

Club Care Tent Insurance - Summary of Cover

This document provides a summary of the cover provided. Full details can be found in the policy document. You should refer to your own policy document, your policy schedule (which indicates operative sections) and any endorsements that apply to your own policy for full details of your cover.

Insurance Undertaking

This insurance is underwritten by Groupama Insurance Company Limited ("GICL"). In arranging your Tent insurance Vantage Insurance Services Limited ("VISL") acts on behalf of Groupama Insurance Company Limited.

Club Care is a trading name licensed to VISL by The Camping and Caravanning Club. VISL arranges insurance for members of The Camping and Caravanning Club. Groupama Insurance Company Limited and VISL are authorised and regulated by the Financial Services Authority ("FSA").

Type of Insurance and Cover

This is a policy to cover physical loss or damage to your Tent, its contents and your legal liability for causing injury to a third party from you using or owning your Tent as detailed below:

Significant Features and Benefits	Significant Exclusions or Limitations	Section of the Policy containing further details
Section 1 – Tent and Equipment		
Covers loss of or damage to your tent and its equipment anywhere in the UK and in Europe up to 180 days. Cover is on a Market Value basis.	Maximum payable is the sum insured in your schedule of insurance. You will have to pay the first £50 of the claim – this is known as the excess.	Section 1 and Territorial limits Exclusions to Sections 1,2
Section 2 - Contents and Personal Effects		
Covers loss of or damage to you and your family's contents and personal effects whilst contained in the tent or on journeys to and from your home and whilst loading and unloading. Cover is on a Market Value basis.	Cover is provided up to the sum insured in your schedule of insurance with a limit of £200 any one item. You will have to pay the first £50 of the claim – this is known as the excess. Cover excludes theft or accidental loss from tents, awnings or toilet tents when unattended.	Section 2 Exclusions to Sections 1,2 Exclusions to Sections 1,2
Section 3 - Liability to the Public		
Covers you and your family or legal representative up to £1,000,000 against liability for causing death or bodily injury to a third party or accidental damage to a third party's property arising from the ownership and use of your tent.	Cover excludes damage to property owned by or in the custody of you or your family, an employee of you or your family, or any person to whom the tent is lent.	Exclusion to Section 3
Section 4 - Loss of Use		
If the tent becomes uninhabitable following something insured against under section 1, whilst on holiday, we will contribute towards the reasonable costs of hotel accommodation or hire of a similar tent.	The total amount payable is limited to 5% per week of your sum insured under section 1 with an overall limit of £500 in total including VAT and any other taxes.	Section 4
General Exclusions applying to all sections unless otherwise stated		
	Cover excludes liability or damage arising from or relating to pollution, biological chemical or nuclear Terrorism, war, sonic bangs, and nuclear or radioactive incidents.	General Exclusions

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Duration of Contract:

Your cover is valid for the period shown on your Schedule of Insurance.

Your Right to Cancel:

You may cancel this insurance without giving reason, by sending us written notice within the first 14 days of the policy, or (if later) within 14 days of you receiving the insurance documents. This is known as the "cooling off period". We will return any premium paid less a pro rata charge (plus IPT) for the number of days for which cover has been given.

Should you cancel this insurance after the cooling off period you may be entitled to a refund of premium provided you have not made a claim during your current year of insurance. Your refund will be calculated by making a deduction for time on risk for which you have been covered and a cancellation charge of up to £15 will be applied. If you have made a claim any premium return will be discretionary. You must notify Club Care in writing of cancellation. We may also cancel this policy immediately if you do not pay a premium.

How to Claim:

If a claim or possible claim occurs you must report this as soon as possible. Please contact Club Care on **0844 770 4630**.

Complaints Process:

If you are not happy with any part of the service you have received you should contact Club Care at the address below. We will send you a full response within 5 working days or tell you within that time when you can expect a response:

Nigel Coppen
Client Director
Club Care Insurance Services
Crest House
Station Road
Egham
Surrey
TW20 9LG Telephone: 01784 486 852

If you are still not satisfied please contact:

The Chairman and Chief Executive,
Groupama Insurances,
Groupama House,
24-26 Minories,
London
EC3N 1DE Telephone: 0870 850 8510 or Fax: 020 7264 2860

If we cannot resolve your complaint you may refer it to the Financial Ombudsman Service at:

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

Please be aware that the Ombudsman will only consider your complaint if you have already given us the opportunity to resolve it.

Financial Services Compensation Scheme (FSCS):

If Groupama Insurance Company Limited and/or VISL are unable to meet our obligations under the policy, you may be entitled to compensation under the FSCS. The first £2,000 of a claim is protected in full and 90% of the remainder of the claim will be met. You can get further information on this subject from us or the Financial Services Authority or by visiting the FSCS website at www.fscs.gov.uk.

The following are authorised and regulated by the Financial Services Authority and are registered in England

Vantage Insurance Services Limited (Registered No. 3441136).
VISL is a subsidiary of Kerry London Limited.

Groupama Insurance Company Limited Registered No. 995253
(Member of the Association of British Insurers)

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