



Insurance Booklet

Touring Caravans



Ripe Insurance for Caravans Policy Wording – Touring Caravans

Thank you for choosing Ripe Insurance for Caravans.

Ripe Insurance Services Ltd is authorised and regulated by the Financial Conduct Authority.

We have tried to make this document easy to read. However, we have still had to use some words that have a special meaning these are listed and explained in the 'definitions' section on page 10. From now on wherever a word with a definition is used it will be printed in **bold** type.

NAME OF THE UNDERWRITER

Aviva Insurance Limited, Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

If **You** make any claim knowing the claim to be false or fraudulent, with regards the claim amount or otherwise, this policy shall become void and all claims shall be forfeited.

A handwritten signature in black ink, appearing to be "J. Smith", is written over a horizontal dotted line.

Authorised Signatory

Ripe Insurance Services Ltd

Ripe Insurance Services Ltd is authorised and regulated by the Financial Conduct Authority in respect of insurance mediation activities.

Contents

Section	Page Number(s)
Important Features	4
Claims	5
Important Information	7
Definitions	10
Section 1 – Caravan	12
Section 2 – Contents	13
Section 3 – Hotel & Caravan Hire	14
Section 4 – Public Liability	15
Section 5 – Accidental Death	16
General Exclusions	17
Endorsements	18
Our Complaints Procedure	19

Important Features

We must draw **Your** attention to a number of important features of this Insurance:

- This part of the document provides details of **Your Policy** and the terms and conditions that apply. The **Policy** is a legal contract between **You** and **Us**. The **Policy** wording and **Insurance Schedule** make one document and must be read together. Please keep them together
- The contract is based on the information **You** gave **Us** when **You** applied for the insurance
- **Your Policy** is in the following parts:
 - This **Policy** wording
 - The **Insurance Schedule**
 - The Statement of Fact
 - The Notice to Policyholders (where applicable)

Policy	Schedule
<ul style="list-style-type: none"> • Exactly what is covered and what isn't • How to make a claim and how We will settle that claim • Our obligations to You • The terms and conditions You must comply with 	<ul style="list-style-type: none"> • The sections of the Policy that apply to You and the dates from which cover is in force • The various limits and sums insured that apply to Your cover • Any special terms that apply to Your Policy • Your premium • Your Policy number
Statement of Fact	Notice to Policy Holders
<ul style="list-style-type: none"> • The information You have provided, on which the Policy is based on • Any declarations which You have agreed to 	<ul style="list-style-type: none"> • Provides information about any changes to Your renewal terms and policy cover

Our part of the contract is that **We** will provide the cover set out in this **Policy** wording:

- for those sections which are shown on **Your Insurance Schedule**
- for the insurance period set out on the same **Insurance Schedule**.

Your part of the contract is:

- **You** must pay the premium as shown on **Your Insurance Schedule** for each insurance period
- **You** must comply with all the terms and conditions set out in this **Policy**.

If **You** do not meet **Your** part of the contract, **We** may turn down a claim, increase the premium or **You** may find that **You** do not have any cover.

Claims

OUR CLAIMS DEPARTMENT

In the event you need to make a claim, our claims service is provided by Davies Group who are our nominated claims handlers.

HOW TO MAKE A CLAIM

If an event giving rise to a claim under this insurance occurs **You** shall:

Notify Davies Group as follows:

- a. As soon as reasonably possible and within 30 days of the date of the incident being discovered
- b. Within 7 days of the date of becoming aware of any loss for any claim in respect of riot, civil commotion, strikers or locked out workers.

Give details of **Your** claim by either:

- Telephone: +44 (0) 344 274 0272

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

- Post: Ripe Insurance for Caravans Claims Department, Davies Group, PO Box 2801, Hanley, Stoke on Trent, ST4 5DN
- Email: newclaim.caravans@davies-group.com

CLAIMS CONDITIONS

No claim shall be payable unless the terms of this condition have been complied with.

1. If an event giving rise to a claim under this insurance occurs **You** must:
 - (a) Tell the Police as soon as **You** become aware if any property has been lost, stolen or damaged by riot or civil unrest or has been maliciously damaged, and receive a crime reference number. Unless it is policy of the appropriate Police force that they do not issue a crime reference number for the situation of the claim. Evidence that the Police have been informed must be obtained.
 - (b) Contact **Us** as soon as reasonably possible and, in the case of claims involving damage by riot or civil unrest, not more than 7 days after becoming aware of the damage and provide all the information and help **We** need to settle **Your** claim
 - (c) Do all **You** reasonably can to get back any lost or stolen property and tell **Us** without unnecessary delay if any property is later returned to **You**
 - (d) Call **Us** if **You** receive any information or communication about the event or cause
 - (e) Avoid discussing liability with anyone else without **Our** permission
2. Proof of value and ownership
It is **Your** responsibility to prove any loss and therefore **We** may ask **You** to provide receipts, valuations, photographs, instruction booklets and guarantee cards and any other relevant information, documents and assistance **We** may require to help with **Your** claim
3. **We** shall have sole control of all claims procedures and settlements
4. **We** will be entitled, at **Our** cost, but in **Your** name, to:
 - (a) Take legal proceedings for **Our** own benefit in respect of the cost of the claim, damages or otherwise; or
 - (b) Take over and conduct the defence or settlement of any claim**We** will have full discretion in the conduct of any legal proceedings and in the defence of settlement or any claim
5. No property may be abandoned to **Us** whether taken possession by **Us** or not
6. If **You** or anyone acting for **You**:
 - (a) Make a claim under the **Policy** knowing the claim to be false or fraudulently exaggerated in any respect or
 - (b) Make a statement in support of a claim knowing the statement to be false in any respect, or submit a document in support of a claim knowing the document to be forged or false in any respect or
 - (c) Make a claim in respect of any loss or damage caused by **Your** wilful act or with **Your** collusion

Then:

We will not pay the claim

We will not pay any other claims which has been or will be made under the **Policy**

We may declare the **Policy** void

We shall we entitled to recover from **You** the amount of any claim already paid under the **Policy** since the last renewal date

We will not provide any return of premium

We may inform the Police of the circumstances

7. **We** retain the right to settle any claims or items forming part of a claim by any of the following:
- (a) Cheque or Electronic payment method
 - (b) Replacement of the item
 - (c) Vouchers or credit from a supplier who is able to provide a comparable replacement item

8. Other Insurance

If there is any other insurance covering the same claim, or would have covered the claim but for the existence of this **Policy**, we will not make any payment under the Liability Section for liability arising from **You** occupying (not owning) the caravan until all cover under that other insurance is exhausted.

Important Note

This condition will not have the effect of leaving **You** without cover for any claim and operates where there is any other insurance covering the same claim (or would have in the absence of this **Policy**) and determines how those insurance policies apply

Important Information

INSURANCE BOOKLET

You should read this document carefully in conjunction with the **Insurance Schedule**. It gives details of what is and is not covered by the insurance and the conditions and exclusions of the cover.

CONDITIONS

Your Policy describes certain things which **You** are required to do to make sure that **You** are protected and that **Your Policy** cover operates fully. For example, **You** must:

- Tell **Us** about changes which could affect **Your Policy**
- Make sure that **Your** sums insured are high enough to cover the **Caravan** and **Contents** to be insured
- Take reasonable care of **Your** property

EXCLUSIONS

Exclusions will apply to each section and general exclusions will apply to the whole insurance

REASONABLE CARE

It is **Your** responsibility to look after and regularly maintain **Your Caravan**. **Your Policy** is intended to cover **You** against unforeseen events like fire or theft. It does not cover wear and tear or damage which happens gradually over a period of time.

YOUR DUTY TO PREVENT LOSS OR DAMAGE

You and any other person this insurance applies to must take all reasonable precautions to prevent accidents, loss or damage. **You** must keep property that is insured under **Your Policy** in good condition.

EVIDENCE OF OWNERSHIP

It is **Your** responsibility to prove any loss therefore **We** recommend that **You** keep copies of receipts, valuations, photographs, instructions booklets and guarantee cards to help with **Your** claim.

CONSUMER INSURANCE ACT

You are required by the provisions of the Consumer Insurance (Disclosure and Representations) Act to take care to supply accurate and complete answers to all the questions in the declaration and to make sure that all information supplied is true and correct. **You** must tell **Us** of any changes to the answers **You** have given as soon as possible. Failure to advise **Us** of a change to **Your** answers may mean that **Your Policy** is invalid and that it does not operate in the event of a claim.

KEEPING US INFORMED

This **Policy** is based on the information **You** have given **Us** about **Your** items.

You must also tell us immediately about the following changes:

- Any intended alteration to, extension to or renovation of **Your Caravan**
- Any change to the people insured, or to be insured
- Any change or addition to the **Contents** or the **Caravan** to be insured that results in the need to increase the amounts insured or the limits that are shown on **Your Insurance Schedule**
- If **Your Caravan** is to be lent, let, sub-let or used for business purposes
- If any member of **Your** household or any person to be insured on this **Policy** is charged with, or convicted of, a criminal offence (other than motoring offences)

If **You** fail to disclose all relevant information or makes a misrepresentation, **We** may:

- Cancel **Your Policy** and refuse to pay any claim, or
- **We** may not pay any claim in full, or
- **We** may revise the premium and/or change any excess, or
- The extent of the cover may be affected

YOUR RIGHT TO CANCEL

If **You** decide that for any reason, this **Policy** does not meet **Your** insurance needs, **You** have a statutory right to cancel **Your Policy** within 14 days from the day of purchases or the day on which **You** receive **Your Policy** or renewal documentation, whichever is the later. On condition that no claims have been made or are pending a full refund will be available. Please refer to **Your** terms of business agreement with Ripe Insurance for Caravans for any further cancellation fees.

Thereafter **You** may cancel the **Policy** at any time by informing Ripe Insurance for Caravans. **We** will allow a proportionate amount of premium for any unused cover less any administration fee charged by Ripe Insurance for Caravans. Details of the administration fee can be found in **Your** terms of business. There will be no return of premium whereby a loss has been paid or is payable under this **Policy**.

OUR RIGHT TO CANCEL

We may at any time cancel this **Policy** where there is a valid reason for doing so, by sending 14 days notice to **You** at **Your** last known address setting out the reasons for cancellation. Provided the premium has been paid in full **You** shall be entitled to a proportionate rebate of premium in respect of the unexpired period showing on the insurance.

Valid reasons include but are not limited to:

- Non-payment of premium. If payment is not paid when due **We** will write to **You** requesting payment by a specific date. If **We** receive payment by the date set out in the letter **We** will take no further action. If **We** do not receive payment by this date **We** will cancel the insurance from the cancellation date shown on the letter
- Where **We** reasonably suspect fraud
- Where **You** fail to co-operate with **Us** or provide **Us** with information or documentation **We** reasonably require, and this affects **Our** ability to process a claim or defend **Our** interests. See the 'Claims' section in this **Policy** booklet
- Where **You** have not taken reasonable care to provide complete and accurate answers to the questions **We** ask. See the 'Keeping **Us** Informed' section of this **Policy** booklet.

If **We** cancel the **Policy** **You** will be entitled to a refund of the premium paid in respect of the cancelled cover, less a proportionate deduction for the time **We** have provided such cover, unless the reason for cancellation is fraud and/or **We** are legally entitled to keep the premium under the Consumer Insurance (Disclosure and Representations) Act 2012.

Important Note

The Consumer Insurance (Disclosure and Representations) Act 2012 sets out situations where failure by a policyholder to provide complete and accurate information requested by an insurer allows the insurer to cancel the **Policy**, sometimes back to its start date and to keep any premiums paid.

CHOICE OF LAW

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

- a) **You** and **We** agree otherwise; or
- b) At the date of the contract **You** are a resident of (or, in the case of a business, the registered office or principal place of business is situated in) Scotland, Northern Ireland, the Channel Islands or the Isle of Man, in which case (in the absence of agreement to the contrary) the law of that country will apply.

DATA PROTECTION

Please note that any information provided to **Us** will be processed by **Us** and **Our** agents in compliance with the provisions of data protection legislation (including the General Data Protection Regulation from the 25th May 2018), for the purpose of providing insurance and handling claims, if any, which may necessitate providing such information to third parties. Under the General Data Protection Regulation **You** have a right of access to see personal information about **You** that is held in **Our** records, whether electronically or manually.

We may also send the information in confidence for process to other companies acting on their instructions including those located outside the European Economic Area. If this happens, **We** will ensure that anyone to whom **We** pass **Your** information agrees to treat **Your** information with the same level of protection as if **We** were dealing with it.

INDEX LINKING

If **Your Insurance Schedule** shows that **You** have selected claims settlement on a **New for Old** basis the sums insured under Section 1 will be index linked in line with the Retail Price Index (or similar index) or a minimum of 3% whichever is higher. This does not apply to **Contents**. Renewal premiums will be calculated on an adjusted sum insured.

SUM INSURED CONDITION

For any **Caravan** which is up to 15 years old from and that were purchased new, the sum insured must be adequate to cover the cost of replacing the caravan as new as at the commencement date of the insurance or at a subsequent renewal date.

However, for any **Caravan** over 15 years old, or if they were not purchased new, **You** should make an appropriate allowance for wear tear and loss in value.

If at the time of a loss the sum insured is too low, **We** will not settle claims on a **New for Old** basis and will reduce any payment to a **Market Value** basis.

If **Your** sum insured is insufficient to replace **Your Caravan** on a **Market Value** basis then any claim will be reduced by the proportion of underinsurance.

REINSTATEMENT OF THE SUM INSURED

In the event of a total loss under any section of this **Policy** (excluding **Your Caravan**), that section will be considered spent and **We** will not automatically reinstate the cover provided by the **Policy** section for any time left on cover.

In the event of a total loss to **Your Caravan**, then all cover is cancelled, the **Policy** is considered spent and **We** will not be able to reinstate the **Policy** for any time left on cover. **You** will not be entitled to any refund in premium for any remaining **Policy** period.

CUSTOMERS WITH DISABILITIES

This **Policy** and other associated documentation are also available in large print. If **You** require this please contact Ripe Insurance for Caravans.

USE OF LANGUAGE

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

PLEASE READ THESE FEATURES, YOUR INSURANCE SCHEDULE AND THE WHOLE OF THIS DOCUMENT CAREFULLY.

If the insurance does not meet **Your** requirements please return it within 14 days from receipt of documentation.

Please note that this insurance is only available to individuals who are resident in the **United Kingdom**.

Definitions

Accidental Damage

Damage caused by external, sudden and unexpected means

Caravan

The non-motorised touring caravan, trailer tent or folding caravan described within the **Insurance Schedule** including any **Equipment**, fixtures and fittings

Contents

Items which are intended for use in or about the **Caravan** which are not permanently fitted and belong to **You** or **Your** family or for which **You** are legally responsible. Items can include but are not limited to household goods, clothing, TV and Audio equipment, gas bottles, portable generators, portable motor movers, camping equipment and free standing furniture. **Contents** does not include **Valuables, Money** and **Personal Possessions**

Endorsement(s)

Any terms and conditions made separately to the terms of the **Policy** and specified on **Your Insurance Schedule**

Equipment

Non-standard fixtures, fittings and accessories including but not limited to gas bottles, batteries, generators, motor movers, refrigerators, stabilisers and awnings

Europe

Andorra, Austria, Belgium, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France, Germany, Gibraltar, Greece, Hungary, Iceland, Italy including the Vatican City, Latvia, Lithuania, Luxembourg, Malta, Monaco, Netherlands, Norway, Poland, Portugal, Republic of Ireland, Romania, San Marino, Serbia, Slovakia, Slovenia, Spain, Sweden, Switzerland

Excess

The first part or amount **You** will be responsible for paying in the event of a claim

Hitch-Lock

A device specifically designed, sold and marketed to prevent the **Caravan** being hitched to or unhitched from a towing vehicle. This must cover the bolts securing the tow hitch to the trailer chassis

Home

The address specified on **Your Insurance Schedule** where **You** permanently live

Immediate family

Parents, spouse, partner, son, daughter, grandparents, aunts, uncles and any siblings

Insurance Schedule

Sets out the specific terms, values and **Endorsements** applicable to the cover and should be read together with the **Policy**

Market Value

The current market replacement value of **Your Caravan, Equipment** or **Contents** taking into account age, type and condition at the time of the loss

Money

Cash including bank notes, coins, cheques and travellers cheques, uncrossed postal or money orders, bankers drafts, current postage stamps, travel and entrance tickets, gift tokens, phone cards and saving stamps

New for Old

The cost of replacing the **Caravan** or **Equipment** with a comparable brand new equivalent replacement in the event of a total loss up to the sum insured shown in your **Insurance Schedule**

Period of Insurance

The period effective as detailed in **Your Insurance Schedule**

Personal Possessions

Items normally worn or carried by **You** or **Your Immediate Family** outside of the home.

Policy

The policy wording along with the **Insurance Schedule** which forms part of the legal contract between **You** and **Us**

Territorial Limits

Cover shall only apply within the territorial limits as defined in **Your Insurance Schedule**

United Kingdom

Great Britain, Northern Ireland, the Channel Islands and the Isle of Man

Valuables

Jewellery, watches, gemstones, gold, silver, precious metals, furs, sports equipment, works of art, antiques, stamp, collections of any kind, Video, computers, clocks, musical instruments, photography equipment, telescopes, binoculars and guns

We, Us, Our

Aviva Insurance Limited

Wheel Clamp

A device that is specifically designed, sold and marketed to prevent a wheel being turned or removed

You, Your

The person(s) names in the **Insurance Schedule** who is and has been a permanent **United Kingdom** resident for the past 12 months

Section 1 – Caravan

Provides cover for theft, loss and **Accidental Damage** to **Your Caravan** including any **Equipment**, fixtures, fittings, awnings or fixed motor movers.

What is covered:

We will provide cover for theft, loss or damage to **Your Caravan**, which happens during the **Period of Insurance** and within the **Territorial Limit**.

Following loss or damage to the **Caravan** which renders the **Caravan** disabled **We** will also pay for reasonable costs:

- Removing the **Caravan** to the nearest garage, repairer or place of safekeeping
- Storage costs whilst awaiting repair or disposal
- Delivery of the **Caravan** back to **Your Home** but only for incidents which happened within the **United Kingdom**

Basis of settlement:

For any **Caravan** and/or **Equipment** purchased new which is lost, stolen or destroyed, and less than 15 years old from the date they were sold as new, where the sum insured is sufficient, **We** will pay for a replacement as new with the same make and model. If the same make or model is not available, **We** will replace it with one of equal specification, features and functions.

If the **Caravan** and/or **Equipment** was not purchased new, the sum insured is not sufficient to cover the full replacement value as new or the **Caravan** and/or **Equipment** is over 15 years old the **Caravan** and/or **Equipment** will be replaced at the current **Market Value**.

If **Your** sum insured is insufficient to replace **Your Caravan** and/or **Equipment** on a **Market Value** basis then any claim will be reduced by the proportion of underinsurance.

What is not covered:

1. Any applicable **Excess**
2. Theft or attempted theft when the **Caravan** is left unhitched from a towing vehicle unless the **Caravan** is protected with a **Hitch-Lock** and **Wheel Clamp**. This does not apply if **Your Caravan** is kept at a CaSSOA storage facility where by they have stated in their contract with **You** that they do not allow a hitch-lock or wheel clamp to be fitted.
3. Theft or attempted theft if the ignition keys of the towing vehicle are left in or about the towing vehicle or **Your Caravan**
4. Theft or attempted theft when the **Caravan** is left unattended unless the doors and windows to the **Caravan** are closed and locked and any security devices are in operation
5. Theft of **Equipment** unless there is evidence of forcible and violent entry or removal
6. Theft or attempted theft when the **Caravan** is not in use unless at the storage location stated in **Your Insurance Schedule** unless agreed by **Us** in writing. This does not apply for 48 hours at **Your Home** when packing or unpacking **Your Caravan**, if the **Caravan** is normally kept away from **Your Home**
7. Theft, attempted theft or malicious damage unless this has been reported to the Police within 24 hours of discovery
8. Loss or damage caused when the **Caravan** is being used by someone other than **You** unless the Family extension has been selected the premium paid and the **Endorsement** is showing on **Your Insurance Schedule**
9. Loss or damage caused by water freezing in any fixed water or heating systems or damage caused by water, liquid or steam escaping from any fixed household appliance or fixed water or heating system between 1st November and 31st March unless all the **Caravans** water systems and internal sanitary systems are drained down when the **Caravan** is not in use.
10. **Accidental Damage** caused by seepage of water into the **Caravan** through seals or seams
11. **Accidental Damage** to tyres unless caused by an accident to the **Caravan** or vandalism
12. Any pre-existing damage
13. Repatriation from any country outside of the **United Kingdom**
14. Any loss arising from a **Caravan** dealer or agent going into liquidation, insolvency or bankruptcy
15. Any loss or theft arising from deception
16. Theft or malicious damage caused by any person using **Your Caravan** with **Your** permission

Section 2 – Contents

Provides cover for theft, loss and **Accidental Damage** to **Your Caravan Contents**.

What is covered:

We will provide cover for theft, loss or **Accidental Damage** to **Your Caravan Contents**, which happens whilst being worn, used or carried in or about the **Caravan** during the **Period of Insurance** and within the **Territorial Limit**.

Basis of settlement:

We will not pay for more than the single article limit stated in the **Insurance Schedule**.

For any **Contents** which are lost, stolen or destroyed we will replace the items on a **Market Value** basis.

If **Your** sum insured is insufficient to replace **Your Contents** on a **Market Value** basis then any claim will be reduced by the proportion of underinsurance.

What is not covered:

1. Any applicable **Excess**
2. Loss or damage to any **Valuables, Money** or **Personal Possessions**
3. Loss or damage to any portable generators unless in use or secured in the **Caravan**, towing vehicle or a locked building
4. Theft of **Contents** from **Your Caravan** unless there is evidence of forcible and violent entry or removal
5. Theft or attempted theft when the **Caravan** is left unattended unless the doors and windows to the **Caravan** are closed and locked and any security devices are in operation
6. Theft, attempted theft or malicious damage unless this has been reported to the Police within 24 hours of discovery
7. Loss or theft of **Contents** left unattended outside of the **Caravan** or from awnings
8. Any boats, vessels, watercraft, cycles or other sports equipment

Section 3 – Hotel and Caravan Hire

We will provide cover for alternative accommodation or **Caravan** hire charges should **Your Caravan** become uninhabitable as a result of any valid claim under Section 1 – **Caravan**

What is covered:

We will pay up to the sum insured in the **Insurance Schedule** for:

- Hotel accommodation
- Hire of an alternative **Caravan**

If following a valid claim under Section 1 – **Caravan**, **You** are unable to continue **Your** holiday due to **Your Caravan** being rendered uninhabitable.

Basis of settlement

We will not pay more per day than the amount shown in the **Insurance Schedule** for up to a maximum of 15 days.

Section 4 - Public Liability

Provides indemnity for mental injury, death, disease or bodily injury to any person or damage to third party property.

What is covered:

We will indemnify **You** up to the limit stated in the **Insurance Schedule** which is inclusive of all costs and expenses against legal liability for accidental:

1. Death, mental injury, bodily injury or disease to any person
2. Damage to property

Which arises directly from **Your** use, ownership or occupation of **Your Caravan**

The total amount payable includes reasonable defence costs and expenses incurred by **You** with **Our** written consent in connection with any liability insured under this **Policy**.

What is not covered

1. Any applicable **Excess**
2. Liability to any of **Your Immediate Family** or any employees
3. Any property belonging to **You** or **Your** family or is in **Your** care, custody or control
4. Punitive, exemplary or aggravated damages
5. Any wilful or unlawful act
6. Liability where **You** are entitled to indemnity from a more specific source
7. Any liability not arising out of the use, ownership or occupation of **Your Caravan**
8. Any liability arising from a contract or agreement unless **You** would have been liable in the absence of such contract or agreement
9. The ownership or use of any aircraft or watercraft including sailboards and windsurfers
10. Any liability arising out the ownership or possession of an animal to which any section of the dangerous dogs act 1991 (or any amending legislation) applies
11. Any liability arising from an award of a court outside of the UK
12. Liability arising from any trade, business or profession
13. Liability when the **Caravan** is attached to a towing vehicle or if it became detached when being towed
14. Any claim arising out of the ownership, maintenance, possession or use of any mechanically propelled vehicles which includes (cars, vans, motorcycles, quad bikes and children's motor cars or quad bikes)

Dangerous Dogs Act 1991

The Dangerous Dogs Act 1991 imposes certain requirements on specific types of dog. It also places requirements in relation to dogs which are, as described in the Act, dangerously out of control. For further guidance please see the Office of Public Sector Information website (opsi.gov.uk) or contact the Citizens Advice Bureau.

Section 5 – Accidental Death

What is covered:

We will indemnify **You** the amount stated in **Your Insurance Schedule** for accidental death caused by an external, sudden, unexpected event whilst in **Your Caravan** for holiday purposes during the **Period of Insurance** and within the **Territorial Limits**.

What is not covered:

1. Any claim where at the time of taking out this insurance **You** were aware of any medical condition or set of circumstances that could reasonably be expected to give rise to a claim
2. Death or bodily injury to any person aged over 70
3. Injury to anyone whilst inside the **Caravan** whilst it is being towed
4. Any wilful exposure to risk (other than in an attempt to save human life)
5. Suicide or attempted suicide, intentional self-injury
6. Claims arising directly or indirectly from the effects of intoxicating liquors or drugs
7. Any pre-existing defect, infirmity, sickness or disease at the time of the accident
8. Any claim arising from medical or surgical treatment (unless rendered necessary by accidental bodily injury which is covered by this insurance)

General Exclusions

1. Loss or damage where the **Caravan** is used as a permanent place of residence
2. Loss or damage where the **Caravan** is over 15 years of age
3. Pressure waves from aircraft or other aerial devices travelling at supersonic speeds
4. **We** will not pay for any reduction in **Market Value** of **Your Caravan** as a result of an insurable event
5. **We** will not pay for the cost of replacing any undamaged items which form part of a set (other than a pair), suite or any other items uniform in nature, design or colour including carpets
6. Loss due to confiscation, detention by Customs or other authority
7. Loss or damage caused by delay, wear and tear, moth, vermin, insects, atmospheric or climatic conditions, wet or dry rot, fungus, domestic pets or damage caused gradually
8. Loss or damage arising from the use of any portable heater with a naked flame
9. Loss or damaged caused when the **Caravan** is used for any business purposes, hire and reward or carriage of paying passengers
10. Loss or damage caused by mechanical failure or electrical breakdown
11. Property more specifically insured
12. Any claims resulting from any deliberate act by **You**, any other person living with **You** or any person using **Your Caravan** with **Your** permission
13. War
Any consequence whatsoever which is the direct or indirect result of any of the following, or anything connected with any of the following, whether or not such consequence has been contributed to by any other cause or event: war, invasion, act of foreign enemy, hostilities or a warlike operation or operations (whether war be declared or not), civil war, mutiny, rebellion, revolution, military rising, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power
14. Terrorism
Any consequence whatsoever which is directly or indirectly caused by nuclear and/or chemical and/or biological and/or radiological means, or anything connected with those means, and which is the direct or indirect result of Terrorism, or anything connected with Terrorism, whether or not such consequence has been contributed to by any other cause or event. Terrorism is defined as any act or acts including, but not limited to:
 - a) the use or threat of force and/or violence and/or
 - b) harm or damage to life or to property (or the threat of such harm or damage)
 including, but not limited to, harm or damage by nuclear and/or chemical and/or biological and /or radiological means caused or occasioned by any person(s) or group(s) of persons in whole or in part for political, religious, ideological or similar purposes including, but not limited to, the intention to influence any government and/or to put the public or any section of the public in fear, or is claimed to be caused or occasioned in whole or in part for such purposes.
This Terrorism exclusion applies only in respect of the **Caravan** or **Contents** section of this **Policy**.
Any consequence whatsoever which is the direct or indirect result of any of the following, or anything connected with any of the following, whether or not such consequence has been contributed to by any other cause or event:
Any action taken in controlling, preventing, suppressing or in any way relating to
 - 1) War or;
 - 2) Terrorism.
15. Loss, damage or liability which involves:
 - a) ionising radiation or radioactive contamination from nuclear fuel or nuclear waste
 - b) the radioactive, toxic, explosive or other dangerous properties of explosive nuclear equipment
16. Loss of or damage to property caused by pressure waves from aircraft travelling at or above the speed of sound
17. Loss, damage or liability arising from pollution or contamination unless caused by:
 - a. a sudden and unexpected accident which can be identified
 - b. oil leaking from a domestic oil installation at the caravan
18. Loss, damage, injury or liability which occurred before the cover under this policy

SANCTION LIMITATION AND EXCLUSION CLAUSE

We shall not provide cover nor shall they be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose the Underwriters 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** or United States of America

Endorsements

The following endorsements are only operative if they are shown in your **Policy** schedule

1. Family and Friends Extension

We will extend the cover provided when the **Caravan** is on loan to friends and other family members without **You** in attendance.

We will not provide cover where the **Caravan** has been let out for hire and reward or if **You** have received any financial compensation for the hire of **Your Caravan**.

2. European Extension

The cover provided under **Your Policy** is extended for up to 45 days in any one trip, but no more than 60 days in total, whilst within **Europe**.

Following a valid claim under Section 1 – **Caravan**, whilst within **Europe**, **We** will also reimburse **You** for the reasonable costs of:

- Removing the **Caravan** to the nearest garage, repairer or place of safekeeping
- Delivery of the **Caravan** back to your **Home** address

3. Protected No Claims Bonus

Your no claims bonus will increase by 1 year (up to a maximum of 4 years) every renewal if **You** remain claim free.

You can protect **Your** no claims bonus once **You** have achieved 3 continuous years claim free. Protecting **Your** no claims bonus does not mean **Your** premium will remain the same at renewal but **You** will benefit from a no claim bonus discount on the renewal premium.

If **You** have two claims within a three-year period following the second claim **Your** no claims bonus will no longer be protected.

If **Your** no claims bonus is not protected and **You** are to suffer a claim regardless of fault **Your** no claims bonus will be reduced to 0 at **Your** next renewal. **You** will not be able to protect **Your** no claims bonus again until **You** have reached 3 continuous years claim free.

4. Legal Expenses

Your legal expenses cover is provided by another insurer, please read the document titled 'Legal Expenses Policy Wording' for details on the cover provided.

Our Complaints Procedure

We are proud of the service that **We** provide and of **Our** careful selection of intermediaries **We** trust to service the **Policy**. Occasionally, things may go wrong and if this happens **We** have a procedure in place to fully investigate **Your** complaint and where appropriate, to make changes to prevent a recurrence.

- If **You** are unhappy with any element of the cover **We** provide or any aspect of **Our** service or have a cause for complaint, please contact:

Subject	Contact
A claim	Please contact Davies Group Customer Relations: <ul style="list-style-type: none"> • Post: Davies Group, PO Box 2801, Hanley, Stoke on Trent, ST4 5DN • Telephone: 01782 339 128 • Email: Customer.Care@davies-group.com
Any other matters	Please contact Ripe Insurance for Caravans: <ul style="list-style-type: none"> • Post: Customer Relations, Ripe Insurance, The Royals, Altrincham Road, Manchester, M22 4BJ • Telephone: 0344 274 0271 • Email: caravans@ripeinsurance.co.uk

- Complaints that still cannot be resolved may be referred to the Financial Ombudsmen Service:
 - o Financial Ombudsmen Service, Exchange Tower, Harbour Exchange Square, London, E14 9SR.
 - o Telephone: 0800 023 4567 (Calls from UK landlines and mobiles are free) or 0300 123 9123
 - o Or log onto their website www.financial-ombudsman.org.uk

YOUR RIGHTS

Your rights as a customer to take legal action remain unaffected by the existence or use of any complaint procedures referred to above. However, the Financial Ombudsman Service will not adjudicate on any cases where litigation has commenced.

FINANCIAL SERVICES COMPENSATION SCHEME

We are covered by the Financial Services Compensation Scheme. If **We** are unable to meet **Our** financial obligations **You** may be entitled to Compensation from the scheme, depending on the type of insurance and the circumstances of the claim.

Further information about Compensation scheme arrangements is available at www.fscs.org.uk, or on 020 7741 4100, or 0800 678 1100.



The Royals, Altrincham Road, Manchester M22 4BJ

t. 0344 274 3721

e. caravans@ripeinsurance.co.uk

w. www.ripeinsurance.co.uk/caravans