



P J Hayman & Company Limited

www.pjhayman.com

FAILURE OF SCHEDULED AIRLINES INSURANCE

MASTER POLICY AGREEMENT

arranged by:-

P J HAYMAN & COMPANY LIMITED

Stansted House, Rowlands Castle, Hampshire PO9 6DX

Underwritten by

SHIELD DIRECT INSURANCE SERVICES LIMITED

10th Floor, Market Square House

St James's Street, Nottingham NG1 6FG

on behalf of

IGI Insurance Company Ltd

[COVERHOLDER]



SCHEDULE

POLICY No: **SHIELD/SAF/0000...**

COVERHOLDER:

SCHEME REFERENCE:

BUSINESS OF COVERHOLDER: **Business Travel Management**

OPERATIVE DATES: **Bookings in respect of
Ticket sales
from2004
to 2005**

POLICY RENEWAL DATE: **..... 2005**

DATE EFFECTED: **..... 2004**

PREMIUM **..... per ticket
plus Insurance Premium Tax (see below)**

MINIMUM & DEPOSIT PREMIUM: £..... + Insurance Premium Tax of £.....

Insurance Premium Tax

In addition to the net premiums due IPT is payable on the gross premium paid by the Insured Person(s). This must be declared to P J Hayman and Company who collect this on behalf of the Insurers. The prevailing rate at the date of this policy is 17½%. If this is changed at a later date you must adjust your declarations accordingly. Where the cost is included in the ticket price IPT is payable on the net premium shown above.

Cover must apply to all scheduled tickets issued.

Validated by.....
P J Hayman & Company Limited

Dated:



SCHEDULED AIRLINE FAILURE

To pay up to **£1,500** in all each Insured Person in respect of:-

1. The cost relating to Scheduled air flights necessarily and unavoidably cancelled prior to the departure of the Insured Person from the United Kingdom or their country of domicile due to bankruptcy/liquidation of any Scheduled Airline as defined below on which the booked trip depends in respect of deposits or charges paid in advance by the Insured Person.

OR

2. The costs relating to Scheduled Air flights in the event of curtailment due to bankruptcy/liquidation as set out in 1 above whilst the Insured Person is on the booked holiday/trip, those costs being of a similar standard to the originally booked flights.

CONDITIONS AND EXCLUSIONS

The Underwriting Agents shall not be liable for:-

- (1) Claims arising directly or indirectly from existing or publicly declared financial failure or collapse of an airline on or before the date the trip is booked.
- (2) Claims relating to airlines in Chapter 11.
- (3) Any loss, injury, damage, illness, death or legal liability arising directly or indirectly from, or consisting of, the following:

The failure or fear of failure or inability of any equipment or any computer program, whether or not you own it, to recognise or to correctly interpret or process any date as its true calendar date, or to continue to function correctly beyond that date.

DEFINITION: Scheduled Airlines

A Scheduled Airline is an airline that publishes a timetable and operates its service to a distinct schedule and sells to the public at large.

Cover under this section is only applicable in respect of the costs relating to scheduled air flights (excluding all pre-booked tours).

Cover does not apply in respect of chartered flights.

Cover does not apply if a Scheduled airline is taken over or forms part of a merger by another airline.



CLAIMS PROCEDURE

In the event of a claim the Insured Person should write to:-

Shield Direct /IGI
10th Floor, Market Square House,
St James's Street,
Nottingham NG1 6FG

quoting the scheme policy number shown on the Schedule.

All airline tickets and invoices together with proof of payment of Insurance Premium must be submitted.

WHAT TO DO IN THE EVENT THAT REPATRIATION IS REQUIRED FOLLOWING THE FINANCIAL FAILURE OF THE AIRLINE.

Please call **24:7 Assist** to arrange for repatriation. Refer to Shield Direct/IGI – Scheduled Airline Failure insurance and be prepared to give

- a) the scheme policy number
- b) the name and address of the agent or broker from whom it was purchased.

The telephone number is UK (44) 20 8424 8555.
Facsimile No. UK (44) 02 8424 8525

COMPLAINTS PROCEDURE

Our aim is at all times to provide a first class standard of service. However, there may be occasions when you feel that this objective has not been achieved. Should you have any complaint regarding this Insurance please write to the address shown at the top of this page.

If you are not satisfied with the reply write to:
The Managing Director, IGI Insurance Co Ltd. at the address shown above.
If, after taking this action, you are still dissatisfied you may write to either:

- (a) The Consumer Information Department of the Association of British Insurers,
51 Gresham Street, London EC2V 7HQ;

or

- (b) The Financial Ombudsman's Service, South Quay Plaza, 183 Marsh Wall,
London E14 9SR



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