



Travel Insurance

Combined Financial Services Guide
and Product Disclosure Statement
(including Policy Wording)

Effective 23 August 2024

 **RAA**
Travel

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Product Disclosure Statement

About this document

Please take the time to read all information contained in this booklet. It includes important details that *You* should read which will assist in *Your* decision to decide if this product is right for *You*.

About *Tokio Marine & Nichido*

This insurance is issued by Tokio Marine & Nichido Fire Insurance Co., Ltd (*Tokio Marine & Nichido*) ABN 80 000 438 291, AFSL 246548. This means that *We* are the insurer. *Our* managing agent, Tokio Marine Management (Australasia) Pty Ltd. ABN 69 001 488 455 (TMMA) is authorised to act on *Our* behalf to issue *Our* policies and handle and settle claims in relation to those policies, subject to the terms of the authority. When *We* reference the words *Us*, *We* and *Our*, *We* are referring to *Tokio Marine & Nichido*.

Tokio Marine & Nichido is a part of the Tokio Marine Group, a global insurance group operating in 46 countries with over 40,000 employees.

About RAA

The Royal Automobile Association of South Australia Incorporated ABN 90 020 001 807 AR 000228575 (RAA) wants *You*, *Your* family and loved ones to be safe when *You* travel. The first priority is to members. RAA has partnered with *Tokio Marine & Nichido* to offer *You* 24 hour emergency assistance and protection when *You* travel overseas, as well as quality care for *Trips* taken within Australia.

Your contract with *Us*

Upon the purchase of a policy *You* will be issued with a *Certificate of Insurance* (COI). The COI will outline what was advised at the time of finalising *Your* policy and confirms *You* have entered into a contract with *Us*. The COI, along with the Combined Financial Services Guide, Product Disclosure Statement and Policy Wording sets out the terms and conditions of the insurance *We* provide to *You* when *You* purchase a policy. These documents explain:

- Things to know **before *You* buy**
- **What** the policy covers and does not cover (known as Exclusions and *General Exclusions*)
- **Limits** under each section of cover
- *Your* **obligations**, including what *You* need to tell *Us* when *You* apply, and what to do when *You* need to make a claim; and
- **Other things *You* need to know** about *Your* insurance.

Contacting RAA

Phone: [08 8202 4346](tel:0882024346)

Website: raa.com.au/travel-insurance

Email: travel@raa.com.au

Contacting *Tokio Marine & Nichido*

Online: <https://raa.tmmatravel.com.au/assets/content-data/how-to-claim>

Phone: [1300 207 365](tel:1300207365)

Email: raaclaims@tmnfatravelinsurance.com.au

Mail: RAA Travel Insurance c/o TMNFA
GPO Box 4616, Sydney NSW 2001

24 Hour Emergency Assistance while overseas

Phone: [+61 2 8055 1698](tel:+61280551698) (reverse charges accepted from the overseas operator)

Words with special meanings

Within *Your* travel policy certain words have definite meanings that are capitalised and in italics. It is important that *You* are aware of them. Words that are capitalised and in bold refer to corresponding section headings within this policy.

Smart Traveller

For international travel, it is always a good idea to register *Your* details with Smart Traveller before *You* depart, at smartraveller.gov.au.

Summary of Cover

We know that all travellers do not have the same needs, which is why We have designed a number of travel insurance plans including International, Annual Multi-Trip and Domestic, as well as giving You the ability to add optional extras. All plans cover up to 2 Adults and Your Dependents.

We have published Our Target Market Determinations which outline the target market intended to be suitable for each particular travel insurance plan We offer. A copy of the Target Market Determination can be found at www.tokiomarine.com.au/corporate-governance/code-of-practice/.

Plan types	Key benefits [#]	Limits
<p>3 International Single Trip options</p> <ul style="list-style-type: none"> • Premium • Essentials • Basics <p>1 Annual Multi-Trip option</p> <p>3 Domestic Single Trip options</p> <ul style="list-style-type: none"> • Premium • Domestic Cancellation • Rental Car Excess 	<ul style="list-style-type: none"> • 24 hour emergency assistance • New for old replacement of <i>Luggage</i> • Sports and activities included • No additional <i>Premium</i> for <i>Motorcycle</i> and <i>Moped/Scooter</i> • <i>Dependents</i> covered up to 25 years of age <p>[#]limits, and sub limits, exclusions and conditions apply.</p>	<p>Each section has limits and sub limits that You should be aware of. A sub limit is a subset of the overall policy benefit section.</p> <p>We also have limits for specified <i>Luggage</i> item limits under Section 3 <i>Luggage</i>.</p>
Choice of Excess	Additional Premium options	Things We will not cover
<p>You can choose to vary Your <i>Excess</i>, which is the amount You must pay if You have a claim. The <i>Excess</i> You choose will either increase or reduce Your <i>Premium</i>. The Plan Type You select has the following <i>Excess</i> ranges:</p> <ul style="list-style-type: none"> • Single Trip International policies \$0, \$100, \$250, \$500 or \$1,000 • Annual Multi-Trip policy is \$0, \$100 or \$250 • Domestic \$0 or \$100 <p>Your <i>Excess</i> will be shown on Your <i>Certificate of Insurance</i>.</p>	<p><i>Medical Conditions</i> not automatically covered may incur an additional <i>Premium</i>. Refer to the <i>Medical Conditions</i> section for full details.</p> <p><i>Ski</i> and <i>Winter Sports</i> which must be taken to cover an <i>Accident</i> that occurs whilst participating in <i>Skiing</i> or <i>Winter Sports</i>.</p> <p><i>Cruise</i> - Refer to the <i>Cruise</i> cover section for when You need to select this option.</p>	<p>Each section outlines what We will not cover, known as Exclusions, and <i>General Exclusions</i>, which apply to all sections of the policy.</p> <p>It is important You understand what the policy covers and does not cover.</p>

Plan types

International Single Trip

Designed for single use *Trips* when You are departing and returning to Australia.

Annual Multi-Trip

Your Annual Multi-Trip policy covers You for international *Trips* as well as *Trips* within Australia where the *Trip* is more than 250km from Your *Home*. If Your *Trip* is in Australia, You are not covered for medical, hospital or dental expenses. When You purchase Your policy please include the countries to where You are travelling. This will determine the *Premium* You pay. If You need to make any additional changes to the countries listed after You have purchased Your policy, please contact Us and note there may be an impact on the *Premium* You pay. Our Annual Multi-Trip can be a good alternative if You plan to make multiple *Trips* over a 12 month period. Compare Your individual requirements before You choose Your plan.

The Annual Multi-Trip offers:

- Annual cover for an unlimited number of *Trips* over a 12 month period
- A maximum duration limit of either 30, 45 or 60 days per *Trip* (or the maximum durations shown on Your *Certificate of Insurance*)
- If You purchase the Annual Multi-Trip plan, the *Sums Insured* under each of the sections of the policy are automatically reinstated on the completion of each *Trip*.

Domestic Single Trip

This plan is a single use policy for travel within Australia while on Your *Trip*. Please note the domestic policy does not include any medical or evacuation cover as We are a general insurer and cannot cover medical costs in Australia. Therefore, the domestic policy is not suitable for *Cruises* requiring the medical and evacuation benefit. See below.

Information about cruising

Cruise cover

If You require cover for a *Cruise*, please select the *Cruise* option when You purchase Your policy. This will determine the *Premium* You pay.

Cover for international and domestic river cruising is included automatically in Your Policy and You do not need to select the *Cruise* option.

Going on an international Cruise

Our policy benefit sections include cover for an international *Cruise*. You will need to select the countries the *Cruise* travels to as Your country of destination.

Going on a domestic Cruise - medical

If You are going on a *Cruise* which is only in Australian waters or calling into ports in Australia, You may still require a policy which includes medical cover whilst You are on board the ship (check with Your *Cruise* provider) as the medical providers are not registered with Medicare. You will therefore need to select Australian *Cruise* as Your country of destination. By selecting Australian *Cruise* as a destination, this means You will be offered the international policy options and benefits. This will then allow Us to give You the medical and evacuation benefit whilst at sea but not if You go to a medical provider whilst in port in Australia.

International plan benefits table

Section	Policy Benefits	Premium (per Adult)	Essentials (per Adult)	Basics (per Adult)	Annual Multi-Trip (per Adult)
Section 1: Cancellation Fees and Lost Deposits					
1A	Unforeseen Circumstances#	\$unlimited^^	\$25,000	Not Applicable	\$unlimited^^
1B	Death, Injury or Illness of Your Relative, Your Travelling Companion or Your Travelling Companion's Relative#	\$1,000***	\$1,000***	Not Applicable	\$1,000***
1C	Emergency Worker Leave+ (Sub Limit)	\$1,000	\$500	Not Applicable	\$1,000
1E	Travel Agent Fees+ (Sub Limit)	\$4,000	\$2,000	Not Applicable	\$4,000
Section 2: Overseas Medical, Hospital, Cash in Hospital, Dental and Related Expenses					
2A	Overseas Medical and Hospital	\$unlimited**	\$unlimited**	\$unlimited**	\$unlimited**
2B	Cash in Hospital#+ (Sub Limit)	\$6,000	\$3,500	\$1,500	\$6,000
2C	Overseas Dental#+ (Sub Limit)	\$unlimited**	\$2,000	\$500	\$unlimited**
2G	Funeral Expenses Overseas*+ (Sub Limit)	\$20,000	\$15,000	\$10,000	\$20,000
Section 3: Luggage and Personal Money					
3A	Luggage#	\$15,000	\$7,500	\$2,000	\$15,000
3B	Travel Documents+ (Sub Limit)	\$5,000	\$1,500	Not Applicable	\$5,000
3C	Luggage Delay+ (Sub Limit)	\$750	\$500	Not Applicable	\$750
3E	Personal Money+ (Sub Limit)	\$500	\$250	Not Applicable	\$500
Section 4: Emergency Expenses					
4A	Emergency Expenses#	\$unlimited^^	\$25,000	\$5,000	\$unlimited^^
4B	Resumption of Travel+ (Sub Limit)	\$5,000	\$1,500	Not Applicable	\$5,000
4C	Emergency Expenses for Death, Injury or Illness of Your Relative, Your Travelling Companion or Your Travelling Companion's Relative	\$5,000***	\$1,500***	Not Applicable	\$5,000***
4D	Special Events+ (Sub Limit)	\$5,000	\$2,000	Not Applicable	\$5,000
Section 5-24					
5	Accidental Death*	\$25,000	\$15,000	Not Applicable	\$25,000
6	Accidental Disability*	\$25,000	\$15,000	Not Applicable	\$25,000
7	Your Legal Liability	\$10,000,000	\$10,000,000	\$10,000,000	\$10,000,000
8	Rental Car Excess#	\$8,000	\$4,000	Not Applicable	\$8,000
9	Loss of Income from Injury#	\$10,400	\$5,200	Not Applicable	\$10,400
10	Financial Default#	\$10,000	\$5,000	Not Applicable	\$10,000
11	Domestic Pets^#	\$650	Not Applicable	Not Applicable	\$650
12	Domestic Services^#	\$1,500	Not Applicable	Not Applicable	\$1,500
13	Travel Delay#	\$3,000	\$1,500	Not Applicable	\$3,000
14	Hijack and Kidnap*#	\$10,000	\$5,000	Not Applicable	\$10,000
Ski and Winter Sports optional add-on					
15	Ski and Winter Sports Overseas Medical and Hospital	\$unlimited**	\$unlimited**	Not Applicable	\$unlimited**
16	Snow Ski Equipment Hire^	\$2,000	\$1,000	Not Applicable	\$2,000
17	Ski Pack^	\$1,000	\$500	Not Applicable	\$1,000
18	Piste Closure^#	\$1,000	\$500	Not Applicable	\$1,000
19	Bad Weather and Avalanche^	\$1,000	\$500	Not Applicable	\$1,000
20	Lift Pass	\$500	\$250	Not Applicable	\$500
COVID-19 Benefits					
21	COVID-19 Overseas Medical and Hospital and Emergency Expenses#	\$unlimited**	Not Applicable	Not Applicable	Not Applicable
22	COVID-19 Cancellation Fees and Lost Deposits	\$3,500 combined limit	Not Applicable	Not Applicable	Not Applicable
23	COVID-19 Additional Expenses# and Special Events		Not Applicable	Not Applicable	Not Applicable
24	COVID-19 Travel Delay#		Not Applicable	Not Applicable	Not Applicable

#Limits and Sub Limits apply. See pages 10-23 for details. See Luggage item limits on page 4. ^^\$unlimited means that generally there is no cap on the maximum dollar amount which may be paid out for this benefit, subject to the specific terms and conditions, sub-limits and exclusions that apply to this benefit. **\$unlimited means that generally there is no cap on the maximum dollar amount which may be paid out for this benefit, subject to the specific terms and conditions, sub-limits and exclusions that apply to this benefit. This benefit covers reasonable overseas medical and hospital costs as a result of an injury (including arising from a *Terrorist Act*) or illness occurring which first shows itself during *Your Period of Insurance*. Benefits may be paid up to 12 months from the time You received treatment for the injury or illness, but only for reasonable expenses incurred during that time. All medical treatments must be provided by *Your Treating Doctor* or *Our Consulting Medical Officer*. You must notify Us as soon as practicable of *Your* admittance to hospital. *This cover is per person listed in *Your Policy*. ^This cover is per policy. +This Sub Limit is a subset of this overall policy benefit section. *** Sub Limit and Policy Limit may apply – please refer to sections 1B and 4C in the PDS.

Domestic plan benefits table

Section	Policy Benefits	Domestic (per Adult)	Domestic Cancellation (per Adult)	Rental Car Excess (per Policy)
Section 1: Cancellation Fees and Lost Deposits				
1A	Unforeseen Circumstances#	\$unlimited^^	\$1,000	Not Applicable
1B	Death, Injury or Illness of Your Relative, Your Travelling Companion or Your Travelling Companion's Relative#	\$1,000***	Not Applicable	Not Applicable
1C	Emergency Worker Leave+ (Sub Limit)	\$750	Not Applicable	Not Applicable
1E	Travel Agent Fees+ (Sub Limit)	\$2,000	Not Applicable	Not Applicable
Section 3: Luggage and Personal Money				
3A	Luggage#	\$7,500	Not Applicable	Not Applicable
3C	Luggage Delay+ (Sub Limit)	\$500	Not Applicable	Not Applicable
3E	Personal Money+ (Sub Limit)	\$250	Not Applicable	Not Applicable
Section 4: Emergency Expenses				
4A	Emergency Expenses#	\$25,000	Not Applicable	Not Applicable
4C	Emergency Expenses for Death, Injury or Illness of Your Relative, Your Travelling Companion or Your Travelling Companion's Relative	Not Applicable	Not Applicable	Not Applicable
Section 5-24				
5	Accidental Death*	\$25,000	Not Applicable	Not Applicable
6	Accidental Disability*	\$25,000	Not Applicable	Not Applicable
7	Your Legal Liability	\$10,000,000	Not Applicable	Not Applicable
8	Rental Car Excess#	\$5,000	Not Applicable	Choice of Cover \$1,000 \$2,000 \$3,000 \$4,000 \$5,000 \$6,000 \$7,000 \$8,000
9	Loss of Income from Injury#	\$5,200	Not Applicable	Not Applicable
10	Financial Default#	\$3,000	Not Applicable	Not Applicable
13	Travel Delay#	\$1,500	Not Applicable	Not Applicable
Ski and Winter Sports optional add-on				
16	Snow Ski Equipment Hire^	\$1,000	Not Applicable	Not Applicable
17	Ski Pack^	\$500	Not Applicable	Not Applicable
19	Bad Weather and Avalanche^	\$500	Not Applicable	Not Applicable
20	Lift Pass	\$250	Not Applicable	Not Applicable
COVID-19 Benefits				
22	COVID-19 Cancellation Fees and Lost Deposits	\$3,500 combined limit	Not Applicable	Not Applicable
23	COVID-19 Additional Expenses# and Special Events		Not Applicable	Not Applicable
24	COVID-19 Travel Delay#		Not Applicable	Not Applicable

#Limits and Sub Limits apply. See pages 10-23 for details. See Luggage item limits on page 4. *This cover is per person listed in Your Policy. ^This cover is per policy. ^^\$unlimited means that generally there is no cap on the maximum dollar amount which may be paid out for this benefit, subject to the specific terms and conditions, sub-limits and exclusions that apply to this benefit. +This Sub Limit is a subset of this overall policy benefit section. ***Sub Limit and Policy Limit may apply – please refer to sections 1B and 4C in the PDS.

Section 3 Luggage item limits

The following limits apply to any one item, set or pair of items (including accessories)

Item	Premium and Annual Multi-Trip	Essentials	Basics	Domestic
Camera and Video Cameras	\$3,000	\$1,500	\$750	\$1,500
Laptops and Tablets	\$3,000	\$1,500	\$750	\$1,500
Golf Clubs	\$3,000	\$1,500	\$750	\$1,500
Medical Devices	\$3,000	\$1,500	\$750	\$1,500
Smart Phones	\$1,000	\$500	\$350	\$500
Dental Prostheses	\$1,000	\$500	\$350	\$500
Other items	\$1,000	\$500	\$350	\$500

Before You buy

Here is some handy stuff *You* should know before *You* buy this policy and before *You* leave for *Your Trip*.

Your Duty to take reasonable care not to make a misrepresentation

This policy is a ‘consumer insurance contract’ under the Insurance Contracts Act 1984 (Cth) (Act). Before *You* start, reinstate, extend, or vary a policy with *Us*, *You* have a duty to take reasonable care not to make a misrepresentation to *Us* (“*Your Duty*”) under the Act.

When *You* ask for cover or request *Your* cover to be altered, *You* must answer all the specific questions that *We* ask accurately, honestly and with reasonable care, to the best of *Your* knowledge. This may mean, for example, that *You* should take reasonable steps to find out the answer to a question if *You* do not already know the answer before responding to the question. *We* rely on the information that *You* provide to *Us* to decide whether or not to insure *You* and, if so, on what terms (including but not limited to the cost). This duty to not make a misrepresentation applies to everyone who will be insured under the policy and *Your* answer to *Our* questions on their behalf will be treated as their representations.

Your Duty ends once *We* agree, in writing, to insure *You*. Whether or not *You* have taken reasonable care not to make a misrepresentation to *Us* will be determined with regard to all the relevant circumstances, including any of *Your* particular characteristics or circumstances which *We* were (or ought to have been) aware of. It may also include the type of insurance cover that *You* have asked for and who it is intended to be sold to, and whether or not an insurance broker was acting on *Your* behalf when *You* asked for cover.

If *You* do not take reasonable care not to make a misrepresentation, *We* may be entitled to reduce or deny any claim *You* may make or cancel the policy altogether. If *Your* failure to comply with *Your* Duty is fraudulent, *We* may also have the option of avoiding the contract from the beginning, which is, treating it as though it never existed.

If *You* are uncertain about whether or not a particular matter should be disclosed to *Us*, please contact *Us* and *We* will try and assist *You*.

Who can purchase this policy

Cover is available to:

Australian citizens and permanent Australian residents up to 110 years of age for Single Trip policies and up to 75 years of age for the Annual Multi-Trip policy, provided:

- *You* purchase *Your* policy before *You* begin *Your Trip*; and
- for international cover *Your Trip* begins and ends in Australia; or
- for domestic cover *Your Trip* must be wholly within Australia.

Australian temporary residents up to 110 years of age for Single Trip policies and up to 75 years of age for Annual Multi-Trip policies, provided:

- *You* hold a current Australian visa (not a tourist, study or working holiday visa) that will remain valid beyond the period of *Your* return from *Your Trip*; and

- *You* hold a return ticket; and
- *You* have a primary place of residence in Australia that *You* intend to return to; and
- *You* purchase *Your* policy before *You* begin *Your Trip*; and
- for international cover *Your Trip* begins and ends in Australia; or
- for domestic cover *Your Trip* must be wholly within Australia.

When are benefits available

Cover for Cancellation Fees and Lost Deposits (Section 1), COVID-19 Cancellation Fees and Lost Deposits (Section 22) and *Financial Default* (Section 10) begins immediately after *You* purchase *Your* policy and this policy is issued to *You*. Cover for all other benefits commences on the date *Your Trip* begins and terminates at the earliest of:

- completion of *Your Trip*; or
- expiry of the period shown on *Your Certificate of Insurance*; or
- in the case of an Annual Multi-Trip plan, expiry of 30, 45 or 60 days (depending on the level of policy *You* purchased) from the date *Your Trip* begins.

If *You* suffer a loss during *Your Period of Insurance*, due to an *Insured Event*, *You* can submit a claim under this policy.

Cancelling Your policy

Cancelling within the cooling-off period

You have 21 days from the day *You* purchase *Your* policy to decide if the cover is right for *You* and suits *Your* needs. If the policy does not meet *Your* needs *You* can cancel *Your* policy within this “cooling-off period” for a full refund, provided *You*:

- Haven’t started *Your Trip*; and/or
- Haven’t made a claim; and/or
- Don’t intend to make a claim or exercise any other rights under *Your* policy.

Simply contact *Us* on [08 8202 4346](tel:0882024346) within the cooling-off period and *We* can arrange this for *You*.

Cancellation outside the cooling-off period

If *You* would like to cancel *Your* policy outside the cooling-off period then *You* can request *Us* to consider this, provided *You*:

- Haven’t started *Your Trip*; and/or
- Haven’t made a claim; and/or
- Don’t intend to make a claim or exercise any other rights under *Your* policy.

We will consider *Your* request and may at *Our* discretion provide *You* with a pro-rated refund. This refund (and *Our* decision in providing *You* with a refund which will not be unreasonably withheld) will be based on numerous factors including:

- The level of cover/policy type chosen; and/or
- The date *You* purchased *Your* Policy and the date the *Trip* would have begun; and/or
- Any other extenuating circumstances.

Making changes to Your policy

You can request to amend or alter Your policy as soon as reasonably practical prior to Your Trip departure date (as shown on Your Certificate of Insurance), provided that You do not want to make a claim in relation to the change. Any change made, if agreed by Us, may incur an additional Premium. Once Your Trip has commenced no changes can be made to Your policy without Our approval. If changes are made to the Trip length, the Period of Insurance on Your new Certificate of Insurance, when added to the period on Your original Certificate of Insurance, cannot exceed a combined maximum period of 12 months.

Medical Conditions

What is a Medical Condition?

A Medical Condition means any medical or physical condition, disorder, disease, disability or illness, including any Mental Illness, which at the Relevant Time, You were aware of, or a reasonable person in the circumstances could be expected to have been aware of, and at the Relevant Time:

1. is chronic, ongoing, terminal, or has affected or involved one or more of the following:
 - a. heart, circulatory system, lungs or respiratory system, brain, kidneys, liver, or cancer;
 - b. surgery involving the back, neck, joints, or abdomen; or
2. in the last 24 months had:
 - a. presented symptoms which would have caused an ordinarily prudent person to seek medical opinion or treatment;
 - b. become exacerbated or complicated; or
 - c. been diagnosed, treated or treatment was recommended by a Treating Doctor.

A Medical Condition does not prevent You from purchasing this policy. Please read section below, 'How We cover Medical Conditions', which explains:

- a. Medical Conditions We automatically cover; and
- b. all other Medical Conditions We need to assess.

You should disclose to Us any Medical Condition that is not automatically covered under this policy, and if accepted by Us, to pay any additional Premium to have coverage for that condition, or You run the risk of a claim being reduced or denied. Please see below for further information.

How We cover Medical Conditions

We do not cover all Medical Conditions under this policy. **Please refer to General Exclusions on pages 24-26 which apply to all sections of cover.**

If You require cover for a Medical Condition not listed in the 'Medical Conditions We automatically cover' section below, You may apply for coverage by completing Our medical assessment and if accepted, pay any additional Premium which may be payable for coverage of that Medical Condition, which will be specifically listed on Your Certificate of Insurance.

If a disclosed Medical Condition is not accepted, or You chose not to take out cover for that Medical Condition, this will be noted on Your Certificate of Insurance and You will not be covered for that condition.

Medical Conditions We automatically cover

This section outlines those Medical Conditions automatically included, where You, at the Relevant Time:

- a. have not required hospitalisation or treatment (where treatment does not include an annual or routine medical check-up, blood testing or a visit to a medical practitioner to obtain a regular prescription) by any Treating Doctor within the last 24 months (unless a different time-period is specifically listed in the list below) for the Medical Condition;
- b. are not awaiting the outcome of any investigation, tests, surgery or other treatment for the Medical Condition; and
- c. meet any additional criteria set out in the Medical Conditions We automatically cover listed below.

If the criteria above are satisfied, cover is automatically included for the following Medical Conditions:

1. Acne
2. Allergies limited to Rhinitis, Chronic Sinusitis, Eczema, Food Intolerance, Hay Fever, however this excludes any Anaphylaxis as part of any such condition
3. Asthma providing You:
 - a. have no other lung disease; and
 - b. are under 60 years of age at time You purchase the policy
4. Bell's Palsy
5. Benign Positional Vertigo
6. Bunions
7. Carpal Tunnel Syndrome
8. Cataracts
9. Coeliac Disease
10. Congenital Blindness
11. Congenital Deafness
12. Diabetes Mellitus (Type 1) providing You:
 - a. were diagnosed over 24 months ago;
 - b. have no eye, kidney, nerve or vascular complications;
 - c. do not also suffer from a known cardiovascular disease, Hypertension or Hypercholesterolaemia; and
 - d. are under 50 years of age at the date of policy purchase
13. Diabetes Mellitus (Type 2) providing You:
 - a. were diagnosed over 24 months ago;
 - b. have no eye, kidney, nerve or vascular complications;
 - c. do not also suffer from a known cardiovascular disease, Hypertension or Hypercholesterolaemia; and
 - d. are under 50 years of age at the date of policy purchase
14. Dry Eye Syndrome
15. Epilepsy providing:
 - a. there has been no change to Your medication regime in the past 24 months; and
 - b. You are on no more than one anticonvulsant medication
16. Gastric Reflux
17. Gastric/Peptic Ulcer
18. Glaucoma
19. Gout
20. Graves' Disease
21. Hiatus Hernia
22. Hip/Knee replacement if performed more than 24 months ago but less than 10 years ago

23. Hypercholesterolemia (High Cholesterol) providing You do not also suffer from a known cardiovascular disease and/or Diabetes
24. Hyperlipidaemia (High Blood Lipids) providing You do not also suffer from a known cardiovascular disease and/or Diabetes
25. Hypertension (High Blood Pressure) providing You do not also suffer from a known cardiovascular disease and/or Diabetes
26. Hypothyroidism, including Hashimoto's Disease
27. Incontinence
28. Insulin Resistance
29. Macular Degeneration
30. Meniere's Disease
31. Migraine
32. Nocturnal Cramps
33. Plantar Fasciitis
34. Raynaud's Disease
35. Sleep Apnoea
36. Solar Keratosis
37. Trigeminal Neuralgia
38. Trigger Finger

If You require cover for *Medical Conditions* that are not automatically covered above, You may apply for additional cover for that condition. Please see the '*Medical Conditions We need to assess*' section below.

Medical Conditions We need to assess

If You have a *Medical Condition* that is not automatically covered above and You want cover for this *Medical Condition*, You will need to complete Our online medical assessment so that We can assess whether:

- a. We can cover the *Medical Condition* – in which case additional *Premium* may be payable and the *Medical Condition* will be listed on Your *Certificate of Insurance*; or
- b. We can't cover the *Medical Condition* – in which case, the *Medical Condition* that has not been accepted will be listed on Your *Certificate of Insurance*.

Changes in Your health

If before starting Your *Trip*, You become aware of, or a reasonable person in the circumstances could be expected to have become aware of, a change in Your health:

- that has, or is likely to have, an effect on the diagnosis, severity, or management of a *Medical Condition*, such as a change in treatment, medication or dosage, a new symptom or change of a condition of a *Medical Condition*, that We have accepted on Your *Certificate of Insurance*; or
- which is a new medical or physical condition, disorder, disease, disability or illness, including any *Mental Illness* that manifests itself, and that is not otherwise covered under the '*Medical Conditions We automatically cover*' section, after the *Relevant Time*;

You must tell Us as soon as reasonably practicable and prior to starting Your *Trip*.

We will then assess the condition to determine if We can offer You cover, as outlined in the '*Medical Conditions We need to assess*' section above. If We consider any change in health no longer satisfies the criteria We offer under the policy because it substantially increases the risk of loss, damage, illness,

injury or liability, then We will let You know and decline or withdraw coverage, as applicable, by issuing You an updated *Certificate of Insurance* with any applicable changes to *Medical Conditions* that are or are not covered by the policy.

If We withdraw or decline cover for the condition and You decide to cancel Your *Trip* as a result, cover is available under '[Section 1 Cancellation Fees and Lost Deposits](#)', subject to policy terms and conditions. Alternatively, if You do not claim and want to cancel Your policy prior to starting Your *Trip* as a result of this decision, We will refund Your *Premium* in full, even if this is outside the cooling off period.

If You fail to tell Us about a change in Your health as set out above, We may refuse coverage or refuse to pay Your claim, in whole or in part, subject to Our rights under section 54 of the Insurance Contracts Act 1984 (Clth) to the extent that We have been prejudiced as a result of Your failure to notify Us. We may also be entitled to cancel Your policy under section 60 of the Insurance Contracts Act (Clth).

Pregnancy

Our policies provide cover for pregnancy in limited circumstances.

What is covered?

Cover is included automatically up to the end of the 25th week of pregnancy for:

- a. single non-complicated pregnancies;
- b. unexpected pregnancy complications; and
- c. childbirth which was accelerated by accidental injury in limited circumstances.

Please see further information below.

You will need to apply for cover if at the *Relevant Time*, You know You are pregnant and are aware of, or a reasonable person in the circumstances could be expected to have been aware of, any of the following:

- i. there have been complications with this or a previous pregnancy,
- ii. You are expecting a multiple pregnancy (such as triplets or twins), or
- iii. You have a *Medical Condition* which could have an adverse impact on Your health.

Pregnancy Complications

Pregnancy complications are considered *Medical Conditions* and need to be disclosed and assessed if You want cover for these conditions whilst on Your *Trip*. Pregnancy complications include those that occur during pregnancy or may be caused by *Medical Conditions* that already existed prior to the pregnancy, such as previous high risk of miscarriage, gestational diabetes, hyperemesis (severe morning sickness) or pre-eclampsia. Please refer to the '*Medical Conditions We need to assess*' section above.

What is not covered?

There is no cover for:

- a. pregnancy complications occurring from the 26th week of gestation, or as described in the section above (Pregnancy Complications) unless such complications are specifically accepted by Us and noted on Your *Certificate of Insurance*;
- b. childbirth at any stage of the pregnancy, other than as a result of an *Accident* occurring prior to the end of the 25th week of Your pregnancy which causes You to give birth prematurely;

- c. the health or care of a newborn child, irrespective of the stage of pregnancy when the child is born; or
- d. regular antenatal care.

We recommend that *You* contact *Your Treating Doctor* and obtain written confirmation that *You* are fit to travel before commencing *Your* planned *Trip*. Please see the ‘Changes in *Your* health’ section above, which outlines conditions to *Our* cover.

If *You* are unsure whether *You* need to complete a medical assessment for *Your* pregnancy, please call [08 8202 4346](tel:08 8202 4346) for additional assistance.

Please refer to *General Exclusions* on pages 24-26 which apply to all sections of cover.

Sports and Activities

Sports and activities included in *Your* cover

Most amateur sporting and adventure activities are covered at no additional cost. There are some sports that have conditions of cover and some that *We* do not cover at all. Below is an overview of the sports *We* do not cover and those with conditional cover. Whatever sport or activity *You* choose to do, it is a condition of cover that *You* act in a responsible way to protect *Yourself*.

We cover a broad range of activities and *We* have included the most common in this section. If the activity *You* wish to participate in is not listed below and *You* are unsure if *We* cover it, then please contact *Us* on [08 8202 4346](tel:08 8202 4346).

We cover *Mopeds*, *Scooters* and *Motorcycles* at no additional cost however please refer to *General Exclusions* on pages 24-26 which apply to all sections of cover.

Activities included only under certain conditions

If *You* wish to participate in: abseiling, assault course, breathing observation, bubble diving, bungee jumping, camel or elephant riding, canoeing or kayaking (grade 3 and 4 rapids), canopy walking, canyoning, cave tubing, coasteering, fishing trips (overnight), go karting, gorge or canyon swinging, hot air ballooning, husky sledge driving, jet boating, mud buggying, ostrich riding, paintballing, parasailing, quad biking, scuba diving (unlicensed), target shooting, all types of trekking or hiking up to a maximum of 3,000 metres above sea level, tubing, zip lining or zorbing, then *You* will need to observe the following conditions. Specifically the activity must:

1. be conducted through a commercial operator; and
2. be available to the general public; and
3. not be considered *Extreme Risk*; and
4. not require any special skills, pre-fitness training program prior to the participation of the activity, or a high level of fitness to undertake.

Activities not covered

The following activities are not covered under any of *Our* policies and are listed on pages 24-26 under *General Exclusions*:

- trekking or hiking over 3,000 metres above sea level
- *Skiing* or snowboarding (unless *You* have purchased *Our* Ski and Winter Sports option)
- any kind of mechanised snow-mobiles except as provided by the recognised piste authorities for transport to and from areas designed for recreational *Skiing* (unless *You* have purchased *Our* Ski and Winter Sports option)
- bob sleighing, snow rafting, parapenting, heli-*Skiing*, aerobatic *Skiing*, skijoring, *Skiing* with any form of power assisted equipment
- *Backcountry Skiing*
- racing or participating in any timed event (other than on foot)
- any kind of professional sport
- hunting
- *Open Water Sailing*
- participating in any rodeo activity, either as an amateur or as a professional
- mountaineering or rock climbing using ropes or climbing equipment (other than for hiking)
- parachuting, sky diving or base jumping
- hang gliding or paragliding
- travel in any air supported device, other than as a passenger, in a fully licensed aircraft operated by an airline or charter company. This does not apply to regulated or licensed ballooning
- diving underwater unlicensed using an artificial breathing apparatus, unless the conditions outlined in section ‘Activities Included Only Under Certain Conditions’ on page 8 are followed.
- polo
- horse jumping
- running with the bulls
- freestyle BMX
- motocross
- canoeing or kayaking grade 5 rapids and above.



Image: RAA

While You are travelling

Overseas Emergency Assistance

If something unexpected happens while *You* are overseas, *We* want to ensure *We* can help make it as stress free as possible. If *You* have an emergency medical situation, *Our* team will help to keep *You* in touch with *Your* family and colleagues and assist in locating embassies and consulates around the world.

If *You* have an overseas medical emergency, contact *Our* assistance team immediately, 24 hours a day, 7 days a week on: [+61 2 8055 1699](tel:+61280551699) (reverse charges accepted from the overseas operator). For general claim enquiries, policy extensions, *Luggage* claims, flight delays, or other non medical related queries please contact *Our* team on [1300 207 365](tel:1300207365) Mon-Fri 8am-9pm, Sat-Sun 9am-6pm (AEST) or email raaclaims@tmnfattravelinsurance.com.au

If *You*:

- are hospitalised; or
- *You* are being treated as an outpatient and the total cost of any consultation or treatment will exceed \$2,000

You, or a member of *Your* travelling party, should contact *Us* as soon as reasonably practicable. If *You* do not contact *Us*, and incur costs without *Our* consent, *We* may limit the amount payable under a claim, to the amount *We* would have paid towards any expenses (including medical) or for any evacuation/repatriation or airfares that have not been approved or arranged by *Us*.

For all other *Insured Events* please follow the claims process outlined in Claims Information.

Extending Your cover

We will extend the term of *Your* cover for no additional cost if any delay is due to a reason which is covered under *Your* policy.

For all other reasons, *You* can apply to extend *Your* single *Trip* policy by contacting *Us* as soon as reasonably practical prior to the original expiry date of *Your* policy. Extension of cover is subject to *Our* approval (which will not be unreasonably withheld) and *Your* payment of any additional *Premium*. *We* may agree to extend *Your* cover only if *You* agree to certain conditions. There may be circumstances where *We* are not able to extend *Your* cover based on *Your* circumstances and this will be discussed with *You*.

Where *We* have agreed to extend cover, *We* will issue *You* with a new *Certificate of Insurance*. The *Period of Insurance* on *Your* new *Certificate of Insurance*, when added to the period on *Your* original *Certificate of Insurance*, cannot exceed a combined maximum period of 12 months.

You cannot extend cover under *Our* Annual Multi-Trip plan.



Image: Getty

Policy Wording

Policy Benefit sections

Section 1: Cancellation Fees and Lost Deposits

This section covers:

1A Unforeseen Circumstances – We will pay Your cancellation fees and lost deposits for Your travel and accommodation arrangements, excursions, tours and other activities that You have pre-paid and which are non-refundable or You cannot reasonably recover if Your Trip is rescheduled, cancelled or cut short at any time, due to circumstances beyond Your control which You did not foresee and a reasonable person in Your position would not have foreseen, other than the circumstances described in Section 1B, at the *Relevant Time*.

The maximum benefit for this entire section 1A is:

Type of policy	Limit per Adult
Premium	\$unlimited^^
Essentials	\$25,000
Basics	Not Applicable
Annual Multi-Trip plan	\$unlimited^^
Domestic	\$unlimited^^
Domestic cancellation	\$1,000

^^\$unlimited means that generally there is no cap on the maximum dollar amount which may be paid out for this benefit, subject to the specific terms and conditions, sub-limits and exclusions that apply to this benefit.

All Sub Limit benefits in this section are subject to the main benefit outlined in 1A above.

1B Death, Injury or Illness of Your Relative, Your Travelling Companion or Your Travelling Companion's Relative – We will pay Your cancellation fees and lost deposits for Your travel and accommodation arrangements, excursions, tours and other activities that You have pre-paid and which are non-refundable or You cannot reasonably recover if Your Trip is rescheduled, cancelled or cut short at any time because of the death, injury or illness of Your Relative, Your Travelling Companion or Travelling Companion's Relative, which You did not foresee and a reasonable person in Your position would not have foreseen, where at the *Relevant Time*, that person:

- did not have a *Medical Condition* that caused their death, injury or illness;
- did not have a terminal illness; or
- was not residing in a nursing home or receiving similar home care or assistance;

up to the limits outlined in Section 1A.

In circumstances where any point (a)-(c) cannot be met (i.e. Your Relative was in a nursing home), the maximum We will pay for any one claim is \$1,000 per Adult and a total combined limit of \$2,000 (for 2 Adults, including Dependents), as set out in the table below.

The maximum We will pay for any one claim under section 1B is:

Type of policy	Sub Limit per Adult
Premium	\$1,000
Essentials	\$1,000
Basics	Not Applicable
Annual Multi-Trip plan	\$1,000
Domestic	\$1,000

1C Emergency Worker Leave – The cost of Cancellation Fees and Lost Deposits on prepaid tickets and bookings (other than tickets purchased using frequent flyer or similar points, cover for which is detailed under 1D) that You cannot claim from anyone else, if Your travel is cancelled prior to the commencement of Your Trip because Your annual leave is cancelled by Your employer after You have booked Your holiday, provided that:

- You are an employee of the armed forces, police, fire or ambulance services; and
- Your employer cancels Your leave:
 - so You can attend an unforeseen emergency; or
 - to relocate You overseas unexpectedly.

The maximum We will pay for Sub Limit 1C is:

Type of policy	Sub Limit per Adult
Premium	\$1,000
Essentials	\$500
Basics	Not Applicable
Annual Multi-Trip plan	\$1,000
Domestic	\$750

1D Frequent Flyer Points – Where an airline ticket was purchased using frequent flyer or similar air points, We will pay You for frequent flyer or similar air points lost following cancellation of Your air ticket. The amount payable will be calculated as follows:

- if the airline will not refund Your points, We will refund to You the cost of the equivalent class air ticket based on the quoted retail price at the time the ticket was issued
- if the airline will only refund a portion of Your points, We will refund to You the cost of the equivalent class air ticket based on the quoted retail price at the time the ticket was issued, less the value of the portion of Your points refunded back to You.

For this benefit to become payable:

- the reason for cancellation must be covered under this section of the policy; and
- the loss of such points cannot be recovered from any other source; and
- before You submit a claim under this section You must first request the airline refund Your points.

1E Travel Agent Fees – Non-recoverable fees You have been charged by Your travel agent, up to the limits shown in the table below.

The maximum We will pay for Sub Limit 1E is:

Type of policy	Sub Limit per Adult
Premium	\$4,000
Essentials	\$2,000
Basics	Not Applicable
Annual Multi-Trip plan	\$4,000
Domestic	\$2,000

Section 1 Exclusions

We will not cover You for losses, liability or expenses that are for, related to or as a result of:

- 1.1 You, Your Travelling Companion or any other persons change of mind, disinclination or reluctance to undertake the Trip.
- 1.2 The breakdown or dissolution of any personal or family relationship.
- 1.3 Claims arising from Your Home or business (other than severe damage to Your Home or business premises) or employment, including but not limited to, not being able to take leave from that employment. This exclusion will not apply to You being involuntarily retrenched from Your usual permanent employment in Australia nor will it apply to benefits available under Section 1C on page 10.
- 1.4 You not complying with what Your ticket conditions require.
- 1.5 Tours being cancelled because there were not enough people to go. This does not apply in relation to pre-paid travel arrangements purchased separately to get to and/or from Your destination.
- 1.6 You being aware at the time of purchasing the policy of circumstances that would give rise to You making a claim under this policy or You had booked Your Trip to arrange to travel when You knew of circumstances that may lead to Your Trip being disrupted or cancelled.
- 1.7 Cancellation, delays or rescheduling caused by Your Transport Provider or Travel Services Provider.
- 1.8 Mechanical breakdown of any means of transport.
- 1.9 The government of any country not allowing You to enter or stay in that country.
- 1.10 The cost of a return ticket if You have not purchased a return air ticket to Australia.
- 1.11 Any Terrorist Act, threat of a Terrorist Act or any loss arising out of the intentional use of military force to intercept, prevent, or mitigate any known or suspected Terrorist Act unless the Department of Foreign Affairs and Trade (DFAT) has issued a 'DO NOT TRAVEL' advisory to Your country/region of intended travel since You purchased Your policy.
- 1.12 The non-refundable unused portion of travel or accommodation arrangements where additional travel or accommodation costs have been paid for by Us as part of a claim under this policy. This exclusion will not apply where the unused portion of the accommodation arrangements result directly from the hospitalisation or death of You or Your Travelling Companion and are agreed by Us.

1.13 The Financial Default of a Travel Services Provider, travel agent, tour wholesaler, tour operator or booking agent. Refer to Section 10 on page 17.

1.14 Any Cyber Incident.

1.15 All General Exclusions on pages 24-26 apply to this section as well.

Section 2: Overseas Medical, Hospital, Cash in Hospital, Dental and Related Expenses

This section covers:

2A Reasonable overseas medical and hospital expenses You have to pay as a result of an injury or illness that You incurred/sustained (including injury arising from a Terrorist Act subject to policy terms and exclusions) and of which You became aware or ought reasonably to have become aware during the Period of Insurance on Your Certificate of Insurance. All medical treatments must be provided by Your Treating Doctor or Our Consulting Medical Officer. We will pay up to 12 months from the time You first received treatment for the injury or illness.

The maximum benefit for this entire section is:

Type of policy	Limit per Adult
Premium	\$unlimited**
Essentials	\$unlimited**
Basics	\$unlimited**
Annual Multi-Trip plan	\$unlimited**
Domestic	Not Applicable

**\$unlimited means that generally there is no cap on the maximum dollar amount which may be paid out for this benefit, subject to the specific terms and conditions, sub-limits and exclusions that apply to this benefit. This benefit covers reasonable overseas medical and hospital costs as a result of an injury (including arising from a Terrorist Act) or illness occurring which first shows itself during Your Period of Insurance. Benefits may be paid up to 12 months from the time You received treatment for the injury or illness, but only for reasonable expenses incurred during that time. All medical treatments must be provided by Your Treating Doctor or Our Consulting Medical Officer. You must notify Us as soon as practicable of Your admittance to hospital.

All Sub Limit benefits in this section are subject to the main benefit outlined in 2A above.

2B Cash in Hospital – If You are hospitalised overseas for more than 48 hours, We will also pay \$50 for each 24-hour period You are in hospital from the first day of hospitalisation up to the limits shown in the table below.

The maximum We will pay for Sub Limit 2B is:

Type of policy	Sub Limit per Adult
Premium	\$6,000
Essentials	\$3,500
Basics	\$1,500
Annual Multi-Trip plan	\$6,000
Domestic	Not Applicable

2C Overseas Dental – Up to the limits shown in the table below for emergency overseas dental expenses incurred following an injury to sound and natural teeth caused solely and directly by external and visible means as a result of an *Accident* and which does not result from an illness or disease, but not treatment that can be reasonably delayed until *You* return to Australia.

The maximum *We* will pay for Sub Limit 2C is:

Type of policy	Sub Limit per Adult
Premium	\$unlimited**
Essentials	\$2,000
Basics	\$500
Annual Multi-Trip plan	\$unlimited**
Domestic	Not Applicable

**\$unlimited means that generally there is no cap on the maximum dollar amount which may be paid out for this benefit, subject to the specific terms and conditions, sub-limits and exclusions that apply to this benefit. This benefit covers reasonable overseas medical and hospital costs as a result of an injury (including arising from a *Terrorist Act*) or illness occurring which first shows itself during *Your Period of Insurance*. Benefits may be paid up to 12 months from the time *You* received treatment for the injury or illness, but only for reasonable expenses incurred during that time. All medical treatments must be provided by *Your Treating Doctor* or *Our Consulting Medical Officer*. *You* must notify *Us* as soon as practicable of *Your* admittance to hospital.

2D Up to \$500 for necessary emergency dental costs for relief of sudden and acute pain, given or prescribed by *Your Treating Doctor* and incurred outside Australia.

2E *We* will decide on which action to take subject to medical restraints and as agreed by *Our Consulting Medical Officer* whether that be bringing *You Home* to Australia or moving *You* to another country if it is medically necessary. If *We* bring *You Home* to Australia *We* will use the refundable portion of *Your* return ticket towards *Our* costs. Any refund or credit *You* are entitled to will be deducted from any settlement.

2F Overseas *Additional Accommodation, Meal and Travelling Expenses* of *Your Travelling Companion* or *Relative* if *We* agree with *Your Treating Doctor* or *Our Consulting Medical Officer* that a *Travelling Companion* or *Relative* must travel to see *You*, or stay with *You* until *You* are able to resume *Your Trip*, or escort *You Home*.

2G Funeral Expenses Overseas – If *You* die unexpectedly whilst on *Your Trip*, *We* will pay the reasonable cost for a funeral/cremation overseas or the return of *Your* remains to Australia.

The maximum *We* will pay for Sub Limit 2G is:

Type of policy	Sub Limit per person
Premium	\$20,000
Essentials	\$15,000
Basics	\$10,000
Annual Multi-Trip plan	\$20,000
Domestic	Not Applicable

2H If *You* are hospitalised, die or are evacuated and *Your Dependents* 16 years or under are left without supervision whilst on *Your Trip*, *We* will provide care for them until *We* can arrange:

- their return to Australia; or
- for a *Relative* to arrive to care for them.

This benefit is only provided if *You, Your Travelling Companion* or a *Relative* contacts *Us* as soon as reasonably practicable and obtains *Our* agreement.

2I If *Your Treating Doctor* certifies that *You* are unfit to drive, up to \$500 to return *Your Rental Vehicle* to the owner's nearest depot. This does not apply to the Basics plan.

Please note that *We* do not cover any medical costs incurred in Australia.

Section 2 Exclusions

We will not cover *You* for losses, liability or expenses that are for, related to or as a result of:

- 2.1 Any *Medical Conditions* (except as specified under “*Medical Conditions*” on pages 6-8) unless *We* have assessed and accepted *Your* condition and where required an additional *Premium* has been paid.
- 2.2 An *Accident* that occurs whilst participating in *Skiing* or a *Winter Sport* unless *You* have purchased the *Ski and Winter Sports* option.
- 2.3 Any medical or dental problem of *Yours* that *You* told *Us* about when *You* took out this insurance and *We* told *You* that *We* would not cover it.
- 2.4 Medical, hospital, dental, evacuation costs, or any ancillary benefits expenses incurred in Australia or for which *We* are prevented from paying by reason of any statutory legislation or government regulation or expenses incurred for dental treatment, due to normal wear and tear or the normal maintenance of dental health.
- 2.5 Medical, hospital, dental or any ancillary benefits expenses incurred more than 12 months from the time *You* first received treatment for the injury or illness.
- 2.6 *You* intentionally injure *Yourself*.
- 2.7 The cost of a return ticket if *You* have not purchased a return air ticket to Australia. *We* will deduct from *Your* claim the cost of the fare between *Your* last intended place of departure to Australia, at the same cabin class as *Your* initial departure fare.
- 2.8 If *You* unreasonably choose not to follow the medical advice obtained, in consultation with *Your Treating Doctor* or *Our Consulting Medical Officer*, any subsequent medical, hospital or evacuation expenses may be reduced or denied, to the extent that *We* have been prejudiced by *Your* decision to not follow this medical advice.
- 2.9 If *You* have not notified *Us* as soon as practicable of *Your* admittance to hospital.
- 2.10 If *You* have received medical treatment under a reciprocal national health scheme. Please visit www.dfat.gov.au for details of the agreements with Australia.
- 2.11 *Your* diagnosis of COVID-19. Please refer to Section 21.
- 2.12 All *General Exclusions* on pages 24-26 apply to this section as well.

Section 3: Luggage and Personal Money

This section covers:

3A Luggage - For the reasonable repair or replacement cost of *Your Luggage* that *You* lose or that is stolen or damaged and which has not been left *Unattended*. At *Our* sole discretion *We* also have the option to repair or replace the *Luggage*. If *We* decide to replace *Your Luggage* it will be with new *Luggage*.

The most *We* will pay for any one item depends on the plan that *You* have selected and can be found on page 4 but will not exceed the limits in the table below.

A pair or set of items is treated as one item (e.g. a pair of earrings, a camera body and its standard lens and accessories, or a set of golf clubs or a drone with its camera).

Luggage left in a motor vehicle is only covered if it is completely obstructed from view, is locked in the boot or locked luggage compartment and there is evidence that forced entry was gained.

If *We* have paid *Your* claim for delayed *Luggage* and *You* also claim for lost *Luggage*, *We* will deduct the delayed *Luggage* settlement portion from the lost *Luggage* claim.

The maximum benefit for this entire section is:

Type of policy	Limit per Adult
Premium	\$15,000
Essentials	\$7,500
Basics	\$2,000
Annual Multi-Trip plan	\$15,000
Domestic	\$7,500

All Sub Limit benefits in this section are subject to the main benefit outlined in 3A above.

3B Travel Documents - If *Your* travel documents, credit cards or traveller's cheques carried with *You* are lost or illegally used by someone other than *You*, *Your Relative* or *Travelling Companion*.

The maximum *We* will pay for Sub Limit 3B is:

Type of policy	Sub Limit per Adult
Premium	\$5,000
Essentials	\$1,500
Basics	Not Applicable
Annual Multi-Trip plan	\$5,000
Domestic	Not Applicable

3C Luggage Delay - If *You* have to buy essential clothing and personal items during *Your Trip* because *Luggage* carried by *Your Transport Provider* is delayed by more than 10 hours, other than the return leg of *Your Trip*, *We* will pay the reasonable and necessary costs incurred by *You*, up to the limits shown in the table below. Receipts must be provided as proof of purchase of such items and evidence that they were purchased prior to the recovery of *Your* delayed *Luggage*. For cover under this section, essential clothing and personal items are deemed to be toiletries, underwear, socks and a change of clothes and/or shoes.

Following a loss under this policy section *We* will allow on settlement one automatic reinstatement of the *Sum Insured*.

The maximum *We* will pay for Sub Limit 3C is:

Type of policy	Sub Limit per Adult
Premium	\$750
Essentials	\$500
Basics	Not Applicable
Annual Multi-Trip plan	\$750
Domestic	\$500

3D If *Your* golf equipment is lost, stolen, delayed or damaged while on the *Trip* (other than whilst in use), *We* will pay the necessary cost of hiring replacement equipment up to the amount of \$250 per *Adult*. Any claim must be supported by receipts. This does not apply to the Basics cover.

3E Personal Money - If *Your Personal Money* is stolen whilst *You're* on *Your Trip*, then *We* will pay the value of this *Personal Money* up to the limits shown in the table below. It is *Your* responsibility to provide proof of ownership of any stolen *Personal Money* and *We* are under no obligation to make payment without this proof of ownership.

The maximum *We* will pay for Sub Limit 3E is:

Type of policy	Sub Limit per Adult
Premium	\$500
Essentials	\$250
Basics	Not Applicable
Annual Multi-Trip plan	\$500
Domestic	\$250

3F Skis, poles and snowboards that *You* have taken all reasonable care to protect and have left in a locked ski rack between the hours of 8am and 6pm, provided *You* have purchased *Our* Ski and Winter Sports option.

Section 3 Exclusions

We will not cover *You* for losses or expenses that are for:

- 3.1 Items for trade, trade samples or *Your* tools of trade or profession.
- 3.2 Brittle or fragile items like glassware, china, ceramics, pottery etc. or an electronic component that becomes broken or scratched unless it is either:
 - the lens of spectacles, laptop computers, binoculars, photographic, video equipment; or
 - a breakage or scratch caused by an *Accident* involving any vehicle *You* were travelling in.
- 3.3 Any claim where *Your* financial services provider has not paid and *You* have not abided by their terms and conditions.
- 3.4 Negotiable instruments and items including (but not limited to) cheques, promissory notes or money orders, gold or precious metals, precious unset or uncut gemstones.
- 3.5 *Luggage* that *You* leave *Unattended*.
- 3.6 *Luggage*:
 - left in an unlocked motor vehicle; or
 - not completely obstructed from view even if the motor vehicle is locked; or
 - left overnight in a motor vehicle.
- 3.7 *Valuables* left *Unattended* in a motor vehicle at any time or in the cargo hold of any aircraft, ship, boat, train or bus,

unless security regulations prevented You from keeping the *Valuables* with You, in which case this exclusion does not apply to any loss from the point of check-in until You receive the goods.

- 3.8 *Luggage* that You send or leave somewhere else and that will not be travelling with You on *Your Trip*.
- 3.9 Sporting equipment, including surfboards, snowboards, sailboards and boogie boards, and *Valuables* including drone and radio-controlled/remote-controlled model car, vehicle, plane, boat and the like whilst they are in use.
- 3.10 Electrical or mechanical breakdown.
- 3.11 Normal wear and tear, deterioration or losses caused by atmospheric or climatic conditions, mould or fungus, insects, rodents, vermin or any process of cleaning, ironing, repairing, restoring or alteration.
- 3.12 The cost of consultation fees to replace prescription medication.
- 3.13 Loss of or damage to *Luggage* not reported to the *Transport Provider*, police, hotel or appropriate authority within 24 hours or as soon as reasonably practicable of You becoming aware of the loss or damage and where no written report is obtained.
- 3.14 The repair or replacement cost of *Your Luggage* that is damaged where the *Transport Provider* or *Travel Services Provider* has already provided recompense.
- 3.15 Loss of value of money or shortages of money, caused by mistakes of any person.
- 3.16 Losses due to devaluation or depreciation of currency.
- 3.17 *Personal Money* not carried on *Your person* unless secured in a safe or strong room.
- 3.18 We will not pay to the extent that You are entitled to compensation from the *Transport Provider* You were travelling on for the relevant amount claimed. However, if You are not reimbursed the full amount, We will pay the difference between the amount of *Your expenses* and what You were reimbursed, up to the limit of *Your cover*.
- 3.19 All *General Exclusions* on pages 24-26 apply to this section as well.

Section 4: Emergency Expenses

This section covers:

4A Emergency Expenses – general

If *Your Trip* is disrupted, cancelled, delayed, or diverted because of the following events:

- a. *Your passport* or travel documents being lost or stolen or accidentally damaged whilst on *Your Trip*, provided they are not left *Unattended*;
- b. You unintentionally breaking any quarantine regulation;
- c. *Natural Disaster*, severe weather condition;
- d. *Your Home* or business premises in Australia is destroyed by fire, storm, earthquake or flood rendering *Your Home* or business premises uninhabitable or unoccupiable;
- e. *Your Treating Doctor* or *Our Consulting Medical Officer* certifying that You or *Your Travelling Companion* are unfit to continue with *Your Trip* original itinerary or an amended itinerary;
- f) an *Accident* involving *Your means of transport*;
- g) a power failure, riot, strike or civil commotion;

We will cover *Your Additional Accommodation, Meal and Travel Expenses* which are of a reasonable nature and equivalent standard to *Your pre-booked arrangements*, provided that You cannot recover such expenses from someone else.

The maximum We will pay for all claims in total under Section 4A is:

Type of policy	Limit per Adult
Premium	\$unlimited^^
Essentials	\$25,000
Basics	\$5,000
Annual Multi-Trip plan	\$unlimited^^
Domestic	\$25,000

^^\$unlimited means that generally there is no cap on the maximum dollar amount which may be paid out for this benefit, subject to the specific terms and conditions, Sub Limits and exclusions that apply to this benefit.

All Sub Limit benefits in this section are subject to the main benefit outlined in 4A above.

4B Resumption of Travel – We will also pay *Your transport costs* to resume *Your original overseas Trip* if You rejoin it within 60 days of returning to Australia for a reason described in section 4A, provided there was at least 7 days of *Your Trip* remaining at the time You returned to Australia.

The maximum We will pay for all claims in total under section 4B is:

Type of policy	Sub Limit per Adult
Premium	\$5,000
Essentials	\$1,500
Basics	Not Applicable
Annual Multi-Trip plan	\$5,000
Domestic	Not Applicable

4C Emergency Expenses for Death, Injury or Illness of Your Relative, Travelling Companion or Your Travelling Companion’s Relative

– We will pay *Your emergency expenses* if *Your Trip* is rescheduled, cancelled or cut short at any time because of the death, injury or illness of *Your Relative, Your Travelling Companion or Travelling Companion’s Relative*, which You did not foresee and a reasonable person in *Your position* would not have foreseen, where at the *Relevant Time*, that person:

- a. did not have a *Medical Condition* that caused their death, injury or illness;
- b. did not have a terminal illness; or
- c. was not residing in a nursing home or receiving similar home care or assistance,

up to the limits outlined in the table below.

If any point in (a)-(c) cannot be met (i.e. *Your Relative* was in a nursing home or did have a *Medical Condition*), the maximum We will pay for any one claim is \$1,000 as set out in the table below.

The maximum We will pay for all claims in total under section 4C is:

Type of policy	Sub Limit per Adult	Sub Limit per Adult due to (a)-(c)
Premium	\$5,000	\$1,000
Essentials	\$1,500	\$1,000
Basics	Not Applicable	Not Applicable
Annual Multi-Trip plan	\$5,000	\$1,000
Domestic	Not Applicable	Not Applicable

4D Special Events – If Your Trip is for the purpose of attending a prearranged special event like a wedding, significant occasion, funeral, conference, musical festival or sporting event which cannot be delayed due to Your late arrival and the Trip is delayed because of something unexpected and outside Your control, We will pay You the reasonable additional cost of using alternative public transport to arrive at Your destination on time.

The maximum We will pay for Sub Limit 4D is:

Type of policy	Sub Limit per Adult
Premium	\$5,000
Essentials	\$2,000
Basics	Not Applicable
Annual Multi-Trip plan	\$5,000
Domestic	Not Applicable

Section 4 Exclusions

We will not cover You for losses, liability or expenses that are for, related to or as a result of:

- 4.1 The cost of a return ticket if You have not purchased a return air ticket to Australia. We will deduct from Your claim the cost of the fare between Your last intended place of departure to Australia, at the same cabin class as Your initial departure fare.
- 4.2 Additional Accommodation, Meal and Travelling Expenses where We have also paid a claim for the cost of Cancellation Fees or Lost Deposits on bookings in respect of the same period. This exclusion will not apply where the additional accommodation expenses are incurred directly as a result of the hospitalisation or death of You or Your Travelling Companion and are agreed by Us.
- 4.3 Resumption of Travel costs where We have also paid a claim for the cost of Cancellation Fees or Lost Deposits under Section 1 on bookings in respect of the original Trip.
- 4.4 Any Cyber Incident.
- 4.5 All General Exclusions on pages 24-26 apply to this section as well.

Section 5: Accidental Death

This section covers:

- 5A** • The death of You or Your Dependent if it occurs within 12 months of Your Trip as a result of an injury caused by an Accident or Terrorist Act (subject to policy terms and exclusions) during Your Trip; or
 - The disappearance of You or Your Dependent because Your means of transport disappeared, sank or was wrecked and You and Your Dependent’s bodies have still not been found 12 months later.

We will pay You or Your Estate a lump sum benefit. All persons listed on Your Certificate of Insurance are covered, per person, for the amount shown in the table below.

Type of policy	Limit per person
Premium	\$25,000
Essentials	\$15,000
Basics	Not Applicable
Annual Multi-Trip plan	\$25,000
Domestic	\$25,000

Section 5 Exclusions

We will not cover You for losses that are for, related to or as a result of:

- 5.1 Death caused by sickness, disease or suicide.
- 5.2 All General Exclusions on pages 24-26 apply to this section as well.

Section 6: Accidental Disability

This section covers:

- 6A** If during Your Trip, You suffer an injury from an Accident that results within 12 months of the date of the Accident:
 1. in Your Permanent loss of sight in one or both eyes; or
 2. in Your Permanent loss of use of one or more Limbs; or
 3. in Your Permanent brain injury.

We will pay You a lump sum benefit. All persons listed on Your Certificate of Insurance are covered, per person, for the amount shown in the table below.

Type of policy	Limit per person
Premium	\$25,000
Essentials	\$15,000
Basics	Not Applicable
Annual Multi-Trip plan	\$25,000
Domestic	\$25,000

Section 6 Exclusions

We will not cover You for losses that are for, related to or as a result of:

- 6.1 You intentionally injuring Yourself.
- 6.2 Disability caused by sickness or disease.
- 6.3 All General Exclusions on pages 24-26 apply to this section as well.

Section 7: Your Legal Liability

This section covers:

- 7A** • Compensatory damages *You* become legally liable to pay because during *Your Trip*, *You* injured someone, caused someone to die, or lost or damaged someone's property; and/or
- *Your* reasonable legal costs and expenses for settling and defending the claim made against *You* as long as *You* have incurred them with *Our* approval.

The maximum benefit for this entire section is:

Type of policy	Limit per Adult
Premium	\$10,000,000
Essentials	\$10,000,000
Basics	\$10,000,000
Annual Multi-Trip plan	\$10,000,000
Domestic	\$10,000,000

Section 7 Exclusions

We will not cover *You* for losses, liability or expenses that are for, related to or as a result of:

- 7.1 Injury to *Your Travelling Companion*, *Your Relative* or *Your* employee or *Your Travelling Companion's Relative* or employee.
- 7.2 Loss of or damage to property belonging to or in the care or control of *You*, a *Relative*, *Your Travelling Companion*, or an employee of any of the aforementioned.
- 7.3 A claim against *You* arising out of ownership, custody, or use of any motor vehicle or mechanically propelled vehicle, any aircraft, watercraft, firearms, drone, or radio-controlled/remote-controlled vehicles including (but not limited to) model cars, planes and boats.
- 7.4 A claim arising from the conduct of a business, profession or trade, including *You* providing professional advice or service.
- 7.5 Any fine or penalty, punitive, aggravated or exemplary damages.
- 7.6 Any conduct intended to cause bodily injury, property damage or liability with reckless disregard for the consequences of *You* or any person acting with *Your* knowledge, consent or connivance.
- 7.7 Any *Terrorist Act* or any loss arising out of the intentional use of military force to intercept, prevent, or mitigate any known or suspected *Terrorist Act*.
- 7.8 Disease that is transmitted by *You*.
- 7.9 Assault and/or battery committed by *You* or at *Your* direction.
- 7.10 All *General Exclusions* on pages 24-26 apply to this section as well.

Section 8: Rental Car Excess

This section covers:

- 8A** The *Rental Vehicle* insurance excess, or where the cost of repairs do not exceed the *Rental Vehicle* insurance excess, if *You* rent a vehicle from a registered motor vehicle rental company with whom *You* have a binding legal agreement, and it is involved in an *Accident* or stolen whilst in *Your* control and *You* are legally liable to pay an excess under the insurance policy for the *Rental Vehicle*. This includes payments that *You* are responsible for under the terms

of *Your Rental Vehicle* agreement following accidental damage to windscreens and tyres.

This cover does not replace *Rental Vehicle* insurance and only provides cover for the excess component up to the applicable benefit limit stated on *Your* policy. We will cover drivers accepted by the rental company and listed on *Your Rental Vehicle* agreement.

The maximum benefit for this entire section is:

Type of policy	Limit per policy
Premium	\$8,000
Essentials	\$4,000
Basics	Not Applicable
Annual Multi-Trip plan	\$8,000
Domestic	\$5,000
Rental Car Excess plan	\$limit chosen

Section 8 Exclusions

We will not cover *You* for *Your* claim for Rental Car Excess that is for, related to or as a result of:

- 8.1 Any costs *You* become liable for if the *Rental Vehicle* agreement does not include comprehensive insurance with an applicable excess.
- 8.2 Any loss or damage arising from the operation of the *Rental Vehicle* in violation of the terms and conditions of the *Rental Vehicle* agreement or loss or damage which occurs beyond the limits of any public roadway.
- 8.3 Any loss or damage arising from the operation of the *Rental Vehicle* while affected by alcohol or any other drug in a way that is against the law of the place *You* are in.
- 8.4 Any loss or damage that falls outside of *Your Rental Vehicle* insurance Excess.
- 8.5 All *General Exclusions* on pages 24-26 apply to this section as well.

Section 9: Loss of Income from Injury

This section covers:

- 9A** If *You* are injured in an *Accident* or *Terrorist Act* whilst on *Your Trip* and *Your Treating Doctor* certifies that *You* are unfit to resume *Your* ordinary employment in Australia, within 90 days of the *Accident* occurring or *Your* return to Australia, We will cover *Your* loss of income, subject to the below policy limits.

We will pay *You* *Your* average weekly income up to the maximum weekly benefit amount, until *You* can return to work or for a maximum period of 26 weeks, whichever occurs first.

We will not pay for any period *You* did not intend to work and for the first 28 days after *You* intended to return to *Your* employment.

The benefits for this section are:

Type of policy	Maximum Benefit Limit per Adult	Weekly Limit per Adult
Premium	\$10,400	\$400
Essentials	\$5,200	\$200
Basics	Not Applicable	Not Applicable
Annual Multi-Trip plan	\$10,400	\$400
Domestic	\$5,200	\$200

Section 9 Exclusions

We will not cover *You* for loss of income where:

- 9.1 *You* are unable to return to work for a reason not related to the injury, including due to a sickness or disease which has arisen independently of the *Accident* or *Terrorist Act*.
- 9.2 The loss of income is from employment outside of Australia.
- 9.3 The loss is excluded in the *General Exclusions* on pages 24-26.

Section 10: Financial Default

This section covers:

10A If due to a *Financial Default* of a *Travel Services Provider* *You* have to re-arrange *Your Trip*, We will pay the reasonable costs for *You* to arrange the same or similar standard of transport and accommodation. The maximum We will pay is capped at *Your* non recoverable costs which *You* have incurred due to the *Trip* being cancelled.

The maximum benefit for this entire section is:

Type of policy	Limit per Adult
Premium	\$10,000
Essentials	\$5,000
Basics	Not Applicable
Annual Multi-Trip plan	\$10,000
Domestic	\$3,000

All Sub Limit benefits in this section are subject to the main benefit outlined in 10A above.

10B If due to the *Financial Default* of a *Travel Services Provider* *Your Trip* is cancelled because *You* cannot rearrange it, We will pay the non-recoverable unused portion of *Your* pre-paid travel costs.

We will also pay for the cancellation fee charged by *Your* travel agent up to the limits shown in the table below.

The maximum We will pay for Sub Limit 10B is:

Type of policy	Sub Limit per Adult
Premium	\$4,000
Essentials	\$2,000
Basics	Not Applicable
Annual Multi-Trip plan	\$4,000
Domestic	\$1,500

10C If *You* have to return *Home* and have incurred necessary additional expenses in doing so, We will pay the reasonable additional accommodation and travelling expenses incurred.

Section 10 Exclusions

We will not cover *You* for *Your* claim that arises from, or is related to:

- 10.1 The *Financial Default* of any travel agent, tour wholesaler, tour operator or booking agent.
- 10.2 *Financial Default*, if it had already occurred at the time *Your Certificate of Insurance* was issued or the date *Your Trip* was paid for, whichever occurs last.
- 10.3 Accommodation expenses incurred after the date *You* originally planned to return *Home*.

- 10.4 More than the loss of the normal remuneration payable to the travel agent had the *Trip* gone ahead as planned.
- 10.5 All *General Exclusions* on pages 24-26 apply to this section as well.

Section 11: Domestic Pets

This section covers:

11A Up to \$650 if *Your* pet suffers an injury during *Your Trip* and requires veterinary treatment, provided that at the time of the injury, *Your* pet was in the care of a *Relative*, friend or boarding kennel or cattery.

The maximum benefit for this entire section is:

Type of policy	Limit per policy
Premium	\$650
Essentials	Not Applicable
Basics	Not Applicable
Annual Multi-Trip plan	\$650
Domestic	Not Applicable

All sub limit benefits in this section are subject to the main benefit outlined in 11A above.

11B \$25 for each 24 hour period in respect of additional boarding kennel or cattery fees for domestic dogs and cats owned by *You*, if *You* are delayed beyond *Your* original return date due to an event covered under this policy.

Section 11 Exclusions

We will not cover *You* for *Your* claim that arises from, or is related to:

- 11.1 Any boarding kennel or cattery fees incurred outside of Australia.
- 11.2 Any pets located outside of Australia.
- 11.3 All *General Exclusions* on pages 24-26 apply to this section as well.

Section 12: Domestic Services

This section covers:

12A If *You* are injured during *Your Trip* and become disabled as a result of the injury and the disablement continues after *Your* return *Home*, We will reimburse *You* up to \$50 per day in respect of expenses incurred in the provision of housekeeping services that *You* are unable to fully perform to the normal extent by *Yourself*.

The maximum amount We will pay for all claims combined under this section is shown in the table below. The amount applies to the total of all claims combined regardless of the number of persons the claims relate to.

Type of policy	Limit per policy
Premium	\$1,500
Essentials	Not Applicable
Basics	Not Applicable
Annual Multi-Trip plan	\$1,500
Domestic	Not Applicable

Section 12 Exclusions

We will not cover *You* for *Your* claim that arises from, or is related to:

- 12.1 If *You* do not have a medical certificate confirming *Your* disablement and verifying the need for housekeeping services as a result of *Your* disablement.
- 12.2 All *General Exclusions* on pages 24-26 apply to this section as well.

Section 13: Travel Delay

This section covers:

13A If *Your* scheduled *Transport Provider* is delayed for at least 6 hours for reasons outside *Your* control, including *Cyber Incident*, and to the extent *You* cannot claim the expenses from anyone else, *We* will reimburse *You* for *Your* *Additional Accommodation, Meal and Travelling Expenses* including emergency personal telephone calls, up to the daily limits, for each 24 hours the delay continues up to the maximum benefit.

The benefits for this section are:

Type of policy	Maximum Benefit Limit per Adult	Daily Limit per Adult
Premium	\$3,000	\$500
Essentials	\$1,500	\$250
Basics	Not Applicable	Not Applicable
Annual Multi-Trip plan	\$3,000	\$500
Domestic	\$1,500	\$250

Section 13 Exclusions

We will not cover *You* for *Your* claim that arises from, or is related to:

- 13.1 *Additional Accommodation, Meal and Travelling Expenses* where *We* have also paid a claim for the cost of Cancellation Fees or Lost Deposits on bookings in respect of the same period. This exclusion will not apply where the *Additional Accommodation, Meal and Travelling Expenses* are incurred directly as a result of the hospitalisation or death of *You* or *Your Travelling Companion* and are agreed by *Us*.
- 13.2 *Additional Accommodation, Meal and Travelling Expenses* in Section 4A if *You* claim the benefit under that section.
- 13.3 Any Act of terrorism except for a terrorist event perpetrated by electronic or internet based applications or means.
- 13.4 All *General Exclusions* on pages 24-26 apply to this section as well.

Section 14: Hijack and Kidnap

Subject to the *General Exclusions* on pages 24-26, this section covers:

14A If *You* are hijacked or kidnapped *We* will pay up to the daily limits, for each day that *You* or *Your Dependents* are held captive up to the maximum benefit limit.

Type of policy	Maximum Benefit Limit per person	Daily Limit per person
Premium	\$10,000	\$1,000
Essentials	\$5,000	\$500
Basics	Not Applicable	Not Applicable
Annual Multi-Trip plan	\$10,000	\$1,000
Domestic	Not Applicable	Not Applicable

Ski and Winter Sports Option

When *You* purchase *Your* policy *You* will need to select the Ski and Winter Sports option if *You* want this cover. This will determine the *Premium* *You* pay. The Ski and Winter Sports option is only available to *You* if *You* are 85 years or less at the time *You* purchase *Your* Policy.

IMPORTANT: You must purchase the Ski and Winter Sports option in order to be covered for Overseas Medical and Hospital expenses that are incurred following an Accident that takes place whilst participating in Skiing or a Winter Sport. Not all Winter Sports are covered and these are explained on page 8.

This option covers: leisure bigfoot *Skiing*, cat *Skiing*, cross country *Skiing* (along a designated cross country ski route only), glacier *Skiing*, ice hockey, ice skating, luge (on ice only), and mono *Skiing*, *Off-piste Skiing* (with a professional guide only), recreational *Ski* racing, and recreational *Skiing*, snowmobiling and tobogganing. In all cases "*Skiing*" also means snowboarding.

If *You* take part in any of the above-mentioned activities, it is a condition of cover that *You* act in a responsible way to protect *Yourself* and that:

1. *You* are on-piste (or if *Off-piste*, *You* are with a professional guide at all times);
2. *You* follow the safety guidelines for the *Skiing* and *Winter Sports* concerned and where applicable, *You* use the appropriate and recommended safety equipment;
3. the *Skiing* and *Winter Sport* is not part of a competition or tournament, including training or practising;
4. the *Skiing* and *Winter Sport* is not undertaken on a professional basis; and
5. the *Skiing* and *Winter Sport* is not excluded by the policy or listed in *General Exclusions*.

Please remember that any *Winter Sports* equipment *You* have left behind or left *Unattended* is not covered under this section. However ski's, poles and snowboards that *You* have taken all reasonable care to protect and have left in a locked ski rack between the hours of 8am and 6pm may be covered under Section 3F.

The cover described in sections 15 to section 20 is only available if 'Ski and Winter Sports Option' is shown on *Your Certificate of Insurance*.

Section 15: Ski & Winter Sports Overseas Medical and Hospital

This section covers an injury while participating in *Skiing* or *Winter Sports*, which first occurs after the departure date, as shown on *Your Certificate of Insurance*:

15A Reasonable overseas medical and hospital expenses *You* have to pay as a result of an injury whilst participating in *Skiing* or *Winter Sports* which first occurs after the departure date as shown on *Your Certificate of Insurance*.

Please note that We do not cover any medical costs incurred in Australia.

Type of policy	Limit per Adult
Premium	\$unlimited**
Essentials	\$unlimited**
Basics	Not Applicable
Annual Multi-Trip plan	\$unlimited**
Domestic	Not Applicable

**\$unlimited means that generally there is no cap on the maximum dollar amount which may be paid out for this benefit, subject to the specific terms and conditions, Sub Limits and exclusions that apply to this benefit. This benefit covers reasonable overseas medical and hospital costs as a result of an injury (including arising from a *Terrorist Act*) or illness occurring which first shows itself during *Your Period of Insurance*. Benefits may be paid up to 12 months from the time *You* received treatment for the injury or illness, but only for reasonable expenses incurred during that time. All medical treatments must be provided by *Your Treating Doctor* or *Our Consulting Medical Officer*. *You* must notify *Us* as soon as practicable of *Your* admittance to hospital.

15B Cash in Hospital – If *You* are hospitalised overseas for more than 48 hours, *We* will also pay \$50 for each 24-hour period *You* are in hospital from the first day of hospitalisation up to the limits shown in the table below.

The maximum *We* will pay for Sub Limit 15B is:

Type of policy	Sub Limit per Adult
Premium	\$6,000
Essentials	\$3,500
Basics	Not Applicable
Annual Multi-Trip plan	\$6,000
Domestic	Not Applicable

15C Overseas Dental – Up to the limits shown in the table below for emergency overseas dental expenses incurred following an injury to sound and natural teeth caused solely and directly by external and visible means as a result of an *Accident* and which does not result from an illness or disease, but not treatment that can be reasonably delayed until *You* return to Australia.

The maximum *We* will pay for Sub Limit 15C is:

Type of policy	Sub Limit per Adult
Premium	\$unlimited**
Essentials	\$2,000
Basics	Not Applicable
Annual Multi-Trip plan	\$unlimited**
Domestic	Not Applicable

**\$unlimited means that generally there is no cap on the maximum dollar amount which may be paid out for this benefit, subject to the specific terms and conditions, Sub Limits and exclusions that apply to this benefit. This benefit covers reasonable overseas medical and hospital costs as

a result of an injury (including arising from a *Terrorist Act*) or illness occurring which first shows itself during *Your Period of Insurance*. Benefits may be paid up to 12 months from the time *You* received treatment for the injury or illness, but only for reasonable expenses incurred during that time. All medical treatments must be provided by *Your Treating Doctor* or *Our Consulting Medical Officer*. *You* must notify *Us* as soon as practicable of *Your* admittance to hospital.

15D *We* will decide on which action to take subject to medical restraints and as agreed by *Our Consulting Medical Officer* whether that be bringing *You Home* to Australia or moving *You* to another country if it is medically necessary. If *We* bring *You Home* to Australia *We* will use the refundable portion of *Your* return ticket towards *Our* costs. Any refund or credit *You* are entitled to will be deducted from any settlement.

15E If *You* are hospitalised, die or are evacuated and *Your Dependents* 16 years or under are left without supervision whilst on *Your Trip*, *We* will provide care for them until *We* can arrange:

- their return to Australia; or
- for a *Relative* to arrive to care for them.

This benefit is only provided if *You*, *Your Travelling Companion* or a *Relative* contacts *Us* as soon as reasonably practicable and obtains *Our* agreement.

15F Funeral Expenses Overseas – If *You* die unexpectedly whilst on *Your Trip*, *We* will pay the reasonable cost for a funeral/cremation overseas or the return of *Your* remains to Australia.

The maximum *We* will pay for Sub Limit 15F is:

Type of policy	Sub Limit per person
Premium	\$20,000
Essentials	\$15,000
Basics	Not Applicable
Annual Multi-Trip plan	\$20,000
Domestic	Not Applicable

Section 15 Exclusions

We will not cover *You* for *Your* claim that arises from, or is related to:

- 15.1 All Section 2 Exclusions on page 12 apply to this section.
- 15.2 All *General Exclusions* on pages 24-26 apply to this section.

Section 16: Snow Ski Equipment Hire

This section covers:

16A The costs of hiring alternative *Skiing* equipment following accidental loss, theft of, or damage to, *Your Skiing* equipment for which a claim has been accepted by *Us* under Section 3 of this policy.

The maximum amount for this section is below and applies to the total of all claims combined regardless of the number of persons the claims relate to.

Type of policy	Limit per policy
Premium	\$2,000
Essentials	\$1,000
Basics	Not Applicable
Annual Multi-Trip plan	\$2,000
Domestic	\$1,000

All other benefits in this section are subject to the main benefit outlined in 16A above.

16B The misdirection or delay, for a period more than 24 hours, of snow *Skiing* equipment owned by *You*.

16C The reimbursement of the snow ski equipment hire insurance excess if *You* have chosen and paid for additional snow ski equipment hire excess cover.

Section 16 Exclusions

We will not cover *You* for *Your* claim that arises from, or is related to:

- 16.1 *Your* participation in bobsleighbing, snow rafting, parapenting, heli-*Skiing*, aerobic *Skiing*, *Backcountry Skiing*, skijoring, *Skiing* with any form of power assisted equipment.
- 16.2 All *General Exclusions* on pages 24-26 apply to this section as well.

Section 17: Ski Pack

Subject to the *General Exclusions* on pages 24-26, this section covers:

17A If, as a result of *Your* injury or sickness during *Your Trip*, *You* are unable to utilise the full duration of *Your* pre-booked and pre-paid ski passes, ski hire, tuition fees or lift passes, We will reimburse *You* the irrecoverable cost of the unused portion. *You* must obtain a medical certificate from *Your Treating Doctor* or *Our Consulting Medical Officer* in support of *Your* claim for *Your* injury or sickness. The maximum amount for this section is below and applies to the total of all claims combined regardless of the number of persons the claims relate to.

Type of policy	Limit per policy
Premium	\$1,000
Essentials	\$500
Basics	Not Applicable
Annual Multi-Trip plan	\$1,000
Domestic	\$500

Section 18: Piste Closure

Subject to the *General Exclusions* on pages 24-26, this section covers:

18A If as a result of not enough snow, bad weather or power failure in *Your* pre-booked holiday resort, or all lift systems are closed for more than 24 hours, We will pay up to \$100 per 24 hour period for either:

- the cost of transport to the nearest resort; or
- the cost of additional ski passes.

You need to obtain a written document or statement from the appropriate authority or weather information provider confirming the piste closure and how long it lasted unless We agree that it was not reasonably practicable for *You* to obtain a written document or statement in light of all the circumstances.

The maximum amount for this section is below and applies to the total of all claims combined regardless of the number of persons the claims relate to.

Type of policy	Limit per policy
Premium	\$1,000
Essentials	\$500
Basics	Not Applicable
Annual Multi-Trip plan	\$1,000
Domestic	Not Applicable

Section 19: Bad Weather and Avalanche

This section covers:

19A The reasonable *Additional Accommodation*, *Meal* and *Travelling Expenses* that *You* need to pay if *Your* pre-booked outward or return *Trip* is delayed for more than 12 hours from *Your* scheduled departure time because of an avalanche or bad weather.

The maximum amount for this section is below and applies to the total of all claims combined regardless of the number of persons the claims relate to.

Type of policy	Limit per policy
Premium	\$1,000
Essentials	\$500
Basics	Not Applicable
Annual Multi-Trip plan	\$1,000
Domestic	\$500

Section 19 Exclusions

We will not cover *You* for *Your* claim that arises from, or is related to:

- 19.1 *Your* participation in bobsleighbing, snow rafting, parapenting, heli-*Skiing*, aerobic *Skiing*, *Backcountry Skiing*, skijoring, *Skiing* with any form of power assisted equipment.
- 19.2 *You* being unable to obtain a written document or statement from the appropriate authority or weather information provider confirming that the reason for the delay was related to either an avalanche or bad weather, and how long it lasted unless We agree that it was not reasonably practical for *You* to obtain a written document or statement in light of all the circumstances.
- 19.3 All *General Exclusions* on pages 24-26 apply to this section as well.

Section 20: Lift Pass

Subject to the *General Exclusions* on pages 24-26, this section covers:

20A The loss or theft of *Your* lift pass. Claims under this section are calculated according to the expiry date of the lift pass – depending on how many days there are left to run on the original lift pass, any refund is pro-rated, based on the original value of the pass.

The maximum benefit for this section is:

Type of policy	Limit per Adult
Premium	\$500
Essentials	\$250
Basics	Not Applicable
Annual Multi-Trip plan	\$500
Domestic	\$250

COVID-19 Benefits

Cover under this policy is extended to include claims arising from COVID-19 in the circumstances following under the sections listed.

IMPORTANT: You must purchase the Premium or Domestic policy in order to be covered for any COVID 19 benefits.

The combined maximum benefit for Sections 22-24 is:

\$3,500 per Adult Premium	\$3,500 per Adult Domestic
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Section 21: COVID-19 Overseas Medical and Hospital and Emergency Expenses

You must purchase the Premium policy in order to be covered for Overseas Medical and Hospital expenses that are incurred following a diagnosis of COVID-19. Any diagnosis of COVID-19 must be made by Your Treating Doctor or Our Consulting Medical Officer.

This section covers:

21A Reasonable overseas medical and hospital expenses You have to pay as a result of diagnosis of COVID-19 which first shows itself during the *Period of Insurance* on Your *Certificate of Insurance*. All medical treatments must be provided by Your *Treating Doctor* or Our *Consulting Medical Officer*. We will pay up to 12 months from the time You first received treatment for the illness.

Type of policy	Limit per Adult
Premium	\$unlimited**
Essentials	Not Applicable
Basics	Not Applicable
Annual Multi-Trip plan	Not Applicable
Domestic	Not Applicable

**\$unlimited means that generally there is no cap on the maximum dollar amount which may be paid out for this benefit, subject to the specific terms and conditions, Sub Limits and exclusions that apply to this benefit. This benefit covers reasonable overseas medical and hospital costs as a result of diagnosis of COVID-19 which first shows itself during Your *Period of Insurance*. Benefits may be paid up to 12 months from the time You received treatment for the injury or illness, but only for reasonable expenses incurred during that time. All medical treatments must be provided by Your *Treating Doctor* or Our *Consulting Medical Officer*. You must notify Us as soon as practicable of Your admittance to hospital.

21B Cash in Hospital -If You are hospitalised overseas for more than 48 hours, We will also pay \$50 for each 24-hour period You are in hospital from the first day of hospitalisation up to the limits shown in the table below.

The maximum We will pay for Sub Limit 21B is:

Type of policy	Sub Limit per Adult
Premium	\$6,000
Essentials	Not Applicable
Basics	Not Applicable
Annual Multi-Trip plan	Not Applicable
Domestic	Not Applicable

21C We will decide on which action to take subject to medical restraints and as agreed by Our *Consulting Medical Officer* whether that be bringing You *Home* to Australia or moving You to another country if it is medically necessary. If We bring You *Home* to Australia We will use the refundable portion of Your return ticket towards Our costs. Any refund or credit You are entitled to will be deducted from any settlement.

21D If You are hospitalised, die or are evacuated and Your *Dependents* 16 years or under are left without supervision whilst on Your *Trip*, We will provide care for them until We can arrange:

- their return to Australia; or
- for a *Relative* to arrive to care for them.

This benefit is only provided if You, Your *Travelling Companion* or a *Relative* contacts Us as soon as reasonably practicable and obtains Our agreement.

21E Funeral Expenses Overseas – If You die unexpectedly whilst on Your *Trip*, We will pay the reasonable cost for a funeral/cremation overseas or the return of Your remains to Australia.

The maximum We will pay for Sub Limit 21E is:

Type of policy	Sub Limit per person
Premium	\$20,000
Essentials	Not Applicable
Basics	Not Applicable
Annual Multi-Trip plan	Not Applicable
Domestic	Not Applicable

21F Emergency Expenses – We will cover Your *Additional Accommodation, Meal and Travelling Expenses* which are of a reasonable nature and equivalent standard to Your pre-booked arrangements for any *Insured Event* which We have accepted cover under section 21A.

We will also cover You if Your *Trip* is disrupted because:

- You are quarantined due to close contact of a COVID-19 case; or Your *Travelling Companion* is diagnosed with COVID-19.

Section 21 Exclusions

We will not cover You for losses that are for, related to or as a result of:

- 21.1 All Section 2 Exclusions on page 12 apply to this section.
- 21.2 All *General Exclusions* on pages 24-26 apply to this section.
- 21.3 *Additional Accommodation, Meal and Travelling Expenses* where We have also paid a claim for the cost of Cancellation Fees or Lost Deposits on bookings in respect of the same period.

Section 22: COVID-19 Cancellation Fees and Lost Deposits

This section covers:

22A Your component of Cancellation Fees and Lost Deposits for travel and accommodation arrangements that You have prepaid and cannot recover in any other way if Your Trip is cancelled or cut short at any time due to any COVID-19 related event outside of Your control, You cannot claim the expenses from anyone else, and You are unable to commence travel or continue Your Trip. Any medical diagnosis of COVID-19 must be provided by Your Treating Doctor or Our Consulting Medical Officer.

The combined maximum benefit for Sections 22-24 is:

Type of policy	Limit per Adult
Premium	\$3,500
Essentials	Not Applicable
Basics	Not Applicable
Annual Multi-Trip plan	Not Applicable
Domestic	\$3,500

All Sub Limit benefits in this section are subject to the main benefit outlined in 22A above.

22B We will also pay Your component of Cancellation Fees and Lost Deposits if Your Relative or business partner in Australia dies or is hospitalised with COVID-19 and Your Trip is cancelled or cut short at any time.

22C Cover is provided if Your pre-paid accommodation You planned to stay at is closed for cleaning due to an outbreak of COVID-19.

The following benefit Section 22D only applies if Your Trip destination is Australia or New Zealand:

22D If the person You're due to stay with in Australia or New Zealand is diagnosed with COVID-19, or directed by a local public health authority into a period of quarantine and You are unable to stay with them.

22E Essential Worker Leave - The cost of Cancellation Fees and Lost Deposits on prepaid tickets and bookings that You cannot claim from anyone else, if Your travel is cancelled prior to the commencement of Your Trip because Your annual leave is cancelled by Your employer after You have booked Your holiday, provided that:

1. You are a permanent employee of the healthcare industry, and;
2. Your employer cancels Your leave due to COVID-19.

Section 22 Exclusions

We will not cover You for losses that are for, related to or as a result of:

- 22.1 The non-refundable unused portion of travel or accommodation arrangements where additional travel or accommodation costs have been paid for by Us as part of a claim under this section.
- 22.2 All General Exclusions on pages 24-26 apply to this section as well.

Section 23: COVID-19 Additional Expenses and Special Events

This section covers:

23A If Your Trip is disrupted due to any COVID-19 related event outside of Your control and You cannot claim the expenses from anyone else. Any medical diagnosis of COVID-19 must be provided by a Treating Doctor or Our Consulting Medical Officer. Cover includes but is not limited to:

- The pre-paid accommodation You planned to stay at is closed for cleaning due to an outbreak of COVID-19;
- You are denied boarding on Your scheduled pre-paid public transport due to You being suspected of being infected with COVID-19; or
- Your Relative or business partner in Australia dies or is hospitalised with COVID-19 and You need to return Home.

We will cover Your Additional Accommodation, Meal and Travelling Expenses including emergency personal telephone calls which are of a reasonable nature and equivalent standard to Your pre-booked arrangements.

The following benefits in Section 23A only apply if Your Trip destination is Australia or New Zealand:

- You can no longer stay with the person You planned to stay with in Australia or New Zealand because they are diagnosed with COVID-19 and directed to enter a period of quarantine; or
- Your pre-paid accommodation in Australia or New Zealand is shutdown or closes as a result of COVID-19.

We will cover Your Additional Accommodation, Meal and Travelling Expenses including emergency personal telephone calls which are of a reasonable nature and equivalent standard to Your pre-booked arrangements.

The combined maximum benefit for Sections 22-24 is:

Type of policy	Limit per Adult
Premium	\$3,500
Essentials	Not Applicable
Basics	Not Applicable
Annual Multi-Trip plan	Not Applicable
Domestic	\$3,500

All Sub Limit benefits in this section are subject to the main benefit outlined in 23A above.

23B \$25 for each 24 hour period in respect of additional boarding kennel or cattery fees for domestic dogs and cats that are owned by You and located within Australia, if You are delayed beyond Your original return date due to any Insured Event which We have accepted cover under the COVID-19 Benefits.

23C Special Events - If Your Trip is for the purpose of attending a prearranged special event like a wedding, significant occasion, funeral, conference, musical festival or sporting event which cannot be delayed due to Your late arrival and the Trip is delayed because of COVID-19 related delays and outside Your control, We will pay You the reasonable additional cost of using alternative public transport to arrive at Your destination on time.

Section 23 Exclusions

We will not cover *You* for losses, liability or expenses that are for, related to or as a result of:

23.1 *Additional Accommodation, Meal and Travelling Expenses* where *We* have also paid a claim for the cost of Cancellation Fees or Lost Deposits on bookings in respect of the same period.

23.2 All *General Exclusions* on pages 24-26 apply to this section as well.

Section 24 Exclusions

We will not cover *You* for losses, liability or expenses that are for, related to or as a result of:

24.1 *Additional Accommodation, Meal and Travelling Expenses* where *We* have also paid a claim for the cost of Cancellation Fees or Lost Deposits on bookings in respect of the same period.

24.2 All *General Exclusions* on pages 24-26 apply to this section as well.

Section 24: COVID-19 Travel Delay

This section covers:

24A If *Your* scheduled transport is delayed for at least 6 hours for COVID-19 related delays outside of *Your* control and *You* cannot claim the expenses from anyone else, *We* will pay for *Your Additional Accommodation, Meal and Travelling Expenses* including emergency personal telephone calls, up to the daily limit, for each day the delay continues up to the combined maximum benefit for Sections 22-24.

Type of policy	Maximum Benefit Limit per Adult	Daily Limit per Adult
Premium	\$3,500	\$1,000
Essentials	Not Applicable	Not Applicable
Basics	Not Applicable	Not Applicable
Annual Multi-Trip plan	Not Applicable	Not Applicable
Domestic	\$3,500	\$1,000



Image: Getty

General Exclusions

General Exclusions apply to all sections of *Your* policy.

You should read the *General Exclusions* together with all policy benefit sections including the specific exclusions referred to under each section of cover. We will not cover any claim arising from or related to the following:

1. Claims directly or indirectly arising from loss, theft, or damage to property, or death, illness or injury if You fail to take reasonable care or put *Yourself* in a situation where a reasonable person could foresee that loss, theft, or damage to property, or a death, illness or injury might happen.
2. Consequential loss of any kind (which occurs as an indirect result of an event occurring), including but not limited to loss of enjoyment or any loss of revenue, profit, depreciation, diminution in value or lost opportunity.
3. You being aware at the time of purchasing the policy of circumstances that would give rise to You making a claim under this policy or You had booked *Your Trip* to arrange to travel when You knew of circumstances that may lead to *Your Trip* being disrupted or cancelled.
4. Any loss or claim whereby the Department of Foreign Affairs and Trade (DFAT) has issued a 'DO NOT TRAVEL' advisory to *Your* country/region of intended travel:
 - a. prior to You purchasing *Your* policy. Where these circumstances apply, if the DO NOT TRAVEL advisory is lifted prior to *Your Trip* departure date, this exclusion no longer applies. However, You will not be able to lodge a claim for an *Insured Event* that occurred during a period in which the DO NOT TRAVEL advisory was in effect; or
 - b. after *Your* purchase of this policy and prior to *Your Trip* departure date. Where these circumstances apply:
 - i. if the DO NOT TRAVEL advisory is lifted prior to *Your Trip* departure date, this exclusion no longer applies but You will not be able to lodge a claim for an *Insured Event* that occurred during a period in which the DO NOT TRAVEL advisory was in effect; and
 - ii. Regardless of whether or not the DO NOT TRAVEL advisory is lifted prior to *Your Trip* departure date, this exclusion does not apply to Section 1: Cancellation Fees and Lost Deposits and Section 10: Financial Default.
5.
 - a. Coronavirus disease (COVID-19); and/or
 - b. Severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2); and/or
 - c. Any mutation or variation of SARS-CoV-2Unless You have purchased a policy with COVID-19 benefits as outlined in Sections 21-24.
6. Claims directly or indirectly arising from an *Epidemic* or *Pandemic* or outbreak of an *Infectious Disease* including any derivative or mutation of such viruses, except to the extent that cover is expressly provided by:
 - i. Section 2: Overseas Medical, Hospital, Cash in Hospital, Dental and Related Expenses, where You have already commenced *Your Trip* prior to any *Epidemic*, *Pandemic* or an outbreak of an *Infectious Disease* including any derivative or mutation of such viruses;
 - ii. Section 21: COVID-19 Overseas Medical and Hospital and Emergency Expenses;
 - iii. Section 22: COVID-19 Cancellation Fees and Lost Deposits;
 - iv. Section 23: COVID-19 Additional Expenses and Special Events; or
 - v. Section 24: COVID-19 Travel Delay
7. Acting contrary to any of the following issued by the Australian government or by the government or other official body of *Your* destination or intended destination: travel advice, warnings or bans, 'Do not travel' warnings (except to the extent set out in General Exclusion 4 above); government-directed border closure; or mandatory quarantine or self-isolation requirements related to cross-border, region, or territory travel.
8. A diagnosis of COVID-19 unless provided by *Your Treating Doctor* or *Our Consulting Medical Officer* or any further evidence that may be reasonably requested and accepted by Us.
9. A loss which is recoverable by compensation under any workers compensation or transport accident laws, government sponsored fund, plan, or medical benefit scheme, or any other similar type of legislation required to be effected by or under a law.
10. Errors, omissions in any booking arrangements or failure to obtain the relevant visa, passport or travel documents.
11. You, *Your Travelling Companion* or *Your Relative* acting illegally or breaking any government prohibition, laws or regulation including visa requirements or a government authority detaining anyone or confiscating or destroying anything.
12. You driving a motor vehicle or riding a *Moped* or *Scooter* without a current Australian drivers licence (not including learners permit) or a valid drivers' licence for the country You are in, even if that country does not require You to hold a licence;

You riding a *Motorcycle* without a current Australian motorcycle licence, even if that country does not require You to hold a motorcycle licence;

You travelling as a passenger on a *Motorcycle*, *Moped* or *Scooter* that is under the control of a person who does not hold a current motorcycle or drivers licence that is valid for the country You are in;

You riding or travelling as a passenger, on a *Motorcycle*, *Moped*, *Scooter* or *Quad Bike* without wearing a helmet.
13. Any act of *War*, whether declared or not, or from any rebellion, revolution, insurrection or taking of power by the military.
14. A nuclear reaction or contamination from nuclear weapons or radioactivity, biological and/or chemical materials, substances, compounds, or the like used directly or indirectly for the purpose to harm or to destroy human life and/or create public fear.
15. You did not follow the advice of authorities whilst participating in *Skiing* or *Winter Sports* relating to safety, for example (but not limited to) the closure of ski runs due to insufficient snow cover.

16. Any loss, injury, damage or legal liability sustained directly or indirectly by *You* if *You* are a:
 - terrorist;
 - member of a terrorist organisation;
 - narcotics trafficker; or
 - purveyor of nuclear, chemical or biological weapons.
17. Claims directly or indirectly arising from or made worse by any *Medical Condition* of a *Relative*, *Travelling Companion* or any other person not listed on the *Certificate of Insurance*, except to the extent of sub limits as expressly provided by Section 1B Death, Injury or Illness of *Your Relative*, *Your Travelling Companion* or *Your Travelling Companion's Relative* and Section 4C Emergency Expenses for Death, Injury or Illness of *Your Relative*, *Travelling Companion* or *Your Travelling Companion's Relative*.
18. To the extent permitted by law, any *Medical Condition* that is not a *Medical Condition* *We* automatically cover, or that is otherwise approved by *Us* and shown on *Your Certificate of Insurance*. Please refer to [‘How We cover Medical Conditions’](#) for more information.
19. Any condition or set of symptoms that are under or awaiting further investigation, tests, surgery or other treatment recommended by a medical practitioner.
20. Any claim in respect of travel booked or undertaken against the advice of *Your Treating Doctor* or *Our Consulting Medical Officer*.
21. Any claim in respect of travel booked or undertaken to seek medical treatment or review. Any claim in respect of travel booked or undertaken to participate in a clinical trial.
22. Any claim in respect of travel booked or undertaken even though *You* knew, or a reasonable person in *Your* circumstances would know, *You* were unfit to travel, whether or not *You* had sought medical advice.
23. Any claim associated with pregnancy, childbirth or related complication except as provided for on pages 7-8 and if required where an additional *Premium* has been paid.
24. Any claim that relates to addiction to alcohol or substances, including but not limited to, facilities where *You* receive treatment rehabilitation for drug and/or alcohol addiction, or are using as a place for nursing, convalescence or rehabilitation.
25. Any claim that involves the cost of medication in use at the time *Your Trip* began or for maintaining a course of treatment *You* were on prior to *Your Trip*.
26. *Your* suicide or attempted suicide. *You* deliberately injuring *Yourself* or putting *Yourself* in danger (unless *You* were trying to save a human life).
27. Treatment, procedure or any transmission of any sexually transmitted disease/virus unless *You* have obtained and paid for *Medical Conditions* cover.
28. *You* being under the influence of alcohol where:
 - a. *You* having a recorded blood alcohol concentration (BAC) greater than the legal limit whilst operating a motor vehicle, *Motorcycle*, *Scooter*, *Moped*, *Quad Bike* or any watercraft in the country *You* are in; or
 - b. *Your* judgement or actions are impaired and this impairment causes or contributes to any loss or damage in view of all the circumstances, in which case *We* will consider any one or more of the following information in assessing the materiality of *Your* intoxication:
 - i. *Your* BAC;
 - ii. an expert's report, such as that of a medical practitioner or forensic expert, and any police reports;
 - iii. *Your* own statements and any statements contained in a witness report of a third party; or
 - iv. any statements provided by any treating medical professional (such as a paramedic, nurse, doctor) or attending emergency service member as documented in their records.
29. Drug or substance abuse or consumption or ingestion of any drug or substance, except those that are prescribed to *You* by a medical advisor and taken as per their instructions.
30. *You* received private hospital or medical treatment where public funded services or care is available under any reciprocal health agreement between the government of Australia and any other country, unless in consultation with *Your Treating Doctor* and/or *Our Consulting Medical Officer*, *We* agree that private treatment is necessary in all the circumstances.
31. Any claim that relates to or connected with elective surgery including cosmetic, body piercing, or tattooing, or treatment or is a consequence of complications from medical, surgical or dental procedures or treatments that are not for an injury or sickness that would otherwise be covered by this policy.
32. *You* hunting, racing or participating in any timed event (other than on foot), engaging in *Open Water Sailing*, participating in any rodeo activity (either as an amateur or professional), going mountaineering or rock climbing using ropes or climbing equipment (other than for hiking), trekking or hiking over 3,000 metres above sea level, taking part in any professional sport, parachuting, sky diving, base jumping, hang gliding, polo, horse jumping, running with the bulls, freestyle BMX, motocross, canoeing or kayaking grade 5 rapids and above.
33. *You* diving underwater using an artificial breathing apparatus unless *You* are:
 - a licensed diver; or
 - an unlicensed diver subject to the following conditions outlined in section ‘Activities included only under certain conditons’ on page 8.
34. *You* travelling in any air supported device other than as a passenger in a fully licensed aircraft operated by an airline or charter company. This exclusion does not apply to licensed ballooning.
35. *You* *Skiing Backcountry* or outside resort boundaries. This exclusion does not apply to *Off-piste Skiing* provided:
 - a. *You* have purchased *Our Ski and Winter Sports* option; and
 - b. *You* are with a professional guide.
36. *Skiing* and *Winter Sports* unless *You* have paid for *Our Ski and Winter Sports* option.

37. The following sports unless operated by a commercial operator, are not considered *Extreme Risk*, do not require high levels of fitness, a pre-fitness training program prior to the participation of the activity, or special skills and are available to the general public: abseiling, assault course, breathing observation, bubble diving, bungee jumping, camel or elephant riding, canoeing or kayaking (grade 3 and 4 rapids), canopy walking, canyoning, cave tubing, coasteering, fishing trips (overnight), go karting, gorge or canyon swinging, hot air ballooning, husky sledge driving, mud buggying, ostrich riding, paintballing, parasailing, quad biking, scuba diving (unlicensed), target shooting, all types of trekking or hiking below 3,000 metres above sea level, tubing, zip lining, zorbing.
38. *Skiing* or the riding of any kind of mechanised snow-mobiles except as provided by the recognised piste authorities for transport to and from areas designed for recreational *Skiing* (unless *You* have purchased *Our* Ski and Winter Sports option), bob sleighing, snow rafting, parapenting, heli-*Skiing*, aerobatic *Skiing*, ski joring, *Skiing* with any form of power assisted equipment.

Sanctions Regulation

In addition to the *General Exclusions* listed above, this insurance also does not cover any losses or expenses that are from, related to or directly or indirectly caused by any violation of, or exposure of *You* or *Us* to, any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom, United States of America or Commonwealth of Australia.

Words with special meanings

Within *Your* travel policy certain words have definite meanings that are capitalised and in italics. It is important that *You* are aware of them. Words that are capitalised and in bold refer to corresponding section headings within this policy.

Accident means any unexpected, unintended or unforeseeable incident or injury caused solely and directly by an external identifiable event. This excludes injury or illness arising from a sickness or disease.

Additional Accommodation, Meal and Travelling Expenses means only those reasonable expenses over and above what *You* expected to pay for accommodation, meal and travelling expenses (including emergency personal telephone calls) had the *Trip* gone ahead as planned. This excludes alcohol.

Adult means a person or persons who are listed on the *Certificate of Insurance*, aged 18 or over, and are not defined as a *Dependent*.

Backcountry means *Skiing* in a sparsely inhabited rural region over ungroomed and unmarked slopes (i.e. marked pistes are not present) where fixed mechanical means of ascent are often not present.

Certificate of Insurance means the most recent certificate that *We* provide to *You*. It contains the information *You* have given *Us* and on which *We* have issued *Your* insurance policy. It also includes the amount *You* are insured for, *Excesses* that apply, optional covers *You* have chosen, the type of cover *You* have and when the policy starts and ends. If *You* vary this policy *We* will send *You* an updated *Certificate of Insurance*.

Computer System means any computer, hardware, software, communications system, electronic device (including, but not limited to, smart phone, laptop, tablet, wearable device), server, cloud or microcontroller including any similar system or any configuration of the aforementioned and including any associated input, output, data storage device, networking equipment or back up facility, owned or operated by the coach, airline, shipping line, cruise line or railway company that *You* were due to travel on.

Consulting Medical Officer means *Our* appointed medical practitioner/registered medical professional who advises *Us* on *Your* Medical Condition or injury.

Cyber Act means a malicious, criminal or unauthorised act or series of related malicious, criminal or unauthorised acts, regardless of time and place, or the threat or hoax thereof involving access to, processing of, use of or operation of any *Computer System*.

Cyber Incident means any

- *Cyber Act* or error or omission or series of related errors or omissions involving access to, processing of, use of or operation of any *Computer System*;
- *Cyber Act* including any partial or total unavailability or failure or series of related partial or total unavailability or failures to access, process, use or operate any *Computer System*.

Cruise means an ocean voyage on a commercially operated vessel for more than one night.

Dependent or Dependents means *Your* children, stepchildren, foster children or grandchildren who are:

- aged 25 years or younger at the time *You* buy *Your* policy;
- financially dependent on their parents or grandparents and not working full time;
- travelling with *You* for *Your* entire *Trip*;
- listed on the *Certificate of Insurance* as *Your* *Dependent*; and
- whilst on *Your* *Trip*, is dependent on an *Adult* listed on *Your* *Certificate of Insurance*.

Epidemic means a rapidly spreading contagious or *Infectious Disease* or illness in a community or geographic area and includes the declaration of an *Epidemic* by a government or a recognised public health authority.

Excess means the agreed dollar amount, on the policy *You* have purchased, that will be subtracted from the assessed claimable amount on *Your* claim. This applies to each and every *Insured Event*.

Extreme Risk means sports or activities that *We* reasonably consider to be high risk, high intensity and exceeding what is usual or reasonable. *Extreme Risk* refers collectively to high adrenaline or dangerous sports or activities.

Financial Default means insolvency, bankruptcy, provisional liquidation, liquidation, financial collapse, appointment of a receiver, manager or administrator, entry into any official or unofficial scheme of arrangement, statutory protection, restructuring or composition with creditors, or the happening of anything of a similar nature under the laws of any jurisdiction.

General Exclusions means the exclusions listed on pages 24-26.

Home means *Your* permanent and usual place of residence in Australia.

Infectious Disease means any disease which can be transmitted by means of any substance or agent from any organism to another organism where:

1. the substance or agent includes, but is not limited to, a virus, bacterium, parasite or other organism or any variation of them, whether living or not, and
2. the method of transmission, whether direct or indirect, includes but is not limited to, airborne transmission, bodily fluid transmission, transmission from or to any surface or object, solid, liquid or gas or between organisms, and
3. the disease, substance or agent can cause or threaten damage to human health or human welfare or can cause or threaten damage to, deterioration of, loss of value of, marketability of or loss of use of property insured under this policy.

Insured Event means an event for which *We* have agreed to provide cover under this policy. It also means a single incident; or a single or number of incidents either having the same original cause or attributable to the one source.

Limb(s) means any part of the arm between the shoulder and the wrist or any part of the leg between the hip and the ankle.

Luggage means personal items, including *Valuables*, sporting equipment, dentures and or dental prosthesis designed to be worn or carried by *You* which *You* take with *You* or buy during *Your Trip*, unless they are excluded under *General Exclusions* and Section 3.

Medical Condition has the meaning given to that term on page 6-8.

Mental Illness means any sickness, disorder or condition recognised or provided for in the latest edition of the Diagnostic and Statistical Manual of Mental Disorders, where a clinical diagnosis has been made and treatment has been prescribed by a *Treating Doctor*, prior to the *Trip* departure. A clinical diagnosis for *Mental Illness* can also be made after the *Trip* departure by *Your Treating Doctor*.

Moped or Scooter means any two or three wheeled motor vehicle with an engine capacity up to 50cc.

Motorcycle means any two or three wheeled motor vehicle with an engine capacity equal to or greater than 50cc.

Natural Disaster means an extraordinary natural event, natural act or force of nature including floods, earthquakes, avalanches, forest fires, tsunamis, landslides, volcanic eruptions, atypical cyclones or storms and other severe weather conditions but does not include an *Epidemic* or *Pandemic*.

Off-piste means any *Skiing* within a short distance from the designated areas of a ski resort's boundaries on groomed terrain or marked slopes or trails that are open, maintained, monitored and patrolled by the ski resort.

Open Water Sailing means sailing more than 12 nautical miles from any landmass.

Pandemic means an *Epidemic* that spreads to a geographically large area, such as multiple countries, and includes the declaration of a *Pandemic* or a public health emergency of international concern by the World Health Organisation or other recognised public health authority or government.

PDS means this Product Disclosure Statement.

Period of Insurance means the period during which *You* are insured and which is shown on *Your Certificate of Insurance*.

Permanent means a period of time lasting 12 consecutive months after the date of *Your Accident* and there is no reasonable prospect of improvement as confirmed by *Your Treating Doctor*.

Personal Money means cash that is carried on *Your* person or secured in a safe or strong room.

Premium means the amount *You* pay for *Your* insurance.

Public Place means any place the public has access to including but not limited to airports, bus terminals, stations, buses, cruise ships, planes, taxis, trains, beaches, hostels, hotels, hotel foyers and grounds, galleries, museums, private car parks, public toilets, shops, malls, streets and restaurants.

Quad Bike means any motorised vehicle designed to travel on four or more wheels with a seat straddled by the rider and a set of handlebars that are used for controlling the steering.

RAA means The Royal Automobile Association of South Australia Incorporated ABN 90 020 001 807 AR 000228575.

Relative means a person who is *Your* spouse or de facto spouse of either gender, parent, parent in-law, daughter, son, daughter or son-in-law, brother, sister, brother or sister-in-law, niece or nephew, grandchild, grandparent, step-parent, stepdaughter, stepson, aunt, uncle, cousin, fiancée, fiancé or guardian.

Relevant Time means for:

- a. Single-Trip plans: at the time *You* purchase this policy; or
- b. Annual Multi-Trip plan: the first time at which any part of the relevant trip is paid for or the time at which the policy is issued, whichever occurs last.

Rental Vehicle means a car (sedan, station wagon, coupe and hatchback), SUV, four-wheel drive, mini bus or a campervan/ motorhome rented or hired by *You* from a registered motor vehicle rental company for the carriage of passengers and does not include any vehicle designed to be used for the carriage of commercial goods. ** Please note this definition does not include, *Motorcycles, Mopeds or Scooters*, trucks, caravans, trailers, boats or jet skis.

Skiing means snow skiing and snowboarding.

Sum Insured means the maximum amount that *We* will pay as shown in the Table(s) of Benefits on pages 3-4.

Table(s) of Benefits means the table set out on pages 3-4, which sets out the maximum benefit payable in respect of each section of cover.

Terrorist Act means any actual or threatened use of force or violence directed at or causing damage, injury, harm or disruption, or committing of an act dangerous to human life or property, against any individual, property or government, with the stated or unstated objective of pursuing economic, ethnic, nationalistic, political, racial or religious interests, whether such interests are declared or not. Robberies or other criminal acts, primarily committed for personal gain and acts arising primarily from prior personal relationships between perpetrator(s) and victim(s) shall not be considered terrorist acts. Terrorist acts shall also include any act that is verified or recognised by the (relevant) government as an act of terrorism.

Tokio Marine & Nichido means Tokio Marine & Nichido Fire Insurance Co., Ltd ABN 80 000 438 291, AFSL 246548.

Transport Provider means any airline, bus line, shipping line, cruise line or railway that has accepted *Your* fare.

Travelling Companion means the person who is to travel with *You* for at least 50% of the *Trip* and who made arrangements to accompany *You* before *You* began the *Trip*. If *Your Travelling Companion* is a person who is listed on the *Certificate of Insurance*, they must arrive and depart with *You*.

Travel Services Provider means any scheduled service airline, hotel, accommodation provider, motor vehicle rental or hire agency, bus line, shipping line, cruise line or railway company that owns and/or operates the assets.

Treating Doctor means:

1. Whilst on *Your Trip* - the medical practitioner/registered medical professional who is treating *You* for *Your* medical condition or injury.
2. If *You* have not left on *Your Trip* - the medical practitioner/registered medical professional who is treating *You* in Australia.
3. A *Treating Doctor* is licenced to practice medicine, for example a doctor, physician, surgeon, optometrist, psychologist or specialist; and their scope of practice is relevant to the circumstances of the claim.
4. A *Treating Doctor* does not include a person who is related to *You*, *Your Relative* or a member of *Your* travelling party.

Trip means:

1. in respect of all plans except the Annual Multi-Trip and Rental Car Excess plans, means the travel *You* are undertaking and commences from the time *You* leave *Your Home* or place of departure in Australia to start *Your Trip* until *You* return *Home*, or until the end of the *Period of Insurance* shown as the return date on the *Certificate of Insurance*, whichever is sooner.
2. in respect of any Annual Multi-Trip plans means the travel *You* are undertaking and commences from the time *You* leave *Your Home* or place of departure to start *Your Trip* until *You* return *Home* or until the end of the *Period of Insurance* as shown on the *Certificate of Insurance*, whichever is sooner. The length of any one *Trip* cannot exceed 30, 45 or 60 days (depending on the option chosen) and must be at least 250Kms from *Your Home*.
3. in respect of the Rental Car Excess plan means the day *Your Rental Vehicle* agreement commences and the time *You* collect *Your Rental Vehicle* until the day *Your* agreement ends and *You* return *Your Rental Vehicle*, or until the end of the *Period of Insurance* as shown on the *Certificate of Insurance*, whichever is sooner.

Unattended means but is not limited to, when an item is not on *Your* person or under *Your* control, or the control of *Your Travelling Companion*, at the time of the loss, theft or damage, or left in a position where it can be taken or damaged without *Your* or *Your Travelling Companion's* knowledge, including on the beach or beside the pool while *You* swim, in a *Public Place* or leaving it where *You* or *Your Travelling Companion* are unable to prevent it from being unlawfully taken or damaged. *Unattended* also means leaving an item behind, forgetting the item, walking away from it, or leaving it in a *Public Place*.

Valuables means passport, travel documents, jewellery, watches, precious metals or semi-precious stones/precious stones and items made from them, furs, binoculars, telescopes, computer games, any kind of photographic, audio or video equipment, computers, mobile phones, smart phones, tablets, electronic games, portable navigation equipment and any equipment or accessories related to these items, drones and radio-controlled/remote-controlled vehicles including (but not limited to) model cars, vehicle, planes, and boats and the like and any equipment or accessories related to these items.

War means *War*, whether declared or not, or any warlike activities, including use of military force by any sovereign nation to achieve economic, geographic, nationalistic, political, racial, religious or other ends.

We, Our, Us means Tokio Marine & Nichido Fire Insurance Co, Ltd.

Winter Sports means leisure bigfoot *Skiing*, cat *Skiing*, cross country *Skiing* (along a designated cross country ski route only), glacier *Skiing*, ice hockey, ice skating, luge (on ice only), mono *Skiing*, *Off-piste Skiing* (with a professional guide only), recreational *Skiing*, snowmobiling and tobogganing. It does not mean any of the above activities when they are undertaken for competition, including training or practising purposes.

You, Your, Yours, Yourself means the person or persons named on the *Certificate of Insurance*.

Important Matters

Who is the insurer?

Tokio Marine & Nichido Fire Insurance Co., Ltd (*Tokio Marine & Nichido*) ABN 80 000 438 291 AFSL 246548 is the insurer and the issuer of this policy, and *PDS*. *Our* Australian Financial Services Licence (AFSL) authorises *Us* to provide financial product advice about general insurance products, and to issue interests in general insurance products. *We* also have an Australian Prudential Regulation Authority (APRA) authorisation to conduct general insurance business in Australia.

Our managing agent and representative, Tokio Marine Management (Australasia) Pty. Ltd. ABN 69 001 488 455 (TMMA) is authorised under a binder and managing agent agreement to act on *Our* behalf to issue *Our* policies and handle and settle claims in relation to those policies, subject to the terms of the authority. As a representative and managing agent of *Tokio Marine & Nichido*, TMMA is also authorised to provide financial advice in relation to those policies. *Tokio Marine & Nichido* are responsible for the Product Disclosure Statement in this document.

The Financial Claims Scheme

You may be entitled to payment under the Federal Government's Financial Claims Scheme in the unlikely event that *Tokio Marine & Nichido* is not able to meet its obligations under the policy. Access to the scheme is subject to eligibility criteria. Information about the scheme can be obtained from the Australian Prudential Regulation Authority (APRA) website at www.fcs.gov.au and the APRA hotline on [1300 55 88 49](tel:1300558849).

Who is the RAA and the providing entity?

RAA (AR 000228575) its employees and call centre staff, arrange the issue of the insurance to *You* as an authorised representative of *Tokio Marine & Nichido*, on behalf of the insurer. RAA's contact details are provided on page 1.

The person who provides *You* with this PDS is the providing entity. The capacity in which they act is displayed in the Financial Services Guide on page 31.

Code of Practice

We are signatories to the General Insurance Code of Practice, which sets out a commitment by the general insurance industry to raise standards of service and to promote better relations between customers and insurers.

The Code describes standards in areas such as buying insurance, claims handling and dispute resolution.

For more information on the Code or to obtain a copy, *You* can call *Us* on [\(02\) 8055 1686](tel:0280551686), email *Us* at raaservice@tmnfatratelinsurance.com.au or *You* can access the Code at www.codeofpractice.com.au.

How Your Premium is calculated

The amount *We* charge *You* for this insurance policy is the total amount of *Premium* that *We* determine covers *Our* risk, associated costs and any government charges like Stamp Duty and GST. When *We* issue *Your* policy the total *Premium* and any government charges will be displayed on *Your Certificate of Insurance*. If *You* change *Your* policy in any way, *You* may need to pay an additional amount or *You* may be entitled to a refund of part of *Your Premium*.

In order to calculate *Your Premium* *We* take a number of factors into consideration including:

- where *You* are travelling
- for how long
- the number of travellers and their ages
- the plan *You* select
- the *Excess* level chosen
- *Medical Conditions* and pregnancy
- plus any other optional extras *You* choose.

For example:

- the plan – the higher the level of cover the more *Your Premium* will be
- the length of *Your Trip* – in most cases the longer the *Trip* the greater the *Premium*
- the *Excess* *You* select – the lower the *Excess* *You* choose the higher the *Premium*
- coverage options – cover like *Ski* and *Winter Sports* and *Cruise* cover increases *Your Premium*.

How Your claim payment is calculated

Factors that contribute to the calculation of the amount *We* will pay *You* for a claim include:

- the actual amount of the loss
- applying the various benefits and limits provided under the plan *You* have purchased
- less the *Excess* *You* have nominated on *Your Certificate of Insurance*
- less any compensation, refund or credit *You* may have received from *Your* pre-paid booking for *Your Trip*.

For example -

You have purchased *Our Premium* policy and *Your* camera is stolen from *You* whilst at the local market. The following scenario applies:

- *You* paid \$5,000 for *Your* camera when *You* bought it 2 years ago. *Our* policy covers new for old, so there is no depreciation to factor in
- The market organiser compensates *You* \$500 for the inconvenience, leaving your actual loss at \$4,500
- The limit under this policy for an item like a camera is \$3,000 and the overall limit for *Luggage* is \$15,000
- *You* chose to pay the additional *Premium* when *You* bought the policy to reduce *Your Excess* to \$100
- The result is, if *You* have met all the terms and conditions of the policy, *We* will replace *Your* camera or cash settle, up to the cost of an equivalent replacement to a maximum of \$2,900.

Your privacy

Your privacy is important to *Us*. *Tokio Marine & Nichido* is dedicated to upholding *Your* privacy and protecting *Your* personal information. *We* are bound in Australia by the Privacy Act 1988 (Cth) and its associated Australian Privacy Principles, along with any other applicable privacy laws and codes, when collecting, using, disclosing, holding, handling and transferring any personal information. *Tokio Marine & Nichido* has ongoing practices, procedures and systems in place to ensure that *We* manage personal information in an open and transparent way.

We may use *Your* personal information (such as *Your* name, date of birth, contact details, and in certain cases explained in *Our* Privacy Policy, sensitive information) for the following purposes:

- to determine whether and on what terms *We* might issue *You* an insurance policy
- to open and administer any products and services *You* may sign up for
- to help improve *Our* products and services
- to undertake market research, customer data analysis and direct marketing activities
- to manage and resolve complaints made
- to report information required by law or regulations
- to perform any other appropriately related functions.

If *You* don't provide all the information requested, the main consequence is that *We* may not be able to issue *You* with a policy or process *Your* claim.

Unless it is unreasonable or impracticable under the circumstances, *We* will collect *Your* personal information directly from *You*, *Your* advisor or someone authorised by *You*, for example, *Your* insurance broker, financial planner, legal services provider, agent or carer.

In issuing and/or managing *Your* policy or claim *We* may need to disclose *Your* personal information to third parties such as another insurer, *Our* reinsurers, an insurance broker, *Our* legal providers, *Our* accountants, loss investigators or adjusters, anyone acting as *Your* agent or regulatory bodies as well as *Our* various third party service providers described in *Our* Privacy Policy. *We* may also disclose *Your* information as required by law.

In providing *You* with *Our* services it may be necessary to disclose *Your* information overseas where *We* have a presence or engage such parties, including but not limited to Japan, USA, Canada, Bermuda, New Zealand, Thailand, Hong Kong, Europe, The United Kingdom, Singapore and India.

We will otherwise collect, hold, use and disclose *Your* personal information in accordance with *Our* Privacy Policies, which set out how *You* may access and correct the personal information that *We* hold about *You* and how to lodge a complaint.

To learn more about collection and use of *Your* personal information, see *Our* Privacy Policy, which can be viewed at *Our* website www.tokiomarine.com.au and *RAA's* Privacy Policy which can be viewed at www.raa.com.au.

Complaints and dispute resolution

You are entitled to make a complaint to *Us* about any aspect of *Your* relationship with *Us*.

We are committed to resolving any complaint or dispute fairly and as quickly as possible. If *You* are dissatisfied with *Our* service in any way, please contact *Us* and *We* will do *Our* best to resolve *Your* concerns as soon as reasonably possible. If *We* are unable to or if *You* are still not satisfied, *Our* Customer Complaints Team will review *Your* complaint and provide *You* with a response.

When *You* make a complaint, please provide *Us* with as much information as possible. *You* can contact *Us* to make a complaint, or if *You* require assistance to lodge a complaint, on the contact details below:

Post: GPO Box 4616, SYDNEY NSW 2001

Email: complaints@tokiomarine.com.au

Phone: (02) 9225 7500

If *Your* problem is not resolved

If *You* are not satisfied with *Our* response to *Your* complaint, or *We* have taken more than 30 days to respond to *You* from the date *You* first made *Your* complaint, *You* may be eligible to escalate the matter to the Australian Financial Complaints Authority (AFCA) if *Your* matter is within the jurisdiction as set out in their Rules. AFCA is an independent external disputes resolution provider who can assess *Your* matter free of charge and can issue a binding outcome on *Us*.

You can contact AFCA on [1800 931 678](tel:1800931678) (local call cost) or by email to info@afca.org.au. *You* can also visit the AFCA website at www.afca.org.au. *You* can also write to AFCA at GPO Box 3, Melbourne, Vic, 3001.

Claims Information

How to make a claim

You must let *Us* know of *Your* claim as soon as possible, after *Your* return to Australia either by:

Web: <https://raa.tmmattravel.com.au/assets/content-data/how-to-claim>

Phone: [1300 207 365](tel:1300207365)

Email: raaclaims@tmnfatravelinsurance.com.au or

Writing to *Us* at GPO Box 4616 Sydney 2001.

Providing *Us* with the information *We* need, helps *Us* to make timely and accurate decisions about *Your* claim. When *You* contact *Us*, *We* will let *You* know what *You* need to do and how the process will work. *We* will not be able to assess *Your* claim unless *You* provide *Us* with all the information *We* require. *We* can reduce *Your* claim by the amount of any prejudice *We* have suffered due to any delay by *You* in submitting the required information. Full details should be submitted within 30 days of *Your* return.

For all claims, *We* require: evidence of the *Insured Event* *You* are claiming for, including and not limited to; receipts, reports, proof of ownership, bank/credit card statements.

Any costs or expenses associated with obtaining these documents will be at *Your* own cost.

If *You* cannot provide supporting documents for *Your* claim, then *We* may reduce or refuse to pay *Your* claim.

We may also reduce or refuse to pay a claim under this policy if *You* do not observe any of the conditions of this policy.

Examples of supporting documents that may be required:

For Cancellation Fees and Lost Deposit claims:

- full itinerary
- travel invoices for all pre-booked costs being claimed
- written confirmation of any compensation or refund applicable or any credits being held by *Your* transport or accommodation provider
- if *You* are claiming due to medical reasons, *We* will require a medical certificate from *Your* *Treating Doctor* confirming *You* are unfit to travel and stating the relevant *Medical Condition*; *We* may also request a copy of *Your* medical history
- if claiming due to the death or illness of a *Travelling Companion* or a *Relative*, *We* will require a copy of the death certificate or a medical report/certificate/history of that *Travelling Companion* or *Relative*
- if *You* are claiming due to an *Accident*, *We* require a supporting incident report such as a workplace, police or ambulance report.

For Medical, Dental or Hospital claims:

- all medical and dental certificates and reports relevant to the claimed condition/illness
- *We* may also request a copy of *Your* medical history
- proof of expenses incurred.

For Luggage or Personal Money claims:

- if lost or stolen, please report it immediately to police, obtain and retain a written report of the incident
- if damage or misplacement occurs caused by an airline or any other operator or provider of accommodation, please report the incident to an appropriate official. Obtain and retain a written report with any offer they might make for settlement
- proof of ownership e.g. receipts, bank statements, valuation certificates (issued prior to the date of loss)
- lost or stolen mobile phones –proof that *Your* phone has been blocked and the IMEI blocked
- If the claim is for damaged items, *We* require proof of damage and repair report/invoice.

For Emergency Expenses or Travel Delay claims:

- documentation to substantiate the incident occurring e.g. loss report, medical report, police report, confirmation from *Transport Provider* confirming cause
- receipt for all additional expenses being claimed
- itinerary/invoices showing original pre-paid arrangements
- written confirmation from the *Transport Provider* of the actual delay and actual delay time.

You must not admit fault or liability

Do not admit any fault or liability to any claim under this policy. *You* must not promise or offer to pay any money or become involved in litigation without *Our* authorisation.

What You must not do

In the event of a claim or circumstances that may give rise to a claim, *You* must not:

1. make any promise or offer of payment, or admit fault to anyone (except as required by law), or become involved in any litigation in respect of an event that may result in a claim under this policy, without *Our* consent;
2. offer or negotiate to pay a claim or make repairs;
3. dispose of damaged items unless *We* have said *You* can;
4. delay telling *Us* about an incident, as that could prejudice *Our* rights and if so, it may reduce the amount *We* pay for *Your* claim; or
5. give *Us* false or misleading information.

Claims are payable in Australian dollars

We will pay all claims to *You* in Australian dollars. All conversions will be calculated using the Oanda rate at the time *You* incurred the expense. Alternatively, *You* can provide a copy of *Your* credit card statement to show the conversion rate used by *Your* bank for the expense.

Excess

If an *Excess* applies to *Your* claim, the *Excess* will be deducted from *Your* claim or *We* may request *Your Excess* if *You* have no out of pocket expenses and *We* have approved and paid for *Your* overseas medical expenses. Any applicable *Excess* will apply to each and every *Insured Event*.

Claims assessment

We will assess *Your* claim within 10 business days of *You* notifying *Us* and *You* providing *Us* with all the necessary supporting documentation. If *We* need any additional information, a written notification or phone call will be made to *You* within 10 business days.

If You can claim from anyone else

If *You* can make a claim against someone else in relation to a loss or expense covered under this policy *You* must take reasonable steps to do so first. If they do not pay the full amount of *Your* loss or expense from *Your* claim, *We* will only pay the difference up to the policy limit.

Subrogation

If *You* are aware of any third party that *You* or *We* may recover money from, *You* must let *Us* know.

We may, at *Our* discretion and subject to applicable law, in *Your* name and on *Your* behalf, undertake, control and settle proceedings for *Our* own benefit to recover compensation or secure indemnity from any party in respect of anything covered by this policy.

You must provide reasonable assistance and permit to be done, all acts and things as required by *Us* for the purpose of recovering compensation or securing indemnity from other parties to which *We* may become entitled or subrogated, upon *Us* paying *Your* claim under this policy regardless of whether *We* have yet paid *Your* claim and whether or not the amount *We* pay *You* is less than full compensation for *Your* loss.

We will apply any money *We* recover from someone else under a right of subrogation in the following order:

1. to *Us*, *Our* costs (including but not limited to administration and legal) arising from recovery
2. to *Us*, an amount equal to the amount that *We* paid to *You* under *Your* policy
3. to *You*, *Your* uninsured loss (less *Excess*)
4. to *You*, *Your Excess*.

If *We* have paid *Your* total loss and *You* receive a payment from someone else for that loss or damage, *You* must pay *Us* the amount of that payment up to the amount of the claim *We* paid *You*.

If *We* pay *You* for lost or damaged property and *You* later recover the property or it is replaced by a third party, *You* must pay *Us* the amount of the claim *We* paid *You*.

Fraud

We will not pay if *Your* claim is fraudulent.

Insurance fraud places additional costs on honest policyholders. Fraudulent claims contribute to the rise in insurance *Premiums*. *We* encourage the community to assist in the prevention of insurance fraud. *You* can help by reporting insurance fraud to *Us* on [1300 207 365](tel:1300207365). All information will be treated as confidential and protected to the full extent of the law.

GST

Business Travellers – How GST affects Your claim

If *You* are entitled to claim an input tax credit in respect of a cost for which a claim is made, or would be entitled to an input tax credit if *You* were to incur the relevant cost (i.e. in replacing a lost or stolen item), the amount *We* would otherwise pay will be reduced by the amount of that input tax credit.

Financial Services Guide

This Financial Services Guide (FSG) is an important document that has been designed to help *You* make an informed decision about the financial services that *Tokio Marine & Nichido* can provide. The terms “*We*”, “*Our*”, and “*Us*” means *Tokio Marine & Nichido*. The FSG also contains information about any remuneration paid to *Us* and to others, and how *Your* complaints are dealt with.

This FSG has been prepared by *Tokio Marine & Nichido*. *You* should read this FSG carefully and contact *Us* if *You* have any questions.

What services are provided, and who provides them?

Tokio Marine & Nichido (ABN 80 000 438 291) (AFSL No 246548) is responsible for the financial services disclosed in this FSG. The services disclosed in this FSG will be provided by *Tokio Marine Management (Australasia) Pty Ltd (TMMA)* on behalf of *Tokio Marine & Nichido*.

Tokio Marine & Nichido is the insurer issuing this travel insurance. It is the holder of an Australian Financial Services Licence (AFSL) authorising it to provide financial product advice about general insurance products, and to issue interests in general insurance products. It is also authorised by the Australian Prudential Regulation Authority (APRA) to conduct general insurance business in Australia.

TMMA is a representative and wholly owned subsidiary of *Tokio Marine & Nichido* and is also its managing agent in Australia. This means that TMMA has the authority, pursuant to a binder and managing agent agreement, to act for *Tokio Marine & Nichido* to issue its insurance policies and handle and settle claims in relation to those policies, subject to the terms of the authority. As a representative and managing agent of *Tokio Marine & Nichido*, TMMA is also authorised to provide financial advice in relation to those policies.

RAA is an authorised representative of *Tokio Marine & Nichido* AR 000228575. RAA is authorised to sell travel insurance on behalf of *Tokio Marine & Nichido* under these arrangements.

Tokio Marine & Nichido takes responsibility for and is liable for any statement made in relation to this FSG.

Where *We* issue an insurance policy, *We* will give *You* a Product Disclosure Statement (*PDS*). *You* may also download one from raa.com.au/travel-insurance. The *PDS* contains important information to assist *You* in choosing an insurance product that suits *You*. The *PDS* provides details about the features and benefits of *Our* insurance products, what is covered, what is not, and how claims will be handled.

How to Contact Us

For general information *You* may contact *Us* or TMMA by:

Phone: (02) 8055 1686

Email: raaservice@tmnfatransportinsurance.com.au

Mail: GPO Box 4616, SYDNEY NSW 2001.

Specific claims and service contact information for the product *You* have purchased is contained in the *PDS*.

Remuneration

How *We* are paid

We will charge *You* a *Premium* for any policy issued by *Us* as described in the *PDS*.

TMMA receives a management fee for administering the insurances of *Tokio Marine & Nichido* consisting of the reimbursement of total expenses incurred plus 3% of these expenses. This is not an additional fee paid by *You* but is payable by *Us* to TMMA (from the *Premium* *You* pay to purchase the insurance).

How *Our* staff are paid

All employees of *Tokio Marine & Nichido* and TMMA who provide a service do not receive specific payments or commissions for the giving of that service. *Our* employees are paid an annual salary, which can be based on performance against sales targets and/or include an annual bonus payment based on a number of factors, including sales targets and other performance criteria.

How the RAA is paid

The Royal Automobile Association of South Australia Incorporated ABN 90 020 001 807 AR 000228575, its associates, and/or AAA Travel Pty Ltd ABN 30 138 014 105 (AAA Travel) are paid a fee and/or commission by *Us* for issuing *Your* insurance policy. This is not an additional fee paid by *You* but is payable by *Us* to the RAA (from the *Premium* *You* pay to purchase the insurance).

Privacy

Your privacy is important to *Us*. *Tokio Marine & Nichido* is dedicated to upholding *Your* privacy and protecting *Your* personal information. *We* are bound in Australia by the Privacy Act 1988 (Cth) and its associated Australian Privacy Principles, along with any other applicable privacy laws and codes, when collecting, using, disclosing, holding, handling and transferring any personal information. *Tokio Marine & Nichido* has ongoing practices, procedures and systems in place to ensure that *We* manage personal information in an open and transparent way.

To learn more about collection and use of *Your* personal information, refer to page 29 of the *PDS* or see *Our* Privacy Statement, which can be viewed at *Our* website www.tokiomarine.com.au or contact *Us*.



We're here to help

Call (08) 8202 4346 or visit us at an RAA Shop
raa.com.au

Metropolitan shops

Adelaide
Colonnades
Elizabeth
Marion
Mile End
Modbury
West Lakes

Country shops

Clare
Kadina
Mount Barker
Mount Gambier
Murray Bridge
Port Augusta
Port Lincoln
Renmark
Victor Harbor
Whyalla