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Saga Boat Insurance

Policy Summary

This summary does not contain the full Terms and Conditions of Saga's boat insurance policy. It is important that you read the policy documentation carefully.

Name of the insurer

Saga's boat insurance is underwritten by Amlin Syndicate 2001 at Lloyd's, which is managed by Amlin Underwriting Limited.

Type of insurance and cover

This Saga Sailboard Insurance Plan provides cover for Inland and Coastal waters of the UK and Channel Islands and up to 30 days Worldwide.

Significant Features and Benefits

Saga's boat insurance policy provides the following main features:

- Cover for all risks of accidental, physical loss or damage to your vessel and the property described in your Certificate of Insurance
- "Agreed Value" insurance
- Salvage and removal of wreck charges
- Personal accident cover for personal injuries or death for you and people on board your insured vessel
- Up to £3 million third party liability cover for you and any person navigating or in charge of your vessel with your permission
- In the event of theft or damage to your board and/or equipment while you are on holiday away from your normal place of residence, insurers will pay up to £35 per day, for a maximum of 7 consecutive days, for the hire of a similar board and/or equipment

Further details can be found in the Policy Wording.

Significant and Unusual Exclusions or Limitations

(these are detailed in clause 5, 6, 7 and 9 in the Policy Wording)

- Loss, damage, liability or expense intentionally caused or incurred by, or with the consent of, any Insured or arising from unseaworthiness resulting from any act or omission of any insured person (5a)
- Repair cost for any defect from prior repair, alteration of maintenance work (5b)
- Design or construction fault (5c)
- Loss and damage caused by wear and tear and lack of reasonable maintenance (5d)
- Loss and damage caused by insect, vermin, damp and marine life (5d)

Policy Summary *continued*

- Theft of insured gear and equipment *unless* it follows violent forcible entry into your vehicle or place of storage ((5e (i))
- Theft of the trailer unless it is wheelclamped (5e (ii))
- Loss of or damage to sails whilst in use, if split by wind or blown away (5f)
- An excess will apply to each claim (7a)
- There are deductions for: protective covers, loss or damage to masts, spars, sails and rigging (7b)

Further details can be found in the Policy Wording.

Duration of cover

This policy is effective for one year from the cover start date shown in your policy documentation.

Cancellation

Cancellation within the first 14 days

If you cancel your policy within 14 days of receiving it we will refund your full premium within 30 days, unless you have made a claim. If you have made a claim in the first 14 days, we will give you a pro-rata refund on your premium based on the cover you have had.

If you wish to cancel your policy and the insurance cover has not yet commenced you will be entitled to a full refund of the premium.

If after 14 days you have not cancelled your policy, we will assume that you have accepted the terms and wish your policy to continue for the agreed period of cover.

Right of cancellation

If this policy no longer meets your needs you have the right to cancel it at any point during its duration. You can telephone us on 0845 302 0210 or write to us at Saga Services Limited, Middelburg Square, Folkestone, Kent CT20 1AZ to cancel your policy. Cancellation is effective from the date your letter is dispatched.

We will refund any premium owing to you on a pro-rata basis, if you have not made a claim.

Making a claim

In the event that you need to make a claim on your boat insurance policy, please call us on 0845 300 5338 (from the UK) or +44 1732 223 702 (from abroad).

When reporting your claim, please provide us with the following details:

- Where and when the incident occurred
- The details of the incident
- What loss or damage has occurred, including any damage to third parties
- Where your vessel is located
- Whether your vessel is watertight or in need of urgent attention

Please note that all Saga 'Boat' claims are handled on behalf of the insurer.

Making a complaint about a claim

If you have a claim related query or complaint (other than legal expenses, see separate Policy Wording):

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Step 1 - Please contact:

Saga Boat Insurance Claims Department
11 Tower View
Kings Hill
West Malling
Kent
ME19 4UY
Telephone: 0845 300 5338
e-mail: sagaboatclaims@saga.co.uk

Step 2 - If this does not resolve your problem, you may write to;

Policyholder and Market Assistance
Lloyd's Market Services
One Lime Street
London
EC3M 7HA
Telephone: 0207 327 5693
Fax: 0207 327 5225
e-mail: complaints@lloyds.com

Step 3 - If you are still not satisfied with the underwriter's final response, you can ask the Financial Ombudsman Service to review your case.

The Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London
E14 9SR
Telephone: 0845 080 1800

The Financial Ombudsman Service will only consider your complaint if you have already given us and Lloyd's the opportunity to resolve your problem.

Financial Services Compensation Scheme

Marine / Yacht insurance is not covered by the Financial Services Compensation Scheme.