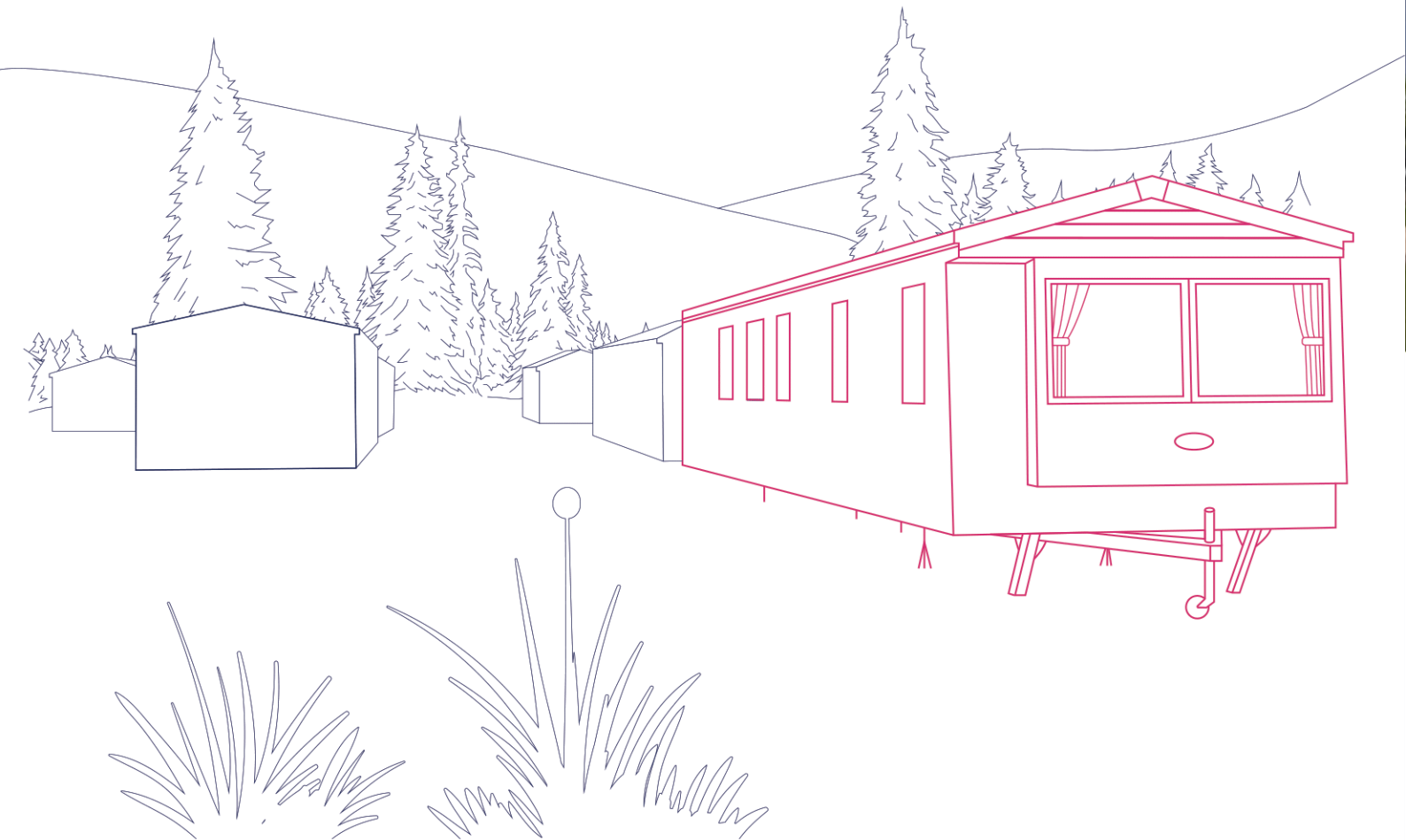




CaravanPlan

Insurance

Your static caravan policy wording



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Summary of Cover

This table summarises the cover provided by this policy. Please refer to the sections of cover within the document and **your policy schedule** for full details.

Benefit	Basis of Cover	Excess
Section 1 Caravan	Up to sum insured for; New for Old Or Market Value Awnings insured up to the limit as shown on your policy schedule	Shown on your policy schedule
Additional Covers A Alternative Accommodation or Ground Rent B Frozen Food C Removal of debris and Re-siting D Loss and Theft of Keys	£100 per day, up to a total of £1,500 Up to £250 Up to £2,500 Up to £1,500	Shown on your policy schedule
Section 2 OPTIONAL COVER Caravan Contents	Up to sum insured Single item up to £500 Electrical items up to £500	Shown on your policy schedule
Section 3 OPTIONAL COVER Friends and Family Cover	Section 1 and Section 2 cover is extended to include family/friends	
Section 4 Public Liability	Up to sum insured	Shown on your policy schedule

Important Contact Details

Please ensure that **you** contact **us** before **you** agree to or incur any charges, details of how to do this are shown below.

Important Contact Details	Who to Call	Contact Details
To make any queries regarding your policy or if you need to tell us of any changes to your circumstances	CaravanPlan Insurance	Tel: 0343 227 0841 Email: enquiries@caravanplaninsurance.co.uk
To make a complaint regarding the sale of your policy	CaravanPlan Insurance	Tel: 0343 227 0843 Email: customerrelations@ukgeneral.co.uk Address: CaravanPlan Insurance, UK General Insurance Limited, Cast House, Old Mill Business Park, Gibraltar Island Road, Leeds LS10 1RJ
To cancel your policy	CaravanPlan Insurance	Tel: 0343 227 0841 Email: enquiries@caravanplaninsurance.co.uk
To make a claim on Section 1: Caravan, Section 2: Caravan Contents, Section 3: Family and Friends Cover	CaravanPlan Insurance	Tel: 0343 227 0842 Email: claims@caravanplaninsurance.co.uk Address: CaravanPlan Insurance, Davies Group, Two Smithfield, Leonard Coates Way, Stoke-on-Trent ST1 4FD
To make a complaint regarding a claim on Section 1: Caravan, Section 2: Caravan Contents, Section 3: Family and Friends Cover	CaravanPlan Insurance	Tel: 0343 227 0845 Email: claimscomplaints@caravanplaninsurance.co.uk Address: CaravanPlan Insurance, Davies Group Limited, Two Smithfield, Leonard Coates Way, Stoke-on-Trent ST1 4FD
To make a claim on Section 4: Public Liability	Langleys Solicitors LLP	Tel: 0343 227 0844 Email: ukg@langleysclaimservice.com Address: Langleys Solicitors LLP, Queens House, Micklegate, York YO1 6WG
To make a complaint on Section 4: Public Liability	Langleys Solicitors LLP	Tel: 0343 227 0844 Email: ukg@langleysclaimservice.com Address: Langleys Solicitors LLP, Queens House, Micklegate, York YO1 6WG

Please note: Calls to 03 numbers are charged at local rates.

How to Make a Claim

If **you** need to make a claim, please let **us** know as soon as possible by contacting **us** in one of the following ways:

Section 1: Caravan, Section 2: Caravan Contents and Section 3: Family and Friends Cover

Call us on: 0343 227 0842

Email us at: claims@caravanplaninsurance.co.uk

Address: CaravanPlan, Davies Group, Two Smithfield, Leonard Coates Way, Stoke-on-Trent ST1 4FD

Section 4: Public Liability

Call us on: 0343 227 0844

Email us at: ukg@langleysclaimservice.com

Address: Queens House, Micklegate York YO1 6WG

In all correspondence please tell **us you** are insured by CaravanPlan Insurance and provide **your** unique policy number from **your policy schedule**. This will help **us** to confirm **your** policy details and deal with **your** claim as quickly as possible.

If an incident occurs, **you** should take any immediate action **you** think is necessary to protect **your caravan, caravan contents** and equipment from further damage.

If **you** receive any correspondence from any person claiming injury or damage against **you** or **your family/friends** (if this optional cover has been purchased), **you** should not respond. Please forward all correspondence to **us** without delay. **We** reserve the right to deal with the defence or settlement of **your** claim in **your** name.

You will be required to produce proof of ownership of **your caravan and caravan contents** in the event of a claim. Please don't keep any important documents in **your caravan**. Where possible **you** should keep proof of purchase/receipts, estimates for repair or replacement of damaged articles and any damaged articles for **us** to inspect.

Sometimes **we** will need to ask a loss adjuster to help **us** deal with **your** claim. If so, **we** will tell **you** and arrange for the loss adjuster to visit **you**. The loss adjuster's role is to assess the claim, confirm what action **you** need to take and recommend to **us** how to deal with the claim.

IMPORTANT | PLEASE ENSURE THAT YOU REPORT ANY THEFT OR MALICIOUS DAMAGE TO THE POLICE AS SOON AS POSSIBLE. **We** may reject any claim if it is not reported to the police and a crime reference number obtained.

How we settle your Claim

Your policy schedule will show if **your** claim will be settled on a New for Old or Market Value basis. Please be aware that only **caravans** manufactured 5 years or less from the start date of the policy are eligible for New for Old cover.

New for Old

If **your caravan** is stolen or damaged beyond economical repair, at **our** discretion **we** will replace the **caravan** with:

- a) A new one of the same make and model, or
- b) A new one of an equivalent make and model, or
- c) Pay the cash equivalent.

Please note: The **sums insured** as shown on **your policy schedule** must represent the full replacement value as new at the time of loss or damage.

If any items covered under Section 2: **Caravan Contents** are lost, stolen or damaged beyond economical repair, at **our** discretion **we** will:

- a) Replace the item or part, or
- b) Pay the cost of repairing the item, or
- c) If **you** choose to select **your** own supplier, **we** will only pay up to the amount it would have cost to replace or repair using **our** own suppliers, or
- d) Make a cash payment.

Market Value

If **your caravan** is stolen or damaged beyond economical repair, **we** will pay **you** the value of the **caravan** at the time of its loss or destruction.

At no time will the amount **we** pay exceed the **sums insured**, or the Market Value, whichever is the lesser amount.

Repair

At **our** discretion if a repair is carried out, **we** will pay the cost of repair without deduction for wear and tear. If parts or accessories are found to be obsolete or unobtainable, **we** may use parts and accessories of a similar type and quality which are not supplied by the manufacturer.

Sets

We will not pay for the cost of replacing or repairing any undamaged part(s) of the **caravan** or **caravan contents** which form(s) part of a pair, set, suite or part of a common design.

Total loss claims/automatic reinstatement

If **your caravan** has been declared a total loss, **your** policy will continue. **Your sum insured** will be automatically restored to the full amount subject to the replacement **caravan** being acceptable for cover.

Important Information

Please take time to read all **your** policy documents in full to make sure **you** understand the cover provided.

In return for the payment of **your** premium **we** will provide the insurance cover detailed in **your policy schedule** and this policy document, subject to the terms and conditions, and exclusions shown in this document for all claims occurring during the **period of insurance**.

Your cover is valid for the **period of insurance** as shown on **your policy schedule**.

Please refer to the policy documents provided to **you** when the policy was purchased or amended, for details of the type of and level of cover **your** policy provides.

Information you have provided

You must take reasonable care to provide accurate and complete answers to all the questions **you** are asked when **you** take out, make changes to, or renew this policy.

You must notify **us** as soon as possible if any of the information in **your** policy documents is incorrect or if **you** wish to make a change to **your** policy.

If **you** do not provide accurate and complete answers to the questions **you** are asked, or **you** fail to notify **us** of any incorrect information or changes **you** wish to make, **your** policy may not operate in the event of a claim or **you** may be charged an additional premium. **We** may not pay any claim in full or **your** policy could be invalid.

Changes that may affect your cover

You must tell **us** as soon as possible about any changes to the information **you** provided when **you** purchased or renewed **your** policy, for example:

- If **you** change **your caravan**
- If **you** change the location of **your caravan**
- **You** or anybody living with **you** is declared bankrupt or are convicted of any criminal offence (excluding motoring offences)
- Any change in how **you** use **your caravan** for example for hiring out, residential or business purposes.

This is not an exhaustive list and any changes **you** tell **us** about may affect **your** cover or result in a change to **your** premium. If **you** are unsure whether a change may affect **your** cover, please contact **us**.

Accessibility | Alternative Formats

The policy wording and the Insurance Product Information Document (IPID) are also available in large print, audio and braille. If **you** require any of these formats, please contact **us** at; enquiries@caravanplaninsurance.co.uk

Your Insurer

CaravanPlan Insurance is a trading name of UK General Insurance Limited.

This insurance is underwritten by UK General Insurance Limited on behalf of Great Lakes Insurance SE. Great Lakes Insurance SE is a German insurance company with its headquarters at Königinstrasse 107, 80802 Munich. UK Branch office: Plantation Place, 30 Fenchurch Street, London, EC3M 3AJ.

UK General Insurance Limited is authorised and regulated by the Financial Conduct Authority. Firm Reference No. 310101. **You** can check our details on the Financial Services Register <http://register.fca.org.uk/>.

Great Lakes Insurance SE, UK Branch, is authorised by Bundesanstalt für Finanzdienstleistungsaufsicht and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority. Firm Reference No. 769884. Details about the extent of their regulation by the Financial Conduct Authority and Prudential Regulation Authority are available on request.

Your Right to Cancel

You have the right to cancel this policy within 14 days of the date **you** purchased the policy or when **you** received the policy documents, if this is later. **You** do not need to provide a reason for cancellation, and **we** will provide a full refund of any premium paid, unless **you** have made a claim or there has been an incident likely to result in a claim.

If **you** wish to cancel the policy after 14 days, **we** will provide a refund, less a proportionate charge for any cover already provided, unless a claim has been made or there has been an incident likely to result in a claim.

Where a claim has occurred or there has been an incident likely to result in a claim no refund of premium will be provided. If **you** pay for **your** policy by monthly instalments **you** must pay the remainder of **your** monthly instalments or pay the remainder of the annual premium in full.

Cancellation by Us

We may at any time cancel this insurance policy by giving 14 days' notice in writing, where there is a valid reason for doing so. A cancellation letter will be sent to **you** at your last known address. Valid reasons may include but are not limited to:

- Non-payment of premium
- Threatening and abusive behaviour
- Failure to provide documents
- Non-compliance with policy terms and conditions.

If **we** cancel **your** policy, **we** will provide a refund of **your** premium less a charge for the cover already provided, unless the reason for cancellation relates to fraud, which is detailed on page 21.

Policy Limits

All sections of the policy have limits stating the most that **we** will pay under that section. Sometimes there are limits within the section for specific items or single items. Full details are contained in this policy document and in **your policy schedule**, but please also see the Summary of Cover table on page 3.

Policy Excess

You will have to pay any **excesses** shown on **your schedule**. **We** will only deduct one **excess** for each claim. If **we** have asked a supplier to deal with all or part of **your** claim, **we** may ask them to collect the **excess** from **you**.

Definition of Words

The words or expressions detailed below have the following meaning wherever they appear in **bold type**.

Accidental Damage: sudden and unintentional physical damage which happens unexpectedly.

Audio and Visual Equipment: televisions, radios, Blu-ray / DVD players, satellite dishes, and associated equipment which are left permanently in the **caravan**.

Bodily Injury: an identifiable physical injury caused by an accident at an identifiable time and place.

Caravan: the structure of the static caravan described in **your policy schedule** on a **licensed caravan site**, together with awnings, balconies, verandas, steps and standard manufacturer's fixtures and fittings.

Caravan Contents: household goods or such related items including; bedding, BBQs, furniture, refrigerators, personal items including clothing and **audio and visual equipment**, which are left in **your caravan**.

Computer and gaming equipment: computers including laptops and tablets, MP3 players, gaming consoles including any ancillary computer equipment.

Excess: the first amount of any claim, which will be payable by **you** and detailed on **your policy schedule**.

Family/Friends: **your** parents, spouse, domestic partner, son, daughter (including adopted and fostered children), siblings and friends, but not including lodgers or paying guests.

High-Risk Items: any items made from precious metal, jewellery, watches, video or photographic equipment, mobile phones, computers, tablets, computer equipment and games consoles.

In Use: when **you** are using or visiting **your caravan** for holiday purposes.

Licensed Caravan Site: the address as shown on **your policy schedule** where **your caravan** is sited, which is registered as a licensed holiday static caravan site.

Period of Insurance: the period specified on **your policy schedule**.

Permanent Residence: any **caravan** occupied by **you** as a main domestic residence (whether temporary or permanent) and not for holiday purposes.

Policy Schedule: the document issued by **us** which confirms **your** personal information, levels of cover, details of the **caravan**, commencement date and end date of **your** policy.

Sum(s) Insured: the amounts insured by **you** which are shown on **your policy schedule**.

Unoccupied: when **you** have not used the **caravan** for a period of three consecutive days or more.

United Kingdom: England, Scotland, Wales, the Channel Islands, Isle of Man and Northern Ireland.

We/Us/Our: UK General Insurance Limited on behalf of Great Lakes Insurance SE. CaravanPlan Insurance is a trading name of UK General Insurance Limited.

You/Your: the person or persons named in the **policy schedule**.

Your Policy Cover

Section 1 | Caravan

What is covered

- a) **We** will pay up to the **sum insured** as stated on **your policy schedule** for loss or damage to **your caravan**, whilst sited on a **licensed caravan site**, as a result of; **accidental damage**, fire, lightning, explosion, earthquake, theft, malicious damage, escape of water or oil from fixed water or heating systems, storm, flood, subsidence, falling; trees, aerials or masts.
- b) This includes up to the limit shown on **your policy schedule** for loss or damage to the awning.

What is NOT covered

- a) The amount of the **excess** shown in the **policy schedule**.
- b) Loss or damage caused by:
 1. generators or damage to the **caravan** resulting from using generators
 2. portable gas heaters which have a naked flame
 3. the coast or riverbank being worn away
 4. escape of water or oil whilst the **caravan** is **unoccupied** between the 1st November to the 31st March unless:
 - I. the water has been turned off at the stopcock; and
 - II. taps and showers are turned on and left open, ensuring nothing obstructs plugholes; and
 - III. toilets are flushed, ensuring all water drained from the cistern; and all necessary winter weather precautions have been put into place in accordance with the manufacturer's guidelines.
- c) Loss or damage to:
 1. gates, or fences
 2. tyres unless the cause of the damage is covered under section 1
 3. the awning when erected and attached to the **caravan** when the **caravan** is not **in use**
 4. cantilever carports and canopies
 5. solar panels
 6. Satellite dishes.
- d) Loss or theft by deception, unless deception is only used to gain entry to the **caravan**.
- e) Malicious damage or loss caused by **you, your family/friends** or a permitted occupant of **your caravan**.
- f) Any expense or costs that are indirectly caused by; fire, lightning, explosion, earthquake, theft, malicious damage, escape of water or oil, storm, flood, subsidence, falling; trees, aerials or masts or vermin.

Additional cover included within your policy

The following areas of cover are automatically included within **your** policy for no extra charge.

A| Alternative Accommodation or Ground Rent

What is covered:

- a) If **your caravan** becomes uninhabitable as a result of loss or damage that is covered by Section 1: Caravan, of this policy, **we** will pay **you** up to £100 per day up to a total of £1,500 per claim, towards the cost of:
1. alternative accommodation e.g. a hotel, or,
 2. the hire of a similar caravan, or
 3. The ground rent for the period **your caravan** cannot be used.

What is NOT covered:

- a) Any claims for costs which have not been approved by **us**.
- b) Any claims for costs without a valid receipt.
- c) Any costs for food or drink.
- d) Any costs that **you** are able to recover from an alternative source.
- e) Ground rent when the **licensed caravan site** is closed.

B| Frozen Food

What is covered:

- a) **We** will pay up to £250 (including VAT) to replace damage to frozen food spoiled due to:
1. the freezer unit accidentally breaking down,
 2. the refrigerant escaping from the unit,
 3. the electricity or gas supply accidentally failing.

What is NOT covered:

- a) Loss or damage to **your** freezer food if the power has been deliberately stopped by **you** or the utility provider.
- b) Loss or damage when the freezer is older than 10 years.

C| Removal of debris and Re-siting

What is covered

- a) Following damage to the **caravan**, that is covered in Section 1: Caravan, of this policy, **we** will pay up to £2,500, towards the costs of:
1. The **caravan's** protection and removal to the nearest competent repairers and return to the **licensed caravan site** detailed on **your policy schedule**
 2. the disconnection and re-connection of services when **your caravan** is removed for repair, where **your caravan** is connected to services
 3. repair to gas, water pipes, drains, sewage, telephone and electricity cables from **your caravan** to the mains for which **you** are responsible
 4. debris removal and site clearance for which **you** are responsible.
- b) If **your caravan** is damaged beyond economical repair, **we** are entitled to deal with the salvage, but **you** must not abandon **your caravan** to **us**, unless authorised by **us**.

D| Loss and Theft of Keys

What is covered

- a) Following loss or damage to locks and keys to external doors and internal security systems of **your caravan**, **we** will;
1. Pay up to £1,500 towards the cost of replacement of locks and keys.

Section 2 |

OPTIONAL COVER Caravan Contents

This is an optional cover and if applies will be shown on **your policy schedule**.

What is covered

- a) **We** will pay up to the **sums insured** as stated on **your policy schedule** for loss or damage to **your caravan contents**, as a result of; fire, lightning, explosion, earthquake, theft, malicious damage, escape of water or oil from fixed water or heating systems, storm, flood, subsidence, falling trees, aerials or masts.
- b) **We** will pay up to a maximum of £500 for any one single item.
- c) **We** will pay up to a maximum of £500 for **audio and visual equipment** and electrical equipment.

What is NOT covered

- a) The amount of the **excess** shown in the **policy schedule**.
- b) **Accidental damage** to **caravan contents**.
- c) Theft or accidental loss of **caravan contents**:
 1. from within the awning(s)
 2. unless there is evidence of forcible, violent or visible entry or exit to or from the **caravan**
 3. whilst in the **caravan**, unless doors, windows and other openings of the **caravan** are left closed, securely locked and properly fastened, rendering the **caravan** secure
 4. whilst the **caravan contents** are outside the **caravan**
 5. where security requirements as specified within **your policy schedule** are not in force
 6. by deception, unless deception is only used to gain entry to the **caravan**.
- d) Malicious damage, theft or loss caused by **you**, **your family/friends** or a permitted occupant of **your caravan**.
- e) Loss or damage caused to:
 1. **high risk items**
 2. money of any kind including credit or debit cards, cheques, cryptocurrency or other documents of value
 3. **Computer and gaming equipment**.

Section 3 |

OPTIONAL COVER **Family and Friends Cover**

This is an optional cover and if it applies this will be shown on **your policy schedule**.

What is covered

- a) Where **family/friends** cover has been purchased the definition of **you/your** is extended to include **your family/friends** whilst the **caravan** is **in use** by them.

Section 4 | Public Liability

What is covered

- a) **We** will pay up to the maximum amount shown on **your policy schedule** for each single incident, occurring during the **period of insurance**, which **you** become legally liable for, through use or ownership of **your caravan**, in respect of:
1. accidental **bodily injury** or death to any person
 2. **accidental damage** to third party property (property belonging to someone other than **you**).
- b) The total amount payable includes reasonable defence costs and expenses. By this **we** mean costs incurred with **our** prior written agreement to investigate, settle or defend a claim against **you**. All claims against **you** which arise from any one event or original cause will be regarded as one single incident.

We may take control of **your** defence, although **we** are not obliged to. If there is no reasonable prospect of a successful outcome (meaning a win or a commercially sensible outcome) from defending a claim, **we** will not defend it and will not approve **your** defence of a claim.

You must notify **us** of claims and threatened claims without undue delay. **You** must not admit liability, make any offer of payment, or reveal the amount covered under this policy.

What is NOT covered:

- a) The amount of the **excess** shown in **your policy schedule**.
- b) Any liability not involving the use or ownership of the **caravan**.
- c) Damage to any property belonging to **you, family/friends** or which at the time of the loss or damage is in **your** care, custody or control.
- d) **Bodily injury to you, your family/ friends** or employees.
- e) Fines and contractual penalties, punitive or exemplary damages. By this **we** mean additional damages awarded by way of punishment when **your** behaviour was found to be particularly harmful.
- f) **Your** liability under any contract which is greater than the liability **you** would have at law without the contract.
- g) Claims where **you** are entitled to financial assistance or compensation, also known as indemnity, from another source.
- h) Claims arising out of the ownership, possession or use of motorised vehicles, yachts or motorised waterborne craft, airborne craft or aerial device of any description, animals or firearms and weapons.
- i) Claims arising from any act, breach, omission or infringement **you** deliberately, spitefully, dishonestly or recklessly commit, condone or ignore which could reasonably be expected to cause injury or damage to another party.
- j) Any action brought against **you** in the court outside the EU.
- k) Liability which is insured by or would but for the existence of this section be insured by another policy.
- l) Liability created by any agreement, unless you would have been liable without the agreement.
- m) Any claims occurring outside the **United Kingdom**.

General Exclusions

The following exclusions apply to the whole of this policy. Any other exclusions are shown in the section to which they apply.

This policy does not provide cover for:

- a) Loss or damage or legal liability directly or indirectly arising from;
 1. the **caravan** being used in connection with any trade, business or profession
 2. the **caravan** being used as a **permanent residence**
- b) Loss or damage caused by:
 1. faulty workmanship, faulty design or using faulty materials
 2. electrical or mechanical failure or breakdown
 3. confiscation, detention or seizure by customs or other officials or authorities
 4. tearing, scratching, chewing, vomiting, fouling, urinating or denting by any domestic pet
 5. wet or dry rot, frost, damp, fungus, mould, woodworm, beetles, moths, or vermin
 6. deterioration, wear and tear, dryness from exposure to light or anything which happens gradually
 7. any repairing, restoring, renovating, cleaning or dyeing process
 8. depreciation or loss of value.
- c) **Caravans** that are home-made, custom built or modified from the manufacturer's standard build.
- d) Water damage, or damage resulting from water leaking in through windows, doors, roofs, ventilators, body joints or seals unless caused by any insured incident.
- e) Any loss or damage which occurred prior to the commencement of this insurance.
- f) Any costs associated with the hire and/or reward of the **caravan**.
- g) Any costs which are not incurred as a direct consequence of the event which led to the claim **you** are making under this policy. For example, **we** will not pay for any pre-booked trips which **you** are not able to attend.
- h) Further damage or deterioration caused as a result of failure by you to repair the original damage to **your caravan**.
- i) Anyone that is not a resident of the **United Kingdom** and has not been living permanently in the **United Kingdom** six months prior to the purchase of this policy.

This policy does not provide cover for claims, contributed to or caused by;

- j) **You** or **your family/friends** engaging in any criminal act.
- k) If **you** or **your family/friends** are under the influence of drugs, solvents or alcohol, except those prescribed by a registered medical doctor.
- l) **You** or **your** family committing suicide or attempting to commit suicide or any self-inflicted injury.
- m) Any claim arising directly or indirectly from the injection or ingestion of any substance.
- n) Any consequence, howsoever caused, including but not limited to Computer Virus resulting in Electronic Data being lost, destroyed, distorted, altered, or otherwise corrupted.
 - For the purposes of this Policy, Electronic Data shall mean facts, concepts and information stored to form useable data for communications, interpretations, or processing by electronic or electromechanical data processing or other electronically

controlled hardware, software and other coded instructions for the processing and manipulation of data, or the direction and manipulation of such hardware.

- For the purposes of this Policy, Computer Virus shall mean a set of corrupting, harmful, or otherwise unauthorised instructions or code, whether these have been introduced maliciously or otherwise, and multiply themselves through a computer system or network of whatsoever nature.

o) Pressure waves from aircraft or other aerial devices travelling at supersonic speeds.

p) Riot, civil commotion or strikes.

q) Mechanical, electrical or computer breakdown or failure.

This policy does not provide cover for any direct or indirect consequence of:

r) Terrorism as defined by the Terrorism Act 2000 and any amending or substituting legislation.

s) War, civil war, invasion, acts of foreign enemies (whether war be declared or not), rebellion, revolution, insurrection, military or usurped power, or confiscation, nationalisation, requisition, destruction of or damage to property by or under the order of any government, local or public authority.

t) Radiation

- Irradiation or contamination by nuclear material; or
- The radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter; or
- Any device or weapon which employs atomic or nuclear fission or fusion or other comparable reaction or radioactive force or matter.

Terms and Conditions

1. Duty of Care

You must take care to prevent any loss of or damage to **your caravan** and/or **your contents** and maintain **your caravan** in a good state of repair. **You** must take care to comply with all statutory obligations and regulations imposed by any statutory, regulatory, or government authority.

2. Other Insurance Policies

If there is any other insurance covering the same loss, damage or liability **we** will not pay more than **our** rateable share.

3. Subrogation

If a third party is believed to be responsible for any claim, **we** may take over, defend or settle the claim, or take up any claim in **your** name for **our** own benefit. This is known as exercising **our** right of subrogation. **You** must give **us** all the help and information **we** reasonably require for the purpose of exercising this right. **You** will take no action or make any agreements that may weaken or remove **our** rights under this clause without **our** prior written permission. **We** will pay any costs or expenses involved in exercising **our** right of subrogation.

4. Under Insurance

If the **sum insured you** have chosen is less than the full replacement value of **your caravan** and **caravan contents** as new, **we** will reduce any payment in line with the premium shortfall. (For

example, if **your** premium was 75% of what it would have been if the insured value was equal to the replacement cost of **your caravan** and **caravan contents**, **we** will pay no more than 75% of **your** claim).

5. Security Requirements

All security devices detailed on **your policy schedule** must be in place and effective at the time of theft and fully maintained in accordance with the manufacturer's recommendations, including any subscriptions paid or **your caravan** will not be covered for theft under this policy.

How to Make a Complaint

It is **our** intention to give **you** the best possible service however if **you** do have cause for complaint about this insurance or the handling of a claim **you** should follow the complaints procedure below:

- If **you** have a complaint regarding the sale of **your** policy, please contact:
Customer Relations Department
CaravanPlan Insurance, UK General Insurance Limited, Cast House, Old Mill Business Park,
Gibraltar Island Road, Leeds LS10 1RJ
Tel: 0343 227 0843
Email: customerrelations@ukgeneral.co.uk
- If **you** have a complaint about the handling of a Liability claim, please contact:
Langleys Solicitors LLP; Queens House, Micklegate York YO1 6WG
Tel: 0343 227 0844
Email: ukg@langleysclaimservice.com
- If **you** have a complaint about the handling of any other claim, please contact:
CaravanPlan Insurance; Davies Group Limited, Two Smithfield, Leonard Coates Way, Stoke-on-Trent ST1 4FD
Tel: 0343 227 0845
Email: claimcomplaints@caravanplaninsurance.co.uk

In all correspondence please state that **your** insurance policy is provided by CaravanPlan Insurance, underwritten by UK General Insurance Limited Insurance and quote your unique policy number from **your policy schedule**.

Following **our** complaints procedure does not affect **your** legal rights as a consumer. For further information **you** can contact the Citizens Advice Bureau or Trading Standards.

Financial Ombudsman

If **we** have not completed **our** investigations into **your** complaint within 8 weeks of receiving **your** complaint or if **you** are not happy with **our** Final Response, **you** may ask the Financial Ombudsman Service (FOS) to look at **your** complaint. If **you** decide to contact them, **you** should do so within 6 months of our receiving our Final Response Letter.

For more information regarding the scope of the Financial Ombudsman Service please refer to www.financial-ombudsman.org.uk.

The Financial Ombudsman Service,
Exchange Tower, London E14 9SR
Tel: 0800 023 4567

Get in touch on line: <https://www.financial-ombudsman.org.uk/contact-us/complain-online>

Online Dispute Resolution Portal

If **you** have purchased the insurance policy online, you may also raise your complaint via the Online Dispute Resolution Portal at <http://ec.europa.eu/consumers/odr/>. This will forward **your** complaint to the correct Alternative Dispute Resolution scheme. For insurance complaints in the UK this is the Financial Ombudsman Service. However, this may be a slower route for handling **your** complaint than if **you** contact the Financial Ombudsman Service directly.

The Financial Services Compensation Scheme

If Great Lakes Insurance SE cannot meet their obligations, **you** may be entitled to compensation from the Financial Services Compensation Scheme (FSCS). **You** can get more information about compensation scheme arrangements from the FSCS or visit www.fscs.org.uk.

Governing Law

This policy is governed by English law.

Your Privacy

UK GENERAL INSURANCE LIMITED

We are UK General Insurance Limited, **our** data controller registration number, issued by the Information Commissioner's Officer, is **Z7739575**.

This information is relevant to anyone who uses **our** services, including policyholders, prospective policyholders, and any other individuals insured under a policy.

We are dedicated to being transparent about what **we** do with the information that **we** collect about **you** and **we** process **your** personal data in accordance with the relevant data protection legislation.

Why do **we** process your data?

The provision of **your** personal data is necessary for **us** to administer **your** insurance policy and meet **our** contractual requirements under the policy. **You** do not have to provide **us** with **your** personal data, but **we** may not be able to proceed appropriately or handle any claims if **you** decide not to do so.

What information do **we** collect about **you**?

Where **you** have requested a quote for one of **our** insurance policies, or **you** have purchased an insurance policy from **us**, **you** will be aware of the information that **you** have provided.

We may also collect information about **you** from other sources. This includes information where **you** are a joint or additional insured party and **we** collect information about **you** from the policyholder. **We** may also collect information about **you** from fraud prevention, law enforcement or government agencies and HM Treasury and other authorities in relation to regulatory issues. Information may also

be collected about **you** from credit reference agencies when **you** choose to pay by Direct Debit instalments.

Do **we** collect special personal data?

For specific types of insurance policies, for example when offering **you** a travel insurance policy, **we** may process some special categories of **your** personal data, such as information about **your** health.

We collect this data as we are required to use this information as part of **your** insurance quotation or insurance policy with **us**. **We** may also process the data where it is necessary for a legal obligation, or as part of the establishment or defence of a legal claim.

We also process special categories of **your** personal data as it is in the substantial public interest and it is necessary: i) for administering **your** insurance policy; or ii) to prevent and detect an unlawful act (e.g. fraud).

Privacy Notice

You can get more information about this by viewing our full [Privacy Notice](#) online at www.caravanplaninsurance.co.uk or request a copy by emailing **us** at dataprotection@ukgeneral.co.uk. Alternatively, **you** can write to **us** at: Data Protection, UK General Insurance Ltd, Cast House, Old Mill Business Park, Gibraltar Island Road, Leeds LS10 1RJ.

GREAT LAKES INSURANCE SE INFORMATION NOTICE

Personal Data provided in connection with this policy will be used and processed in line with the Information Notice. A copy of this is available at <https://www.munichre.com/en/service/privacy-statement/index.html>

Fraudulent Claims

If **you** or anyone acting for **you** makes a false or fraudulent claim, which includes but is not limited to;

- making a statement to **us** or anyone acting on **our** behalf, knowing the statement to be false;
- sending **us** or anyone acting on our behalf a document, knowing the document to be forged or false;
- making a claim for any loss or damage **you** caused deliberately or
- acting dishonestly or exaggerating a claim.

We;

- a) are not liable to pay the claim; and
- b) may recover from **you** any sums paid by **us** to **you** in respect of the claim; and
- c) may by notice to **you** treat the contract as having been terminated with effect from the time of the fraudulent act.

If **we** exercise our right under c) above, **we** shall not be liable to **you** in respect of a relevant event occurring after the time of the fraudulent act. A relevant event is whatever gives rise to our liability under the insurance contract, such as the occurrence of a loss, the making of a claim, or the notification of a potential claim.

We will not return any of the premiums paid.

This information may also be shared with the police and other insurers for fraud prevention purposes.

Intellectual Rights

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