or vans;
  - c. Overloading of a **vehicle** under the laws in any country in which the **vehicle** is travelling.
4. **You** must comply with, and make sure the **vehicle** complies with all relevant laws of the countries **you** visit during a **journey**.
5. How **we** calculate the exchange rate:
  - a. Any costs incurred directly by **us** in a currency other than GBP will be converted to GBP at the exchange rate used by **us** at the time;
  - b. Costs incurred by **you** in a currency other than GBP which are recoverable from **us** will be converted to GBP either:
    - i. At the exchange rate used by **our** credit or debit card provider; or
    - ii. At the exchange rate used by **us** when **we** receive **your** claim form if **you** paid in cash.

6. If **your vehicle** needs to be repaired following a **breakdown, you** must not delay or refuse repairs whilst **you** are in **Europe**. If **you** do, and in **our** reasonable opinion that would lead to additional costs being incurred, **we** reserve the right to refuse **your claim** under **D3 (Onward Travel in Europe)** or **D4 (Getting your vehicle home)**.
7. Where **we** arrange a hire car, taxi, hotel, or similar benefit under this policy, **we** will always try to find a suitable option that is available at the time, however:
  - a. **we** are not responsible for the quality or service of each individual hotel, train or taxi booked; and
  - b. for hire cars, whilst **we** use reputable companies, **we** are unable to and cannot be responsible for checking the condition of each vehicle or the quality of service provided by each company.
8. If the **breakdown** is caused by flooding brought about by adverse weather, **we** will only arrange for the **vehicle** to be taken to a local repairer. All further service will be an additional cost paid by **you**, or must be referred to **your** vehicle's motor insurer

## Cancellation

### Our right to cancel

If **you** misuse this policy, **we** may cancel it.

### Misuse of your policy

**You** must not:

1. Act in a threatening or abusive manner towards **us** whether verbally or physically.
2. Try to persuade **us** into a dishonest or illegal act.
3. Fail to tell **us** important facts about the **breakdown**, or provide false information, in order to obtain service.
4. Allow someone that is not covered on the policy to try and claim under it.
5. Pay for additional services or goods knowing payment will fail.

If **you** do, we may:

1. Refuse to provide any service to **you** immediately.
2. Cancel this policy.

3. Refuse to sell any policy or services to **you** in the future.

If a claim is fraudulent, **we** will refuse service and cancel **your** policy from the date of the fraudulent act. The fraudulent claim will also be cancelled.

We will write to you if we need to take one of these steps.

## Complaints

**We** are committed to providing excellent service. There may be times where **you** feel **you** did not receive the service **you** expected.

If **you** are unhappy with **our** services, please get in touch.

	Phone	In writing
<b>Breakdown related complaints</b>	0333 202 1877	Breakdown Customer Care RAC Financial Services Limited Great Park Road Bradley Stoke Bristol BS32 4QN breakdowncustomercare@rac.co.uk
<b>Telephone Legal Helpline complaints</b>	0330 159 0610	Legal Customer Care Great Park Road Bradley Stoke Bristol BS32 4QN legalcustomercare@rac.co.uk

## Financial Ombudsman Service

If **we** cannot resolve **your** complaint to **your** satisfaction under the complaints process set out above, **you** may in certain circumstances be entitled to refer **your** complaint to the Financial Ombudsman Service.

The Financial Ombudsman Service  
Exchange Tower  
London  
E14 9SR

0800 023 4567 / 0300 123 9123

**complaint.info@financial-ombudsman.org.uk**  
**www.financial-ombudsman.org.uk**

The Financial Ombudsman Service will only consider **your** complaint once you have tried to resolve it with **us**. Using this complaints procedure will not affect **your** legal rights.

## Financial Services Compensation Scheme

RAC Insurance Limited is covered by the Financial Services Compensation Scheme (FSCS). If it is unable to meet its obligations under the relevant sections of cover, you may be entitled to compensation from the FSCS.

Further information about FSCS arrangements is available from the FSCS website [www.fscs.org.uk](http://www.fscs.org.uk), or by writing to:

Financial Services Compensation Scheme  
10th Floor  
Beaufort House  
15 St Botolph Street  
London  
EC3A 7QU

The cover provided by RAC Motoring Services under this policy is not covered by the FSCS.

## Law

The parties are free to choose the law applicable to this policy. Unless specifically agreed to the contrary, this contract will be subject to the laws of England and Wales. Unless otherwise agreed, the contractual terms and conditions (including this policy booklet) and other information relating to this contract will be in English.

## Details of the Insurers

Cover under Sections A and B (Roadside, At Home and Recovery) is provided by RAC Motoring Services. Registered Office: RAC House, Brockhurst Crescent, Walsall, West Midlands WS5 4AW. Registered in England Number: 1424399. RAC Motoring Services is authorised and regulated by the Financial Conduct Authority (Financial Services Registration Number 310208).

Cover under Sections C and D (Onward Travel and European Breakdown) is provided by RAC Insurance Limited. Registered Office: RAC House, Brockhurst Crescent, Walsall, West Midlands WS5 4AW. Registered in England Number: 2355834. RAC Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Registration Number 202737).

You can check the register at [fca.org.uk/register](http://fca.org.uk/register)

## Your data

### Data protection statement

This section provides a summary of how we collect and use information about you and who we share it with. Our privacy policy provides more details about our use of your data which is available at [rac.co.uk/privacy-policy](http://rac.co.uk/privacy-policy) or you can request a copy by using the contact details below.

Should **you** require information about how Barclays collects and uses **your** data, please contact Barclays.

### What information about you do RAC use?

**RAC** typically collect and use the following types of information about **you**:

- **Information about you:** your name; **your** address; **your** phone number; **your** email address.
- **Information about your passengers:** including their names and home addresses.
- **Location information:** the location of **you** and **your vehicle** and information about any relevant journeys.
- **Policy information:** such as **your policy** number, **policy start date** and end date.
- **Vehicle information:** vehicle registration number; manufacturer; model; date of first registration with the DVLA.
- **Breakdown information:** information about the cause of **your** breakdown.
- **Payment details:** Credit or debit card details.
- **Expenses information:** Where **RAC** covers payment of **your** expenses, they will need information about those expenses.
- **Health information:** in very limited circumstances, **RAC** may need to ask for information about **your** health and wellbeing for the purpose of performing their obligations under **your policy**, particularly those relating to any assistance in a medical emergency.

### How RAC obtains your data

**RAC** collects information about **you** when **you** contact us through social media or online, or make a request for service under **your policy**. **RAC** also obtains **your** data from Barclays when **you** purchase the **Travel Plus Pack** and/or if **you** report a new **claim** to Barclays in relation to this policy.

## Why RAC collect your data

**We** use information about **you** in order to provide **you** with RAC Membership and **our** other products and services. **We** may also use **your** information for related purposes such as handling claims or to reduce the risk of payment default and fraudulent abuse. **We** may also use **your** information to comply with a legal obligation.

## Who we will share your data with and why?

**We** may share **your** data with:

1. organisations within the RAC group of companies (including RAC Insurance Limited and RAC Motoring Services Limited), external service providers and specialists to enable us to provide **you** with the services **you** request such as breakdown assistance and for related purpose such as market research;
2. external organisations who help **us** with fraud protection and detection including credit reference agencies and organisations that check **your** identity; and
3. statutory bodies or organisations where **we** are asked to provide them with **your** data for the prevention or detection of crime and fraud, or where **we** are required to give this information by law.

## Contacting RAC's DPO

**You** can contact the Data Protection Officer for the RAC Group by emailing [dpo@rac.co.uk](mailto:dpo@rac.co.uk) or writing to the Data Protection Officer, RAC House, Great Park Road, Bradley Stoke, Bristol BS32 4QN.

## Your rights

**You** have a number of rights relating to **your** personal data. For further information regarding any of these rights, please visit [rac.co.uk/privacy-policy](http://rac.co.uk/privacy-policy) or contact the Data Protection Officer:

1. Call **our** Customer Service Team:  
0330 159 0360
2. Email **us**:  
**[breakdowncustomercare@rac.co.uk](mailto:breakdowncustomercare@rac.co.uk)**
3. Write to **us**:  
Freepost RTLA-HZHB-CESE  
RAC Insurance Limited  
Great Park Road  
Bradley Stoke  
Bristol  
BS32 4QN

## About Our Insurance Services

### In the following section 'we' 'us' and 'our' refers to Barclays Bank UK PLC and Barclays Insurance Services Company Limited.

Barclays Bank UK PLC arranges insurance through Barclays Insurance Services Company Limited, which is a wholly owned subsidiary company of Barclays Bank UK PLC. Both companies are insurance intermediaries.

### Name and address of the insurance intermediaries

The registered address of Barclays Bank UK PLC and Barclays Insurance Services Company Limited is **1 Churchill Place, London, E14 5HP**.

### Financial Services Register

Barclays Bank UK PLC is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register No. 759676).

Barclays Insurance Services Company Limited is authorised and regulated by the Financial Conduct Authority (Financial Services Register No. 312078).

You can check details of our Regulators and Registration by visiting the 'Financial Services Register' at [fca.org.uk/register](https://www.fca.org.uk/register). You can also contact the FCA Consumer Helpline on **0800 111 6768\***.

### Advice or information

We can only offer Travel Insurance and Car Breakdown Cover from single insurers, and we act on behalf of the insurer.

The features and terms and conditions of the benefits within the Travel Plus Pack may not be the same as those for similar products available with Barclays.

The Travel Plus Pack is provided on a non-advised basis. As such, we will only provide information on the Travel Plus Pack and we will not make a personal recommendation about the suitability of this Travel Plus Pack.

### Compensation Scheme

We are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the FSCS if we cannot meet our obligations in relation to arranging the insurance in the Pack, depending on the type of business and the circumstances of the claim. Insurance arranging is covered for 90% of the compensation claim, without any upper limit. You can obtain more information about the compensation scheme arrangements by contacting the FSCS on **0207 741 1400** or **0800 678 1100\*** or by visiting their website at [fscs.org.uk](https://www.fscs.org.uk).

## Change of insurer

From time to time for commercial reasons we may decide to change the chosen insurer(s). If we do, we will write to you at least 30 days before we make any change, giving you details of the new insurer and any variations to the terms and conditions of cover.

Your cancellation rights are not affected.

## Statement of Price

The monthly fee for your Pack is payable in advance on the first working day of each month. The monthly fee is currently £22.50. This fee includes Insurance Premium Tax at the current rate, and there are no further taxes or costs unless otherwise stated.

If you start your Pack part way through a month you pay a proportion of the Pack fee to reflect the number of days in that month when you hold the Pack. Similarly, if you cancel your Pack part way through a month you will receive a part refund for the remaining number of days in that month. The total fee you will pay during the six month minimum term will vary depending on when you purchased your Pack. To calculate this, you will need to add up the monthly fees that will be payable during this period, taking account of any months where only a proportion of the monthly fee is payable.

## General Information

### Governing Law

If you buy insurance in the United Kingdom, you can choose which law to apply to your policy. Unless you and the insurer make a written agreement saying otherwise before the policy is issued, the law of England and Wales will apply to this insurance. Unless otherwise agreed the contractual terms of this policy, all prior information and all communications will be in English.

### Disclosure (in relation to insurance cover provided as part of the Barclays Pack(s) range)

You are responsible for providing complete and accurate information to insurers when you take out your insurance policy, and throughout the life of your policy. It is important that you ensure that all statements you make on claim forms and other documents are full and accurate. If you provide false or inaccurate information to us or your insurers, this could invalidate your insurance cover and could mean that part or all of the claim may not be paid.

## Registered Office Details of the Insurer

### Worldwide Family Travel Insurance

Aviva Insurance Limited

Registered Office: Pitheavlis, Perth PH2 0NH  
Registered in Scotland No: 2116.

Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register No. 202153).

### RAC Comprehensive Breakdown Cover

RAC Motoring Services

Registered Office: RAC House, Brockhurst Crescent, Walsall, West Midlands WS5 4AW.

Registered in England Number: 1424399 Authorised and Regulated by the Financial Conduct Authority.

RAC Insurance Limited

Registered Office: RAC House, Brockhurst Crescent, Walsall, West Midlands WS5 4AW.

Registered in England Number: 2355834 Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register No. 202737).



# Airport lounge access

Welcome to the Airport Lounge benefit provided to You by Assurant<sup>1</sup> and DragonPass<sup>2</sup>. Please read the following carefully as this will give You information about what is provided as part of this membership.

## Contents

### Definitions

### Terms and Conditions

1. Introduction
2. The Scheme
3. Membership
4. Airport Lounge Access & Pre-Booking
5. Spa & Nail Bars
6. Restaurant Discounts
7. Restaurant Vouchers
8. Additional Products & Services
9. General Terms

### Data Privacy Notice

### Benefits included with this Membership

- Enjoy 6 Free Passes per account, per renewal year, which can be used in exchange for access into over 1000+ Airport Lounges and redemption of vouchers at selected Airport Restaurants across the DragonPass network.
- Pre-Book into certain Airport Lounges for £5 per person, per visit. Please see section 4 (Airport Lounge Access & Pre-Booking) for more information.
- Purchase additional Airport Lounge Passes for You and Your guests at a discounted rate. Please see section 3 (Membership) below for additional information.
- Access Discounts and Vouchers at selected Airport Restaurants. Please see sections 6 (Restaurant Discounts) & 7 (Restaurant Vouchers) for more information.
- Enjoy discounted rates on a variety of Spa treatments at selected Airport Spas & Nail Bars.
- Customer support via **0333 220 5599\*** or via **support@dragonpasspremierplus.com** between the hours of 6am – 10pm Monday – Sunday. Support outside of these hours can be found in Our FAQs which are located within the **barclays.dragonpasspremierplus.com** Website and DragonPass Premier+ App.

### How to access Your benefits

To make the most of Your Airport Services benefit, We would recommend You create an account via the **DragonPass Premier+ App** or, online at **barclays.dragonpasspremierplus.com**. There You can view all of the benefits listed above, get the most up to date information and manage Your membership digitally. **The DragonPass Premier+ App** can be downloaded from the Google Play or Apple App Stores.

This app provides You with a digital membership card to access the Airport Services. Please see 'Membership' within the App and Website to use whilst travelling.

### Key App Features

- Access to a digital membership card.
- Ability to search for Lounges, Restaurants and Spas, where they are located and what they have to offer.
- 'Membership' provides information with how many passes You have available, when Your renewal date is and also, the ability to purchase additional passes for You and Your guests. Sections 3 – 7 (Membership – Restaurant Vouchers) explains how Your passes are used.
- Pre-book Your lounge entry for £5 per person per visit. Please see section 4 (Airport Lounge Access & Pre-Booking) for more information.
- FaceID and Touch ID login for easy access to Your online account.
- 'Use my location' to find benefits that are nearest to You.

<sup>1</sup> Assurant is a trading name of Lifestyle Services Group Limited (Company registration number 5114385) whose address is Emerald Buildings, Westmere Drive, Crewe CW1 6UN.

<sup>2</sup> DragonPass International Limited (Company registration number 8643888) whose registered office is at 173A Ashley Road, Hale, Cheshire WA15 9SD.

\*03 numbers cost no more than a national rate call and are included in 'inclusive minutes' for mobiles. Call charges will vary depending on Your phone provider. If You are unsure of Your call charges, We recommend contacting Your provider before calling us. To maintain a quality service, We may monitor and record phone calls.

## Definitions

Words or expressions that have a particular meaning, (as defined in this section) shall have the same meaning wherever they may appear in these Terms and Conditions.

- **'Additional Passes'** means any passes You buy over and above Your Free Passes
- **'Airport Services'** means the airport benefits made available by Assurant, including Airport Lounge access; Discounts and Vouchers available at selected Airport Restaurants, Spas and Nail Bars; Airport Security Fast Track access at participating Airports. We will also look to bring You new benefits as part of Our Airport Services, so as and when we do, they will also apply under this definition
- **'App'** means the DragonPass Premier+ App
- **'Barclays'** means Barclays Bank UK PLC and Barclays Insurance Services Company Limited, unless stated
- **'DragonPass'** means Assurant's partner company who provide these Airport Services under this Scheme
- **'Free Pass(es)'** means either one entry to an airport lounge; or one spa/nail bar treatment; or one redemption of a restaurant voucher
- **'Membership'** means being a member of DragonPass through Your Qualifying Travel Plus Pack with Barclays, which provides the benefits listed above and allows access to the Airport Services
- **'Qualifying Travel Plus Pack'** means a valid Travel Plus Pack with Barclays
- **'Scheme'** means the Airport Services Scheme which gives You access to the Airport Services for the duration of Your membership as part of Your Qualifying Travel Plus Pack
- **'Third-Party Organisations'** means the third parties who operate the Airport Services which You have access to under the Scheme
- **'We', 'Us' or 'Our'** means Assurant
- **'Website'** means **barclays.dragonpasspremierplus.com**
- **'You', 'Your'** means the Qualifying Travel Plus Pack holder(s)

## Terms and Conditions

### 1. Introduction

- 1.1 In this introduction, We have set out the conditions which deal with the features of the Scheme that We would particularly like to bring to Your attention. Please read all of the Terms and Conditions carefully because We will rely on all of them in Our dealings with You.
- 1.2 The Scheme applies to participating airport lounges, restaurants, spas and nail bars and access to the benefits and facilities is at all times subject to availability. We reserve the right to include and withdraw airport lounges, restaurants, spas and nail bars from the Scheme entirely at Our discretion and without notice. We cannot accept any liability in the event that an airport lounge, restaurant, spa or nail bar is full or already reserved/allocated and can't provide You with access unless You have pre-booked.
- 1.3 To gain access to participating Airport Services available under the Scheme, You must show Your passport and/or boarding pass with Your valid membership card. To redeem discounts, vouchers and offers, You will need to show the code generated by the App or Website (QR Code)
- 1.4 The number of guests permitted varies from lounge to lounge, as does the policy regarding access for children. Please check the App, Website or call Us, prior to travelling, on **0333 220 5599\*** for information on the individual lounges You plan to use, to determine their policy on guests and children.
- 1.5 At busy times airport lounges may be at their full capacity and unable to accept more guests. Some lounges also reserve and/or pre-allocate a limited amount of space for pre-booked entry, this means that unless You have pre-booked the lounge for £5 per person, per visit, and arrive at the correct time, You may be refused access on the basis of a lack of capacity even if the lounge doesn't look full. Neither We, nor DragonPass have any control over the decision of individual airport lounges whether to admit any individual. Please refer to section 4 (Lounge Access & Pre-Booking), paragraph 4.8, for more information regarding admission for pre-bookings.
- 1.6 If You or any member of Your party has any medical conditions or disability which may affect Your access to an airport lounge, We recommend that You check with the individual lounge, prior to travelling, to see whether they can facilitate any special requirements You may have. We regret that We can't accept liability in the event an airport lounge is unable to facilitate special requirements.

1.7 We'll notify You of any changes to Your Free Passes, that You receive per renewal year, or any of these Terms and Conditions by Your preferred communication (by post or Your available digital channel) 30 days before they become effective.

## 2. The Scheme

- 2.1 The Scheme is provided by Assurant in partnership with DragonPass. Barclays is not responsible for the operation and running of the Scheme, the participating airport lounges, restaurants, spas or nail bars or any of the connected services, vouchers or offers.
- 2.2 These Terms and Conditions govern Your use of the Scheme and the relationship between You, Us and DragonPass.
- 2.3 To activate Your membership, You must register on the DragonPass Premier+ App on Your smartphone or on the **barclays.dragonpasspremierplus.com** Website. The name which You use to register must match the information on Your bank account. If the name on Your passport is different from the name which is registered for Your Qualifying Travel Plus Pack, please contact Us before You use Your membership card. You can contact Us on **0333 220 5599\*** or via email at **support@dragonpasspremierplus.com**.
- 2.4 When You use the App or Website, You will also be subject to its Terms of Use and Privacy, Accessibility and Cookie Notices, all of which can be found on the Website or App, as applicable. Please note, the Scheme is designed to be a digital service via the App or Website but can also be used in conjunction with the physical card if required. If You don't download the App or use the Website, You won't have access to all the discounts, offers and information regarding the Airport Services that are available under the Scheme. If You are unable to access the App and/or Website, Our contact centre support team will be able to assist You as much as they can, but some products are only available via the App or Website.
- 2.5 If You register via the App or the Website, this will give You access to Your digital membership card. However, We can also send You a physical membership card with 5 – 7 working days if required, but contacting Us on **0333 220 5599\***, or by email at **support@dragonpasspremierplus.com**. Please note, You must be living in the UK to receive a physical membership card.
- 2.6 As a member of the Scheme through your Qualifying Travel Plus Pack, You'll have access to the Airport Services and Free Passes. Section 3 (Membership) below explains how many

Free Passes You are entitled to, when Your membership starts, renews and ends.

- 2.7 The Airport Services are operated by Third-Party Organisations and it's Your responsibility to check a Third-Party Organisation's terms and conditions and/or opening hours and access restrictions before You use the Airport Service. We cannot be liable for any loss or damage You suffer if You fail to comply with the Third-Party Organisations' terms and conditions.
- 2.8 All users of the Airport Services are expected to conduct themselves appropriately and should not disrupt the enjoyment of other users. If in the opinion of any member of staff or other representative of a Third-Party Organisation, the behaviour of any member of Your party is causing, or likely to cause, distress, danger or offence to anyone else or damage to property, they shall be entitled to ask You to leave. In those circumstances We do not accept liability to You, and You would not be entitled to any reimbursement of Your Free Pass allowance or any monetary value used at the time.
- 2.9 Our responsibility to You is to use reasonable skill and care in selecting Our Third-Party Organisations. Assurant, DragonPass and Barclays are not liable to You or any third party for any losses of any nature incurred by You/them in relation to the standard, quality or provision of service or products by the Third-Party Organisations or their employees or agents; Your own acts or omissions or the acts of other users of the Airport Services.
- 2.10 Nothing in these Terms and Conditions does, nor is intended to, exclude or limit Our liability for death or personal injury resulting from Our negligence; fraudulent misrepresentation; or any other liability which can't be excluded under applicable law.
- 2.11 If You have any complaints or feedback about the standard, quality or provision of any of the Airport Services, You should contact the relevant Third-Party Organisation directly. If they can't satisfactorily resolve Your complaint, You can contact Us on **0333 220 5599\*** (lines open between 6am – 10pm Monday – Sunday), by email at **support@dragonpasspremierplus.com** or You can write to Us at:  
DragonPass Premier+ Airport Lounge Access  
c/o Assurant  
PO Box 98 Blyth  
NE24 9DL  
and We'll liaise between You, DragonPass and any Third-Party Organisations to try to assist You in reaching a resolution. If You have a complaint about any other aspect of the Scheme, please contact Us.

\*03 numbers cost no more than a national rate call and are included in 'inclusive minutes' for mobiles. Call charges will vary depending on Your phone provider. If You are unsure of Your call charges, We recommend contacting Your provider before calling us. To maintain a quality service, We may monitor and record phone calls.

### 3. Membership

- 3.1 Your membership of the Scheme commences on the date You purchase Your Qualifying Travel Plus Pack and continues until the Pack is closed. Your Membership will automatically renew each year on the anniversary date that the Qualifying Travel Plus Pack was purchased. This can also be found within 'Membership' on the App or Website.
- 3.2 Each Qualifying Travel Plus Pack holder(s) and nominated party will be issued a welcome email from Barclays, and a SMS from Us containing Your unique membership number, required to activate Your membership on the App or Website. Once You have completed registration, You will receive a confirmation email with a reminder of the benefits available to You. An account will have an annual allowance of 6 Free Passes, these are shared between each Qualifying Travel Plus Pack holder and nominated party, which can be used against the Airport Services. Your allowance is renewed each membership year as stated above. Unused passes have no cash or monetary value and cannot be carried over into another membership year.
- 3.3 Once a payment card has been registered to Your online account, You can purchase additional visits, in addition to Your 6 Free Passes, per renewal year, for a discounted rate via the App (DragonPass Premier+), the Website (**barclays.dragonpasspremierplus.com**) or by calling Us on **0333 220 5599\***. The cost of additional passes will be displayed under 'Buy Passes' within the 'Membership' section of the App or Website, or when going through the 'Use Pass' or 'Pre-Book Lounge' journey. If You do not use the additional passes purchased, You can request for them to be removed and refunded by contacting Our Customer Service team on **0333 220 5599\*** or via **support@dragonpasspremierplus.com**. You will receive email confirmation when the refund is processed. Please note, the additional passes that You purchase will remain on your account for a maximum of 500 days after purchase, whilst the membership is active. If You do not use them or request for them to be refunded, then these will be considered as expired and cannot be refunded.
- 3.4 Your 6 Free Passes, along with any Additional Passes You purchase, can be used by You and Your accompanying guests with 1 pass being used for each person, e.g. access to a participating airport lounge for You, Your partner and 2 children would use 4 passes or redeeming a restaurant voucher would use up 1 pass for £15 or \$20 off at selected restaurants.

- 3.5 Should You close Your Qualifying Travel Plus Pack, Your membership will be immediately cancelled, and You'll no longer be entitled to any remaining Free Passes. Any Additional Passes which You have purchased and any pre-booking fee which You may have paid will be cancelled and refunded automatically and You will receive email confirmation when this has been done, but if You want to check the progress, You can do so by contacting Our customer service team on **0333 220 5599\*** or **support@dragonpasspremierplus.com**. Section 4 (Airport Lounge Access & Pre-Booking) below explains the conditions that need to be met in order to be eligible for a refund on Pre-Bookings.
- 3.6 If You change Your name, You must tell Barclays as soon as possible and before You next use Your membership. Please allow up to 3 working days for name changes to take effect with Us. Your name must be the same on all of Your travel and account documents for travel purposes. If the name on Your passport is different from the name which is registered for Your Qualifying Travel Plus Pack, please contact Us before You use Your membership card. You can contact Us on **0333 220 5599\*** or via email at **support@dragonpasspremierplus.com**.
- 3.7 You must tell Us as soon as possible if You cannot access Your digital membership card via the DragonPass Premier+ App or **barclays.dragonpasspremierplus.com** Website, by calling Us on **0333 220 5599\*** or **support@dragonpasspremierplus.com**.

### 4. Airport Lounge Access & Pre-Booking

- 4.1 Participating airport lounge staff will record Your details and communicate them to DragonPass. This information will be used for record keeping, tracking usage and billing purposes, where appropriate.
- 4.2 Please note that any food and drink, including alcoholic drinks, provided as part of Your airport lounge visit are only for consumption in the airport lounge and are not to be taken out of the lounge. We recommend that You contact the individual lounge in advance of Your travel if You or any member of Your party has any dietary requirements.
- 4.3 It's Your responsibility to ensure You and Your guests arrive at the departure gate on time and board Your flight in good time. There is no obligation on the lounges to provide flight information or announcements.
- 4.4 Certain airport lounges can be pre-booked for a cost of £5 per person per visit via the DragonPass Premier+ App or the **barclays.dragonpasspremierplus.com** Website.

- 4.5 To check if the airport lounge You intend to visit can be pre-booked in advance, please check the App or the Website, where You'll be able to select the lounge that You intend to use and check if pre-booking is available at Your desired time of travel.
- 4.6 If You wish to pre-book Your Lounge access, You must do so at least 72 hours before You intend to visit. Some lounges will allow You to book with 48 hours' notice, so it is important to check the text underneath the "Date & Time" section to see whether it is possible first. To pre-book just visit Our Website or App, follow the steps online and the selected number of passes and the fees will be removed from Your account at the time of making the booking.
- 4.7 If You need to amend Your pre-booking details, You must give at least 72 hours' notice. However, as with making a pre-booking, in 4.6, some lounges will allow you to amend with at least 48 hours' notice, so it is important to check the text under "Important Notes" on Your booking confirmation email or within the 'Bookings' section of App or Website. In order to amend your booking You must contact Our Customer Service Team via email at **support@dragonpasspremierplus.com** or, on **0333 220 5599\*** and they'll be able to do this once for You. If further changes are needed, it must be cancelled and re-booked. Please note, amendments cannot always be guaranteed due to availability of the lounge, and therefore, We will always try to do Our best and amend where possible.
- 4.8 If You need to cancel Your booking entirely, You can do this either using the App, visiting Our Website, contacting us via email **support@dragonpasspremierplus.com**, or on **0333 220 5599\***. As long as You cancel any pre-bookings no later than 48 hours before the intend visit time. Once cancelled, Your Free Pass(es) or any purchased additional Pass(es) will be credited back to Your account and the booking fee will be refunded into the account where payment was taken. Please ensure You read the text under "Important Notes" on Your booking confirmation email or within the 'Bookings' section of App or Website to ensure that cancellations are possible for the lounge You have pre-booked. For cancellations made with less than 48 hours' notice, clause 4.10 below will apply.
- 4.9 There may be times where a lounge may need to cancel Your booking for unforeseen circumstances. For example, closures for refurbishments. In this event and once cancelled, Your Free Pass(es) or any purchased Additional Pass(es) will be credited back to Your account, and the booking fee will be refunded into the account where payment was taken. We will make every effort to notify You as far in advance as possible of your booking but cannot guarantee when this would be, due to information being provided by Third-Party Organisations under the Scheme. Neither We, nor DragonPass, accept liability and would not provide further compensation in this circumstance.
- 4.10 When arriving at the airport lounge it's important that You arrive on time; if You arrive later than the pre-booked time then it will be at the discretion of the lounge as to whether they can still allow You access and for how long.
- 4.11 If You don't attend the lounge, are refused access to the lounge because You have arrived later than Your pre-booked time or You cancel Your pre-booking less than 72 hours (48 hours for some lounges) in advance of the visit, You will not receive a refund of Your pre-booking fee and You'll be deemed to have used Your Free Pass(es). Where You've purchased Additional Passes over and above Your annual allowance and pre-booked that visit, neither Your Additional Passes fee nor Your pre-booking fee will be refunded.
- 4.12 Facilities and amenities in lounges will vary, and at certain times may be limited. Neither We nor DragonPass have any responsibility and are not able to control the provision of facilities within individual lounges. If You require more information, please refer to the terms set by each individual lounge.

## 5. Spas and Nail Bars

- 5.1 You may use Your Membership to enjoy discounts and vouchers on selected spa treatments at participating spas or nail bars.
- 5.2 To view a list of participating spas and nail bars please visit the DragonPass Premier+ App or the **barclays.dragonpasspremierplus.com** Website. Please note that the discounts and vouchers on treatments available are subject to change without notice so please check before You travel.
- 5.3 Each spa voucher (set value off treatments) will deduct 1 Pass (Free or Additional) per redemption.
- 5.4 Each spa or nail bar reserves the right to operate under their specific terms and conditions with relation to passenger health and medical conditions, e.g. pregnancy may reduce the range of treatments on offer. Age, behaviour, single sex party groups, party size and treatment exclusions may apply. It's Your responsibility to check the restrictions and policies of the spa or nail bar before Your treatment.

\*03 numbers cost no more than a national rate call and are included in 'inclusive minutes' for mobiles. Call charges will vary depending on Your phone provider. If You are unsure of Your call charges, We recommend contacting Your provider before calling us. To maintain a quality service, We may monitor and record phone calls.

5.5 It's Your responsibility to allow enough time for the treatment prior to boarding Your flight.

## 6. Restaurant Discounts

- 6.1 Members are able to claim discounts at participating airport restaurants. To view a list of participating restaurants and available offers please visit the App (DragonPass Premier+) or the Website (**barclays.dragonpasspremierplus.com**). Where a restaurant offers a discount, the App and Website will display the percentage amount off (e.g. 10% off). Offers and participating restaurants are subject to change without notice so please check before You travel.
- 6.2 Each restaurant reserves the right to operate under their specific terms and conditions in terms of menu availability, dress code, behaviour, single sex party groups, total party size and food/drink exclusions.
- 6.3 The discount may not be used with any other promotions or offers the participating restaurants may be offering. Also, they cannot be used with restaurant vouchers to receive a greater value off food and beverages.

## 7. Restaurant Vouchers

- 7.1 Members can download restaurant vouchers via the App or the Website. These vouchers will use up 1 Pass (Free or Additional) per redemption and can be redeemed against food and beverages in participating airport restaurants. The redemption value applicable (£15 or \$20 USD) and any restrictions on how the redemption value may be applied can be found under the "Restaurant Details" section on the App and the Website. However, what it may be redeemed against will vary depending on the participating restaurant.
- 7.2 The voucher must be presented before You place Your order as well as prior to paying the bill, either the digital version available from the App or the Website or a printed copy.
- 7.3 Each restaurant voucher will deduct one of Your Passes from Your annual membership allowance once redeemed.
- 7.4 Restaurant vouchers can only be used by a member and are non-transferable and non-refundable. Only one voucher can be used per transaction/bill. For example, if you have a joint account or are travelling with another member on the scheme, then both members can redeem a voucher. However, this would need to be done against two separate bills and have their respective voucher applied to their own bill.
- 7.5 Restaurant vouchers have a usage limit to one voucher every 5 hours regardless of the restaurant type.

- 7.6 Should the purchase total come to less than the value of the redemption voucher then no change will be given. Should the total be more than the voucher value then the member will be liable to pay the difference. Vouchers have no equivalent cash value and cannot be exchanged for cash.
- 7.7 The voucher cannot be used in conjunction with any other offers, entitlements, discounts, vouchers or promotions. Redemption of the voucher is subject to availability and does not guarantee access, table reservations or bookings at a participating restaurant. Access to the restaurant is at the restaurant's sole discretion. We shall not be held liable if Your chosen restaurant is unavailable.
- 7.8 To view a list of participating restaurants please visit the App or the Website. Where a restaurant offers a voucher, the App and Website will display the value amount off (e.g. £15 off). Participating restaurants are subject to change without notice so please check before You travel.

## 8. Additional Products & Services

- 8.1 We are always working to bring You discounts and benefits as part of Our Airport Services. You can find out what the latest discounts and benefits available to You are by visiting the App or Website. So, We can keep You informed on any new discounts or benefits, please check We have a valid email address for You.

## 9. General Terms

- 9.1 We do not give any warranty for any goods or services accessed through, or displayed on, the App or the Website.
- 9.2 All discounts and vouchers available under the Scheme are only valid for the named person on the membership card and any guests travelling with them at the time and cannot be assigned to a third-party. Discounts, vouchers and benefits cannot be applied retrospectively and there is no cash alternative.
- 9.3 **Severability.** If any court or competent authority decides that any of the provisions of these Terms and Conditions are invalid, unlawful or unenforceable to any extent, the term will, to that extent only, be severed from the remaining terms, which will continue to be valid to the fullest extent permitted by law.
- 9.4 **Force majeure.** We will not be liable or pay You compensation if Our contractual obligations to You are affected by any event which We or DragonPass or a Third-Party Organisation could not, even with all due care, foresee or avoid. These events can include, but are not limited to war, threat of war, civil strife, terrorist activity and its consequences or the threat of such

activity, riot, the act of any government or other national or local authority, including industrial dispute, natural or nuclear disaster, fire, chemical or biological disaster and adverse weather conditions and all similar events outside Our or their control.

9.5 **Third-Party Rights.** A person who is not party to these Terms and Conditions shall not have any rights under or in connection with it under the Contracts (Rights of Third Parties) Act 1999.

9.6 **Law and jurisdiction.** These Terms and Conditions shall be interpreted in accordance with and governed by English law and You and We both agree that the English courts will have exclusive jurisdiction in the event of any dispute or claim except that if You are a resident of Northern Ireland, You may also bring proceedings in Northern Ireland and if You are a resident of Scotland, You may also bring proceedings in Scotland.

## Data Privacy Notice

Lifestyle Services Group Limited are part of the Assurant, Inc. group of companies. The details here provide a summary of how We collect, use, share, transfer and store Your information. For Our full Data Privacy Notice please visit Our Website by visiting [barclays.dragonpasspremierplus.com](https://barclays.dragonpasspremierplus.com) or contact Our Data Protection Officer PO Box 98, Blyth, NE24 9DL or by emailing [dataprotectionofficer@assurant.com](mailto:dataprotectionofficer@assurant.com)

## Information that We collect from You

We collect a variety of personal information about You including Your name, address, contact details and date of birth in order that We can provide the benefits of this service.

## Using Your information

The main reason We collect Your personal information is to enable You to use the benefits of the service and in order that We can advise You of any changes to it. You can choose whether or not You provide this information to Us, but if You decide not to do so, We will be unable to provide the benefits under 'the Terms and Conditions'.

We will also use Your information where We feel there is a justifiable reason for doing so for example: carrying out research and analysis to improve Our services; and recording and monitoring calls.

## Sharing Your information

Your personal information will be disclosed to other Assurant group companies, and to any other entity or service provider contractually obligated to Us for the purpose of performing tasks that directly relate to the above-described purposes. Your personal information will also be disclosed to public bodies and organisations in order to satisfy Our legal obligations, where required.

## Where We send Your personal information

Your information may be transferred to, stored and processed outside the European Economic Area (EEA). We will not transfer Your information outside the EEA unless it is to a country which is considered to have equivalent data protection laws or We have taken all reasonable steps to ensure the company has suitable standards in place to protect Your information.

## How long We keep Your personal information

Your personal information will be retained as long as necessary for the performance of this service and for as long as required or permitted by applicable law or regulation.

## Your rights

You have a number of rights in relation to the information We hold about You, these rights include but are not limited to: the right to a copy of Your personal information We hold; object to the use of Your personal information; withdraw any permission You have previously provided and complain to the Information Commissioner's Office at any time if You aren't satisfied with your use of Your information.

For a full list of Your rights please refer to the full Data Privacy Notice which can be found on Our App and Website.

Please note that there are times when We won't be able to delete Your information. This may be as a result of fulfilling Our legal and regulatory obligations or where there is a minimum, statutory, period of time for which We have to keep Your information. If We're unable to fulfil a request, We'll always let You know Our reasons.

# Changes to your Travel Plus Pack from the 9th December 2021

We're adding an additional benefit to your Travel Plus Pack so you'll have access to our concierge service, which provides a range of services to complement your existing Pack features.

You can access the Concierge Service online and a team of expert lifestyle managers are on hand 24/7 to assist with your travel, dining and entertainment plans.

- Exclusive rates and accommodation benefits at our collection of 4 and 5 star hotels
- Experts who can help build a tailor-made itinerary for a once-in-a-lifetime trip
- Prime-time reservations and member-only benefits at restaurants across the UK and worldwide
- A range of exclusive offers with top brands from Dyson to Fortnum & Mason and Jo Malone London

More details about the services provided and how to contact them are below.

## Concierge Service

The concierge service is designed to make your life easier – the digital platform and a team of expert lifestyle managers are on hand 24/7 to provide assistance with your travel, dining and entertainment plans at home and abroad.

To get started, you'll receive a welcome email with your login details for the concierge digital platform. You can also contact concierge at any time by phone or email and we'll take your brief over the phone or assist you to login to the online service.

You can use the service for **quick everyday requests**, such as sending a thoughtful gift to a loved one or booking a great restaurant for Saturday night, or **once-in-a-lifetime experiences** like planning a bucket-list trip to Canada.

The table below shows some of the most popular ways to use the concierge service:

Request type	
Travel	<ul style="list-style-type: none"><li>- Booking flights, hotels, car hire and airport transfers to support your chosen travel dates</li><li>- Tailored itinerary planning and booking to realise that once-in-a-lifetime trip</li><li>- Inspiration on where to stay, in the UK or worldwide</li></ul>
Lifestyle	<ul style="list-style-type: none"><li>- Activities and experiences such as days out or tickets to sporting events, concerts and theatre</li><li>- Complimentary guides to inspire your next adventure whether in the UK or worldwide</li></ul>
Dining	<ul style="list-style-type: none"><li>- Restaurant reservations with extra benefits for those special occasions</li><li>- Tables held for you at in-demand restaurants, bookable on the concierge platform</li></ul>

By logging on to the concierge platform or by contacting our expert lifestyle managers, you can enjoy better value, better expertise, better access or better benefits than you can typically achieve yourself.

Think of the concierge service as your own all-knowing assistant on call 24/7 from 22 offices around the world for that added global expertise.

## Contact concierge

To reach a lifestyle manager, call **+44(0)20 7479 2754\*** or email **travelpackconcierge@tengroup.com**.

To log onto the platform at **packconcierge.com**, follow the instructions in the welcome email. If you have not received the welcome email, let the concierge team know and it will be re-sent to you.

**Please note: you do not pay anything extra for using the Concierge Service. However, you will have to pay for costs arising from any bookings you make as notified to you at the time of the booking.**



## Terms and Conditions

The concierge service is owned and operated by Ten Lifestyle Management Limited ("Ten", "us", "our"). Ten is a lifestyle concierge company registered in England and Wales (CRN: 4688658) whose registered address is 2nd Floor, Fitzroy House, 355 Euston Road, London NW1 3AL.

Ten is owned by Ten Lifestyle Group Plc, a publicly listed company on the London Stock Exchange ('TENG').

Ten provides concierge services (the "Concierge Service") to eligible individuals on behalf of its client Barclays (the "Service Provider"), collectively and individually known as "Members" or "you".

The Concierge Service is provided primarily through personalised advice and bookings received via phone or email and procuring goods and services provided by third party suppliers ("Suppliers").

The following terms and conditions (the "Terms") govern your use of our website(s) (the "Site") and our provision of Concierge Services to Members.

### 1. Our Contract

- 1.1 Please read these Terms carefully before using the Site or the Concierge Service. For the purposes of these Terms:
- a) individuals eligible to receive the Concierge Service as per instruction from the Service Provider are known as the "Lead User";
  - b) each individual that the Lead User grants permission to use the service on their behalf is an "Authorised User" (the Service Provider will determine the limit on the number of Authorised Users per Lead User);
  - c) Lead Users and Authorised Users are each known as "Members";
  - d) all Members must be at least 18 years of age and possess the legal authority to enter into this agreement;
  - e) all information provided by Members to us, the Service Provider or the Suppliers should be true and accurate;
  - f) when visiting or using the Site or the Concierge Service and/or any content or materials available from us, you agree to be bound by these Terms which shall form a legally binding agreement between you and us.
  - g) You've also read, understood and accepted the Privacy Statement; and

- h) we reserve the right to update or change these Terms from time to time at our discretion with 30 days' notice, and your continued use of the Site or the Concierge Service will be subject to the then current version of these Terms. We recommend that you read the current version of these Terms each time before you use the Concierge Service.

### 2. Our Services

- 2.1 The Concierge Service we provide by phone and email includes the ability to:
- a) place a new request with the Concierge Service;
  - b) book services and order goods with Suppliers ("Services"); and
  - c) request to be updated on specific information.
- 2.2 The Concierge Service we provide via the Site also includes:
- a) access to articles and other content we publish on our Site;
  - b) the ability to search for Suppliers and where applicable book services and order goods with said Suppliers (also "Services"); and
  - c) such other services as we elect to provide from the Site from time to time.
- 2.3 If you use one of the phone numbers provided to you or published on a Site to call and speak to one of our representatives (a "Lifestyle Manager"), please note that telephone calls to us will be monitored for training and quality purposes.
- 2.4 We reserve the right at any time to modify the Concierge Service we provide to you and to add or remove content, or we can close your Pack for the reasons set out in the Barclays Pack terms and conditions.
- 2.5 Unless otherwise stated in writing by us and with the exception of some travel bookings (see section 6 and the Travel Policy of these Terms), when you make a request for goods or services from a Supplier through the Concierge Service you'll enter into a contract directly with the Supplier for the provision of the goods or services and you'll be bound by the Supplier's terms and conditions (including but not limited to their cancellation and/or return terms). In these circumstances, it is very important for you to review any applicable terms and conditions before you complete the transaction.

2.6 Where there's specific terms and conditions between us and you for types of Services provided via the Site or by email or phone, these are outlined below.

### 3. Dining

3.1 Ten works with third party restaurant and dining Suppliers to offer exclusive and non-exclusive bookings, special benefits and offers to Members as part of the Concierge Service.

3.2 You accept that special benefits and offers with Suppliers are subject to availability and may change from time to time and without notice. It's important to note that not all of the Services made available or provided on the Site are available in all jurisdictions.

3.3 We reserve the right to deny restaurant reservation requests from you if you repeatedly fail to show up for bookings or violate any Supplier's terms and conditions including their cancellation terms.

### 4. Tickets

4.1 Ten works with third party ticketing and event Suppliers to quote details of face value tickets, hospitality tickets and tickets from secondary market agents to Members as part of the Concierge Service.

4.2 All tickets are subject to availability.

4.3 If you decide to order tickets from a Supplier quoted by us, you authorise us to arrange for payment of tickets on your behalf. Once you've given us authorisation to purchase tickets with the Supplier on your behalf, you'll be liable to pay the full price for the tickets. Once the purchase is confirmed, no refunds or exchanges will be available, unless stated otherwise in the Supplier terms and conditions.

4.4 You'll enter into a contract for the sale and/or supply of the tickets with the relevant Supplier. Ten or the Service Provider won't be party to this contract.

4.5 You should ensure that you check both the booking confirmation and the tickets you receive and notify us immediately if any details are incorrect or there are any discrepancies. Where an error has been made by us, we'll endeavour to resolve the error with the appropriate level of cost and/or compensation. In all other cases, we'll endeavour to assist you with correcting the error without incurring any financial liability.

4.6 We'll endeavour to advise you if any tickets have a restricted view prior to your purchase. Tickets will be considered restricted view only if specified by the Supplier, box office, venue and/or on the physical tickets.

4.7 The Supplier, together with us, will select the method and company used for ticket delivery. Often tickets will be sent via secure post or courier which will require a signature upon delivery. When delivery is attempted, if you're unavailable you'll need to collect from the local sorting office or, where appropriate, organise a re-delivery directly with the courier company. We'll offer support with any deliveries but won't be held liable for errors not caused by us.

4.8 Tickets are usually delivered between 5 to 7 days before the date of the event, with the exception of theatre tickets, which are sent after the booking is made. The date upon which tickets are released is controlled by the promoters of the event (and not us), who often delay delivery in order to reduce both fraudulent activity and the risk of tickets being misplaced.

4.9 When tickets are purchased through secondary ticket agents, the Supplier will make every effort to deliver them several days before the event. However, they reserve the right to deliver tickets up to 24 hours in advance and on rare occasions may arrange for you to meet a representative at the venue.

4.10 It's your responsibility to advise us of any change of address which may affect your booking, or if you plan to be away in the days leading up to the event.

4.11 If tickets are misplaced and originally purchased through a face value box office, tickets can often be duplicated. It's unlikely that tickets will be re-issued prior to the event date and will therefore need to be collected from the box office. In order to collect tickets in this way, the cardholder and the card that was used to purchase the tickets need to be present. Letters of authorisation are subject to the venue box office's discretion and in some instances, may not be accepted.

4.12 If tickets purchased through secondary ticket agents are misplaced, it's extremely difficult to arrange duplicates or box office collection, since they usually need to be collected by the individual who originally purchased the tickets. If this occurs, we'll endeavour to arrange for duplicates or collection, but if we're unable to do so we can't provide a refund.

4.13 If you find you're unable to attend an event and would like advice on re-selling your tickets, please contact us for further information.

4.14 While we'll endeavour to update you if we become aware of any changes made to the date or time of your event, we can't take responsibility to inform you if an event is cancelled or to provide details if it is rearranged by the event promoter. Where tickets are purchased through the secondary market, tickets will usually be valid for the rescheduled date. If you're not able to make the new date, refunds are at the relevant Supplier's discretion. We're not responsible for any additional financial outlay, such as for accommodation or transport, that occurs as a result of a cancelled or rescheduled date.

4.15 For tickets purchased direct through the box office, if the event is cancelled, you'll receive a full refund direct from the box office. If the event is postponed, refunds will not be given until a new date has been rescheduled. If you can't attend the new date, then you're normally entitled to a full refund.

4.16 Please ensure you check your debit or credit card statement to confirm that your card has been charged for the amount of your tickets within 3 to 5 days of booking. If this isn't the case then please call your Lifestyle Manager.

4.17 In the unusual event that a Supplier (box office or secondary market ticket supplier) goes insolvent, bankrupt or doesn't deliver the tickets, we can't accept liability for the loss of tickets. The relevant terms and conditions between you and the Supplier will apply. We'll offer assistance and act on behalf of the Member to endeavour to remedy the situation. As a minimum, this will include:

- a) advising the Member of the chargeback process, if they've paid by debit or credit card, whereby Visa/MasterCard/Amex go to the vendor to try to re-coup the money. Note there's a time limit within which this chargeback process is applicable; and/or
- b) if the Member chooses to purchase new tickets, sourcing alternative tickets to match the original order as closely as possible in terms of location, price and date.

## 5. Events and Benefits

5.1 Ten works with Suppliers to share details of events and/or benefits to Members as part of the Concierge Service.

5.2 Benefits are subject to availability.

5.3 Benefits may be withdrawn at any time and without prior notice.

## 6. Travel

6.1 We may engage certain local travel agencies to act solely in the capacity of agent for Suppliers of air, hotel, car and other travel-related products and services ("Travel Suppliers") to provide Members with the ability to purchase airline tickets, hotel accommodation, car rentals and other travel-related products and services ("Travel Services") in accordance with the Travel Policy to these Terms, which includes our cancellation policy.

## 7. Fair Usage Policy

7.1 You must make sure that any use of the Concierge Service complies with these Terms.

7.2 There's no specified limit on the usage of our Concierge Service. However, if we feel that your activities are so excessive that other members are detrimentally affected, we may give you a written notice (by email or otherwise) or limit the number of requests you can submit in a given time period. In extreme circumstances, if the levels of activity don't promptly decrease after the warning, we may terminate or suspend your account after prior consultation with the Service Provider.

7.3 If you breach these Terms, we may: (a) give you a notice to stop or moderate the unacceptable use(s); or (b) terminate or suspend your Concierge Service, with or without notice as we consider appropriate, under the Terms.

7.4 You are responsible for all use of the Concierge Service through your Pack and for any breach of these Terms whether an unacceptable use occurs or is attempted, whether you knew or should've known about it, whether or not you carried out or attempted the unacceptable use alone, contributed to or acted with others or allowed any unacceptable use to occur by omission.

## 8. Complaints

8.1 Please contact us immediately should you be dissatisfied with any aspect of the Concierge Service you receive and we'll use reasonable endeavours to look into the issue within two working days of receipt of your notification and to respond to you as soon as reasonably practicable.

8.2 Ten or the Service Provider aren't responsible for the failure of any Supplier to provide any Services or the negligence of the Supplier providing them. However, we'll endeavour to assist you in the resolution of any such issue.

## 9. Material

- 9.1 The material on our Site is subject to our copyright protection, unless otherwise indicated. Our copyright-protected material may be reproduced free of charge in any format or media without specific permission, provided the material isn't for public use and not for profit, material or financial gain. This is subject to the material being reproduced accurately and not being used in a derogatory manner or in a misleading context.
- 9.2 Where the material is being published or issued to others, the source and copyright status must be acknowledged. Any permission we provide to reproduce our copyright-protected material doesn't extend to any material on our Site which is identified as being the copyright of a third party. Authorisation to reproduce such material must be obtained from the copyright holders concerned. If there's a restriction on reproduction, any other proposed use of the material would be subject to our approval. Application should be made to the Content Director, Ten Lifestyle Management Limited, 2nd Floor, Fitzroy House, 355 Euston Road, London NW1 3AL.

## 10. Intellectual Property

- 10.1 The Content (as defined below) is protected by applicable intellectual property laws and all Content is owned by or used by Ten under a licence or with permission. All text, formatting (including without limitation the selection, coordination and arrangement of materials received from Ten, and the images, graphics, animation, tools, widgets, applications, commercials, videos, music, sounds, articles, copy, creative materials, photos, trademarks, service marks, trade names, and logos, and other materials and information received from Ten are subject to the intellectual property rights of Ten, its subsidiaries and affiliates, and their respective licensors and licensees (collectively "Content"). The Content may not be copied, reverse engineered, decompiled, disassembled, modified, reposted to other web sites, framed, deep linked to, changed, or otherwise distributed, redistributed, licensed, sublicensed or transferred in any form by you.

No Content shall be construed as granting, by implication, estoppel or otherwise, any licence or right to make commercial use of any Content without Ten's prior written permission.

## 11. Contact

If you've any queries or comments about these Terms or our or any Supplier's use of your personal data, please get in touch via the phone number and email address provided for the Concierge Service.

## 12. Changes to these Terms

We may update these terms, from time to time. We'll notify you of the changes where required by law to do so, with 30 days' notice.

## 13. Notices

A notice or other communication under or in connection with these Terms shall be in writing and be delivered personally or sent by first class post or email to the party due to receive the notice or communication at the registered address or the email address specified in writing. In the event that Ten needs to update Members on a change in service, it'll use the contact details provided to Ten by the Service Provider.

## 14. General

If any of the above provisions are held to be illegal or unenforceable such provisions shall be severed and the remainder of these Terms shall remain in full force and effect unless the business purpose of these Terms are substantially frustrated thereby.

Any payment transactions carried out by us or our third party payment processing services shall be subject to applicable regulatory obligations and are secure with PCI-DSS.

## 15. Indemnification

You agree to indemnify, defend and hold Ten, the Service Provider and its business partners, staff and affiliates harmless from any liability, loss, claim and expense, including reasonable professional legal advisors' fees and expenses caused by your violation of these Terms.

## 16. Governing Law and Jurisdiction

- 16.1 We grant you access to our Site and our Concierge Service conditional upon your acceptance that the laws of England and Wales apply between us in relation to these Terms.
- 16.2 These Terms and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with it or its subject matter or formation shall be governed

by and construed in accordance with the law of England and Wales.

- 16.3 Each party irrevocably agrees that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with these Terms or its subject matter or formation.

## TRAVEL POLICY

Ten and the Service Provider together with their parent companies, subsidiaries, affiliates and agents, and their respective officers, directors, employees, representatives, agents and licensors, shall be referred to collectively as the "Covered Parties" and each individually as a "Covered Party".

### 1. Terms of Travel Services

- 1.1 You agree that:
- a) you're responsible for any error in the accuracy of information that you provide in connection with any Travel Services;
  - b) you're responsible for all charges, fees, duties, taxes, and assessments arising out of the use of any Travel Services;
  - c) airfare prices aren't guaranteed until flights are ticketed. Airfare fees that may apply after the initial ticket purchase including, but not limited to, (i) airline fees for itinerary changes or cancellations, (ii) after-purchase upgrades, including preferred or priority seat assignments, (iii) checked baggage fees, or (iv) in-flight food and beverage (not included in the advertised rates and will be your responsibility). Post-booking fees and charges vary and are determined by the airline carrier, and can vary by airline;
  - d) with respect to car rental, additional charges, taxes, and fees may apply at the time of rental or check-in and will be billed at that time directly to you. Car rental companies will require a payment card at the time you pick up the vehicle;
  - e) you'll only use Travel Services to purchase travel for legitimate travel reservations and/or tickets for you or for another person for whom you're legally authorised to act;
  - f) you'll inform any other individuals for whom you've purchased reservations and/or tickets of these Terms and you agree to all additional terms and conditions of purchase introduced to you by Ten and the relevant Travel Supplier(s) in relation to specific Travel Services.
- 1.2 All policies and procedures are subject to change at any time at our discretion and without notice.
- 1.3 All prices quoted are based on rates in effect at the time of booking and are subject to change without notice. As the transaction will be processed in the stated currency, additional currency conversion, foreign transaction and other similar fees may apply depending on your place of booking. Please contact your bank for more information on these fees prior to booking if you've any questions or concerns.
- 1.4 Travel benefits can't be combined with any other travel service provider's offers.
- 1.5 AIRLINE TICKETS & POLICIES: All airline tickets are subject to the published contract of carriage and rules of the airline carrier on which you'll travel. The contract of carriage in use by the applicable airline shall be between the applicable airline and the passenger only. The Covered Parties assume no responsibility in the determination and application of the terms and conditions applicable to this contract of carriage. A Travel Supplier that is an air carrier is required to make available to the public the terms of its contract of carriage and make available the fare rules for all air carrier tickets before booking.
- 1.6 The Covered Parties maintain no control over the personnel, equipment or operations of any airline. Covered Parties do not guarantee or insure the services provided by any Travel Supplier of air travel and will not be responsible or liable for any act, error, omission, injury, loss, accident, damage, delay, non-

The terms and conditions of Ten and the relevant Travel Supplier(s) will be available for review prior to or at the time of purchase or reservation;

- g) we don't provide or source financial services advice or medical advice at any time; and
- h) unless otherwise stated, when you make a request for services from Travel Supplier(s) through our Concierge Service, Ten will act as your agent and you'll enter into a contract directly with the Travel Supplier(s) for the provision of the services and you'll be bound by the Travel Supplier(s)' terms and conditions (including but not limited to their cancellation terms), which will be made available to you before or at the time you complete your booking.

performance, inconvenience, overbooking, irregularity or any consequences there from, which may be occasioned through the neglect or default, or any other action or inaction by any Travel Supplier.

- 1.7 You agree to abide by the terms and conditions imposed by any Travel Supplier with whom you elect to deal and you understand that failure to do so may result in cancellation of your reservation(s) and your being denied access to any flights, and you being liable for any costs incurred by a Covered Party as a result of such violation. Ten and the other Covered Parties are not responsible for any such action by air carriers due to your failure to abide by such air carrier's rules.
- 1.8 Neither Ten nor the other Covered Parties, nor any provider of air traffic data makes any promises or guarantees as to the accuracy, completeness, or adequacy of any delay or other air traffic management information and expressly disclaims liability for any errors and omissions.
- 1.9 Travel reservations are subject to the rules of each Travel Supplier on your itinerary. A government issued picture ID is required for all domestic travel. A valid passport, and in some cases visa and certain health requirements, are required when travelling internationally. For international travel, please check with your consulate in the destination country for visa travel requirements.
- 1.10 Electronic documents such as e-confirmations and e-documents will be provided to the email address given by you at the time of booking. Ten and the other Covered Parties aren't responsible for any change in the contact information provided by you at the time of booking.

## 2. Additional Travel Information and Terms

- 2.1 A government issued picture ID is required for all domestic travel. Additional identification such as a passport, visa and certain health requirements may be required for international travel. The name on the airline reservation must match exactly the name as it appears on the government issued ID. For international travel requirements, contact the embassy/consulate of the country to which you're travelling, to determine entry documentation and other requirements, such as immunizations that must be satisfied by you, including return entry into your home

country. It's your responsibility to obtain proper travel identification and satisfy all other requirements for the destination. Carriers can't board any passenger who fails to carry required documents. Passenger identification must match the name on the airline reservation or ticket(s). Some airlines may require you to show the payment card used as payment for your ticket(s).

- 2.2 Minors under the age of 18 who are travelling with only one parent may be required to have additional documentation. Please contact your airline or the embassy/consulate of the country to which you're travelling for additional information.
- 2.3 The Covered Parties have no special knowledge regarding the suitability for disabled persons for any travel itinerary. The Covered Parties also have no special knowledge regarding unsafe conditions, health hazards, weather hazards, or climate extremes at locations to which you may travel.
- 2.4 For information concerning possible dangers at international destinations, we recommend contacting your government's agency responsible for travel advisory matters.
- 2.5 For medical information, we recommend contacting your governmental agency responsible for health and medical matters.
- 2.6 **BANKRUPTCY OR FLIGHT CHANGES, DELAYS OR CANCELLATIONS:** Each Covered Party shall have no liability if a travel provider isn't able to honour an airline ticket purchased through the Concierge Service for any reason, including, without limitation, bankruptcy proceedings, strikes, labour shortages or flight delays, overbooking, cancellations or termination of service. Ticketed passengers may be entitled to refunds from the airline providing the transportation depending on the terms of the contract of carriage and other applicable rules of the airline.
- 2.7 **ITINERARY CHANGES OR CANCELLATIONS:** Ten don't charge fees for cancelling your booking, but you may be subject to the individual cancellation policies of the property, the tour operator, the airline, the car rental company or any Travel Supplier you book with through the Site. Cancellation policies will be provided to you before you complete your booking. Accordingly, carefully review your ticket purchases for any errors or discrepancies prior to purchase. If you need to make changes to your travel itinerary, please call a Lifestyle

Manager on the number listed on your email confirmation. In certain circumstances, changes may not be possible. If changes to the travel itinerary are possible, based on the applicable contract of carriage and other rules and regulations for the applicable airline, such changes may be subject to (i) an increase in airfare and related taxes, fees, and charges, (ii) change or service fees charged by the airline, and (iii) certain additional service fees. Such fees and charges may be quoted and charged in local currencies, even if part of your original purchase was made in another currency. Tickets may not be reassigned or transferred to a different airline. Most airline tickets don't retain any value if not cancelled prior to departure.

- 2.8 **PASSENGER NAME AND IDENTIFICATION:** All airline tickets purchased through the Concierge Service must be purchased in the exact name of the person travelling which, to the extent applicable, must be identical to the name that appears on the traveller's passport or other government-issued identification card. Airline passengers must present a government-issued form of identification at the airport on the day of travel. Once purchased, tickets are not transferable.
- 2.9 **INTERNATIONAL TRAVEL REQUIREMENTS:** International travel generally requires the passenger to possess a valid passport. Visa policies vary by country and any necessary visas are the sole responsibility of the traveller and must be obtained prior to departure. Travellers are responsible for complying with all government travel requirements, and presenting exit, entry and other required documents such as passports and visas. As a general rule, passports should have at least six months of validity when travelling internationally, please check the requirements of the countries you are flying to and from.
- 2.10 **REQUIREMENTS FOR CHILDREN:** Children under the age of 18 travelling internationally without one or both of their natural parents must carry a notarised letter of permission from the absent parent or parents. Other document requirements may apply depending on the airline and are the sole responsibility of the traveller.
- 2.11 Travel reservations are subject to the rules of each Travel Supplier on your itinerary. The information and descriptions given about Travel Supplier are believed to be accurate, however,

the Covered Parties make no warranty or representation regarding the information and descriptions.

- 2.12 The passenger's ticket(s), when issued, shall constitute the sole contract between the Travel Supplier and the purchaser and/or passenger and will be subject to the Travel Suppliers' terms and conditions of use.
- 2.13 All airline tickets are subject to the published conditions of carriage and rules of the applicable airline. The contract of carriage in use by the applicable airline shall be between the applicable airline and the passenger. All flight details should be confirmed with the applicable airline including, without limitation, the schedule of your flight, airline policies, baggage charges, size limitations, or restrictions, and any other additional fees that must be paid directly to the applicable airline. The Covered Parties maintain no control over the personnel, equipment or operations of any airline. The Covered Parties don't guarantee or insure the services provided by any Travel Supplier of air travel. You agree to abide by the terms and conditions imposed by any Travel Supplier with whom you elect to deal and you understand that failure to do so may result in cancellation of your reservation(s) and your being denied access to any flights, and any costs incurred by a Travel Supplier as a result of such violation.
- 2.14 Special requests made to a Travel Supplier are on a request only basis and can't be guaranteed. Fees, taxes and charges may apply, depending on the service request.
- 2.15 Upgrades aren't permitted on certain itineraries. Please check with the applicable Travel Supplier directly.
- 2.16 Travel Suppliers' policies are subject to change at any time without notice.
- 2.17 Covered Parties aren't responsible for any lost or damaged luggage before, during or after travel.
- 2.18 Certain rate types don't permit credit for airline frequent flyer programs, car or hotel loyalty programs.
- 2.19 **BAGGAGE FEES:** Baggage policies and fees vary by Travel Supplier. Please check with the Travel Supplier for baggage charges, size limitations, weight and other restrictions.

2.20 **DESTINATION TAXES:** Government imposed departure or entry taxes may not be included in ticket taxes. Passengers should be prepared to pay these taxes on location. Ten isn't the vendor collecting and remitting taxes to the applicable taxing authorities. Neither Ten nor other local travel agencies procured through Ten are co-vendors associated with the Travel Supplier with whom we book or reserve our customer's travel arrangements. Taxability and the appropriate tax rate and the type of applicable taxes vary greatly by location.

2.21 **PAYMENT:** Full payment with a payment card may be required to make a reservation. Should an error occur in processing your payment card for applicable charges, Ten reserves the right to resubmit the charge to your payment card company. Ten also reserves the right to re-invoice your reservation should an error be made in computing your holiday price. Rates are subject to change, including, but not limited to, increases in or establishments of surcharges, applicable taxes, government fees, and airfare and hotel prices.

2.22 Details you provide when you register for this Concierge Service will govern the currency you elect from time to time when you make travel bookings online or with a Lifestyle Manager. You'll be charged in the currency you elected at the time of check-out so please be sure to check your elected currency prior to completing your transaction.

2.23 **HOTEL TAXES AND SERVICE FEES:** Ten markets hotels under a 'prepaid/merchant' model which means Ten or other local travel agencies procured through Ten, collect the designated amount from you in advance and manage the payments to the hotel on your behalf. In connection with facilitating your hotel arrangement, the amount you're charged may not include all taxes and service fees. This amount includes an estimate to recover the amount we pay to the hotel related to your reservation for taxes owed by the hotel including, without limitation, sales and use tax, occupancy tax, room tax, excise tax, value added tax, goods and services tax, and/or other similar taxes. The amount paid to the hotel in connection with your reservation for taxes may vary from the amount we estimate and include in the amount charged to you. The amount paid to the hotel at the time of booking doesn't include any extra person charges, incidentals, gratuities, or other charges incurred during your

stay. You'll be fully responsible for any excess charges or fees incurred by you during your stay and related taxes. There'll be no refund for unused services or early check-out.

### 3. Cancellations

3.1 A "Cancellation" means any change made to the name of a traveller when booked (name change), the substitution of one traveller in place of another, a reduction to the number in the party, reduction of a portion of the package, and/or the termination of the entire trip. Changing the date of departure or return date is also classified as a "Cancellation." All other changes are defined as a revision.

3.2 **CHANGE/CANCELLATION POLICY:** If your plans change, your right to a refund will be governed by the cancellation terms of the Travel Supplier(s) (as described at the time of booking, in your contract with the Travel Supplier(s) and the below):

- a) Cancellations, refunds, changes, exchanges and transfers are wholly subject to the terms and conditions of the applicable Travel Supplier(s). Accordingly, carefully review your ticket purchases and reservation details for any errors or discrepancies prior to purchase. If you need to make changes to your travel itinerary, call a Lifestyle Manager on the number listed on your email confirmation. In certain circumstances, changes may not be possible. If changes are possible, changes to travel itinerary shall be subject to fees charged by Travel Suppliers and subject to the Travel Suppliers' terms and conditions;
- b) hotel reservation cancellations are subject to individual Travel Suppliers' cancellation policies. Failure to cancel prior to scheduled check-in time will be considered a no-show and won't be eligible for refund;
- c) car rental cancellations are subject to individual Travel Suppliers' cancellation policies;
- d) separate cancellation penalties may apply to holiday or special event departures in addition to non-refundable deposits; and
- e) Travel Supplier penalties are subject to change at any time without notice.

### 4. Package Revisions

4.1 In the event that you purchase a single "Packaged" product of flights and accommodation provided by one of our Travel



Suppliers, you'll be charged for the full amount of your itinerary at the time of booking. You may have separate charges for each product in the package, totalling the amount quoted for your itinerary. No aspect of the itinerary is guaranteed (including price, availability or dates of travel) until full payment is received.

- 4.2 All travellers must travel on the same itinerary. Individual travellers can't be added or deleted from an itinerary after booking.
- 4.3 Any changes must be made directly by calling a Lifestyle Manager on the number listed on your email confirmation, and shall be subject to Travel Supplier charges as described below (other than those subject to cancellation penalties listed in section 2):
- 4.4 AIRLINE TICKET CHANGES: This refers to the change policy set by the individual airline. Changes to travel dates or destination may be allowed and are subject to the rules of the airline. Additional airfare and/or exchange fees may apply. Name changes on airline reservations aren't permitted by some airlines.
- 4.5 HOTEL CHANGE POLICIES: This refers to changes to hotel reservations. These are allowed subject to individual Travel Suppliers' policies. Travel Supplier change fees may apply.
- 4.6 CAR RENTAL POLICIES: This refers to changes to a car rental reservation. These are allowed but Travel Supplier change fees may apply.

## 5. Car Rental Rules

- 5.1 Driver must be in possession of a valid driver's licence (in the relevant locality) and a major payment card in their name.
- 5.2 Some Travel Suppliers require a good driving record and reserve the right to verify drivers' records. Minimum and maximum age requirements may apply, additional charges may apply based on age and will vary by country. Travel Suppliers may reserve the right to deny car rentals for any reason, including past driving records.
- 5.3 Car costs may not include drop charges, tolls, taxes, surcharges, upgrades, recoupment fees, airport fees, insurance waivers, fuel, and optional charges such as protection options, special equipment and additional drivers. All such additional charges must be paid directly to the car rental company.

- 5.4 Rental charges are based on each 24-hour period commencing at time of rental, with any additional hours subject to extra charge.
- 5.5 A major payment card or a cash deposit is required to protect against incidental charges and damages, payable directly to the car rental company.
- 5.6 Car rental companies won't refund any unused portion of a rental.
- 5.7 No-shows are non-refundable and will result in a total forfeiture of any payments made.
- 5.8 The early return of a car rental isn't eligible for a refund.
- 5.9 Cancellation fees, rental terms, and any additional taxes, fees and surcharges are subject to change without notice, may vary by location, and may be charged to the customer at pick-up.
- 5.10 For some international rentals, a 3-day minimum may apply.
- 5.11 Geographic and cross border restrictions may apply.
- 5.12 Please contact your insurance company if you're unsure whether or not to accept rental car company insurance.

## 6. Hotel Rules

- 6.1 Some hotels require a resort fee payable at the time of check-in. These fees aren't included in the total price displayed online.
- 6.2 No-shows are non-refundable and will result in a total forfeiture of any payments made.
- 6.3 Early check-out from a hotel is not subject to a refund.
- 6.4 Contact a Lifestyle Manager on the number listed on your email confirmation for all cancellation or modification requests.
- 6.5 Cancellations or modifications handled by the property directly may result in additional fees. When cancelling hotel reservations, you'll be held responsible for charges if you don't ask for and retain your cancellation number.
- 6.6 Hotel reservations include room and applicable taxes only. Any additional hotel charges, such as resort fees and hotel energy surcharges and any charges for incidentals that you incur while travelling isn't included in your reservation rate and must be paid directly by you to the hotel.

- 6.7 Incidental charges may include but aren't limited to parking fees, baby-sitting, room service, telephone fees, internet usage fees, in-room movies, mini-bar charges, and gratuities.
- 6.8 Hotels may not have actual travellers' names until just prior to arrival.
- 6.9 The hotel may require a major payment card, in the name of one of the guests, or a cash deposit upon check-in.
- 6.10 Reservations don't include services not specified in the reservation confirmation.

## 7. Airline Rules

- 7.1 It's the responsibility of the traveller to ensure the name is spelled correctly at the time of booking. Name changes aren't permitted on some airline reservations.
- 7.2 Failure to use any part of your airline reservation may result in cancellation of continuing or return flight reservations. You must advise the airlines if your travel plans change en route.
- 7.3 Advance seat assignments, if available and allowed by the airline, aren't guaranteed. Please inquire with the airline directly about your boarding passes.
- 7.4 Flight schedules are subject to change. The Covered Parties aren't responsible for any flight schedule changes made by the airlines. Please re-confirm each flight at least 48 hours prior to departure for domestic flights and 72 hours in advance for international flights. Reconfirmation of flights is mandatory when returning from international destinations.
- 7.5 **BAGGAGE ALLOWANCES:** These vary by airline and all baggage fees are payable directly to the airline and therefore won't be included in your package price.
- 7.6 Airfare is typically non-refundable. In some cases, airfare allows for changes or cancellations. If you're cancelling your trip, you must contact Ten, who will advise you of eligibility for refund. No refunds will be made for missed or unused services or inclusions. If you accept a refund, you waive all other rights and remedies under applicable law.
- 7.7 Airline penalties are in addition to all other penalties detailed above and are subject to change at any time without notice.
- 7.8 Additional costs, fees and taxes are your sole responsibility. These costs, fees and taxes may include without limitation any cost for shipping and handling, any change or cancellation to the itinerary, any fare increase resulting from a change, and baggage charges.
- 7.9 You should check with each airline regarding its specific boarding and check-in requirements.
- 7.10 Turboprop aircraft may exist on your itinerary. Airlines reserve the right to change aircraft equipment without notice to the booking travel agency or the traveller.
- 7.11 Please review your itinerary, as code-share flights may exist. If a code-share flight exists in your itinerary, passengers must check in with the operating airline on day of departure.
- 7.12 All tickets will be issued at time of booking as e-tickets, unless e-tickets are unavailable due to airline restrictions.
- 7.13 If your tickets are lost, stolen, or destroyed, contact us immediately for details on how to process your claim. Until any permitted refund or credit is completed by the issuing airline, you remain legally responsible for payment, in full, of the lost, stolen, or destroyed tickets.
- 7.14 **CUSTOMER RESPONSIBILITIES:** You're responsible for examining and verifying all information and ensuring that you understand all of the policies, fees and requirements to which you're subject. You must ensure that you and all of your party check-in at least two hours prior to the scheduled departure and report to the gate at least 30 minutes before departure time. Failure to comply with these conditions may result in the loss of your seat. You must call or visit the airline's website to verify flight times the evening prior to departure. You must comply with the airline's baggage restrictions as posted by each airline. Please contact your airline for current fees and policies. Your rights and remedies set forth herein are in addition to any other rights and remedies under applicable law, but if you agree to a refund, you waive all other remedies. Unless you file a claim with Ten within 30 days after the termination of your trip, all parties are released from further liability.
- 7.15 **TEN RESPONSIBILITIES:** Ten and the applicable Travel Supplier(s) are responsible to you for making the applicable arrangements for transportation, accommodation and services being booked. The responsibility of

Ten doesn't extend to any liability for personal injury or property damage arising out of or caused by any negligent act or omission on the part of any air carrier, hotel operator, ground transportation contractor, optional tour operator or any person rendering any services being offered. Ten or the Travel Suppliers aren't responsible for: (i) any changes made by scheduled air carriers which are beyond our control (this includes, but isn't limited to, routing changes, aircraft equipment changes, flight cancellations or any changes to flight schedule); or (ii) damage, delay or vacations affected by weather or other force majeure events beyond our control. Ten reserves the right to substitute hotel accommodations, if necessary, due to circumstances beyond its control. Special requests such as room location, special meals or assistance will be communicated to the appropriate Travel Supplier, but can't be guaranteed. Special offers may be withdrawn at any time prior to being booked by a Member. Rates are based on availability.

- 7.16 AIR CARRIERS' RESPONSIBILITIES: Air carriers operating scheduled air shall not be liable for any loss, injury, accident, delay or irregularity which may occur by reason of defect or through the acts or omissions of any person or company performing or rendering the services described in vacation brochures, web sites and/or flyers. The services described in vacation brochures/web sites/flyers other than air carriage furnished by those air carriers directly named are furnished by independent contractors who aren't servants, joint ventures or partners with the named air carriers.

## 8. Important Notice

- 8.1 To the extent permitted by law, neither Ten nor any of Ten's officers, directors, employees, representatives, subsidiaries or affiliated companies, shall be liable for (i) any punitive, special, indirect or consequential loss or damages, any loss of production, loss of profit, loss of revenue, loss of contract, loss of or damage to goodwill or reputation, loss of claim, (ii) any inaccuracy relating to the (descriptive) information (including rates, availability and ratings) of the Travel Supplier as made available through the Concierge Service (including on the Site), (iii) the services rendered or the products offered by Travel Suppliers, (iv) any (direct, indirect, consequential or punitive) damages, losses or costs suffered, incurred or paid by you, pursuant to, arising out of or in connection with

the use, inability to use or delay of the Site, or (v) any (personal) injury, death, property damage, or other (direct, indirect, special, consequential or punitive) damages, losses or costs suffered, incurred or paid by you, whether due to (legal) acts, errors, breaches, (gross) negligence, willful misconduct, omissions, non-performance, misrepresentations, tort or strict liability by or (wholly or partly) attributable to the Travel Supplier or any of Ten's other business partners whose products or service are (directly or indirectly) made available or offered through the Concierge Service (including on the Site), including any (partial) cancellation, overbooking, strike, force majeure or any other event beyond Ten's control.

- 8.2 Ten isn't responsible for the use, validity, quality, suitability, fitness of any bookings you may make through the Concierge Service (including on the Site) and makes no representations, warranties or conditions of any kind in this respect, whether implied, statutory or otherwise, including any implied warranties of merchantability, title, non-infringement or fitness for a particular purpose. You acknowledge and agree that the relevant Travel Supplier is solely responsible and assumes all responsibility and liability in respect of any bookings you make through the Concierge Service (including on the Site).
- 8.3 Whether or not the Travel Supplier has charged you for any bookings you make through the Concierge Service (including on the Site), or if Ten facilitates the payment of the price or fee any bookings you make via its prepaid/merchant model, you agree and acknowledge that the Travel Supplier is at all times responsible for the collection, withholding, remittance and payment of the applicable taxes due on the total amount of the price or fee of any bookings you make to the relevant tax authorities. Ten isn't liable or responsible for the remittance, collection, withholding or payment of the relevant taxes due on the price or fee of any bookings you make to the relevant tax authorities.

Subject to the limitations set out in these terms and conditions and to the extent permitted by law, Ten shall only be liable for direct damages actually suffered, paid or incurred by you due to an attributable shortcoming of Ten's obligations in respect to Ten's services, up to an aggregate amount of the aggregate cost of your relevant bookings made through the Concierge Service (including

on the Site), whether for one event or series of connected events.

- 8.4 Ten reserve the right to make minor adjustments in the passenger's travel itinerary and to cancel any trip prior to departure if this becomes necessary as advised by the Travel Supplier. The issuance of vouchers or tickets shall be deemed to be your consent to the above terms. The passenger's ticket(s), when issued, shall constitute the sole contract between the applicable Travel Supplier and the purchaser and/or passenger, and Ten or other Covered Parties shall have no liability for any actions or omissions of the Travel Supplier or other Covered Parties. In addition, Ten or other Covered Parties shall have no responsibility for any credit or voucher issued by any Travel Supplier, and any questions or issues you may have with respect to such credit or voucher must be addressed directly with the Travel Supplier or applicable Covered Parties.
- 8.5 All rates published in any venue are based on exchange rates and tariffs and are subject to change. All taxes, gratuities and portage charges are subject to deletions, additions or changes without notice. These items are not under the control of any of the Covered Parties, since changes in government regulations and labour agreements cannot always be anticipated. Covered Parties aren't responsible for any changes initiated by the passenger after departure.

## Privacy Statement

Ten Lifestyle Management Limited ("Ten") is committed to protecting your privacy. This Privacy Statement explains how, and for what purposes, we use the information collected about you via our website (our "Site") and/or otherwise in connection with your use of the Concierge Service. Please read this Privacy Statement carefully. Please ensure that you have read this Privacy Statement as it contains important information about us collecting and using the information about you in relation to your use of our Site or the Concierge Service.

### Introduction

- When you use our Site or the Concierge Service, we may collect certain information about you such as your name, contact details, information about the device you use and how you use the Site. We may also collect information about other family members or third parties where you provide information about those individuals through your use of the

Concierge Service.

- We collect this information about you so that we can provide the Concierge Service to you; allow Suppliers to provide Services to you; run our business; further develop elements of the Services; personalise the Services to your preferences; contact you; and comply with the law.
- We may determine the purposes and means of processing personal information that we collect about you when you use the Concierge Service and so act as data controller in relation to that personal information and:
  - where you've requested Services from a Supplier, we may disclose your information to such Supplier(s) who will process your data for their own purposes as data controllers in relation to providing the Services to you, for example, in order to provide specific quotes or to make a booking; and
  - each Supplier will be responsible for their own use of your information, and Ten doesn't accept responsibility for such use, except to the extent we haven't complied with this Privacy Statement or applicable data protection laws.

Capitalised terms used without definition shall have the meanings assigned to them in the Concierge Service Terms and Conditions.

## How to Contact Us

If you would like to get in touch with us about this Privacy Statement, please contact Ten's Data Protection Officer at Ten Lifestyle Management Ltd, Fitzroy House, 355 Euston Road, London, NW1 3AL or email or phone the Concierge Service and ask to be transferred to our Data Protection Officer.

## Changes to this Privacy Statement

The current version of this Privacy Statement is available on our Site and also on request to Data Protection Officer at Ten Lifestyle Management plc, Fitzroy House, 355 Euston Road, London, NW1 3AL. We will update this from time to time and will contact you (by email) to notify you of any updates in relation to where:

- we are doing something with your personal data, which you might not expect based on the information provided in this privacy policy; or
- we are making substantial changes to the Privacy Statement.

## 1. How we collect data from you

- We may collect and process the following information in accordance with applicable data protection laws:
  - contact information (such as email address or phone number) provided to us when you first use the Concierge Service or provided to us in advance by Barclays Bank UK PLC through which you access the service (your “Service Provider”), to validate such registration and for password reset purposes;
  - information provided if you contact us via: the online form submission with an enquiry; a report of a problem with our Site; through any telephone conversation or email exchange with our representatives or in response to a communication from us;
  - you or related third parties may provide us with certain personal data such as your name, email address and information contained in the correspondence (which could tell us something about your preferences). We need this information to be able to respond to your enquiry and to administer our Site;
  - details of registration, enquiries, discussions, instructions, transactions you carry out in relation to our Site or via phone or email interaction with our representatives, including but not limited to: your name; subject matter which you’ve expressed as an interest or preference; order information; billing information; address; type of subscription; hashed payment details; including whether payments have been accepted or declined. We need this information to be able to provide the Concierge Service;
  - information provided when you visit our Site. We capture access data such as IP address; browser type and version; time zone setting, browser plug-in types and versions; operating system and platform; date and time of the access; articles you’ve read; requests made; the amount of data transmitted and the requesting provider. We may also capture other information about visits to our Site such as site usage; traffic patterns and topics of interest. Although we may be able to identify an individual device and therefore an individual from this information, the main purpose of collecting this information is to administer, maintain and improve our Site (please

see (2) below for further details) and your experience in using our Site; and

- from your IP address, we may be able to identify your city or country of location and this may be used to display geographically relevant information to you on our Site (for example we identify that you are in New York and we display New York restaurants within the Dining section of the platform).
- Where you provide us with information about other people, you confirm that: (i) you’ve the consent (if applicable) or authorisation from the individuals to pass this information to us; and (ii) you’ve notified them of, and they’ve acknowledged, the collection and use of their information as set out in this Privacy Statement.
- We’re required to comply with certain legal and regulatory requirements, and may process your personal data for compliance with such legal or regulatory obligations, to which we or regulators or law enforcement agencies are subject.
- Note that if any of your personal details change during your use of our Site, you’re responsible for updating them by accessing the relevant section of our Site, or by contacting us using the details in the section “How to Contact Us”.

## 2. How your data is used

- Any personal data we process will be used in accordance with applicable data protection laws. We’ve described below our purposes for processing personal data.
- We may use information you give us or that we collect from you:
  - to provide the Concierge Service, allow Suppliers to provide Services to you, administer your membership and run our organisation. This is necessary for the performance of the Services to you;
  - to inform you about changes to our Concierge Service and new Services available.
- We may use personal data to inform you of information, suggestions, recommendations, products and services that may be of interest based on your preferences. You may be contacted by mail, email, telephone or such other means as we regard as appropriate and as legally permitted. Individuals may opt out from this type of communication by calling us, emailing us or going to the platform.

- We'll contact you by email only with information about products and services similar to those which you've previously shown an interest in or which you're likely to be interested in based on preferences you've expressed:
    - to communicate with you. We've a legitimate interest to process this personal data in order to respond to enquiries, requests, complaints or comments submitted to us;
    - to administer, maintain and improve our Site.
  - We use cookies and similar technologies to monitor site user traffic patterns and site usage. This helps us to understand how visitors use our Site so that we can develop and improve the design, layout and functionality of our Site. Cookies make it easier for you to log on to and use the Site during future visits. A cookie is a piece of information that is stored on your computer's hard drive and which records your navigation of a website so that when you revisit that website it can present tailored options to you based upon the stored information about your last visit. You can normally alter the settings of your browser to prevent acceptance of cookies. If you don't want us to deploy cookies in your browser, you can set your browser to reject cookies or to notify you when a website tries to put a cookie on your computer. However, rejecting cookies may affect your ability to use some of the products and/or services at our Site. For more information about our use of cookies, please refer to our Cookie Policy available on our Site. For more information about what cookies are and how they work, visit <http://www.allaboutcookies.org/>;
  - We rely on the following lawful bases of processing when we process your personal data:
    - we've a legitimate interest to process the personal data of our users in order to administer, maintain and improve our Site;
    - to notify you about functionality changes to the Site, or changes to this Privacy Statement. This processing is necessary for the performance of our Concierge Services to you;
    - for internal operations, including troubleshooting, data analysis, testing, research, statistical and survey purposes. We have a legitimate interest to process the personal data of our users for our internal operations;
    - to allow you to participate in interactive features of our Concierge Service. This processing is necessary for the performance of these Services to you;
    - as part of our efforts to keep our Site safe and secure. We have a legitimate interest to process the personal data of our users to keep our Site safe and secure; and
    - to comply with any legal or regulatory obligations to which we or regulators or law enforcement agencies are subject. This processing is necessary for compliance with a legal obligation to which we, our users or the regulator/law enforcement agencies are subject.
  - Where we rely on legitimate interests to process your data, this must not unfairly go against what is right for you. We will therefore ensure that any collection and processing of your personal data:
    - is not overly intrusive to you;
    - is proportionate in order to meet our legitimate interests; and
    - will always be kept to a minimum.
  - If you've any questions about how we use your data, please contact us using the details in the section "How to Contact Us".
- ### 3. How we look after your data
- We have put in place appropriate security measures in place to prevent your personal data from being accidentally lost, used or accessed in an unauthorized way.
- ### 4. When do we give your data to other people?
- We may share your information (including any of the data we've collected as mentioned in (1) above) with selected third parties including:
    - Suppliers and other third parties for the performance of any contract you enter into with them or otherwise required to provide the Services to you; and
    - we also may share aggregated, anonymised information with your Bank to show trends about the general use of the Concierge Service.
  - We may also disclose your information (including any of the data we have collected as mentioned in (1) above) to third parties:
    - in the event that we sell any part of our business, in which case we may disclose your personal data to the prospective

buyer of that part of our business to the extent that such disclosure is directly relevant to the sale; and

- if we're under a duty to or permitted to disclose or share your personal data in order to comply with any legal or regulatory obligations, or in order to enforce or apply this Privacy Statement and other agreements; or to allow a Supplier to enforce or apply its contract with you. This includes exchanging information with other companies and organisations for the purposes of fraud protection and credit risk reduction.

## 5. Where we store your data

- In order to perform the Concierge Service, allow you to receive the Services from Suppliers or work with Barclays in relation to the Concierge Service, we may need to transfer your personal data outside of your country to countries where Ten has an office or to countries where a Supplier is needed to fulfil a request for you. These countries may not have the same data protection laws as the country where you initially provided the information. When we transfer or disclose your information, we'll protect that information as described in this Privacy Statement.
- Where we transfer your personal data outside of the country in which you're based, we'll rely on appropriate safeguards to cover transfers of your personal data including, for example, signing standard contractual clauses/ data protection clauses adopted by the UK Secretary of State or European Commission, or applicable data protection laws in your country. Such transfers will always take place in compliance with the applicable data protection laws.

## 6. Retention of your data

- We take appropriate measures to ensure that any personal data is kept secure. We'll store your personal data for the duration of your use of our Site or the Concierge Service. Thereafter your data may be shared with Barclays, and/or any third party as instructed by Barclays, for the continuation of the Concierge Service.
- If you delete your account, we will continue to store your personal data for a period of time in line with legal, regulatory, financial and business requirements. This is normally 5 years. We also keep a record of correspondence in line with legal, regulatory, financial and business

requirements.

## 7. Access to your data and your rights

- As a result of us collecting and processing your information, you may have the following legal rights subject to the data protection laws in your country:
  - to access personal data held about you;
  - to request us to make any changes to your personal data if it is inaccurate or incomplete;
  - to request your personal data is erased where we do not have a compelling reason to continue to process such data in certain circumstances;
  - to receive your personal data provided to us as a data controller in a usable way in certain circumstances;
  - to object to, or restrict, our processing of your personal data in certain circumstances;
  - where our processing of your personal data is based on your consent you have the right to withdraw consent at any time by contacting us; and
  - to lodge a complaint with a data protection supervisory authority. If you have any concerns regarding our processing of your personal data, or are not satisfied with our handling of any request made by you in relation to your rights, you may make a complaint to the Information Commissioner's Office (information on how to do this can be found at [ico.org.uk/concerns](http://ico.org.uk/concerns)).

- Rights in relation to automatic decision making do not apply as we do not carry out automatic decision making.

- To exercise any of your rights as set out above, please contact Ten's Data Protection Officer, Ten Lifestyle Group, Fitzroy House, 355 Euston Road, London NW1 3AL or email or phone the Concierge Service and ask to be transferred to our Data Protection Officer.

## 8. Links

- Our Site may, from time to time, contain links to and from other websites and services, for example third party payment processors. If you follow a link to any of these websites, please note that:
  - we're not responsible for the content or reliability of websites linked to or from our Site;

- we don't necessarily support the views expressed within linked websites and our including a link to a website should not be taken as an endorsement of any kind;
- we can't guarantee that these links will work all of the time and have no control over the availability of the linked pages; and
- these linked websites have their own privacy policies and we do not accept any responsibility or liability for these policies. Please check these policies before you submit any personal data to these websites.



# Airport Parking and Hotels – Discounts, Terms and Conditions

## Airport Parking and Airport Hotels Discounts

Get your holiday off to a great start with Airport Parking & Hotels (APH) and save up to 20% off standard prices on airport parking at major UK airports.

- \* A 20% discount off standard prices at Airport Parking & Hotels (APH) – owned and branded car parks at Gatwick, Manchester, Birmingham, Heathrow, Stansted, Luton and Edinburgh airports
- \* Up to 15% discount at all other participating car parks
- \* Up to 18% off specially selected hotel packages and a 13% discount on all other participating hotels

### Book online

Simply visit [www.partners.aph.com/tplus](http://www.partners.aph.com/tplus)  
Your discount will be automatically applied

### Book by phone

Just call **01342 859548** quoting 'TPLUS' to get your discount

## 1. Airport Parking Discounts

- 1.1 Barclays customers who currently hold a Travel Plus Pack (“**Travel Plus Pack Customers**”) receive a 20% discount on Airport Parking and Hotels Limited (“**APH**”) branded car park products at Birmingham, Edinburgh, Gatwick, Heathrow, Luton, Manchester, and Stansted. Products are as follows: Birmingham: APH Park & Ride, APH Park & Ride with Wash, APH Meet on Return, APH Meet & Greet, Edinburgh: APH Edinburgh Park & Ride, Gatwick: APH Park & Ride, APH Meet on Return, APH Meet & Greet, Heathrow: APH Long Stay Park & Ride, APH Business Park & Ride, APH Meet & Greet, Luton: APH Park & Ride Flex, APH Park & Ride Non-Flex, Manchester: APH Park & Ride, APH Indoor Park & Ride, APH Meet on Return, APH Meet & Greet, Stansted: APH Park & Ride, APH Meet & Greet.
- 1.2 Travel Plus Pack Customers receive a 15% discount on all other participating car parks across the UK. Full details of participating car parks are available on request.

- 1.3 Travel Plus Pack Customers receive a 10% discount on the following products: Birmingham: Car Parks 1, 2, 3 and 5 and Birmingham Meet & Greet.
- 1.4 Travel Plus Pack Customers receive a 5% discount on the following products: Edinburgh: Long Stay, Airporter Meet & Greet, Plane Parking, Multi-Storey, Terminal Surface/Special Offer, Valet Parking, Exeter: Fly Parks Meet & Greet/ + Car Wash (optional), Gatwick: Purple Parking Flex/Non-Flex, Heathrow: Purple Parking Meet & Greet, Business Meet & Greet, Purple Parking Park & Ride T2 & T3, Purple Parking Park & Ride T4, Purple Parking Park & Ride T5, NCP Flightpath, London City Official Valet Parking, London City Long Stay, London City Official Terminal Short Stay, Liverpool: Multi-Storey, Long Stay/Price Buster, Premium Car Park, Manchester: Meet & Greet T1/T2/T3, Southampton: Port Cruise Parking.
- 1.5 Discounted rates do not apply at the following car parks: Aberdeen: Long Stay, Glasgow: Long Stay/Long Stay Supersaver, Gatwick: Summer Special/Summer Special Supersaver, Long Stay South/Long Stay South Supersaver, Long Stay North/Long Stay North Supersaver, Heathrow: Good to Go Park & Ride T2 & T3, Good to Go Park & Ride T5, Good to Go Drop & Ride T5, Good to Go Meet & Greet T2, Good to Go Meet & Greet T3, Good to Go Meet & Greet T4, Good to Go Meet & Greet T5.

## 2. Airport Hotels Discounts

- 2.1 Travel Plus Pack Customers receive an 18% discount on the selected hotel packages. A full list can be found at <https://partners.aph.com/tplus/terms-and-conditions>
- 2.2 Travel Plus Pack Customers receive a 13% discount on all other participating airport hotels. Full details are available on request.
- 2.3 Discounted rates do not apply at Hilton owned airport hotels excluding Edinburgh and Manchester.

### 3. Booking Process

- 3.1 To receive a discount on the applicable car parks and hotels a Travel Plus Pack Customer must either:
- a. Log into the Barclays app or Online Banking and visit your Travel Plus Pack to book via the link provided. Your discount will automatically be applied;
- or
- b. Call APH car park booking service on 01342 859548 and quote "TPLUS" when prompted to give a discount code.

### 4. Miscellaneous

- 4.1 Discounts are off standard rates found on **www.aph.com**.
- 4.2 Offers cannot be used in conjunction with any other offer or promotion.
- 4.3 APH's standard terms and conditions will apply to all Airport car park and Airport hotel bookings. A copy of these terms and conditions can be found on **www.aph.com**
- 4.4 We reserve the right to include and withdraw discounted car parks, car park products and hotel packages from the Travel Plus Pack scheme entirely at our discretion and without notice. A current list of discounted car parks, car park products and hotel packages is available on request.



Find out more

Online

[barclays.co.uk/packs](https://www.barclays.co.uk/packs)

By phone

0800 158 3199\*

Or in branch

You can get this in Braille, large print or audio by calling **0800 400 100\***. Barclays welcomes calls via Relay UK and SignVideo. Visit **[barclays.co.uk/accessibility](https://www.barclays.co.uk/accessibility)** for more information.

#### Call monitoring and charges information

\* Calls to 0800 numbers are free from UK landlines and personal mobiles, otherwise call charges may apply. Please check with your service provider.

Calls may be monitored or recorded for quality and training purposes. Calls to 03 numbers are charged at the same rate as calls to 01 and 02 landlines, and will count towards any inclusive minutes you have covering calls to landline numbers. Charges may apply when calling from abroad.