

Saga Sailboard Plan Policy Wording

1. Cover

- (a) All risks of accidental, physical, loss or damage to the Vessel and property described in the Certificate of Insurance.
- (b) Loss or damage caused by latent defect in the Vessel (but excluding the cost or expense of replacing the defective part), negligence, malicious acts and theft are also covered, unless such loss or damage results from any failure on the part of any Insured to take reasonable measures to maintain and safeguard the insured Vessel and property described in the Certificate of Insurance.
- (c) Salvage charges incurred in preventing a loss by any risk covered by this insurance and reasonable expenses incurred in averting or minimising a loss by such risks.
- (d) 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.

The word "Vessel" means the Vessel herself, her machinery, boat(s), gear and equipment such as would normally be sold with the Vessel, being the property of the Insured named in the Certificate of Insurance. It does not include moorings.

All cover is subject to any exclusion in this Policy Wording and any conditions in the Certificate of Insurance. Please note particularly the exclusions in Clause 5.

2. Geographical limits and use of the Vessel

The following requirements must be complied with exactly. If any of these requirements is not complied with exactly, Insurers may cancel the policy from that time without refund of premium. No claim that results from failure to comply exactly with any of these requirements is recoverable under this policy.

- (a) The Vessel is only covered within the inland and coastal waters of the United Kingdom and worldwide for 30 days during this insurance. The Vessel is also covered while in transit by road within the above limits but excluding any liability to third parties.
- (b) When not in commission the Vessel must be laid up or stored as specified in the Certificate of Insurance.
- (c) The Vessel must be used solely for private pleasure purposes, and must not be let out on hire, charter or reward unless agreed by Insurers in writing.

3. Change of ownership

Should the Vessel be sold or transferred to new ownership, this insurance shall be cancelled from that time.

4. Cancellation

If this policy does not meet your needs you have the right to cancel it at any point during its duration. You can telephone us on 0845 302 0210 to cancel your policy. You can also 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.

Saga Services Limited may cancel this policy by giving you 15 days' notice by recorded delivery letter. We will send this notice to your last known address.

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 do 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.

5. Exclusions

This clause is paramount and no claim shall be allowed in respect of:

- (a) 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;
- (b) the cost of making good any defect resulting from any repair, alteration or maintenance work carried out on the Vessel;
- (c) any loss or expenditure incurred in remedying a fault or error in design or construction or any cost or expense incurred by reason of betterment or alteration in design or construction;
- (d) wear and tear, scratching, bruising and denting in transit, gradual deterioration, lack of reasonable maintenance, mechanical derangement, weathering, or damage caused by insect, vermin, damp and marine life;
- (e)
 - (i) theft of the insured Vessel, her gear and equipment, unless following violent forcible:
 - (a) entry or exit from a locked and secure place of storage, or road vehicle:
 - (b) removal from the exterior of a vehicle whilst in transit unless an anti-theft device is being used;
 - (ii) theft of any trailer unless it is wheel clamped;
 - (iii) theft of insured personal effects, unless following violent forcible entry into the vehicle while in transit;
- (f) loss of or damage to sails while in use if split by the wind or blown away;
- (g) loss, damage, expense or liability directly or indirectly arising from capture, seizure, arrest, restraint or detainment, war, terrorism, civil war, revolution, rebellion, insurrection, civil conflict or commotion;
- (h) loss, damage, liability or expense directly or indirectly caused by or contributed to by or arising from:
 - (i) ionising radiations from or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel;
 - (ii) the radioactive, toxic, explosive or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof;
 - (iii) any weapon or device employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter;
 - (iv) the radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter. The exclusion in this sub-clause does not extend to radioactive isotopes, other than nuclear fuel, when such isotopes are being prepared, carried,

- stored, or used for commercial, agricultural, medical, scientific or similar peaceful purposes;
- (i) unrepaired damage in addition to a subsequent total loss sustained during the period covered by this insurance.

6. Personal effects

Personal effects are insured against physical loss or damage on the terms of this insurance while on board the Vessel, and while in transit between the Insured's place of residence and the insured Vessel.

Personal effects means items of clothing and safety equipment including but not limited to waterproofs, wetsuits, lifejackets and items of a similar nature. It does not include navigation equipment. No single item with a value in excess of £100 is insured unless declared and agreed in writing.

Personal effects are not covered by this insurance if they are covered under any other policy of insurance, or but for the existence of this insurance would be covered under any other policy of insurance.

7. Excess and deductions

- (a) The excess specified in the Certificate of Insurance shall be deducted from all claims arising out of each and every accident, other than for total loss or constructive total loss of the Vessel or total loss of items separately declared and valued in the Certificate of Insurance.
- (b) Prior to the deduction under 7(a) and in addition all claims for loss of or damage to protective covers and masts, spars, rigging, and sails may be subject to deductions new for old at Insurers discretion.
- (c) Insurers may, at their option, repair or replace with property of similar age, type and condition all or any part of the Insured Vessel or property lost, damaged or destroyed instead of paying the amount of the loss or damage in money.

8. Liabilities to third parties

- (a) The Insurers will indemnify the Insured in respect of all claims which the Insured shall by reason of interest in the insured Vessel, become legally liable to pay and shall pay. The indemnity payable in respect of any one accident, or series of accidents arising out of the same event, shall be limited to the insured value of the Vessel or to the sum specified in the Certificate of Insurance for that purpose.
- (b) When the liability of the Insured has been contested with the consent in writing of the Insurers, they will also pay the legal costs which the Insured shall thereby incur or be compelled to pay.
- (c) The protection of this Clause 8 shall extend to any person navigating or in charge of the Vessel with the consent of the Insured other than a person operating, or employed by the operator of, any ship yard, repair yard, slipway, marina, yacht club, sales agency, delivery contractor or similar organisation. This extension shall be subject to all terms and conditions of this insurance.
- (d) This insurance does not cover:
 - (i) any claim or liability excluded under Clause 5;
 - (ii) any liability to the Insured or any owner of the Vessel;

- (iii) any liability admitted or agreed without the written consent of the Insurers;
- (iv) any claim arising directly or indirectly from any accident to, or illness of, workmen or any other person employed in any capacity whatsoever by the Insured (or any other person to whom the protection of this insurance is afforded) in, on, about or in connection with the Vessel;
- (v) punitive or exemplary damages, however described.

9. Claims

- In the event of any occurrence which might give rise to a claim under this insurance, we ask that you tell us of any claim as soon as is reasonably possible and take appropriate action to minimise a loss.
- In the event that you wish to make a claim on your insurance policy, please first check the certificate and policy to make sure that you are covered for this type of claim. If you are still in any doubt please call us on 0845 300 5338 (from the UK) or +44 1732 223 702 (from abroad).
- If the event is covered please call us on 0845 300 5338 (from the UK) or +44 1732 223 702 (from abroad). We will ask for your name, address and policy number. When you call we will take some relevant details and send a claim form to you within two working days. We will respond to you within five working days from either receiving your call or from receiving your completed claim form.
- A surveyor may be appointed to represent us.
- In the event of fire, malicious damage or theft immediate notification must be given to the local police.
- You must provide all reasonable assistance in pursuing any recovery from a third party.
- The Insurers have the option of appointing solicitors who shall represent you in the defence of any third party claim covered by Clause 8 and in any event we shall direct the progress of such defence.

10. No Claim Discount

In the event of no claims being paid or outstanding at the expiry of a 12 month insurance the renewal premiums will be reduced as follows:

- by 5% after 1 year;
- by 10% after 2 consecutive years;
- by 15% after 3 consecutive years;
- by 20% after 4 consecutive years.

This clause does not imply any obligation upon Insurers to renew this insurance.

11. Payment

We will provide Saga Boat Insurance to you, provided you pay the agreed premium to us. If you pay by Direct Debit and do not keep up to date on your payments, you will not be covered by this policy from the date the last premium was due.

Personal Accident Extension

1. Cover

This insurance will indemnify the insured person for bodily injury caused by an accident, or to the executors or administrators in the event of the death of the insured person during the period of this insurance while on board or embarking onto or disembarking from the insured Vessel and subject to the definitions, terms, conditions, limits and exclusions as set out below, and in the insurance to which this clause is attached.

2. Definitions

The following definitions only apply to the Personal Accident Extension.

- "*Bodily Injury*" means identifiable physical injury arising solely and independently of any cause (other than illness directly resulting from medical or surgical treatment rendered necessary by such injury) which occasions the death or disablement of the Insured Person within 12 months from the date of the accident.
- "*Insured Person*" means any person on board the insured Vessel other than any person employed in any capacity whatsoever by any owner of the Vessel.
- "*Permanent Total Disablement*" means disablement which entirely prevents the Insured Person from attending to any business or occupation for which he is reasonably suited by training, education or experience and which lasts 12 months and at the expiry of that period is beyond hope of improvement.
- "*Loss of Limb*" means loss by physical separation of a hand at or above the wrist or of a foot at or above the ankle and includes total and irrecoverable loss of use of hand, arm or leg.

3. Schedule of Compensation

Compensation shall not be payable under more than one of the items of this Schedule of Compensation in respect of the consequences of one accident to any one Insured Person.

The total sum payable under this insurance in respect of more than one accident to any one Insured Person shall not exceed £10,000. No more than six claims may be made under this insurance during the period of the insurance.

Claims under A, B, C, D, E & F within this clause shall only be considered when death or loss occurs within twelve months of the accident.

A.	Death	£10,000
B.	Total and irrecoverable loss of sight of both eyes	£10,000
C.	Total and irrecoverable loss of sight of one eye	£10,000
D.	Loss of one limb	£10,000
E.	Loss of two limbs	£10,000
F.	Total and irrecoverable loss of one limb and one eye	£10,000
G.	Permanent Total Disablement (other than total and irrecoverable loss of sight of one or both eyes or loss of limb(s))	£10,000

4. Exclusions

This insurance does not cover death or disablement directly or indirectly arising out of or consequent upon or contributed by:

- (a) loss, damage, expense or liability directly or indirectly arising from capture, seizure, arrest, restraint or detainment, war, terrorism, civil war, revolution, rebellion, insurrection, civil conflict or commotion;
- (b) loss, damage, liability or expense directly or indirectly caused by or contributed to by or arising from:
 - (i) ionising radiations from or contamination by radioactivity from any nuclear fuel or from any nuclear waste or from the combustion of nuclear fuel;
 - (ii) the radioactive, toxic, explosive or other hazardous or contaminating properties of any nuclear installation, reactor or other nuclear assembly or nuclear component thereof;
 - (iii) any weapon or device employing atomic or nuclear fission and/or fusion or other like reaction or radioactive force or matter;
 - (iv) the radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter. The exclusion in this sub-clause does not extend to radioactive isotopes, other than nuclear fuel, when such isotopes are being prepared, carried, stored, or used for commercial, agricultural, medical, scientific or similar peaceful purposes;
- (c) suicide or attempted suicide or intentional self injury or the Insured Person being in a state of insanity;
- (d) deliberate exposure to exceptional danger (except in an attempt to save human life), or the Insured Person's own criminal act;
- (e) illness or disease

5. Medical expenses

In addition to the benefits set out herein and subject at all time to any limits, conditions, exclusions this insurance shall extend to cover doctor's or surgeon's fees (subject to a limit of £500 any one accident) for the attendance upon the Insured Person or his family or crew incurred as a direct result of personal injuries caused by the Vessel sinking, being in collision or on fire.

6. Claims

- (a) Notice must be given to the Insurers as soon as reasonably practicable of any accident which causes or may give rise to a claim within the meaning of this insurance.
- (b) The Insured Person must, as soon as possible, place themselves under the care of a duly qualified medical practitioner.
- (c) It is a condition of this insurance that all medical records, notes and correspondence referring to the subject of a claim or a related pre-existing condition must be made available on request to any medical adviser appointed by or on behalf of Insurers and that such medical adviser and advisers shall, for the purpose of reviewing the claim, be allowed so often as may be deemed necessary to examine the Insured Person.
- (d) Any fraud or concealment or deliberate mis-statement by an Insured Person if unknown to the Insured in relation to any matter affecting this insurance or in connection with the making of a claim under this insurance shall render this insurance null and void insofar as it relates to the Insured Person in question but any such fraud, mis-statement or

concealment by or known to the Insured shall render the whole insurance null and void and all claims hereunder shall be forfeited.

7. Complaints

If you have a complaint about **your** Saga Boat Insurance policy, please contact Customer Service Department, Saga Services Limited, Middelburg Square, Folkestone, Kent, CT20 1AZ or call **0845 302 0210**. If the matter is not resolved to your satisfaction, you can contact the Customer Relations Department, Saga Services Limited, Middelburg Square, Folkestone, Kent, CT20 1AZ or call 01303 771160, fax on 01303 771347, or e-mail us at services.customer-relations@saga.co.uk

If **you** have a complaint about a claim, please contact Saga Boat Insurance Claims Department, 11 Tower View, Kings Hill, West Malling, Kent, ME19 4UY or call **0845 300 5338** (from the UK) or **+441732 233 702** (from abroad), or e-mail us at sagaboatclaims@saga.co.uk

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

If you are still not satisfied with the 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.

8. Law

The parties are free to choose the law applicable to this Insurance Contract. Unless specifically agreed to the contrary this insurance shall be subject to English law and jurisdiction.