



**go**  
**insurance**  
*Award-Winning Travel Insurance*



**Go Insurance Australia - Leisure Travel**  
**Product Disclosure Statement and Policy Wording**

# Contents

<b>  Product Disclosure Statement (PDS)</b>	<b>3</b>	<b>  Policy Wording</b>	<b>12</b>
The Purpose of the Cover	3	DEFINITIONS: Words That Have Special Meaning	12
About Us	3	SCHEDULE OF BENEFITS	17
Updating this PDS	3	Optional Covers	18
Date Prepared	3	WHAT THE POLICY COVERS	19
Cooling Off Period	3	The Policy	19
The Total Cost	3	SECTION 1 – Cancellation & Curtailment	19
How various factors affect Your Premium	3	SECTION 2 – Resumption of Trip	21
Taxation	3	SECTION 3 – Overseas Medical Expenses and Repatriation	21
Policy Excess	3	SECTION 4 – Hospital Cash Benefit	22
Significant Features and Benefits	4	SECTION 5 – Death/Personal Accident	22
Available Plans and Additional Options	4	SECTION 6 – Mugging	23
What is Not Covered	4	SECTION 7 – Personal Property	23
Significant Risks	4	SECTION 8 – Delayed Luggage/Emergency Purchases	24
How to Make a Claim	4	SECTION 9 – Personal Money and Loss of Passport	24
Your Duty to Us	4	SECTION 10 – Delayed Travel and Missed Connections	25
General Insurance Code of Practice	5	SECTION 11 – Hijack	25
Dispute Resolution	5	SECTION 12 – Special Events	25
Cancellation By You	5	SECTION 13 – Insolvency of Travel Service Provider	25
Cancellation By Us	5	SECTION 14 – Domestic Pets	26
Voluntary Policy Extension	6	SECTION 15 – Personal Liability	26
Regions of Travel	6	SECTION 16 – Legal Expenses	26
Who can buy this Insurance	6	SECTION 17 – Rental Vehicle Excess	27
Dependents and Children	7	SECTION 18 – Coronavirus COVID-19	27
Documentation	7	Snow Sports (optional cover)	29
Automatic Extension of Cover	7	Golf (optional cover)	29
Voluntary Extension of Cover	7	Water Sports (optional cover)	30
Automatic Reinstatement of Sums Insured	7	Business (optional cover)	30
Consequential Loss	7	Cruise (optional cover)	31
Limits of Cover	7	GENERAL EXCLUSIONS	31
Currency Conversions	7	GENERAL CONDITIONS	34
Your Privacy	7	<b>  Other Information You Need to Know</b>	<b>35</b>
Pre-existing Medical Conditions	8	CLAIMS PROCEDURE	35
What is a Pre-existing Medical Condition?	8	CLAIMS CONDITIONS	35
Our approach to Pre-existing Medical Conditions	9	FINANCIAL SERVICES GUIDE (FSG)	38
Automatically Covered Pre-existing Medical Conditions	9	Professional Indemnity Insurance Arrangements	38
Applying for Pre-existing Medical Condition cover	10	What to do if You have a complaint	38
Pre-existing Medical Conditions for which no cover is offered	10		
Pregnancy	10		
Sport and Leisure Activities covered by this policy	11		

# Product Disclosure Statement (PDS)

This Product Disclosure Statement (PDS) has been prepared to help You decide whether this product will meet Your needs.

It sets out the significant features of the insurance policy including its benefits, risks and information on how the insurance premium is calculated. You should also read the policy wording to ensure it meets Your needs before making a decision to purchase. If there is anything You do not understand, please contact Us. We have not considered Your personal needs or financial situation in providing this statement, policy wording and/or quotation. If necessary, You should seek separate professional advice to determine if this policy suits Your requirements.

## | The Purpose of the Cover

The purpose of this policy is to provide insurance cover against certain unforeseen or unexpected events that may affect Your Trip. The policy does not cover all possible events and expenses. The policy is a contract between You and Certain Underwriters at Lloyd's.

The contract consists of:

- This document (Policy wording including the Schedule of Benefits);
- Your Certificate of Insurance;
- Your written endorsements We issue to You.

## | About Us

YourCover Pty Ltd ABN 35 169 038 466 T/as Go Insurance (Go) is an Australian Financial Services Licensee (no. 461299) authorised by the Australian Securities and Investments Commission (ASIC) to deal in and provide general advice on insurance products. This insurance is underwritten by Certain Underwriters at Lloyd's. These underwriters have authorised Go to act on their behalf to arrange, issue, vary and cancel insurance products. Go is also authorised to handle claims on the Underwriters' behalf.

## | Updating this PDS

We may need to amend this PDS at a later date. A paper copy of any updated information is available to You free of charge by calling Us. We will issue You with a new PDS or a supplementary PDS where the update is to correct a misleading or deceptive statement or an omission, which is materially adverse from the viewpoint of a reasonable person deciding whether to purchase this insurance.

## | Date Prepared

This PDS was authorised on 19 October 2023 and remains valid until superseded by a new or supplementary PDS.

YCGO V3.2RET 19102023

Claims are assessed in accordance with the policy wording effective at the time of purchase.

## | Cooling Off Period

If You decide You no longer want this insurance policy, You are entitled to a refund of the total amount You paid provided Your request to cancel it occurs within fourteen (14) days of issue; and before Your Trip begins; and no claim has been made against the policy. We may not provide a refund if You cancel Your Policy outside of the Cooling Off Period. Please see "Cancellation by You".

## | The Total Cost

Your premium is calculated taking into account many risk factors. The premium is payable before cover can be issued. Your total premium includes all government charges which are shown separately on the certificate. If You change Your policy in any way after issue, You may be entitled to a premium refund or You may be asked to pay additional premium.

## | How various factors affect Your Premium

We consider a number of issues in calculating Your premium. Some of the factors that influence Your premium are the type of cover You choose, Your age, whether You request cover for Pre-existing Medical Condition(s) or choose to include optional extras. The area in which You will be travelling also affects Your premium.

## | Taxation

If You are a registered person and require a tax invoice for GST purposes, please contact Us.

## | Policy Excess

If You make a claim under the policy, You may be required to pay an Excess. The standard Excess is \$200 but it does not apply to all policy sections. Please refer to the policy wording for details of the policy sections to which the Excess applies.

At the time of purchasing a Single Trip policy, You will be asked to nominate Your policy Excess. You can choose to reduce or increase the standard Excess. If You choose to reduce the Excess, You will be required to pay additional premium. If You choose to increase the Excess, You will receive a premium discount.

The Excess You choose will be noted on Your Certificate of Insurance. It is not possible to alter the standard Excess on Annual Multi Trip policies.

The standard or chosen Excess is applied for each incident that results in a valid claim.

If You make multiple claims against Your policy, the Excess will be applicable to each claim that arises from a different incident.

If You apply for cover of a Pre-existing Medical Condition which is not automatically covered by the policy and We agree to cover it, We may choose to apply a higher Excess to any claim arising from that Pre-existing Medical Condition. If



You accept this higher Excess, it will be clearly shown on Your Medical Conditions endorsement which We will send to You upon purchase of the policy. Similarly, if You request cover for an activity which is not covered by the policy and We agree to provide cover, We may choose to apply a higher Excess to any claim arising from that activity.

### | Significant Features and Benefits

This policy affords You the ability to select a cover level which suits Your personal circumstances. It allows You the flexibility to add optional covers and delete cover options that You do not require. The policy is available for business or holiday travel and provides 24-hour access to emergency assistance.

Subject to the terms and conditions of the policy and the cover level You select, key benefits of the policy include, but are not limited to:

- Overseas medical expenses and repatriation to Your Normal Country of Residence;
- Compensation for Cancellation/Curtailment of insured Trip(s);
- Compensation for loss or damage occasioned to Personal Property;
- Compensation for delayed or missed scheduled travel;
- Lump sum payments for Accidental Bodily Injury and/or death; and Personal Liability cover.

### | Available Plans and Additional Options

This policy provides You with the flexibility to design a policy to suit Your individual needs. All cover levels provide Overseas Medical Expenses cover (Section 3), Personal Liability cover (Section 15) and Coronavirus COVID-19 cover (Section 18) as standard. The policies are offered as complete packages, but You can remove unwanted cover modules. Each optional cover module shown in the Schedule of Benefits (i.e. Cancellation and Curtailment; Property; Disruption; and Legal) includes a number of policy sections. If You wish to remove a cover module, this will remove all policy sections within the cover module. It is not possible to remove an individual policy section. Optional lifestyle and sporting covers are also available to suit Your individual requirements.

### | What is Not Covered

In certain circumstances, the policy will not provide any cover to You. You must read the policy document for full details, including the exclusions which apply to each section and the General Exclusions which apply to all policy sections. For instance, the policy does not cover:

- Pre-existing Medical Conditions unless automatically included or agreed to be covered by Us and shown in the Certificate of Insurance;
- Medical and dental treatment received in Australia;
- Wilful exposure to needless danger;
- Legal liability arising out of the use of firearms, mechanically propelled vehicles or by animals.

Claims may not be paid for loss or damage to luggage and personal property if:

- There is no proof of ownership for lost or stolen items;
- Articles are Left Behind or Unattended in a Public Place including but not limited to while You are asleep;
- You have not taken Reasonable Care;
- You have not reported the loss, theft or damage to relevant authorities;
- Valuables and/or Electronic Equipment (e.g. jewellery, computers, cameras and similar equipment) are checked in as luggage.

### | Significant Risks

Possible risks associated with You holding this policy include:

- Whether the policy provides the scope of cover You require. You should carefully read the policy and take note of its terms, conditions and exclusions;
- Whether You are able to comply with the terms and conditions of the policy. Failure to comply could result in Us not paying all or part of a claim;
- Your Duty to Us is very important. If You have not disclosed relevant information, We may be entitled to decline a claim and this can have consequences on Your further insurance cover. This is especially important in respect of Your medical history.

### | How to Make a Claim

If You wish to make a claim, there are some important things You must do. For full details of how to make a claim, please refer to the Claims Procedure section of the policy.

### | Your Duty to Us

Before You enter into an insurance contract, You have a duty to take reasonable care to not make a misrepresentation to Us when answering questions that We will ask You and providing Us with information. Before You enter into, vary or extend an insurance contract, We will ask You questions that are relevant to Our decision to insure You and on what terms.

You must take reasonable care to not make a misrepresentation to Us when answering those questions. For example, it is important that You answer Our questions fully and accurately, to the best of Your knowledge.

If You do not take reasonable care to not make a misrepresentation to Us, We may cancel Your contract, or deny or reduce the amount We will pay You for a claim, in accordance with Our rights at law.

If You make a misrepresentation to Us which is fraudulent, We can:

1. Treat Your policy as if it never existed (i.e. avoid the contract), unless We would have entered into the contract for the same premium and on the same terms anyway; or
2. If We are not entitled to avoid the contract or We decide not to avoid the contract, We can reduce the amount that We pay You for a claim so that We are put

in the position We would have been in if You had not breached Your duty to Us, in accordance with Our rights at law.

### | General Insurance Code of Practice

The Insurance Council of Australia Limited has developed the General Insurance Code of Practice (“the Code”), which is a voluntary self-regulatory code. The Code aims to raise the standards of practice and service in the insurance industry.

Lloyd’s has adopted the Code on terms agreed with the Insurance Council of Australia. For further information on the Code please visit [www.codeofpractice.com.au](http://www.codeofpractice.com.au).

The Code Governance Committee (CGC) is an independent body that monitors and enforces insurers’ compliance with the Code. For more information on the Code Governance Committee (CGC) go to [www.insurancecode.org.au](http://www.insurancecode.org.au)

### | Dispute Resolution

If You have any concerns or wish to make a complaint in relation to this policy or Our services, please let Us know and We will attempt to resolve Your concerns in accordance with Our Internal Dispute Resolution procedure. Please contact Go Insurance in the first instance:

Post	PO Box 5964 Brendale Qld 4500
Telephone	+ 61 (0) 7 3481 9888
Facsimile	+ 61 (0) 7 3481 9899
Email	<a href="mailto:customerrelations@goinsurance.com.au">customerrelations@goinsurance.com.au</a>

We will acknowledge receipt of Your complaint within one business day and do Our utmost to resolve the complaint to Your satisfaction within 10 business days.

If We cannot resolve Your complaint to Your satisfaction, We will escalate Your matter to Lloyd’s Australia who will determine whether it will be reviewed by their office or the Lloyd’s UK Complaints team. Lloyd’s contact details are:

Email	<a href="mailto:ldraustralia@lloyds.com">ldraustralia@lloyds.com</a>
Telephone	+ 61 (0) 2 8298 0783
Post	Suite 1603 Level 16 1 Macquarie Place, Sydney NSW 2000

A final decision will be provided to You within 30 calendar days of the date on which You first made the complaint unless certain exceptions apply.

You may refer Your complaint to the Australian Financial Complaints Authority (AFCA), if Your complaint is not resolved to Your satisfaction within 30 calendar days of the date on which You first made the complaint or at any time. AFCA can be contacted as follows:

Telephone	1800 931 678
Email	<a href="mailto:info@afca.org.au">info@afca.org.au</a>
Post	GPO Box 3, Melbourne VIC 3001
Website	<a href="http://www.afca.org.au">www.afca.org.au</a>

Your complaint must be referred to AFCA within 2 years of the final decision, unless AFCA considers special

YCGO V3.2RET 19102023

circumstances apply. If Your complaint is not eligible for consideration by AFCA, You may be referred to the Financial Ombudsman Service (UK) or You can seek independent legal advice. You can also access any other external dispute resolution or other options that may be available to You.

The Underwriters accepting this Insurance agree that:

- (i) if a dispute arises under this Insurance, this insurance will be subject to Australian law and practice and the Underwriters will submit to the jurisdiction of any competent Court in the Commonwealth of Australia;
- (ii) any summons notice or process to be served upon the Underwriters may be served upon:

Lloyd’s Underwriters’ General Representative  
in Australia  
Suite 1603  
Level 16  
1 Macquarie Place  
Sydney NSW 2000

who has authority to accept service on the Underwriters’ behalf;

- (iii) if a suit is instituted against any of the Underwriters, all Underwriters participating in this Insurance will abide by the final decision of such Court or any competent Appellate Court.

### | Cancellation By You

You may cancel this policy at any time by providing written notice to Us.

If You cancel the policy, We will deduct from the premium, an amount to cover the shortened period for which You were insured by Us and refund the balance to You provided no claim has been paid or is payable and no incident has occurred which could give rise to a claim under the policy. We may choose to charge an administration fee for any request You make to cancel or amend Your policy after the Cooling Off Period has expired.

### | Cancellation By Us

We may cancel Your policy in any way permitted by law. We may legally cancel Your policy if You have:

- Failed to comply with Your Duty to Us;
- Made a misrepresentation to Us before the policy was entered into;
- Failed to comply with a policy provision including failure to pay the applicable premium;
- Made a fraudulent claim under this policy or any other current policy; or
- Failed to notify Us of a specific act or omission as required by this policy.

If We cancel Your policy, We will give You written notice. If the policy is cancelled, We will deduct from the premium, an amount to cover the shortened period for which You were insured by Us and refund the balance to You provided no claim has been paid or is payable and no incident has occurred which could give rise to a claim under the policy.

We may choose to charge an administration fee for any request You make to cancel or amend Your policy after the Cooling Off Period has expired.

### | Voluntary Policy Extension

If You want to change Your travel dates and extend Your policy, You will need to contact Us. Please note that acceptance is at Our discretion. If We agree to extend Your policy, You may be required to pay additional premium.

You can generally extend Your policy if You meet the following criteria:

- Your current policy has not ended;
- You are still within the age limits of the policy;
- You are still eligible for cover and there have been no changes to Your medical status since the date of purchase;
- You do not intend to lodge a claim against the policy; and
- Your policy period (from the date of purchase) will not exceed 18 months in total.

If You are unable to meet the criteria above, You may be able to purchase a new policy to cover the additional travel days.

We cannot extend a policy that has already lapsed. If Your policy has lapsed, You will need to purchase a new one. Please keep in mind that waiting periods may apply if You are already travelling and need to purchase a new policy.

### | Regions of Travel

Cover under this policy depends on the Region of Travel You nominate at the time of policy purchase. If Your Trip will involve multiple countries or areas, You should select the Region of Travel for the destination which requires the highest level of cover. Regions of Travel available under this policy are:

**Region 1:** Australia and Norfolk Island (but not cruising in Australian territorial waters)

**Region 2:** South Pacific (New Zealand; Fiji, Bali and Lombok; American Samoa; New Caledonia; Papua New Guinea; Tonga; Cook Islands; French Polynesia; Samoa; Tahiti; Vanuatu; and cruising within Australian and South Pacific waters)

**Region 3:** All countries excluding United States of America, Canada, Mexico and Antarctica

**Region 4:** Worldwide

### | Who can buy this Insurance

This policy is available to the following travellers.

- 1) Australian residents aged 75 or less at the time of travel who are travelling on a return basis. Return basis means You will be leaving Australia to commence the Trip and returning to Australia at the end of the Trip. You are an Australian resident if You satisfy the following conditions:
  - i) You have a permanent residential address in Australia and will be retaining residential status in Australia for the duration of Your Trip;

- ii) You will be travelling overseas for a period not exceeding 18 months in total from the date You originally depart Australia;
- iii) You have unrestricted right of entry into Australia;
- iv) You have access to long term medical care in Australia (excluding Reciprocal Health Agreements); and
- v) You will be returning to Australia on the end date of the policy.

Australian residents who are emigrating overseas are also eligible for a one-way policy.

- 2) Non permanent residents of Australia aged 75 or less at the time of travel who are travelling on either a return basis or a one-way basis. You must satisfy the following conditions:
  - i) You hold a valid visa granting right of entry to Australia and have been living in Australia for at least 3 months prior to policy purchase;
  - ii) You will be travelling overseas for a period not exceeding 18 months in total from the date You originally depart Australia; and
  - iii) You will be returning to Australia on the end date of the policy (if travelling on a return basis) or travelling to Your final destination on the end date of the policy (if travelling on a one-way basis).
- 3) Australian residents or non permanent residents of Australia aged 75 years or less who are already overseas at the time of purchase. If already overseas, You are an Australian resident if You satisfy the following conditions:
  - i) You have a permanent residential address in Australia and will be returning to resume residency in Australia at the end of Your Trip;
  - ii) Your period of overseas travel will not exceed 18 months in total from the date You originally departed Australia;
  - iii) You have unrestricted right of entry into Australia;
  - iv) You have access to long term medical care in Australia (excluding Reciprocal Health Agreements);
  - v) You have a ticket booked for travel to Australia at the end of Your Trip; and
  - vi) Both Your Trip and Period of Insurance will end in Australia on the same date.

For policies purchased by Australian residents who are already overseas, there is a 48 hour waiting period for cover to commence and the standard Cooling Off Period may not apply. You should select a One-way policy and enter Your final destination as Australia.

You may be required to prove Your residency status in the event of a claim.

In some instances We may agree to insure traveller(s) aged over 75 years of age. This is at Our discretion and subject to Our agreement before the policy is issued.

### | Dependents and Children

This policy provides cover for each person named on the Certificate of Insurance. Premiums are charged for each traveller aged 18 or more at the time of purchase.

Your dependent child (or children) are insured free of charge when travelling with You. A dependent child is Your child, stepchild or foster child aged 17 years or less at the time of policy purchase and who is financially dependent on You. If You are travelling with a non-dependent child, please contact Us to discuss Your requirements.

Travellers aged 16 or 17 who are travelling unaccompanied are also eligible for cover, although premium applies.

In some cases, We can offer cover to younger travellers who will not be travelling with an accompanying adult. Please contact Us for details.

### | Documentation

All certificates, information and evidence required by Us shall be provided at Your expense. You shall as often as required by Us submit to medical examination at Our expense and in the event of death of the Insured Person, We shall be entitled to have a post-mortem examination conducted at Our expense. Evidence of the value and ownership of any property insured under Sections 7, 9 or optional covers and/or the amount of any loss must be forwarded to Us when required.

### | Automatic Extension of Cover

If You have not completed Your Trip before the expiration of this insurance for reasons which are beyond Your control, the policy will remain in force until completion not exceeding a further 21 days without additional premium. In the event the aircraft on which You are travelling is hijacked, cover will continue while You are subject to the control of the person(s) or their associates making the hijack and subsequent travel direct to Your Normal Country of Residence and/or original final destination for a period not exceeding twelve months from the date of the hijack.

### | Voluntary Extension of Cover

Subject to Our agreement, Single Trip policies can be extended following departure but the maximum policy period cannot exceed 18 months in total from the date of original departure.

Each Trip under an Annual Multi Trip policy is automatically covered for up to 31 days in total unless You have chosen to extend the maximum trip length (to 50 or 60 days) and this is shown on Your certificate.

### | Automatic Reinstatement of Sums Insured

The Sum Insured under Sections 7, 9 and optional covers of this insurance will be reinstated following the first valid claim under that section or optional covers. Thereafter, the Sum

Insured shall be reduced by the amount of any subsequent valid claim(s).

### | Consequential Loss

This policy does not cover any form of consequential loss including loss of income.

### | Limits of Cover

Our total liability is limited to the amounts specified in each section of this policy. In the event of duplicate insurance, We may only be liable for a proportion of the claim.

### | Currency Conversions

Settlement of claims for expenditure incurred overseas will be made at the official rate of conversion applicable at the date of the loss or expense. All benefits are noted in Australian Dollars.

### | Your Privacy

We are committed to protecting the privacy of the personal information You provide to Us. We collect, hold, use and disclose Your personal information in accordance with the Australian Privacy Principles under the Privacy Act 1988 (Cth) and in accordance with other applicable privacy laws.

#### **Collection of personal information**

We only collect, hold, use and disclose personal information where it is necessary for legitimate business purposes, or where there is a legal requirement to do so. We collect personal information directly from You unless it is unreasonable or impracticable to do so. Where You provide personal information about other individuals, You must make them aware that You will provide this information to Us; the types of persons and entities to which the information will be available; and the purposes for which We and those to whom We disclose the information will use it. You must also make them aware that they can access the information We receive from You.

We collect and use personal information for a number of reasons which include but are not limited to:

- Evaluating Your application for insurance;
- Evaluating any request You make to vary, extend or amend Your policy;
- Issuing and managing the insurance cover We provide to You; and
- Investigating and managing any claims You make against Your policy.

If You do not provide Us with this information or any additional information We request, We may not be able to process Your application, offer You insurance cover or respond to any claim.

#### **Use or disclosure of personal information**

The personal information We collect can be used or disclosed for any purpose connected to Our activities but only where You would reasonably expect for this to occur. When necessary and in relation to the above noted activities, We may need to disclose the personal information We collect to:



- Our relevant employees and agents involved in delivering Our services;
- Medical emergency companies and service providers such as claims handlers, investigators, hospitals, medical and health professionals;
- facilitators such as legal firms, professional experts such as accountants, actuaries, engineers and technology experts;
- the insurance companies with whom We transact business;
- the Lloyd's Syndicates We represent (which are located in the United Kingdom);
- insurance reference bureau or credit reference bureau; and
- reinsurers or reinsurance brokers (which may include reinsurers located outside of Australia).

We may also use or disclose Your personal information if it is required by an Australian law or a court/tribunal order.

#### **Disclosure of personal information to overseas recipients**

If We are required to disclose personal information outside Australia, We will ensure that:

- a) the overseas recipient complies with the Australian Privacy Principles in relation to the information, or
- b) the overseas recipient of the information is subject to a law that has the effect of protecting the information in a substantially similar way to the way in which the Australian Privacy Principles protect the information.

#### **Security of personal information**

We are committed to protecting personal information We hold from misuse, interference and loss, as well as unauthorised access, modification or disclosure.

#### **Access to and correction of personal information**

You may request access to Your personal information, and where necessary, correct any errors in this information (some restrictions and costs may apply). In some circumstances, We may not agree to provide access to some or all of the information We hold when We are legally entitled to do so. In such cases, We will inform You of the reason for this circumstance. If You would like to access a copy of Your personal information or You wish to correct or update Your personal information, please also contact Us on Email - [mail@goinsurance.com.au](mailto:mail@goinsurance.com.au) or phone + 61 (0)7 3481 9888.

#### **Use of personal information for marketing**

We may use Your personal information to send You details of new insurance products or other insurance related information unless You have indicated to Us that You do not wish to receive such information. If You do not wish to receive future marketing material from Us, please contact Us on [mail@goinsurance.com.au](mailto:mail@goinsurance.com.au) or phone + 61(0)7 3481 9888.

By completing Your application for this Policy, You agree to Us using and disclosing Your information as set out above. This consent to the use and disclosure of Your personal information remains valid unless You alter or revoke it by giving written notice by emailing Us. If You have any queries

about Our privacy policy and how it affects You, please contact Us.

#### **Privacy Complaints Advice:**

Lloyd's and its agents are bound by the obligations of the Privacy Act 1988 as amended by the Privacy Amendment (Private Sector) Act 2000 (the Act) and will be covered by the General Insurance Information Privacy Code (the Code). These set down standards relating to the collection, use, disclosure and handling of personal information.

"Personal information" is essentially information or an opinion about a living individual whose identity is apparent or can reasonably be ascertained from the information or opinion.

An individual who believes their privacy may have been prejudiced has a right to make a complaint about the matter. In the first instance, Your complaint should be addressed to Go Insurance. This may be done verbally or in writing to:

Post	PO Box 5964, Brendale Qld 4500
Telephone	+ 61 (0) 7 3481 9888
Facsimile	+ 61 (0) 7 3481 9899
Email	<a href="mailto:mail@goinsurance.com.au">mail@goinsurance.com.au</a>

If You are dissatisfied with the response, You may refer the matter to Lloyd's Australia Ltd, who has the appropriate authority to investigate and address matters of this nature. Lloyd's Australia can be contacted at:

Suite 1603 Level 16  
1 Macquarie Place  
Sydney NSW 2000

Telephone	+ 61 (0) 2 8298 0783
Facsimile	+ 61 (0) 2 8298 0788
Email	<a href="mailto:ldraustralia@lloyds.com">ldraustralia@lloyds.com</a>

Lloyd's Australia will respond in writing within 15 working days, and if You remain dissatisfied with their response You will be provided at that time with the details of any other avenues for resolution that may be available to You.

#### **| Pre-existing Medical Conditions**

Whilst this policy excludes claims arising from Pre-existing Medical Conditions, there are some conditions for which We provide automatic cover. Where automatic cover for a Pre-existing Medical Condition is not offered, it is possible for You to apply for cover. If You wish to apply for and We agree to cover Your Pre-existing Medical Condition, We may apply special conditions, limitations and/or increased excesses to claims relating to Your Pre-existing Medical Condition. We may also wish to charge additional premium to provide cover for Your Pre-existing Medical Condition.

#### **| What is a Pre-existing Medical Condition?**

Pre-existing Medical Condition is defined to mean:

- Any physical and/or mental defect, illness, disease, condition or injury
- a. that is currently being or has been investigated or treated by a Medical Practitioner or other health



professional (including dentist/s and/or allied health practitioners):

- i. Within the 90 days prior to policy issue in the case of a Single Trip policy;
  - ii. Within the 90 days prior to policy issue or 30 days prior to booking a Trip in the case of an Annual Multi Trip policy;
  - iii. During the original Trip if You have requested an extension of cover; and/or
- b. of which You are aware or the symptoms of which You are aware at the time this policy is issued; and/or
  - c. for which You take prescribed medication at the time this policy is issued; and/or
  - d. for which You have had surgery or consulted a Medical Practitioner in the two years prior to the issue of this policy; and/or
  - e. of an ongoing or recurring nature or complication attributable to the condition.

Certain Pre-existing Medical Conditions are automatically covered under this policy for the Insured Person only.

### | Our approach to Pre-existing Medical Conditions

Pre-existing Medical Conditions fall into different categories:

1. Conditions which are automatically covered;
2. Conditions which are not automatically covered; and
3. Conditions which cannot be covered.

If You want to be covered for claims arising from or related to Your Pre-existing Medical Condition, there are some important things You need to do.

You will first need to see if Your Pre-existing Medical Condition is automatically covered by the policy. If it is not automatically covered by the policy, You will need to complete a medical screening at the time of buying Your policy. At that time, We will tell You if We can cover Your Pre-existing Medical Condition and whether it requires You to pay more premium and/or if We wish to vary the standard policy terms (eg by applying a higher Excess to any claim arising from the condition).

In some cases, We cannot offer cover for Your Pre-existing Medical Condition. If this is the case, We will advise You before You decide whether to purchase the policy.

If Your Pre-existing Medical Condition(s) is not automatically covered by the policy and it is not declared to and accepted by Us at the time You buy the policy, We may not pay any claim arising from or related to that condition(s).

### | Automatically Covered Pre-existing Medical Conditions

The policy automatically covers certain common Pre-existing Medical Conditions which are listed in this section.

Provided that You have not been hospitalised (including attendance at Accident & Emergency or day surgery) in the past 24 months or sought medical attention in the 90 days prior to issue of Your policy (or 30 days prior to travel in the

event of an Annual Multi Trip policy), We will cover You for the Pre-existing Medical Conditions listed below.

- Acne
- Asthma provided You are under 60 years of age, have no other known or underlying respiratory conditions (including Chronic Bronchitis, Chronic Obstructive Pulmonary Disease (COPD), Emphysema or Pulmonary Fibrosis and/or sleep apnoea), haven't required cortisone medication except taken by inhaler or puffer, haven't required hospital treatment for asthma in the last two years and You have been a non-smoker for at least 18 months.
- Blindness and low vision
- Cataracts
- Corneal graft/corneal transplant
- Coeliac Disease
- Deafness
- Dermatitis
- Ear grommets
- Eczema
- Food allergy (provided You do not suffer Anaphylaxis following consumption of or exposure to the allergen)
- Gastric reflux
- Gout
- Hay fever
- Hiatus hernia
- High Cholesterol/Hypercholesterolemia provided it is managed in regular consultation with Your Medical Practitioner and is below 6.0 millimoles per litre and You do not also suffer from high blood pressure, other known cardiovascular disease and/or diabetes. If You have high cholesterol and also high blood pressure, diabetes and/or any form of cardiovascular disease, You will need to complete medical screening if You want to include cover for these conditions.
- High blood pressure/Hypertension provided it is managed in regular consultation with Your Medical Practitioner and You do not also suffer from high cholesterol, You do not take more than 2 medications and there has been no change in medication or dosage in the last 6 months and You have been a non-smoker for at least 18 months. If You have high blood pressure and also high cholesterol, diabetes and/or any form of cardiovascular disease, You will need to complete medical screening if You want to include cover for these conditions
- Hip replacement (if the procedure was performed over 12 months ago but less than 10 years ago)
- Knee replacement (if the procedure was performed over 12 months ago but less than 10 years ago)
- Macular degeneration
- Menopause provided You do not suffer from Osteoporosis
- Overactive / underactive thyroid provided the condition is not caused by a tumour
- Peptic ulcer
- Psoriasis
- Pregnancy (subject to General Exclusion 33)
- Rhinitis

- Sinusitis
- Skin cancer (but not Melanoma)
- Urticaria (Hives)

Please note We are only able to offer automatic cover for certain Pre-existing Medical Conditions suffered by You (i.e. the person(s) insured under the policy). There is no cover for any claim arising from or related to a Pre-existing Medical Condition suffered by any person other than the person(s) named on the Certificate of Insurance.

At no time is there any cover for any diagnosed or undiagnosed medical condition where:

1. You are receiving treatment (other than regular and routine prescription medication, for a medical condition which We have agreed to provide cover for);
2. You are awaiting investigation, referral, treatment or results;
3. You are travelling against medical advice or to obtain medical treatment; and/or
4. You have received a terminal prognosis.

If all of Your Pre-existing Medical Conditions are listed under the heading “Automatically Covered Pre-existing Medical Conditions” and You meet the eligibility criteria, You do not need to tell Us about them. Cover is automatically included.

If Your Pre-existing Medical Conditions are in the “Automatically Covered Medical Conditions” list but You do not satisfy the criteria for automatic cover, You will need to apply for cover. For instance, We automatically cover hip replacement if the procedure was performed over 12 months ago but less than 10 years. If You had a hip replacement three months ago, this does not satisfy the criteria for automatic cover and You will need to complete medical screening if You want to be covered for a claim arising from or related to this Pre-existing Medical Condition.

If You have a Pre-existing Medical Condition that is in the “Automatically Covered Pre-existing Medical Conditions” list and another Pre-existing Medical Condition which is not listed, You must complete a medical screening at the time of purchasing the policy if You want Us to cover Your Pre-existing Medical Conditions. When You complete the medical screening, You must declare all of Your Pre-existing Medical Conditions (not just the conditions which are not in the “Automatically Covered Conditions” list). For instance, if You have high blood pressure which meets the criteria for automatic cover but You have also had coronary stents inserted (which is not automatically covered), You will need to declare both high blood pressure and coronary stents when completing Your medical screening.

Following declaration of Your Pre-existing Medical Conditions, We will either agree to cover all of Your Pre-existing Medical Conditions or none of them. You will be advised of Our decision before You decide whether to purchase the policy.

### | Applying for Pre-existing Medical Condition cover

If You suffer from a Pre-existing Medical Condition that is not automatically covered by the policy and You wish to apply for cover, You will need to complete a medical assessment. You can complete the medical assessment via any of the following methods:

- Contacting Us by telephone on 1300 819 888;
- By obtaining a travel insurance quotation online at [www.goinsurance.com.au](http://www.goinsurance.com.au); or
- Contacting a Go Insurance distributor (e.g., travel agent or broker)

### | Pre-existing Medical Conditions for which no cover is offered

Some Pre-existing Medical Conditions are not covered under any circumstances. For instance, We are not able to offer cover in respect of any Pre-existing Medical Condition for which You have been given a terminal prognosis, where You are travelling to obtain medical treatment or travelling against medical advice. Also, We cannot offer cover for any Pre-existing Medical Condition when You are receiving or waiting on medical investigation, referral, treatment and/or results.

Not all applications for Pre-existing Medical Condition cover will be successful. This may be due to a combination of factors such as the nature of the condition, the duration of Your Trip and destination/s. For further information, please contact Us on 1300 819 888.

If You have a medical or dental condition that is not automatically covered and do not wish to apply for cover, You can still buy a policy. This is on the understanding that there is no cover for any loss You may sustain as a result of that Pre-existing Medical Condition or related condition.

If You develop a new medical condition, experience any new symptoms or a deterioration in Your Pre-existing Medical Condition(s) after You purchase Your policy but before You depart on Your Trip, it is essential that You either tell Us so We can reassess Your cover or acquire written confirmation from Your Medical Practitioner certifying that You are fit to travel. Failure to do so may result in any claim arising from that condition(s) not being covered should You still choose to travel. If a claim arises, You will be asked to provide a copy of the written confirmation from Your Medical Practitioner.

We retain the right to change Your policy in accordance with any change in risk.

### | Pregnancy

If You are pregnant when You purchase this policy, or if pregnancy occurs after, You will be covered under the terms of the policy, as long as the event that causes Your claim is covered by the policy, is an issue connected to Your pregnancy and occurs prior to the end of the 24th week of pregnancy.

Gestational age is calculated in weeks and days from the start of the last menstrual cycle or from a staging ultrasound.

We offer this coverage for a single pregnancy and multiple pregnancies (such as twins or triplets) provided there have been no complications to Your current (or any previous) pregnancy prior to purchasing the policy.

Provided there have been no pregnancy complications prior to purchasing the policy, cover for pregnancy-related illnesses such as hyperemesis (severe morning sickness), gestational diabetes, pre-eclampsia, or other similar illnesses will become effective at the time of policy purchase. If You have experienced pregnancy-related illness or complications related to Your current or a previous pregnancy, (including miscarriage) these are considered Pre-existing Medical Conditions and must be disclosed to Us if You wish to include cover for Your pregnancy.

We do not provide cover for pregnancies after the 24th week of gestation and/or those resulting from assisted reproductive technology (e.g. In Vitro Fertilisation (IVF) and Gamete Intrafallopian Transfer (GIFT)). Additionally, We do not cover medical costs that are typically associated with pregnancy, childbirth or medical care for the newborn(s).

#### | Sport and Leisure Activities covered by this policy

Subject to relevant terms and conditions, many sport and leisure activities are automatically covered under this policy subject to Your participation being on an amateur or recreational basis including participation in school, club or college fixtures/competitions. You will need to select relevant optional cover(s) to be covered for certain sports and leisure activities (e.g. snow sports) and in some cases You will be required to pay additional premium to be covered whilst participating in these activities.

At no time is there any cover for any sport or leisure activity (including training for) in which You participate in a professional or paid capacity.

The following activities are automatically covered.

- Abseiling (with a licensed commercial operator and under supervision)
- Athletics
- Archery (under supervision)
- Badminton
- Banana boating
- Baseball/Rounders/Softball
- Basketball
- Boogie boarding
- Bungy jumping (maximum 2 jumps and with a licensed commercial operator)
- Canoeing/Kayaking (to Category 3)
- Canoeing/Kayaking (to Category 4 only with a licensed commercial operator)
- Cricket
- Curling
- Cycling/Mountain biking
- Fell / Gorge Walking (on recognised routes)
- Fell / Gorge Running (on recognised routes)
- Fishing (Course/Fly/Deep-sea)
- Football

- Gliding (as passenger only with a licensed operator)
- Golf
- Gymnastics
- Guided glacier walking
- Hot air ballooning (as passenger only with a licensed commercial operator)
- Horse/Elephant/Camel riding
- Ice skating
- Jet boating (as passenger only with a licensed commercial operator)
- Jet skiing
- Lawn bowls
- Netball
- Orienteering
- Paintballing/War games
- Parascending/Parasailing (with a licensed commercial operator)
- Pony/Horse trekking
- Racquet sports
- Roller blading
- Rowing
- Running/Jogging
- Safari travel (in a vehicle or on foot with a licensed commercial operator)
- Scuba diving (subject to General Exclusion 31)
- Segway
- Skateboarding
- Snorkelling
- Soccer
- Surfing
- Swimming
- Table tennis
- Tennis
- Ten Pin Bowling
- Tobogganing/Trampolining
- Trekking/Rambling/Hiking (with a licensed commercial operator on established/mapped routes and subject to a maximum height of 4000m)
- Volleyball
- Water polo
- White/Black water rafting or canoeing (to Category 4 and with a licensed commercial operator)
- Windsurfing/Boardsailing
- Ziplining
- Zorbing

If You intend to participate in activities not automatically covered by this policy, please contact Us. We may be able to cover the proposed activity as standard or in some cases for an additional premium.

Please refer to the exclusions applicable to Section 15 (Personal Liability) as there is no cover for injury to others or damage to third party property caused by Your operation of motorised vehicles and watercraft. Please also refer to the General Exclusions for details of activities which are not able to be covered in any capacity. The General Exclusions also limit the cover available for certain of the above noted activities.

# Policy Wording

## Definitions: Words That Have Special Meaning

Some words in this policy have special meanings. Where this is the case, the word(s) will commence with a capital letter. In such cases, the word(s) relate to the following definitions.

### | Accident, Accidental:

A sudden, unexpected, unusual, specific, violent external event which occurs at a single identifiable time and place and independently of all other causes, results directly and solely in Bodily Injury. An event which indirectly exacerbates a previously existing Bodily Injury will not be considered an accident. The contraction of any disease or illness or the ingestion of any substance will not be considered an accident.

### | Adverse Weather Conditions:

Weather of such severity that the police or other relevant authority warn by means of public communication facilities (including but not limited to television or radio) that it is unsafe for individuals to attempt to travel via the route on which You are scheduled to travel or any reasonable alternative route.

### | Bodily Injury:

A specific physical and identifiable injury to a human body.

### | Business Equipment:

Computer equipment, communication devices and other business-related equipment that is owned by an entity or individual that holds an Australian Business Number (ABN), is owned by Your company or Your employer and carried by You on Your Trip.

### | Business Money:

Bank notes, currency notes and coins in current use, travellers cheques and travel tickets all held for business purposes and belonging to Your employer or You if You are self-employed.

### | Business Partner:

A person with whom You have a legally binding business contract and whose absence for one or more complete days at the same time of Your absence on the pre-booked Trip prevents the effective continuation of Your business.

### | Cancellation (pre-departure):

Complete abandonment of the entire Trip itinerary such that You do not commence the Trip.

### | Car Club Company:

A company or agency which is fully licensed with the regulatory authority of the country, state or local authority in which the company or agency provides the registered paying members use of all Rental Vehicles within the Car Club Company fleet.

### | Certificate of Insurance:

Certificate of insurance attaching to and forming part of the policy or any subsequently substituted certificate of insurance. The certificate of insurance is part of this contract of insurance and sets out Your details, the policy sections that apply to You, the Period of Insurance and any amendments to the policy.

### | Computer Systems:

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 Insured or any other party.

### | Consequential Loss:

Any other loss, damage or additional expense following on from an event for which You are claiming.

### | Coronavirus COVID-19:

Any contagious or infectious disease or illness or any illness or disease directly or indirectly resulting from any of the following:

- a) Coronavirus disease (Coronavirus COVID-19);
- b) Any mutation or variation of Coronavirus COVID-19;
- c) Severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2);
- d) Any mutation or variations of SARS-CoV-2;
- e) Any fear or threat of a), b), c), or d) above.

### | Curtailment (post-departure):

Disruption of Your pre-arranged Trip by early return to Your Normal Country of Residence, admission to an overseas hospital for in-patient treatment or prevention of further travel so that You lose the benefit of pre-paid travel and/or accommodation arrangements.

### | Cyber Loss:

Any loss, damage, liability, claim, cost or expense of whatsoever nature directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with any Cyber Act or Cyber Incident including, but not limited to, any action taken in controlling, preventing, suppressing or remediating any Cyber Act or Cyber Incident.

### | Cyber Act:

An unauthorised, malicious or criminal act or series of related unauthorised, malicious or criminal 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:

Any error or omission or series of related errors or omissions involving access to, processing of, use of or operation of any Computer System; or 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.

#### | Data:

Information, facts, concepts, code or any other information of any kind that is recorded or transmitted in a form to be used, accessed, processed, transmitted or stored by a Computer System.

#### | Electronic Equipment:

Video, camera and sound recording devices, laptop, tablet and notebook computers, mobile telephones, electronic diaries and organisers owned by the Insured Person. The maximum benefit for each item of Electronic Equipment includes its accessories and associated equipment such as but not limited to chargers, batteries, memory sticks, media cards, lenses, and filters.

#### | Epidemic:

A fast-spreading contagious or infectious disease or illness in an area or region as documented by a recognised public health authority.

#### | Excess:

Your financial contribution towards any valid claim. The Excess is that amount of the claim which You must bear and will be applied for each incident that results in a valid claim.

#### | Financial Default:

Insolvency, bankruptcy, provisional liquidation, financial collapse, appointment of a receiver, manager, administrator or liquidator, entry into any scheme of arrangement, statutory protection, restructuring or negotiation with creditors to enter into a payment arrangement.

#### | Golf Equipment:

Golf clubs, golf bags, golf trolley, waterproof golf clothing, golf umbrellas and golf shoes which are used for practising and playing golf which You own and take with You or hire on the Trip.

#### | Illness:

Any disease, sickness, malady or infection which is unexpectedly contracted during the Period of Insurance and/or first manifests itself after You depart on the Trip and which requires treatment by a Medical Practitioner. In respect of claims against Section 1, such treatment must result in the Medical Practitioner certifying that the condition prevents commencement or continuation of Your Trip.

#### | Insurer/We/Us/Our:

Certain Underwriters at Lloyd's and their nominated representatives.

#### | Insured Person/You/Your/Yourself:

Each person named in the Certificate of Insurance. Each person is separately insured for their respective rights and interests.

#### | Left Behind:

Not taken by You when vacating or leaving any accommodation facility (including but not limited to a hotel, motel, hostel, B&B or peer-to-peer private rental such as Airbnb, ship or train cabin), restaurant, café, bar, Rental Vehicle, or any other Public Place including Public Transport.

#### | Loss of Limb(s):

Loss or severance at or above the wrist or ankle or total permanent loss of use of an entire hand or foot.

#### | Loss of Sight:

Total and irrecoverable loss of sight which shall be considered as having occurred

- a. in both eyes if Your name is added to the Register of Blind Persons on the authority of a fully qualified ophthalmic specialist.
- b. in one eye if the degree of sight remaining after correction is 3/60 or less on the Snellen Scale.

#### | Medical Practitioner:

A registered member of the medical profession recognised by the law of the country in which they are practising who is not You, not anyone related to You and/or any person with whom You are travelling.

#### | Minimum Connecting Time:

The time needed to transit from one flight to another, with the following requirements:

For flights booked on the same ticket:

All minimum connecting times specified by the airline(s).

For flights booked on separate tickets:

Domestic to Domestic = 2 hours

Domestic to International = 4 hours

International to International = 4 hours

#### | Moped / Scooter:

Any two-wheeled or three-wheeled motor vehicle with an engine capacity no greater than 100cc.

#### | Motorcycle:

Any two-wheeled or three-wheeled motor vehicle with an engine capacity no greater than 250cc.

#### | Motor Vehicle Accident (for the purpose of Sections 1 and 17):

A single, sudden and unexpected event involving collision with another vehicle, another road user or stationary object which occurs at an identifiable time and place and causes damage to the hired vehicle (Section 17) or vehicle in which You are travelling to the point of departure (Section 1).

#### | Natural Disaster:

An event or force of nature that has catastrophic consequences such as earthquake, flood, tsunami, volcanic eruption, bushfire or cyclone but not an Epidemic or Pandemic.

#### | Normal Country of Residence (Return travel):

Australia. You will be repatriated to Australia if medically necessary during Your Trip.

#### | Normal Country of Residence (One-Way travel):

The country nominated by You at the time of policy issue and to which You are relocating at the conclusion of Your Trip. You will be repatriated to Your nominated final destination if medically necessary during Your Trip.

#### | Off Piste:

Any area that is not groomed terrain, marked slopes or open trails maintained, monitored and patrolled by the ski resort.

#### | On Piste:

Any area that is groomed terrain, marked slopes and open trails maintained, monitored and patrolled by the ski resort.

#### | Pandemic:

An Epidemic that has spread across a large region such as multiple countries and is expected to affect many people.

#### | Period of Insurance (Single Trip return policy):

The period We insure You for under Your policy. The Period of Insurance commences:

- i. for Section 1 (Cancellation) and Section 13 (Insolvency of Travel Service Provider) from the date and time We issue the policy to You.
- ii. for Section 18 (Coronavirus COVID-19) from the date and time We issue the policy to You if this is no more than 24 hours after You booked Your Trip. If You did not purchase this policy within 24 hours of booking Your Trip, then the cover provided by Section 18 (Coronavirus COVID-19) commences 7 days after the date and time We issue the policy to You.
- iii. for all other policy sections (including Curtailment under Sections 1 and 18), the policy commencement date and time noted on the Certificate of Insurance or when You leave Your home or workplace to commence Your Trip (whichever is the later).

The Period of Insurance concludes for all policy sections on the policy end date and time shown on Your Certificate of Insurance or when You return to Your home or workplace in Your Normal Country of Residence (whichever occurs first).

If You do not travel directly to Your home or workplace at the conclusion of Your Trip, the Period of Insurance will end when You reach the point of arrival of the Public Transport on which You are travelling (or a medical facility in Your Normal Country of Residence if We repatriate You).

#### | Period of Insurance (Single Trip One-Way policy):

The period We insure You for under Your policy. The Period of Insurance commences:

- i. for Section 1 (Cancellation) and Section 13 (Insolvency of Travel Service Provider) from the date and time We issue the policy to You.
- ii. for Section 18 (Coronavirus COVID-19) from the date and time We issue the policy to You if this is no more than 24 hours after You booked Your Trip. If You did not purchase this policy within 24 hours of booking Your Trip then the cover provided by Section 18 (Coronavirus COVID-19) commences 7 days after the date and time We issue the policy to You.
- iii. for all other policy sections (including Curtailment under Sections 1 and 18), the policy commencement date and time noted on the Certificate of Insurance or when You leave Your home or workplace to commence Your Trip (whichever is the later).

The Period of Insurance concludes for all policy sections on the earlier of the following:

- i. the policy end date and time shown on Your Certificate of Insurance; or
- ii. 24 hours after You first leave immigration control in the country of Your final declared destination (unless otherwise agreed by Us).

#### | Period of Insurance (Annual Multi Trip policy):

The period We insure You for under Your policy on an annual basis for frequent short duration Trips in that period. At the time You purchase Your Annual Multi Trip policy, the insurance commences as per the Single Trip return policy terms shown above.

Each subsequent Trip is deemed to be the subject of a separate insurance. For any Trip booked after You purchase Your policy, the cover provided under Section 1 (Cancellation), Section 13 (Insolvency of Travel Service Provider) and Section 18 (Coronavirus COVID-19 – Cancellation only) commences from the date and time when that Trip is booked. For all other policy sections (including Curtailment under Sections 1 and 18), the Period of Insurance commences when You leave Your home or workplace to commence the Trip or the commencement date and time noted on the Certificate of Insurance (whichever is the later).

The Period of Insurance for all Annual Multi Trip policies concludes on the earliest of the following:

- i. the policy end date and time shown on Your Certificate of Insurance;
- ii. the date when Your Trip exceeds the maximum Trip length applicable to Your policy; or
- iii. Your return to Your home or in Your Normal Country of Residence at the conclusion of the Trip. If You do not travel directly to Your home at the conclusion of Your Trip, the Period of Insurance will end when You reach the point of arrival of the Public Transport on which You

are travelling (or a medical facility in Your Normal Country of Residence if We repatriate You).

For travel solely within Australia under an Annual Multi Trip policy You must be travelling a distance of at least 150 kilometres from Your home or workplace and have at least one night of pre-booked accommodation at the destination. An Annual Multi Trip policy includes 30 days cover for participation in snow sports (i.e. Snow Sports cover option).

If You have paid the appropriate premium for Go Plus or Go Elite cover, each insured adult named on the Certificate of Insurance will be covered if they travel independently of other named insured person/s.

#### | Permanent Total Disablement:

Bodily Injury other than Loss of Limb(s) or Loss of Sight which totally incapacitates You from engaging in or attending to any occupation (except occupations normally reserved for the disabled) for at least 12 months from the date of the Accident giving rise to the claim and where at the conclusion of those 12 months and in the opinion of a Medical Practitioner there is no prospect of improvement.

#### | Personal Property:

Items of luggage and their contents that You either take or purchase on Your Trip. This definition does not include passports and/or Personal Money.

#### | Personal Money:

Cash (bank notes and coins), travellers cheques, money orders, travel tickets and prepaid coupons or vouchers, event and entertainment tickets, and phone cards carried by You and for Your personal use.

#### | Pre-booked Accommodation:

A hotel, motel, hostel, B&B, rented holiday home, cruise, camping or caravan site for which a paid invoice, receipt or voucher pre-dating the loss can be provided.

#### | Pre-existing Medical Condition:

Pre-existing Medical Condition is defined to mean:

Any physical and/or mental defect, illness, disease, condition or injury

- a. that is currently being or has been investigated or treated by a Medical Practitioner or other health professional (including dentist/s and/or allied health practitioners):
  - i. Within the 90 days prior to policy issue in the case of a Single Trip policy;
  - ii. Within the 90 days prior to policy issue or 30 days prior to booking a Trip in the case of an Annual Multi Trip policy;
  - iii. During the original Trip if You have requested an extension of cover; and/or
- b. of which You are aware or the symptoms of which You are aware at the time this policy is issued; and/or
- c. for which You take prescribed medication at the time this policy is issued; and/or

- d. for which You have had surgery or consulted a Medical Practitioner in the two years prior to the issue of this policy; and/or
- e. of an ongoing or recurring nature or complication attributable to the condition.

Certain Pre-existing Medical Conditions are automatically covered under this policy for the Insured Person only.

#### | Public Place:

Any place to which the public has access except a place where only You, Your Travelling Companion or accommodation providers have access. Public places include but are not limited to buses, trains, trams, planes, taxis, peer-to-peer service transport vehicles (e.g. Uber), rental cars, airports, railway stations, bus terminals, wharves, shops, streets, galleries, museums, markets, accommodation foyers and common areas, beaches, carparks, restaurants and public toilets.

#### | Public Transport:

Any aircraft, ship, train, coach or similar mode of transport operated under license for the purpose of carrying passengers for which a fee is payable and on which You are booked to travel.

#### | Reasonable (for the purpose of Sections 1, 2, 3, 9, 10, 12, 13, 18 and optional covers):

For medical/dental treatment - a comparable level of care which would be expected in Australia; and

For travel, accommodation and similar expenses - the standard mode or level in the country You are in but not better than the travel class or accommodation rating comparable to the level You booked for Your Trip.

#### | Reasonable Care:

Your responsibility to exercise an appropriate degree of care which a reasonable person in the circumstances would do to minimise the potential of suffering any Bodily Injury/Illness or any loss/damage.

#### | Relative:

Any of the following who is aged under 85 years and resident in Your Normal Country of Residence – Your mother, father, legal guardian, sister, brother, wife, husband, fiancé(e), common law cohabitating domestic partner, daughter, son, grandparent, grandchild, parent-in-law, son-in-law, daughter-in-law, brother-in-law, sister-in-law.

#### | Rental Vehicle:

Any of the following which is rented from a licensed motor vehicle rental company, Car Club Company or agency – a sedan, SUV, station wagon, hatchback, people mover, coupe, convertible, four-wheel drive, mini bus or motorhome/campervan that does not exceed four and a half tonnes.

#### | Snow Sports Equipment:

Skis, bindings, ski boots, ski poles, ski masks/goggles, snowboards and specialised clothing/equipment which You own and take with You or hire on the Trip.

#### | Terrorism, Act of Terrorism:

An act, including but not limited to, the use of force or violence and/or the threat thereof, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or governments,

committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public or any member of the public in fear.

#### | Travelling Companion:

The person(s) with whom You have pre-booked to travel on at least 75% of Your Trip provided they are aged under 85 years and reside in Your Normal Country of Residence.

#### | Travel Service Provider:

Any commercial airline, hotel, accommodation provider, car hire company, bus line, shipping line or railway company.

#### | Trip:

The period of time commencing when You leave Your home or workplace to commence Your travel and until the earlier of the following:

- a) You return to Your home or workplace; or
- b) You arrive at a hospital or residential care facility in Your Normal Country of Residence if We repatriate You.

In the case of a One-Way policy, the period of time commencing when You leave Your home or workplace to commence Your travel and until the earliest of the following:

- a) You reach Your home or workplace at Your final destination;
- b) 24 hours after You pass through immigration control of the country You nominated as Your final destination; or
- c) You arrive at a hospital or residential care facility at Your final destination if We repatriate You.

#### | Unattended:

Leaving Your property with a person You did not know prior to commencing Your Trip; or leaving it in a position where it can be taken without Your knowledge; or leaving it at such a distance that You are unable to prevent it from being taken.

#### | Valuables:

Jewellery, watches, spectacles, sunglasses, hearing aids, wearable technology, electrical equipment such as portable DVD and CD players, MP3 players, games consoles, electric shavers and toothbrushes, headphones, items made of or containing gold, silver or other precious metals or (semi) precious stones, CDs, DVDs, leather goods, animal skins / furs, antiques, binoculars, telescopes, works of art and musical instruments owned by the Insured Person.

#### | Vehicle Breakdown (for the purpose of Section 1):

The vehicle in which You are travelling stops due to mechanical or electrical failure from any cause except lack of fuel, water, oil or battery charge in the case of electric vehicles.

#### | Water Sports Equipment:

Snorkelling and scuba diving apparatus and accessories, surfboards, boogie boards and toboggans, water skis, boots and bindings, wetsuits and specialised clothing for use in water sports and activities which You own and take with You or hire on the Trip.



# Schedule of Benefits

Section	Cancellation & Curtailment (Optional Cover)	GO Basic	GO Plus	GO Elite	Excess
1	Abandonment of Trip	\$5,000	\$15,000	\$25,000	Yes
2	Resumption of Trip	\$1,000	\$2,500	\$5,000	Yes
Section	Medical (Compulsory Cover)	GO Basic	GO Plus	GO Elite	Excess
3	Overseas Medical Expenses including emergency repatriation; additional travel and accommodation; and funeral expenses	Unlimited *	Unlimited *	Unlimited *	Yes
	Emergency Dental Treatment	\$500	\$750	\$1,500	Yes
4	Hospital Cash benefit (per day)	-	\$2,000 (\$50)	\$5,000 (\$75)	No
5	Death/Personal Accident	-	\$20,000	\$30,000	No
6	Mugging	-	\$500	\$1,000	No
Section	Property (Optional Cover)	GO Basic	GO Plus	GO Elite	Excess
7	Delay, Loss or Damage to all property items (i.e. Personal Property, Electronic Equipment and Valuables)	\$2,500	\$7,500	\$10,000	Yes
	Total Limit for Valuables and Electronic Equipment	\$1,500	\$4,000	\$6,000	
	Maximum per item, pair or set of Electronic Equipment	\$500	\$2,000	\$3,000	
	Maximum per item, pair or set (all other property)	\$250	\$500	\$750	
8	Delayed Luggage/Emergency Purchases	\$250	\$400	\$600	No
9	Personal Money	\$500	\$1,000	\$2,000	Yes
	Total Limit for Cash	\$100	\$250	\$500	Yes
	Loss of Passport	\$250	\$500	\$1,500	No
Section	Disruption (Optional Cover)	GO Basic	GO Plus	GO Elite	Excess
10	Delayed Travel and Missed Connections	-	\$1,000	\$2,000	No
11	Hijack (per day)	-	\$5,000 (\$100)	\$7,500 (\$100)	No
12	Special Events	-	\$2,000	\$4,000	Yes
13	Insolvency of Travel Service Provider	-	\$1,500	\$3,000	Yes
14	Domestic Pets	-	\$250	\$500	No
Section	Liability (Compulsory Cover)	GO Basic	GO Plus	GO Elite	Excess
15	Personal Liability	\$1,000,000	\$2,500,000	\$5,000,000	Yes
Section	Legal (Optional Cover)	GO Basic	GO Plus	GO Elite	Excess
16	Legal Expenses	-	\$10,000	\$20,000	No
17	Rental Vehicle excess	-	\$5,000	\$10,000	No
	Return of Rental Vehicle	-	\$750	\$1,000	
Section	Coronavirus COVID-19 (Compulsory Cover)	GO Basic	GO Plus	GO Elite	Excess
18	Abandonment of Trip (Cancellation/Curtailment)	\$5,000	\$15,000	\$25,000	Yes
	Overseas Medical Expenses including emergency repatriation; additional travel and accommodation; and funeral expenses	Unlimited *	Unlimited *	Unlimited *	Yes

\* For up to 12 months after the Accident or Illness first occurs whilst overseas during the Period of Insurance.

**Notes:**

The amounts listed in the Schedule of Benefits are the maximum amounts payable per Insured Person under each policy section. The Excess will be applied for each incident that results in a valid claim.



### | Optional Covers

In addition to the cover options listed in the Schedule of Benefits, the following optional extra covers are available. Your Certificate of Insurance will show which if any of the following options You selected at the time of policy purchase.

The amounts listed are the maximum amounts payable per Insured Person under each policy section.

The Excess will be applied for each incident that results in a valid claim.

Snow Sports		
Benefit	Sum Insured	Excess
Snow Sports Equipment	\$1,000	Yes
- Maximum per item or pair	\$500	
- Equipment hire	\$250	No
Loss of use of lessons and lift pass	\$1,500	Yes
Piste closure (per day)	\$500 (\$50)	No
Avalanche cover (per day)	\$500 (\$50)	No

Water Sports		
Benefit	Sum Insured	Excess
Unused Boat Hire fees (per day)	\$2,500 (\$250)	Yes
Water Sports Equipment	\$5,000	Yes
- Maximum per item or pair	\$750	
- Equipment Hire	\$500	No
Loss of use of fees, passes and lessons	\$750	No

Business		
Benefit	Sum Insured	Excess
Business Equipment	\$10,000	Yes
Total limit for Valuables and Electronic Equipment	\$7,500	
- Maximum per item, pair or set of Electronic Equipment	\$3,000	
- Maximum per item, pair or set of Equipment Hire	\$1,500	No
- Equipment Hire	\$500	
Re-creation of Documents	\$1,000	Yes
Business Money	\$2,000	Yes
Replacement Employee	\$3,000	Yes

Golf		
Benefit	Sum Insured	Excess
Golf Equipment	\$2,000	Yes
- Maximum per item or pair	\$500	
- Equipment Hire	\$300	No
Unused Green Fees	\$500	Yes

Cruise		
Benefit	Sum Insured	Excess
Pre-paid excursions	\$2,500	Yes
Missed shore visits (per port)	\$500 (\$100)	No
Missed port connection	\$2,000	Yes
Cabin confinement (per day)	\$2,500 (\$50)	No
Emergency formal attire	\$500	No

# What the Policy Covers

## | The Policy

Go Insurance policies offer 3 cover levels. Go Basic provides cover under Sections 1, 2, 3, 7, 8, 9, 15 and 18 as standard. Go Plus and Go Elite provide cover under Sections 1 – 18 as standard. However, Go Insurance offers You the flexibility to select only the cover which best suits Your needs. For instance, You can remove unwanted cover modules (e.g. Cancellation/Curtailment, Property, Disruption and/or Legal). The only cover modules which cannot be removed are Overseas Medical Expenses (Sections 3 – 6 inclusive as applicable), Personal Liability (Section 15) and Section 18 (Coronavirus COVID-19).

The Disruption and Legal modules are not available under Go Basic policies. Optional extensions (e.g. Snow Sports and Water Sports) can be included under any cover level. Your Certificate of Insurance will show which modules You deleted and which options You selected at the time of purchase. The amounts listed in the Schedule of Benefits are the maximum amounts payable per Insured Person under each policy section and are noted in Australian Dollars.

Go Elite policies are only available via a Go Insurance distributor.

Any reference to an Act, legislation or legislative instrument in this document also refers to that Act, legislation or legislative instrument as amended and may be in force from time to time.

## | SECTION 1 – Cancellation & Curtailment

You are covered up to the amount shown in the Schedule of Benefits if Your Trip is necessarily and unavoidably cancelled prior to commencement because any of the following events first occurs during the Period of Insurance.

You are also covered up to the amount shown in the Schedule of Benefits if Your Trip is necessarily and unavoidably curtailed, cut short or re-arranged because any of the following events first occurs after Your Trip has commenced.

- i. The death, Bodily Injury or Illness of You; Your Relative; Your Travelling Companion; Your Business Partner; or the person with whom You had pre-arranged to stay at the Trip destination.
- ii. You or Your Travelling Companion being subject to compulsory quarantine, jury service attendance or being called as a witness at a Court of Law.
- iii. Your or Your Travelling Companion's redundancy which qualifies for payment under current redundancy legislation in Your Normal Country of Residence where at the time of booking Your Trip

- iv. there was no reason to believe that You (or Your Travelling Companion) would be made redundant.
- iv. You or Your Travelling Companion being a member of the armed forces, police, fire, health, nursing or ambulance services or employee of a government department having authorised leave cancelled due to operational reasons provided that such cancellation could not have reasonably been expected at the time of booking Your Trip and/or purchasing Your insurance policy.
- v. Hijack.
- vi. Theft of Your or Your Travelling Companion's passport and/or travel documents.
- vii. The Public Transport on which You or Your Travelling Companion are booked to travel is cancelled, delayed, rescheduled, diverted or otherwise restricted by the Travel Service Provider because of Adverse Weather Conditions, Natural Disaster, riot, strike or civil commotion.
- viii. Your or Your Travelling Companion's inability to travel to the point of departure for the Public Transport on which You are booked to travel due to a Motor Vehicle Accident or Vehicle Breakdown delaying the vehicle in which You or Your Travelling Companion are travelling.
- ix. A government regulation, Adverse Weather Conditions, Natural Disaster or civil unrest which prevents You or Your Travelling Companion from undertaking the pre-booked travel.
- x. Your presence being required to make Your property safe and secure following fire, flood or burglary that causes serious damage to Your home occurring within 48 hours prior to Your departure, or whilst You are away.
- xi. A travel warning issued by the Australian government on the [www.smartraveller.gov.au](http://www.smartraveller.gov.au) website advising against travel to or through a country which forms a major part of Your itinerary or prevention of access by the Government of the country in question. Australian government advice on the [www.smartraveller.gov.au](http://www.smartraveller.gov.au) website advising against travel must be issued after You booked Your Trip or purchased Your policy, whichever is the later and still be in place 7 days prior to Your scheduled travel to the country/area in question for this section to respond.

## BASIS OF SETTLEMENT

### Cancellation:

In the event Your Trip is cancelled due to any of the above events i) to xi), settlement of Your claim will be based on the lesser of the following:

1. the irrecoverable cost of travel, accommodation, car hire and excursions paid or contracted to be paid by You in respect of the Trip and which are intended to be used within the Period of Insurance. Such costs must have been paid prior to the occurrence giving rise to a claim under this section.
2. the cost of alternative arrangements for You to travel via another route or at a later date to reach Your destination.



If Your Trip can be re-arranged so that You can travel at a later date or via an alternative route, We will pay this cost. However, We will not pay more to rearrange Your Trip than the cancellation costs which would be incurred to completely cancel Your Trip.

#### **Curtailment:**

In the event Your Trip is curtailed, cut short or re-arranged prior to completion due to any of the above events i) to xi), You are covered for

1. Reasonable travel costs necessary for You to:
  - i) return home before the pre-booked return date or later than the pre-booked return date if You are unable to travel as planned; or
  - ii) reach Your pre-booked destination.
2. A pro-rata refund of irrecoverable pre-booked and unused tours, car hire, excursions, accommodation, airfares and/or cruise costs (excluding airfares, cruise or similar arrangements which were booked for You to return to Your Normal Country of Residence).

In the event You need to return to Your Normal Country of Residence earlier or later than scheduled and claim under this policy section, We will not pay the value of Your unused pre-booked return travel arrangements or unused onward travel arrangements if travelling on a One-Way basis. This is because We will be paying the cost of Your early or late return to Your Normal Country of Residence under this section. If You do not have any pre-booked return travel arrangements or onward travel arrangements to Your final destination in the case of a One-Way Trip, this cost may be deducted from Your claim.

If You used Frequent Flyer points, air miles, loyalty card points and/or redeemable vouchers to purchase Your Trip, We will only compensate You for these if You are not able to reinstate or otherwise recover Your loss. We will calculate the value of Your loss as follows:

#### *Frequent flyer points, air miles and similar*

- the cost of an equivalent class fare based on the best available advance purchase fare for the same booking period less any payment You made towards the booking;
- multiplied by the total amount of points lost;
- divided by the total number of points used to make the booking.

#### *Vouchers and similar*

- the face value of the voucher up to the current market value of an equivalent booking.

If Your pre-booked travel arrangements are cancelled and We have paid travel costs for You to return home or reach Your final destination other than as scheduled, We will deduct from Your claim the value of Frequent Flyer points (or similar) that You are able to recover for the cancelled booking.

#### **Exclusions**

You are not covered for:

1. Any amount which is refundable or otherwise recoverable or offered as credit from any tour operator or Travel Service Provider, regardless of whether You accept the refund or credit.
2. Any costs for unused travel arrangements which are planned to occur outside the Period of Insurance.
3. Failure of any travel agent, tour operator, transport or accommodation provider, person or agency to pass on monies paid by You or on Your behalf to Travel Service Provider/s.
4. Failure of any travel agent, tour operator, transport or accommodation provider, person or agency to deliver promised or contracted services.
5. Losses or costs resulting from the cancellation, delay or rescheduling of Public Transport on which You are booked to travel due to operational, technical, schedule, mechanical breakdown or maintenance reasons. Please refer to Sections 10 and 12 for the limited cover We offer for losses arising from carrier caused delays and cancellation of Public Transport services.
6. Travel agent cancellation fees above the level of commission the agent would have earned if Your Trip had not been cancelled. If no travel agent commission had been earned at the time Your Trip was cancelled, the most We will pay for the agent to cancel Your Trip is in accordance with their Fee Schedule provided to You at the time of booking or standard industry charges (whichever is the lesser).
7. Circumstances known to You prior to booking Your Trip and or purchasing Your policy and which could reasonably be expected to give rise to Cancellation or Curtailment of Your Trip.
8. Disinclination/reluctance to travel or loss of enjoyment.
9. Any pre-paid travel and/or accommodation arrangements which were unused where We have paid additional travel and/or accommodation expenses for the same period of time.
10. a) Cyber Loss; or  
b) loss, damage, liability, claim, cost, expense of whatsoever nature directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with any loss of use, reduction in functionality, repair, replacement, restoration or reproduction of any Data, including any amount pertaining to the value of such Data;  
regardless of any other cause or event contributing concurrently or in any other sequence thereto.
11. Any claim resulting from the inability of the Insured, a tour operator or wholesaler to complete arrangements for a group tour, due to a deficiency in the number of persons required to commence or complete any part of the tour.
12. Any claim arising directly or indirectly from Coronavirus COVID-19. Please see Section 18 for details of the limited cover provided for claims arising from Coronavirus COVID-19.



13. Any claim excluded by the General Exclusions applicable to this policy.

### Specific Conditions

1. If You wish to have all prepaid travel costs covered in the event of Cancellation or Curtailment, You must ensure You have a Policy which covers Your entire travel period. This is because the Policy will only provide cover for prepaid travel costs which were scheduled to occur within the Period of Insurance.
  2. You must plan to arrive at Your pre-booked departure point in advance of the carrier's earliest scheduled check-in time and/or allow Minimum Connecting Time (as applicable).
  3. In the event of a claim, You must provide a report from the roadside assistance company to verify the cause of delay or from the police following an accident.
  4. In the event of a claim due to failure or delay of Public Transport, You must provide written confirmation from the carrier, transport company or relevant authority confirming the duration of the delay and its cause.
  5. If You become aware of circumstances which make it necessary for You to cancel Your Trip prior to departure, You must advise Your Travel Service Provider(s) in writing within 48 hours. The maximum amount We will pay will be limited to the applicable cancellation charges at that time.
  6. If You wish to curtail Your Trip and claim additional costs thereby incurred, You must obtain Our consent. Failure to obtain Our agreement to the proposed arrangements may result in Your claim being limited or declined.
- i. the Reasonable cost of medical, surgical, hospital, ambulance and nursing treatment together with repatriation to Your Normal Country of Residence by whatever means deemed medically necessary. We reserve the right to repatriate You or transfer You to another region or country where medical facilities comparable to those available in Your Normal Country of Residence exist when, in the opinion of the treating Medical Practitioner and Our medical advisers, You are fit to travel. In these circumstances, We reserve the right to determine the manner in which repatriation or transfer will occur.
  - ii. the Reasonable cost of ship to shore evacuation if You have included the Cruise extension in Your policy.
  - iii. the Reasonable cost of transporting Your mortal remains to Your Normal Country of Residence or the Reasonable cost of a funeral in the country where death occurs.
  - iv. the Reasonable cost of additional travel and accommodation for You and one member of the travelling party to remain with You if necessary on medical grounds when, in the opinion of Your treating Medical Practitioner and Our medical advisers, Your original and pre-booked onward travel or return journey is impossible on medical grounds.
  - v. an Economy Class fare and the cost of Reasonable accommodation for a Relative to travel to You where, in the opinion of the treating Medical Practitioner and Our medical advisers, their presence is strictly necessary on medical grounds.
  - vi. the Reasonable cost of emergency dental treatment to healthy, natural teeth for the immediate relief of pain and suffering.

## | SECTION 2 – Resumption of Trip

You are covered up to the amount shown in the Schedule of Benefits for Reasonable travel costs incurred to resume Your Trip if, during the Period of Insurance, You returned to Your Normal Country of Residence and to which this policy responds.

### Exclusions

You are not covered for:

1. Any claim where there is less than 25% of the original Trip period remaining at the time You wish to resume Your journey.
2. Any claim where the resumption of Your Trip does not occur prior to the original expiry date of this policy.
3. Any claim excluded by the General Exclusions applicable to this policy.

## | SECTION 3 – Overseas Medical Expenses and Repatriation

You are covered up to the amount shown in the Schedule of Benefits for the following expenses in the event You sustain a Bodily Injury, Illness or die whilst overseas during the Period of Insurance:

### Exclusions

You are not covered for:

1. Medical treatment, ambulance services or dental treatment provided in Australia.
2. Medical treatment, ambulance services or dental treatment provided in Your Normal Country of Residence.
3. Medical treatment, ambulance services or dental treatment provided more than 12 months from the date the Bodily Injury was sustained or Illness contracted.
4. Medical treatment which is cosmetic, routine, experimental, preventive or elective and/or can reasonably be delayed until You return to Your Normal Country of Residence.
5. Medical treatment of any kind received after You have refused the offer of repatriation when in the opinion of the treating Medical Practitioner and Our medical advisers You are fit to travel.
6. Additional costs of single or private hospital room accommodation unless medically necessary.
7. Additional accommodation costs where We have also paid a claim for the value of cancelled/forfeited accommodation in respect of the same period.

8. The continued investigation or follow-up treatment (including medication and ongoing immunisations) for a condition which existed or was being investigated or treated prior to Your departure.
9. The cost of manufacturing, installing, repairing or replacing dental bridges, dental implants, dentures, veneers, crowns or caps.
10. Dental expenses which relate to treatment of gingivitis, deterioration/decay, normal maintenance of dental health, cleaning, scaling or tooth whitening.
11. Medical treatment not verified by a report obtained from the treating Medical Practitioner and/or the cost of over-the-counter medication/consumables unless You have consulted a Medical Practitioner in respect of the Bodily Injury or Illness giving rise to the claim.
12. Treatment obtained after Your original Period of Insurance expires in respect of a Bodily Injury or Illness You suffered during Your Trip and/or the continued treatment of a Bodily Injury or Illness You suffered during the original policy period unless You request and We agree to provide a policy extension whilst You are still overseas.
13. Private hospital or medical treatment where public funded services or care is available, including but not limited to under any Reciprocal Health Agreement (RHA) between the Australian government and the government of any other country.
14. Any claim arising from an Illness or Bodily Injury or symptoms of which You first became aware after You purchased the policy but before You commenced Your Trip unless You obtained written confirmation from Your Medical Practitioner that You were medically fit to undertake Your Trip.
15. Any claim arising directly or indirectly from Coronavirus COVID-19. Please see Section 18 for details of the limited cover provided for claims arising from Coronavirus COVID-19.
16. Any claim excluded by the General Exclusions applicable to this policy.

#### Specific Conditions

1. If You are admitted to hospital as an inpatient or are likely to incur medical costs which exceed \$2,000 You must contact Us. Failure to do so may result in Your claim being limited or declined.
2. If You wish to return to Your Normal Country of Residence other than as scheduled and claim additional costs thereby incurred, You must obtain Our consent. Failure to obtain Our agreement to the proposed arrangements may result in Your claim being limited or declined.
3. You must use medical facilities covered by any Reciprocal Health Agreements where possible. Where You wish to obtain treatment outside the facilities covered by applicable Reciprocal Health Agreements, We must authorise this.
4. If We determine that You should return to Your Normal Country of Residence but You do not agree to do so, We will pay the equivalent amount that

would have been incurred in respect of Your claim if You had agreed with Our recommendation. You will then be responsible for any ongoing or additional costs relating to or arising from the event and/or medical condition for which You have claimed. Where We do not require You to return to Your Normal Country of Residence for treatment, We will only pay for necessary and Reasonable treatment received overseas as provided for under this section for up to 12 months after the Bodily Injury or Illness giving rise to Your claim first occurred.

5. If We decide to repatriate You to Your Normal Country of Residence and You do not have any pre-booked return travel arrangements or onward travel arrangements to Your final destination in the case of a one-way Trip, You may be required to contribute the cost of a one-way ticket to the final destination or Your Normal Country of Residence. This contribution will be assessed as the published fare(s) available for purchase on the date of Your repatriation and of comparable standard to Your pre-booked travel arrangements.
6. If You sustain an injury and require treatment from a physiotherapist, chiropractor or osteopath, You can obtain the first three treatments before asking for Our consent. For any treatments beyond the initial three, You will need Our consent.

#### | SECTION 4 – Hospital Cash Benefit

You are covered up to the amount shown in the Schedule of Benefits for each complete 24 hour period You are confined to a hospital outside Your Normal Country of Residence following Bodily Injury or Illness and to which Section 3 of this policy responds.

This benefit is in addition to the cover provided under Section 3 (Overseas Medical Expenses and Repatriation).

#### | SECTION 5 – Death/Personal Accident

You are covered for the amount shown in the Schedule of Benefits in the event You disappear or sustain Bodily Injury and which results solely and independently of any other cause in Your death, Loss of Sight, Loss of Limb(s) or Permanent Total Disablement within twelve (12) calendar months of the Bodily Injury. In the event of Your disappearance, the death benefit will be paid if Your body has not been found within 12 months after the date of disappearance.

#### Exclusions

You are not covered for:

1. Any claim arising out of disease, natural causes, Illness or self injury.
2. Any claim arising out of surgery unless as a direct result of the Accident giving rise to the claim.
3. Any claim for Permanent Total Disablement unless at the time of the Accident You were engaged in full time and permanent employment.
4. Any claim where You do not follow the advice and instructions of the treating Medical Practitioner.

5. Any claim excluded by the General Exclusions applicable to this policy.

### Specific Conditions

1. The benefit payable for death is reduced to \$2,000 if the Insured Person is aged under 18 years of age at the time of the Accident.
2. The total compensation in respect of this section shall be limited to the amount shown in the Schedule of Benefits.
3. If We pay the death benefit in the event of Your disappearance and it is subsequently found that You did not die as a result of Bodily Injury, You agree to repay the benefit We paid.
4. We reserve the right to obtain a medico-legal assessment at Our cost to confirm the extent of Your impairment/disablement.

### | SECTION 6 – Mugging

You are covered for the amount shown in the Schedule of Benefits if You are admitted as an inpatient to a hospital outside Your Normal Country of Residence due to a mugging attack. For this section to respond You must report the incident to the police within 12 hours or as soon as reasonably practical and obtain a written police report in relation to the incident. This benefit is a lump sum payment and additional to the cover available under Section 3 (Overseas Medical Expenses).

### Exclusions

You are not covered for:

1. Any claim excluded by the General Exclusions applicable to this policy.

### | SECTION 7 – Personal Property

You are covered up to the amount shown in the Schedule of Benefits for permanent loss, theft or damage to Your Personal Property, Electronic Equipment and Valuables.

We will at Our option pay

1. the value of the claimed item at the date of loss, theft or damage (i.e. the item's market/used value);
2. the original cost price of the claimed item from which We will deduct an amount for depreciation;
3. the cost of repairing the claimed item; or
4. the applicable sub-limit.

We may elect to use more than one of the above options in settling Your claim. If We elect to apply depreciation, this will be in accordance with the Depreciation Schedule noted in the Claims Procedure section.

The maximum benefit for any single item, pair or set of items is \$250 (Go Basic); \$500 (Go Plus); or \$750 (Go Elite). The maximum benefit for each item of Electronic Equipment is \$500 (Go Basic); \$2,000 (Go Plus); or \$3,000 (Go Elite). The maximum amount payable for all Electronic Equipment and Valuables is \$1,500 (Go Basic); \$4,000 (Go Plus); or \$6,000 (Go Elite).

You must be able to prove ownership and value of claimed items. Where You cannot provide an original receipt or proof of purchase (which pre-dates the loss), the maximum amount We will pay for that item is \$100 at Our sole discretion. For all items where You cannot provide an original receipt or proof of purchase, the most We will pay is \$250 in total at Our sole discretion.

We will also cover the cost for medical consultations and replacement medication if Your prescription medication is lost, stolen, or damaged whilst You are travelling overseas during Your Trip. The most We will pay for all such expenses is \$500. We are unable to provide this benefit if the loss or damage to Your medication occurs in Australia.

### Exclusions

You are not covered for:

1. Loss, theft or damage to:
  - i. contact or corneal lenses, dentures, false body parts or prostheses.
  - ii. passports, household goods, furniture or perishable items.
  - iii. bicycles and associated equipment, e-bikes, e-scooters, vehicles and vehicle accessories, unmanned aerial devices and drones.
  - iv. general sports clothing and sporting equipment whilst in use.
  - v. Business Equipment, professional goods or samples unless You selected the optional Business cover and paid the appropriate premium at the time of policy purchase.
  - vi. Water Sports Equipment unless You selected the optional Water Sports cover and paid the appropriate premium at the time of policy purchase.
  - vii. Snow Sports Equipment unless You selected the optional Snow Sports cover and paid the appropriate premium at the time of policy purchase.
  - viii. Golf Equipment unless You selected the optional Golf cover and paid the appropriate premium at the time of policy purchase.
2. Breakage of fragile item/s unless caused by fire or an accident to the aircraft, ship, train or vehicle in which the item/s are being carried.
3. Loss, theft or damage to item/s belonging to another person, hired or loaned to You.
4. Item/s confiscated by police, customs or other relevant authority.
5. Damage due to atmospheric or weather conditions, mould, fungus, insects, birds, moth, vermin, rust, corrosion, depreciation or gradual deterioration.
6. Damage due to leakage of liquid, powder or other substances from containers carried in Your luggage.
7. Loss or damage caused by any form of cleaning, repair, restoration or alteration.
8. Mechanical or electrical breakdown or derangement.
9. Loss, theft or damage to Personal Property whilst in the custody of a Travel Service Provider unless

reported to the relevant company and a written report is obtained.

10. Loss, theft or damage to Electronic Equipment and/or Valuables which have been checked-in or transported in the cargo hold of any aircraft, bus, train, ship, ferry or similar transport which means any loss from the point of check-in until collection by You from the baggage carousel or collection area at the conclusion of Your travel on Public Transport services.
11. Loss, theft or damage to Personal Property, Electronic Equipment and/or Valuables sent by post, freight or other form of unaccompanied transit.
12. Any claim resulting from loss, theft or damage to Your Electronic Equipment, Valuables and/or any item valued over \$100 unless You provide a police report or similar obtained within 24 hours of discovering the loss, theft or damage and original documentation to evidence ownership and value of the claimed item/s.
13. Any claim for loss, theft or damage to Your Electronic Equipment and/or Valuables from a tent, an unattended motor vehicle or where they have been Left Behind or Unattended in a Public Place.
14. More than \$250 for all items of Personal Property left in a tent, an unattended motor vehicle, Left Behind or Unattended in a Public Place at any time.
15. Any claim resulting from loss, theft or damage to Your Electronic Equipment and/or Valuables where they are outside Your immediate control and supervision unless in a locked safe, locked hotel room or locked private accommodation.
16. Costs incurred to re-take photographs, video footage and/or restore data records of any kind.
17. Costs incurred following unauthorised use of mobile telephones or mobile broadband devices.
18. More than the value of the part of a pair or set that is stolen, lost or destroyed.
19. Loss, theft or damage occasioned by persons You have invited into Your private accommodation or hire car.
20. Any claim excluded by the General Exclusions applicable to this policy.

## | SECTION 8 – Delayed Luggage/Emergency Purchases

You are covered up to the amount shown in the Schedule of Benefits for the purchase of immediate necessities (e.g. clothing and toiletries) if Your checked-in luggage is misdirected, misplaced or delayed by Your carrier for at least 12 hours on an outward leg of Your Trip. Any payment made under this section will be deducted from any settlement made under Section 7 if Your luggage is permanently lost by the carrier.

### Exclusions

You are not covered for:

1. Any claim excluded by the General Exclusions applicable to this policy.

### Specific Conditions

1. If You are entitled to compensation from the carrier, We will only pay the difference between the amount of Your expenses and the amount of compensation received from the carrier up to the limit of Your policy.
2. You must provide the original Property Irregularity Report (PIR) issued by the carrier and original receipts for all claimed expenses.
3. You must provide evidence of when Your luggage was returned to You by the carrier.
4. This section does not operate if Your luggage is misdirected, misplaced or delayed on the return or final sector of Your Trip.

## | SECTION 9 – Personal Money and Loss of Passport

You are covered up to the amount shown in the Schedule of Benefits for:

- i. theft of Your Personal Money.
- ii. Reasonable and receipted additional travel, accommodation and administration expenses necessarily incurred whilst overseas to obtain an emergency replacement passport, travel documents and/or visas following accidental loss of or damage to Your passport and/or visas.
- iii. the value (based on the current replacement cost) of the period left on Your passport at the time it is lost, stolen or destroyed.

### Exclusions

You are not covered for:

1. Loss, theft or damage to Personal Money and/or Your passport which have been checked-in or transported in the cargo hold of any aircraft, bus, train, ship, ferry or similar transport.
2. Any claim resulting from loss, theft or damage to Your Personal Money and/or passport from a tent, an unattended motor vehicle or where they have been Left Behind or Unattended in a Public Place.
3. Any claim resulting from loss, theft or damage to Your Personal Money and/or passport where they are outside Your immediate control and supervision unless in a locked safe, locked hotel room or locked private accommodation.
4. Any claim where You do not provide a police report or similar to support the loss; evidence of the amount of Personal Money stolen; evidence of the remaining validity of Your passport; and/or original receipts for all additional expenses for which You claim compensation.
5. Any loss resulting from money handlers, banks or automatic teller machines failing to issue the correct amount of cash.
6. Unauthorised use of travellers cheques, credit cards, debit cards, money orders or telephone cards.
7. Loss of bonds or securities.
8. Loss, theft or damage occasioned by persons You have invited into Your private accommodation or Rental Vehicle.



9. Confiscation of Your Personal Money, passport and/or travel documents by police, customs or other relevant authority.
10. Damage due to atmospheric or weather conditions, mould, fungus, insects, birds, moth, vermin, depreciation or gradual deterioration.
11. Damage due to leakage of liquid, powder or other substances from containers carried in Your luggage.
12. Loss or damage caused by any form of cleaning, repair, restoration or alteration.
13. Any claim excluded by the General Exclusions applicable to this policy.

## | SECTION 10 – Delayed Travel and Missed Connections

You are covered up to the amount shown in the Schedule of Benefits for Reasonable additional travel, accommodation and communication costs incurred to resume Your Trip if:

- i. the departure of the Public Transport on which You are scheduled to travel is delayed by at least 12 hours from the departure time specified in the pre-booked itinerary; or
- ii. You miss a pre-booked travel connection because the Public Transport on which You are travelling to the departure point arrives too late for You to board.

### Specific Conditions

1. You must plan to arrive at Your pre-booked departure point in advance of the carrier's earliest scheduled check-in time and/or allow Minimum Connecting Time (as applicable).
2. You must claim from the Travel Service Provider and accept any reasonable alternative travel arrangements offered by them.
3. To support Your claim, You must provide Us with the Travel Service Provider's written confirmation of the cause and period of delay experienced, the amount of compensation and details of alternative travel arrangements offered to You. If You are unable to provide this written confirmation, You must provide Us with a reasonable explanation of why You have not sourced it and also evidence that You attempted to do so.

### Exclusions

You are not covered for:

1. Any claim caused by an event or occurrence if it had started or been announced before You purchased Your policy or booked Your Trip.
2. Withdrawal from service (temporary or otherwise) of an aircraft or sea vessel on the recommendation of the Civil Aviation Authority, Port Authority or any similar body in any country.
3. Any claim arising from Financial Default of any travel agent, tour wholesaler, tour operator or booking agent.
4. Any claim where You have claimed under Section 1 or Section 12 in respect of the same cause.

5. Any claim excluded by the General Exclusions applicable to this policy.

## | SECTION 11 – Hijack

You are covered up to the amount shown in the Schedule of Benefits for each complete 24 hour period that You are detained due to the unlawful seizure or wrongful exercise of control of an aircraft or the crew thereof in which You are travelling.

### Exclusions

You are not covered for:

1. Any claim excluded by the General Exclusions applicable to this policy.

## | SECTION 12 – Special Events

You are covered up to the amount shown in the Schedule of Benefits for the Reasonable cost of alternative transport if You miss or are going to miss Your connecting transport to attend a pre-arranged special event and which cannot be delayed. Special events means weddings, funerals, conferences, ticketed concerts/shows and ticketed sporting events.

### Exclusions

You are not covered for:

1. Any claim where Your inability to attend the special event is due to circumstances within Your control.
2. Any claim where You are not able to provide evidence of the time and date of the special event and Your pre-booked arrangements to attend.
3. Any claim where You have claimed under Section 1 or Section 10 in respect of the same cause.
4. Any claim excluded by the General Exclusions applicable to this policy.

## | SECTION 13 – Insolvency of Travel Service Provider

You are covered up to the amount shown in the Schedule of Benefits if You must cancel or amend Your Trip due to the Financial Default of a Travel Service Provider.

In the event Your Trip is cancelled, You are covered for:

- i. the irrecoverable cost of travel, accommodation, car hire and excursions paid or contracted to be paid by You to organisations unrelated to the failed Travel Service Provider in respect of the Trip; or
- ii. the Reasonable cost of alternative arrangements for You to reach Your destination.

We retain the sole right to decide which of the above options will be exercised in settling Your claim.

In the event Your Trip is curtailed, You are covered for the Reasonable cost of alternative arrangements for You to reach Your pre-booked destination or return to Your Normal Country of Residence.

## Exclusions

You are not covered for:

1. Financial Default of any travel agent, tour wholesaler, tour operator or booking agent.
2. Financial Default of a Travel Service Provider if at the time of booking Your Trip and/or purchasing Your policy, the Financial Default had already occurred or a reasonable person would expect to occur.
3. Any claim excluded by the General Exclusions applicable to this policy.

## | SECTION 14 – Domestic Pets

You are covered up to the amount shown in the Schedule of Benefits for Reasonable additional boarding fees for Your domestic pets if Your return home is delayed due to circumstances outside Your control.

## Exclusions

You are not covered for:

1. Any cost incurred for boarding of any non-domesticated animal or any domestic animal which belongs to another person.
2. Any cost incurred where Your delayed return is not due to circumstances outside Your control.
3. Any claim excluded by the General Exclusions applicable to this policy.

## Specific Conditions

1. You must provide evidence from the boarding facility to demonstrate the original cost and any additional cost incurred due to Your delayed return.

## | SECTION 15 – Personal Liability

You are covered up to the amount shown in the Schedule of Benefits for all costs You are held legally liable to pay in respect of:

- i. accidental Bodily Injury to or death of another person;
- ii. accidental loss or damage to another person's property, including Your temporary holiday accommodation and its contents.

This benefit is inclusive of all legal costs You incur and which arise solely as a result of the event giving rise to the claim.

## Exclusions

You are not covered for:

1. Any liability which has been assumed by You under agreement unless the liability would have attached in the absence of such agreement.
2. Any claim which arises from the pursuit of any business, trade, profession, occupation or supply of goods and services.
3. Any claim arising from ownership, possession or operation of any aircraft, motorised vehicle including but not limited to car, motorcycle, moped, scooter, e-scooter, quad bike/All Terrain Vehicle (ATV), jet ski, motorboat, hoverboard, hovercraft, segway, electric

(or power assisted) bicycle, drone or watercraft (other than surfboard).

4. Any claim arising from ownership or occupation of land or buildings (other than occupation of any rented holiday accommodation).
5. Any claim resulting from a wilful or malicious act.
6. Any claim resulting from the ownership or use of any firearm or weapon.
7. Any claim resulting from animals belonging to You or in Your care or custody.
8. Any claim for Bodily Injury, Illness, disease or death of; or damage to property owned by You, Your Travelling Companion, Your Relative, Your employees or members of Your household.
9. Any claim excluded by the General Exclusions applicable to this policy.

## Specific Conditions

1. You must give Us written notice as soon as possible and within seven days of any incident which may give rise to a claim.
2. You must forward every letter, writ, summons and process to Us as soon as possible and within seven days of receipt.
3. You must not admit any liability or pay, offer to pay, promise to pay or negotiate any claim without Our written consent.
4. We retain the right to assume conduct of any defence or negotiate settlement.
5. You must obtain Our written agreement to any legal costs You wish to claim before they are incurred.

## | SECTION 16 – Legal Expenses

You are covered up to the amount shown in the Schedule of Benefits for legal costs and expenses incurred to claim compensation or damages if You suffer Bodily Injury or You die during Your Trip.

## Exclusions

You are not covered for:

1. Costs incurred in pursuit of any claim against Us, Our agents, tour operator(s) or travel agent(s).
2. Costs incurred without Our written consent having been obtained prior to such costs having been incurred.
3. Any claim where We consider a reasonable settlement is unlikely or where the cost of the action could be more than the settlement.
4. Any increased costs, court fines and/or penalties arising from any delay or default by You which in Our opinion or that of Our legal advisers affects the conduct of Your claim.
5. Any cost for bringing a legal action in more than one country in respect of the same event.
6. Any costs incurred to pursue a claim against any member of Your family, Travelling Companion(s) or business associates.
7. Any costs incurred to enforce a judgement or file an appeal
8. Travel and accommodation costs incurred in pursuit of a legal action.

9. Any claim excluded by the General Exclusions applicable to this policy.

### Specific Conditions

1. You or Your personal representatives must obtain as much information as possible including but not limited to police reports and witness details and contact Us as soon as possible.
2. We will have complete control over the appointment of any solicitor(s) to act on Your behalf and of any legal proceedings.
3. In the event that You are awarded compensation (by judgement or settlement) We shall be entitled to recover from You any sums paid or due to be paid to You or Your legal representatives under any section of this policy on account of the same incident for which compensation is received.

### | SECTION 17 – Rental Vehicle Excess

You are covered up to the amount shown in the Schedule of Benefits for reimbursement of the Rental Vehicle insurance excess or the cost of repairing the Rental Vehicle, whichever is the lesser, if the Rental Vehicle You have rented from a licensed rental company or Car Club Company is involved in a Motor Vehicle Accident, damaged or stolen while in Your custody.

We will also pay up to the amount shown in the Schedule of Benefits for the cost of returning the Rental Vehicle to the nearest depot, if Your attending Medical Practitioner certifies in writing that You are unfit to do so during Your Trip.

### Exclusions

You are not covered for:

1. Any claim which arises from You operating or using the Rental Vehicle in violation of the rental agreement.
2. Any claim arising directly or indirectly from wear, tear, gradual deterioration, insects, vermin, wilful damage by You, latent defects or damage.
3. Any claim arising from or in connection with the hire of a motorcycle, scooter or waterborne craft.
4. Any claim relating solely to damage sustained to windows, windscreen and/or tyres.
5. Any claim excluded by the General Exclusions applicable to this policy.

### | SECTION 18 – Coronavirus COVID-19

**Cover under this policy is extended to include claims arising from Coronavirus COVID-19 under Section 1 (Cancellation and Curtailment) and Section 3 (Overseas Medical Expenses) as noted below.**

Except as amended by this section, cover for claims arising from Coronavirus COVID-19 are subject to the same conditions and exclusions as Section 1 (Cancellation and Curtailment) and Section 3 (Overseas Medical Expenses) in addition to the conditions and exclusions noted in this section.

Cover under this section starts from the date and time We issue the policy to You if this is no more than 24 hours after You booked Your Trip. If You did not purchase this policy within 24 hours of booking Your Trip, then the cover provided by this section commences 7 days after the date and time We issue the policy to You.

The cover provided under this section applies to international and domestic Trips including cruises.

### Cancellation and Curtailment

You are covered up to the amount shown in the Schedule of Benefits in the event Your Trip is necessarily and unavoidably cancelled prior to commencement or curtailed prior to completion because:

- i) You or Your Travelling Companion contract Coronavirus COVID-19 in Australia resulting in You or Your Travelling Companion being medically unable to undertake the pre-booked Trip. The positive diagnosis must be confirmed by a PCR test, a rapid antigen test (RAT) taken under medical supervision or by a Medical Practitioner.
- ii) You or Your Travelling Companion are ordered by the Australian government or a state health authority into mandatory quarantine or self-isolation because You or Your Travelling Companion live with someone who has contracted Coronavirus COVID-19 and You or Your Travelling Companion are deemed to be a household contact. This order must be made after You booked Your Trip and purchased Your policy or when the cover provided by this section came into force (whichever is the later). This quarantine or self-isolation order must still be in force at the time of Your scheduled departure so as to prevent You from undertaking the pre-booked Trip.
- iii) Your Relative or Business Partner in Australia contracts Coronavirus COVID-19 and a Medical Practitioner certifies in writing that the level of infection is life threatening.
- iv) You or Your Travelling Companion are ordered into mandatory quarantine by a government or public health authority during the Trip because You and/or Your Travelling Companion have contracted Coronavirus COVID-19.
- v) You or Your Travelling Companion are denied boarding of Public Transport due to the detection of possible Coronavirus COVID-19 symptoms.

### Overseas Medical Expenses

The cover provided under Section 3 (Overseas Medical Expenses) is extended to include cover if You are diagnosed with Coronavirus COVID-19 whilst travelling overseas during the Period of Insurance.

You are also covered for the Reasonable cost of additional accommodation if, whilst travelling overseas during the Period of Insurance, You are ordered into mandatory quarantine because You or Your Travelling Companion have contracted Coronavirus COVID-19.

### Specific Conditions (Section 18)

1. If You had planned to utilise free-of-charge accommodation during the Trip (e.g. staying with friends and family) and You need to arrange alternative accommodation because You, Your Travelling Companion or host contracts Coronavirus COVID-19, We will only pay alternative accommodation costs for the mandatory quarantine period. This benefit is limited to the cost of the alternative accommodation or \$150 per night (whichever is the lesser).
  2. If You contract Coronavirus COVID-19 while travelling and can remain in Your pre-booked accommodation during Your isolation period, there is no benefit payable for costs You would have otherwise incurred. If You have to leave Your pre-booked accommodation due to Coronavirus COVID-19 infection, any refund or credit available for Your pre-booked and unused accommodation will be offset against Your claim for isolation/quarantine accommodation.
  3. If You incur additional travelling expenses (e.g. new airfares to travel post-recovery, any refund available on Your original travel arrangements will be payable to Us or deducted from Your claim. If any credit is available to You on unused original travel arrangements, this will be offset against any claim payable under this section for additional costs incurred.
  4. This section will respond to medical, additional accommodation/quarantine/isolation and travel expenses necessarily incurred due to Your or Your Travelling Companion contracting or being exposed to Coronavirus COVID-19. It does not pay for costs which You would have always incurred – e.g food, beverages and sustenance expenses. It also does not pay for discretionary costs You incur during Your isolation period including entertainment, alcohol, internet and phone charges etc.
  5. General Exclusion 37 is waived in instances where You are travelling to a destination for which the Australian Department of Foreign Affairs has in force a “Do not travel” warning which relates only to Coronavirus COVID-19. Where the “Do not travel” warning relates any other reason and/or in addition to Coronavirus COVID-19, General Exclusion 37 is not waived and We will not pay any claim arising from or related to travel to that destination.
- 4) evidence of registration on the relevant government register for positive Coronavirus COVID-19 cases (as applicable).
  4. Any claim for cancelled travel arrangements and/or additional travel costs where You or Your Travelling Companion are not able to provide evidence of 1) being subject to enforced government or public health authority quarantine/self-isolation/prevention of travel orders; or 2) having been denied boarding by the carrier with which You were pre-booked to travel on the grounds of Coronavirus COVID-19 symptom identification (as applicable).
  5. Any claim arising from You, Your Travelling Companion, Relative or Business Partner failing to follow government or public health authority quarantine/self-isolation orders or instructions.
  6. The cost of Coronavirus COVID-19 testing which is mandatory for travellers wishing to travel, enter or exit any region, area, state or country.
  7. Any claim arising from mandatory self-isolation or quarantine requirements which apply to travellers wishing to enter, travel through or cross over any area, border, region or country.
  8. Any claim arising from You neglecting to observe government, public health authority and/or World Health Organisation preventative and precautionary measures including vaccination, hygiene or social distancing guidelines.
  9. For cancellation or curtailment of pre-booked travel within Australia if a state or territory government or relevant local authority imposes border restrictions and/or closes state or regional borders so that You are prevented from travelling as planned due to the existence or perceived threat of Coronavirus COVID-19 transmission within the community of that state or region.
  10. For cancellation or curtailment of an international Trip if the government of the country You wish to enter imposes border restrictions or closes its borders so that You are prevented from travelling as planned and/or entering the country due to the existence or perceived threat of Coronavirus COVID-19 transmission.
  11. Any claim for medical treatment which is self-administered and/or taken without medical direction or medical supervision.
  12. Accommodation costs arising from Your decision to self-isolate as a precautionary measure or where there is no official government or public health authority requirement for You to self-isolate.
  13. Any claim for accommodation costs incurred because the destination government or public health authority requires travellers to enter mandatory quarantine or self-isolation prior to entering, travelling through or crossing over any area, border, region or country. For the avoidance of doubt, if mandatory quarantine or self-isolation is required regardless of You having contracted, been exposed to or suspected of having Coronavirus COVID-19, this exclusion applies.
  14. Any claim where You cannot provide written proof of the need to incur medical or additional expenses.

### Exclusions

You are not covered for:

1. Any claim which is excluded by Section 1, Section 3 and/or the General Exclusions applicable to this policy.
2. Any claim arising from You deciding to cancel Your Trip because of potential exposure to Coronavirus COVID-19 or similar contagious disease.
3. Any claim where You, Your Travelling Companion, Relative or Business Partner cannot provide evidence of a positive Coronavirus COVID-19 diagnosis in the form of 1) a PCR test result; 2) a rapid antigen test (RAT) result performed under medical supervision; 3) written confirmation from a Medical Practitioner; or



15. Any claim arising or relating to a Coronavirus COVID-19 diagnosis which predates the purchase of Your policy.
16. Any claim arising or resulting from a Travel Service Provider rerouting, rescheduling or cancelling Your transport due to Coronavirus COVID-19 border closures or travel restrictions.
17. Any claim under the Cruise extension for cabin confinement or missed shore visits arising from or related to Coronavirus COVID-19.

### | Snow Sports (optional cover)

(Applicable if selected and noted on the Certificate of Insurance)

You must select this optional extension if You require cover under Section 3 (Overseas Medical Expenses) for medical expenses incurred as a result of Bodily Injury being sustained whilst participating in Snow Sports.

#### **Snow Sports Equipment**

You are covered up to the amount shown in the Schedule of Benefits for:

- a. loss, theft or breakage of Your Snow Sports Equipment.
- b. loss, theft or breakage of Snow Sports Equipment hired to You and in Your custody and control.

This Section is subject to the same Conditions and Exclusions as Section 7 with the exception of Exclusion 1(vii).

#### **Snow Sports Equipment Hire**

You are covered up to the amount shown in the Schedule of Benefits for the Reasonable cost incurred to hire Snow Sports Equipment following:

- a. loss, theft or breakage of Your Snow Sports Equipment.
- b. misdirection or delay in transit of Your Snow Sports Equipment for a period of at least 12 hours whilst en route to the destination where You intend to participate in snow sports.

#### **Ski Passes and Lessons**

You are covered up to the amount shown in the Schedule of Benefits in respect of the proportionate value of any ski/snowboard pass, hire or tuition fee necessarily unused due to:

- a. any reason covered under Section 1 of this policy.
- b. loss or theft of Your ski pass.

You must provide proof of prepaid fees and in the event of Illness or Bodily Injury, You must provide a medical certificate from an attending Medical Practitioner to confirm the reason and period You were unable to participate in snow sports.

#### **Piste Closure/Avalanche**

You are covered up to the amount shown in the Schedule of Benefits for each 24 hour period that it is not possible to ski/snowboard for Reasonable additional travel and accommodation expenses necessarily incurred to reach an

alternative resort due to a lack of snow, piste closure or avalanche at Your pre-booked resort and which causes the closure of snow sport facilities.

#### **Exclusions**

You are not covered for:

1. Any claim which is excluded by Section 1, Section 7 and/or the General Exclusions applicable to this policy.
2. Loss, theft or damage to Snow Sports Equipment aged over 5 years or whilst being carried on a vehicle roof rack.
3. Deliberate damage, gross misuse of or damage sustained to Snow Sports Equipment whilst in use.
4. Any claim for piste closure outside the months that constitute the local regular ski season.
5. Any claim where You do not adhere to the International Ski Federation code or the resort regulations.
6. Any claim arising out of snow sports if Snow Sports cover has not been selected.
7. Any claim arising out of snow sports unless the event giving rise to the claim occurs during the period of time for which You requested Snow Sports cover at the time of policy purchase.
8. Any claim where You have also claimed under Section 1 in respect of the same cause.

### | Golf (optional cover)

(Applicable if selected and noted on the Certificate of Insurance)

#### **Golf Equipment**

You are covered up to the amount shown in the Schedule of Benefits for loss, theft or damage to Your own or hired Golf Equipment.

This Section is subject to the same Conditions and Exclusions as Section 7 with the exception of Exclusion 1 (viii).

#### **Golf Equipment Hire**

You are covered up to the amount shown in the Schedule of Benefits for the Reasonable cost of hiring Golf Equipment from a recognised supplier during Your Trip and until Your own Golf Equipment is returned to You if:

- a. Your Golf Equipment is lost, stolen or damaged; or
- b. Your Golf Equipment is delayed for more than 12 hours whilst en route to the destination where You have arranged to play golf.

#### **Unused Green Fees**

You are covered up to the amount shown in the Schedule of Benefits in respect of the proportionate value of any green or club fees necessarily unused due to You having to cancel or curtail Your Trip for a reason covered under Section 1 of this policy. You must provide proof of prepaid fees and in the event of Illness or Bodily Injury, You must provide a medical certificate from an attending Medical Practitioner to confirm the reason and period You were unable play golf.

## Exclusions

You are not covered for:

1. Any claim which is excluded by Section 1, Section 7 and/or the General Exclusions applicable to this policy.
2. Deliberate damage, gross misuse of or damage sustained to Golf Equipment whilst in use.
3. Loss, theft or damage to Golf Equipment whilst being carried on a vehicle roof rack.
4. Any claim where You have also claimed under Section 1 in respect of the same cause.

## | Water Sports (optional cover)

(Applicable if selected and noted on the Certificate of Insurance)

### Unused Boat Hire Fees

You are covered up to the amount shown in the Schedule of Benefits for each 24 hour period that it is not possible to use a pre-booked hire boat due to Your Bodily Injury/Illness or inclement weather conditions.

### Water Sports Equipment

You are covered up to the amount shown in the Schedule of Benefits for:

- a. loss, theft or breakage to Your Water Sports Equipment.
- b. loss, theft or breakage to Water Sports Equipment hired to You and in Your custody and control.

This Section is subject to the same Conditions and Exclusions as Section 7 with the exception of Exclusion 1 (vi).

### Water Sports Equipment Hire

You are covered up to the amount shown in the Schedule of Benefits for the cost incurred to hire Water Sports Equipment following:

- a. loss, theft or breakage of Your Water Sports Equipment.
- b. misdirection or delay in transit of Your Water Sports Equipment for a period of at least 12 hours whilst en route to the destination where You intend to participate in water sports.

### Water Sports Passes, Lessons and Excursions

You are covered up to the amount shown in the Schedule of Benefits in respect of the proportionate value of any water sports pass, excursion, hire or tuition fee necessarily unused due to:

- a. any reason covered under Section 1 of this policy.
- b. loss or theft of Your pass/voucher.
- c. cancellation of pre-booked Water Sports activities due to inclement weather.

## Exclusions

You are not covered for:

1. Any claim which is excluded by Section 1, Section 7 and/or the General Exclusions applicable to this policy.

2. Loss, theft or damage to Water Sports Equipment aged over 5 years or whilst being carried on a vehicle roof rack.
3. Loss, theft or damage to Water Sports Equipment whilst in use.
4. Any claim where You have also claimed under Section 1 in respect of the same cause.

## | Business (optional cover)

(Applicable if selected and noted on the Certificate of Insurance)

### Business Equipment

You are covered up to the amount shown in the Schedule of Benefits for accidental loss, theft of or damage to Your Business Equipment. You are also covered up to the amount shown in the Schedule of Benefits for emergency hire of Business Equipment which is essential to Your intended business itinerary following such accidental loss, theft or damage.

The maximum benefit in respect of any single item (or set of items) for which an original receipt, proof of purchase or insurance valuation which pre-dates the loss is not supplied is \$250 subject to a maximum of \$500 for all such items.

This Section is subject to the same Conditions and Exclusions as Section 7 with the exception of Exclusions 1 (v) and 15.

### Re-creation of Documents

You are covered up to the amount shown in the Schedule of Benefits for the cost to re-create or replace Your business documents following their accidental loss, theft or damage provided that these documents are essential to Your intended business itinerary and/or the purpose of Your Trip.

### Business Money

You are covered up to the amount shown in the Schedule of Benefits for theft of Business Money whilst being carried on Your person or placed in a locked safety deposit box, locked safe or similar locked and fixed receptacle.

This benefit is subject to the same Conditions and Exclusions as Section 9.

### Replacement Employee

You are covered up to the amount shown in the Schedule of Benefits for Reasonable additional accommodation and travelling expenses incurred by You in sending a substitute person to complete the Trip following Your death, Bodily Injury, Illness or Permanent Total Disablement.

## Exclusions

You are not covered for:

1. Any claim which is excluded by Sections 1, 7 and 9 and/or the General Exclusions applicable to this policy.
2. Any claim not supported by documentary evidence.
3. Additional travel and accommodation expenses for a replacement employee where We have also paid

a claim for the value of Your cancelled/forfeited travel and accommodation expenses in respect of the same period.

### | Cruise (Optional Cover)

(Applicable if selected and noted on the Certificate of Insurance)

You must select this optional extension if You require cover under Section 3 (Overseas Medical Expenses) for medical expenses (including ship to shore evacuation) incurred as a result of Bodily Injury or Illness being sustained whilst cruising.

#### **Pre-paid excursions**

You are covered up to the amount shown in the Schedule of Benefits for the irrecoverable value of excursions booked and paid for prior to Your Trip which are unable to be used due to:

- i) Death, Accidental serious Injury or Illness of You or Your Travelling Companion.
- ii) Adverse Weather Conditions.

This benefit is not available if You have claimed under Section 1 of the standard policy or the missed shore visit benefit in respect of the same cause.

This benefit is only available in respect of excursions, tours and activities that You pre-purchase as optional extras. There is no benefit for non-use of any excursions, tours or activities which are included in the cost of the cruise.

#### **Missed shore visit**

You are covered up to the amount shown in the Schedule of Benefits for cancellation of scheduled port visits due to Adverse Weather Conditions or cruise timetable restrictions. You must provide written confirmation from the cruise operator to confirm the reason for the missed shore visit/s. The most We will pay is \$100 per missed shore visit and \$500 in total for all missed shore visits.

This benefit is not available if You have claimed under Section 1 of the standard policy or the pre-paid excursion benefit in respect of the same cause.

#### **Missed port connection**

You are covered up to the amount shown in the Schedule of Benefits for Reasonable and receipted additional travel and accommodation expenses incurred to re-join the cruise following:

- i) Accidental Bodily Injury or Illness to You or Your Travelling Companion whilst You are ashore and which requires hospital treatment.
- ii) Accidental loss, theft or damage to Your passport whilst ashore and which prevents You from boarding the cruise prior to it leaving port as scheduled.
- iii) Your late arrival at port due to failure of Public Transport on which You are travelling or a Motor Vehicle Accident or Vehicle Breakdown delaying the vehicle in which You are travelling to the port where You will reboard the cruise.

This benefit is subject to the same conditions and exclusions applicable to Section 9 (Personal Money and Loss of Passport).

#### **Cabin confinement**

You are covered up to the amount shown in the Schedule of Benefits for each complete 24 hour period You are subject to quarantine and / or confined to Your cabin on the orders of the ship's doctor. The most We will pay is \$50 per day up to a maximum of \$2,500.

#### **Emergency formal attire**

If Your formal attire is lost, stolen or damaged during Your Trip, You are covered up to the amount shown in the Schedule of Benefits for:

- i) the necessary additional cost to hire formal attire;
- ii) the necessary cost to purchase replacement formal attire; or
- iii) the necessary cost of cleaning and / or repair.

We retain the sole right to decide which of the above options will be exercised in settling Your claim.

#### **Exclusions**

You are not covered for:

1. Any exclusions applicable to the standard policy wording (except as amended by this Cruise extension).
2. Any amount which is recoverable from any tour operator or Travel Service Provider.
3. Any costs which would have been incurred irrespective of the event giving rise to Your claim.
4. Any claim for cabin confinement or missed shore visits arising from or related to Coronavirus COVID-19.

### | GENERAL EXCLUSIONS

**You are not covered under any section for claims in respect of or that result directly or indirectly from:**

1. Any incident that does not occur during the Period of Insurance.
2. Loss or damage directly or indirectly occasioned by, happening through or in consequence of war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation or nationalisation or requisition or destruction of or damage to property by or under the order of any government or public or local authority.
3. Terrorism with the exception of claims against Section 1 or 3 unless caused by nuclear, chemical or biological attack or the Terrorism/terrorist activity was already taking place prior to Your Trip or You have caused or contributed to the loss.
4.
  - a. loss or destruction of or damage to any property whatsoever or any loss or expense whatsoever resulting or
  - b. arising therefrom or any consequential loss any legal liability of whatsoever nature directly or

- indirectly caused by or contributed to by or arising from
- i. ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
  - ii. the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
5. Dispersal, application or release of pathogenic or poisonous biological or chemical materials.
  6. Loss, destruction or damage occasioned by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds.
  7. The failure, fear of failure or inability of any equipment or any computer software to recognise, correctly interpret or process any date as its true calendar date or to continue functioning past that date.
  8. Loss, theft or damage to property, or death, illness or Bodily Injury if You fail to exercise Reasonable Care.
  9. Any unlawful or dishonest act committed by You or other person insured under this policy including any loss because of Your legal detention or the legal confiscation or destruction of Your property.
  10. Breach of any government prohibition or regulation including the failure to obtain and/or maintain a visa, work permit, passport or other relevant travel documents when You are required to do so.
  11. Self-exposure to needless danger (other than in an attempt to save human life), intentional self-injury, suicide or attempted suicide.
  12. Errors or omissions in Your booking arrangements, Your failure to obtain vaccinations/inoculations, deportation and/or prevention of access by the government of a foreign country (other than as provided for under this insurance).
  13. Failure of any travel agent, tour operator, accommodation provider, hire company or travel carrier to provide advertised services and/or facilities.
  14. Any advice given, services provided or any acts or omissions of any third party service provider (other than as provided for under this insurance) including but not limited to medical providers, transport, security or legal services.
  15. You undertaking any manual or hazardous work whether paid or unpaid during Your Trip unless specifically agreed by Us.
  16. The influence of alcohol (which exceeds a Blood Alcohol Content of 0.05% and would render the Insured Person unfit to drive regardless of whether they are driving or not), drugs, solvents or chemicals. This exclusion will not apply where drugs are taken under medical supervision, but not for the treatment of drug addiction.
  17. Any cost which You would have incurred during Your Trip if no claim had arisen including but not limited to food, beverages, sustenance expenses and/or discretionary costs such as entertainment, laundry, internet and phone charges.
  18. Accommodation expenses for any period where You have not forfeited pre-paid accommodation except if You are beyond Your planned Trip end date and We agree that You are unable or unfit to travel.
  19. Circumstances manifesting themselves between the date of booking Your Trip and the date when You purchased this insurance.
  20. Any expenses for which You cannot provide original receipts or invoices or for any loss which You cannot prove.
  21. An event which occurs in a country or area that is not within the Region of Travel specified in Your Certificate of Insurance.
  22. Use of a two-wheeled or three-wheeled motor vehicle regardless if petrol, electric or otherwise powered (including but not limited to; Motorcycles, Mopeds and Scooters unless;
    - a. if You are the driver
      - i. You are wearing appropriate protective clothing and a helmet on Your head (this is irrespective of the law in the country You are in);
      - ii. You hold a current Australian motorcycle license valid for the same class of bike (if riding a Motorcycle);
      - iii. You hold a current Australian driver's license (if riding a Scooter or Moped where no motorcycle license is required);
      - iv. You hold a valid license for the country that You are riding in;
      - v. the engine capacity is no greater than 250cc (if You are riding a Motorcycle) and no greater than 100cc if You are riding a Scooter or Moped; and
      - vi. if electric powered, it has a maximum speed or is speed limited to 25 kilometres an hour or less.
    - b. if You are the passenger
      - i. You are wearing appropriate protective clothing and a helmet on Your head (this is irrespective of the law in the country You are in);
      - ii. the driver holds a current motorcycle license valid for the same class of bike (if riding a Motorcycle);
      - iii. the driver holds a current driver's license (if riding a Scooter or Moped where no motorcycle license is required);
      - iv. the driver holds a valid license for the country that You are riding in;
      - v. the engine capacity is no greater than 250cc (if You are riding a Motorcycle) and no greater than 100cc if You are riding a Scooter or Moped; and
      - vi. if electric powered, it has a maximum speed or is speed limited to 25 kilometres an hour or less.
  23. Your participation in sport and leisure activities not automatically covered by this policy. All sport and leisure activities must be on an amateur and recreational basis and/ or limited to participation in



- school, club or college fixtures/ competitions. At no time is cover in place for professional participation in sport and leisure activities or amateur participation in international and national representative sports/ activities unless declared to and accepted by Us.
24. Snow sports (except recreational ice skating, curling or tobogganing) unless You selected Snow Sports cover and paid the applicable premium.
  25. Consequential loss of any kind including loss of enjoyment or any financial loss (other than financial losses for which benefits are provided under this policy).
  26. Any loss which is recoverable under another scheme such as a private health fund, workers compensation scheme, travel compensation fund or accident compensation scheme.
  27. You travelling in an aircraft other than as a fare paying passenger in a fully licensed passenger carrying aircraft.
  28. Your Pre-existing Medical Condition(s) (unless automatically covered by this insurance and/or declared to and accepted by Us at the time of purchasing the policy).
  29. Pre-existing Medical Condition(s) of Your Relative or any other person on whose state of health Your Trip depends.
  30. You or Your Travelling Companion travelling against medical advice or for the purpose of obtaining medical advice or treatment or if a terminal prognosis was given before You purchased this insurance.
  31. Diving underwater if You are:
    - i. not qualified for the dive undertaken or not diving under licensed instruction;
    - ii. diving alone;
    - iii. diving in caves or ice diving; and/or
    - iv. diving to a depth greater than 30 metres.
  32. Your participation in civil commotions or riots of any kind.
  33. Your pregnancy:
    - i. after the 24th week of gestation; and/or
    - ii. if You have suffered pregnancy related illness/complications with Your pregnancy (or a previous pregnancy) unless You have declared this to Us at the time of purchasing the policy and We have agreed to provide cover; and/or
    - iii. if it is the result of medically assisted reproductive programs, including but not limited to IVF and GIFT; and/or
    - iv. for medical treatment and investigation that is normally conducted in respect of pregnancy or which is not for an unexpected, serious medical complication; and/or
    - v. for the cost of childbirth (regardless of the cause and gestational stage); and/or
    - vi. for the cost of medical treatment for the newborn(s).
  34. Your participation in contact sports other than those automatically covered, motor sports, hunting, pot-holing or caving, rodeo, hang gliding, paraponting/parapenting, microlight flying, BASE jumping, high diving, mountaineering or rock climbing necessitating the use of ropes and climbing equipment.
  35. Your participation in ski, snowboard, snow blade or skibob racing, ski jumping, the use of skeletons and bobsleighs, speed skating, ice hockey, luge, ski acrobatics, ski flying or ski stunting.
  36. Any snowsport which occurs Off-Piste, outside designated commercial ski areas or in areas which have been closed for any reason unless declared to and accepted by Us at the time of policy purchase.
  37. With the exception of cover provided under Section 1 Cancellation and Curtailment item xi, travelling to, planning to travel to or choosing to remain in any country, region or destination for which a travel advisory warning of "Do not travel" has been issued by the Australian Government Department of Foreign Affairs and Trade and published on their website ([www.smartraveller.gov.au](http://www.smartraveller.gov.au)) on or before the date of Your scheduled travel to that country, region or destination. This exclusion is waived if the "Do not travel" warning relates only to Coronavirus COVID-19.
  38. With the exception of cover provided under Section 18, any claim caused by or resulting from:
    - a) Coronavirus disease (Coronavirus COVID-19);
    - b) Any mutation or variation of Coronavirus COVID-19;
    - c) Severe acute respiratory syndrome coronavirus 2 (SARS-CoV-2);
    - d) Any mutation or variations of SARS-CoV-2;
    - e) Any Epidemic, Pandemic or mass outbreak of infectious disease;
    - f) Any fear or threat of a), b), c), d) or e) above.
  39. Travel to Cuba, Iran, North Korea, Russia, Belarus or Ukraine.
  40. Racing of any kind (other than on foot).
  41. Your participation in ocean yachting (i.e. 12 nautical miles/21.6km or more from land).
  42. Additional travel expenses beyond the fare class You initially chose for Your Trip, unless We agree that a different fare class is appropriate based on the written recommendation of Your attending Medical Practitioner and agreed by Our medical advisers.
  43. Any costs where You have not made every reasonable effort to recover from any Travel Service Provider, booking agent, travel agent and/or any other source from which compensation may be available.
  44. Cruising unless You selected cruise cover and paid the applicable premium.

## | GENERAL CONDITIONS

1. All certificates, information and evidence required by Us will be provided at Your expense. You will as often as required by Us submit to medical examination/s at Our expense. In the event of death, We will be entitled to have a post-mortem examination undertaken at Our expense.
2. You must take and cause to be taken all reasonable precautions to avoid injury, illness or disease; take all practicable steps to minimise Your loss / claim; safeguard Your property from loss, theft or damage; and to recover property that has been lost or stolen.
3. This insurance is non-transferrable. If the Trip is cancelled prior to departure for any reason other than those to which Section 1 responds, then the policy cover terminates and the premium paid is neither apportionable nor refundable.
4. If You lodge a claim for Trip Cancellation, Your policy cannot be refunded or moved to alternative travel dates. If You re-book to travel at a later date, You will need to purchase a new policy.
5. If You return to Your Normal Country of Residence earlier than scheduled, the policy cannot be suspended. If You subsequently resume Your Trip, the policy will not re-commence. If You require cover for the resumed period of Your Trip, You will need to purchase a new policy.
6. This policy becomes void and premium paid will be forfeited if any fraudulent claim is made or if fraudulent means or devices are used to obtain any benefit or compensation.
7. You must comply with all terms, provisions, conditions and endorsements applicable to this insurance. Failure to do so may result in Your claim being declined or limited.
8. No (re)insurer shall be deemed to provide cover and no (re) insurer shall 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 that (re)insurer to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the European Union, Australia, United Kingdom or United States of America.

# OTHER INFORMATION YOU NEED TO KNOW

## | CLAIMS PROCEDURE

### Emergency Claims

In case of emergencies, Go Insurance has a team of medical, insurance and travel specialists to help You 24 hours a day, seven days a week. Our dedicated team is multi-lingual and has a wealth of resources available to them to help You when You need it most.

Subject to Your claim being accepted by Us, Our team can assist with the following:

- Liaising with doctors and hospitals to ensure You obtain necessary medical treatment.
- Attending to payment of hospital and treatment costs on Your behalf.
- Co-ordinating Your return home if You are injured or fall ill and cannot continue Your Trip.
- Providing assistance with lost or damaged passports and travel documents.
- Providing You with emergency funds if necessary.
- Passing urgent messages to Your family or travel agent.
- Helping to reschedule Your arrangements following an emergency if Your agent is unable to do so.

You must notify Us as soon as practical of any serious illness or injury sustained whilst overseas which necessitates admission to a hospital as an inpatient or where You anticipate Your medical expenses will exceed \$2,000. This notification must occur before any arrangements are made for repatriation.

Our emergency contact details are noted below.

| Telephone + 61 (0) 7 3481 9880  
| Email [sos@goinsurance.com.au](mailto:sos@goinsurance.com.au)

Please have Your Certificate Number available when contacting Us in an emergency.

### All Other Claims

You must give us notice of Your claim as soon as possible. You must complete a claim form and submit it to Us with original supporting documentation. Please ensure You take a copy of Your documentation before sending Your submission to Us. When completing the claim form, please provide as much information about Your claim as possible. This will assist Us in processing Your claim quickly.

All certificates, information and evidence required for the assessment of Your claim shall be provided at Your expense. You must prove Your loss and no claim will be admitted where You are unable to do so. As a minimum, all claims must be accompanied by the following:

1. in the case of loss or damage by the carrier a Property Irregularity Report. In the event of permanent loss, evidence of any compensation provided to You by the carrier.
2. in the case of Personal Property, Personal Money and loss of passport claims, a written report from the police or other relevant authority.
3. repair report/quotation from a reputable repairer if a claimed item has been damaged.
4. proof of ownership/value for claimed items.
5. in the case of medical expenses claims, a report from the attending Medical Practitioner detailing the condition together with invoices or receipts for costs incurred.
6. proof of expenses incurred as a direct result of the event giving rise to the claim.
7. any other documentation or information We reasonably and necessarily require to assess Your claim.

All claims should be addressed to:

Go Insurance  
Claims Department  
PO Box 5964  
Brendale Qld 4500  
Australia

| Telephone + 61 (0) 7 3481 9888  
or 1300 819 888

| Facsimile + 61 (0) 7 3481 9899

| Email [claims@goinsurance.com.au](mailto:claims@goinsurance.com.au)

YourCover Pty Ltd ABN 35 169 038 466 T/as Go Insurance (Go) is an Australian Financial Services Licensee (no. 461299) authorised by ASIC to deal in and provide general advice on insurance products.

This insurance is underwritten by Certain Underwriters at Lloyd's. These underwriters have authorised Go to act on their behalf to arrange, issue, vary and cancel insurance products. Go is also authorised to handle claims on the Underwriters' behalf.

## | CLAIMS CONDITIONS

These conditions apply to claims and are in addition to the General Conditions which apply to the policy.

### Claim notification

You must advise Us of any possible claim as soon as reasonably practical and within one (1) calendar month of Your return to Your Normal Country of Residence.

If there is a delay in claim notification, We may reduce the amount We pay by the amount of prejudice We suffer due to the delay.

### Proof of loss

You must prove Your claim. This means You must provide independent documentary evidence to prove that You have suffered a loss which is covered by the policy.

You must also provide evidence to prove that You owned the claimed item, its age and value.

Where You are claiming reimbursement of costs incurred, You must provide Us with invoices and/or receipts to verify the expenditure.

You must give Us any documents, letters, notices, medical certificates, medical records and reports, itemised invoices, original receipts, rental agreements, repair quotes, tickets, baggage tags/receipts, proof Your device's IMEI (International Mobile Equipment Identity) number has been blocked, mobile call logs or any other documentation that We reasonably ask You to provide to evidence Your loss/claim. This will be at Your expense.

Where You cannot provide evidence or proof that We require, We may not pay Your claim or We may reduce the amount We pay.

### Claim Settlements

Where You have incurred costs and are claiming reimbursement, We will pay the claim amount (less any applicable Excess) to the Australian bank account You nominate at the time of submitting Your claim.

If You ask Us to pay another party on Your behalf (e.g. a hospital or accommodation provider), this is subject to Our agreement. If We do not agree to pay another party on Your behalf, We will pay You the approved amount so that You can then pay the other party. Where We agree to pay another party on Your behalf, We will advise You whether You need to pay an Excess to Us so that we can pay the approved cost in full or whether You need to pay the Excess direct to the other party.

All claim settlements are calculated based on the official exchange rate that applied on the date the expense was incurred.

We may at Our option discharge any liability under this policy by replacing or repairing any article(s) which have been lost or damaged or by issuing a credit voucher.

### Benefits and Depreciation

The most We will pay for a claim is the limit shown in the Schedule of Benefits for the cover level You selected (less any applicable Excess and/or depreciation).

In settling Your property claim, We may choose to pay any of the following:

1. the value of the claimed item at the date of loss, theft or damage (i.e. the item's market/used value);
2. the original cost price of the claimed item from which We will deduct an amount for depreciation;
3. the cost of repairing the claimed item; or
4. the applicable sub-limit.

If Your claim is for multiple items, We may choose to settle Your claim using a number of the above options. If We pay You the depreciated value of an item, the following rates of depreciation will apply.

Item	Rate
Clothing	15%
Footwear, sporting and leisure equipment	20%
Baggage, suitcases, backpacks and other items used to carry personal property	20%
Toiletries, personal care items, skincare products, make-up, cosmetics, perfume	50%
Medication and perishable items	50%
Valuables (as defined but not jewellery made with precious metals)	15%
Electronic Equipment (as defined)	20%

The above depreciation rates apply to each year of age or part thereof up to a maximum of 80% of the item's original cost price.

For items not listed in the above table, We will apply the rate specified for the most similar type of item.

We will not pay more than the original cost price You paid for an item. To ensure a fair and reasonable settlement, We will take into account the type of item, its age, condition and the degree of damage sustained.

A pair or related set of items is considered to be one item, no matter the quantity. For example, a camera body and its lenses, tripod, and camera accessories (attached or not) are a single item. Other types of items We consider to be one item include a pair of hearing aids, a pair of earrings, and a necklace with a pendant. This rule applies to all types of items, regardless of their size or quantity.

### Other insurance and contribution

If at the time of any incident which results in a claim under this policy, there is another insurance policy covering the same loss, damage, expense or liability, You must give us details.

If You make a claim under one insurance and You are paid the full amount of Your claim, You cannot make a claim under the other insurance. If You make a claim under any other insurance and You are not paid the full amount of Your claim, We will pay the difference, up to the amount this policy covers You for, provided Your claim is covered by this policy.

We may seek contribution to amounts We have paid, or must pay, from Your other insurer. You must give us any information We reasonably ask for to help Us make a claim from Your other insurer.

### Losses recoverable from non-insurance sources

If Your loss has been caused by another party, You are required to make every reasonable effort to recover Your loss from the responsible party. If that party does not pay You the full amount of Your claim, You can claim the



difference under Your policy (provided the loss is covered by the policy). You must claim from the responsible party before lodging Your claim under Your policy.

**If You do not have pre-booked return travel arrangements**

If an insured Trip is curtailed for any reason covered by this insurance and You do not hold a ticket for onward travel to Your nominated final destination in the case of One-Way travel or a ticket for return travel to Your Normal Country of Residence in the case of a return Trip, the cost of a one-way ticket to the final destination or Your Normal Country of Residence will be deducted from any settlement effected under this insurance. This deduction will be assessed as the published fare(s) available for purchase on the date of Your early return to Your Normal Country of Residence and of comparable standard to Your pre-booked travel arrangements.

**Subrogation and recovery**

We are entitled at Our own expense to issue proceedings in Your name to recover compensation or secure an indemnity from any third party in respect of any loss or damage for which We have indemnified You under this policy. You must assist Us to obtain or pursue a recovery or contribution from a third party or insurers by providing all information and documentation We reasonably and necessarily require.

If You have suffered uninsured losses, We may agree to include these in any recovery action We decide to take. Where We agree to include Your uninsured losses, You may need to contribute to the legal costs We incur as a result.

You must not waive any right to seek compensation from a party who is responsible for causing You loss, damage or liability. If You enter into any agreement to waive the responsible party's liability to You for loss, damage or liability, We may not compensate You.

**Claim settlement refunds**

You must refund any amounts that We have paid to You or on Your behalf that are not covered by this insurance as soon as reasonably possible and within one calendar month of Our request.

If We accept Your claim and You later receive compensation from any other source for the same losses/costs, You must reimburse Us the amount You receive from the other source (up to the amount We paid for Your claim).

If We pay You for lost or stolen property and it is subsequently recovered and returned to You, You must reimburse Us the amount We paid to You for that loss.

If You are entitled to a refund in respect of forfeited pre-booked travel arrangements and We have incurred costs for You to travel other than as scheduled, You must transfer or pay the refund to Us.

**Salvage**

Any items which become the subject of a claim for loss or damage must be retained and not disposed of. If required, You must forward damaged items to Us for Our inspection at Your own expense. All such items will become Our property following acceptance and settlement of Your claim.

We may dispose of the item(s) or We may sell them and retain the proceeds. We may also agree to sell the item(s) to You provided You agree to pay market value.

## | FINANCIAL SERVICES GUIDE (FSG)

### **About this Financial Services Guide**

This FSG is an important document about the financial services You receive when You purchase travel insurance issued by YourCover Pty Ltd trading as Go Insurance either directly or via one of its distributors.

This FSG contains information about the services provided as well as how We are remunerated and how We manage any concerns or complaints You have.

### **Date Prepared**

This FSG was prepared on 1 September 2023.

### **What Financial Services are provided?**

YourCover Pty Ltd trading as Go Insurance is authorised to advise on and deal in general insurance. Any advice given to You by YourCover Pty Ltd trading as Go Insurance will be of a general nature and not take into account Your personal objectives, needs or financial situation.

A distributor is able to give You factual information about travel insurance offered by YourCover Pty Ltd trading as Go Insurance and can arrange to issue, vary or renew Your insurance.

If You have purchased a policy from a distributor, that entity acts on behalf of YourCover Pty Ltd trading as Go Insurance and certain Underwriters at Lloyd's. The distributor does not act on Your behalf. If You require more advice than the distributor can provide, You should contact Go Insurance on 1300 819 888.

You should carefully read the Product Disclosure Statement before making a decision to purchase any insurance product.

### **Who Is the Product Issuer?**

YourCover Pty Ltd (ABN 35 169 038 466) AFS License no 461299 trading as Go Insurance is an Australian Financial Services Licensee (AFS licensee) and is authorised by ASIC to issue, deal in and provide general advice on general insurance products. YourCover Pty Ltd issues insurance certificates under a binding authority with Certain Underwriters at Lloyd's.

Our contact details are noted below:

YourCover Pty Ltd  
PO Box 5964  
Brendale Qld 4500  
Australia

Telephone	+ 61 (0) 7 3481 9888 or 1300 819 888
Facsimile	+ 61 (0) 7 3481 9899
Email	mail@goinsurance.com.au
Website	<a href="http://www.goinsurance.com.au">www.goinsurance.com.au</a>

YourCover Pty Ltd has a binding authority which means it can enter into, cancel or vary these products without

reference to the Underwriters provided it acts within the binding authority. YourCover Pty Ltd acts for the Underwriters and not You.

### **How are We remunerated?**

YourCover Pty Ltd is paid a commission by the Underwriters for arranging and managing travel insurance services on their behalf. This amount is calculated as a percentage of the premium You pay for the policy. Employees of YourCover Pty Ltd receive an annual salary and may receive performance related bonuses depending on the nature of their employment.

YourCover Pty Ltd may work in partnership with third party organisation (affiliates and agents) that introduce customers. YourCover Pty Ltd may pay a referral fee to a third party organisation if they have referred You to Go Insurance and You have purchased a policy. The referral fee is paid out of the commission that YourCover Pty Ltd receives from the Underwriters.

Distributors receive a commission and/or policy fee from YourCover Pty Ltd for handling Your insurance arrangements.

Further information regarding the remuneration YourCover Pty Ltd, and its referrers or distributors receive for the insurance services We provide may be obtained by contacting Us within a reasonable time of You being given this Financial Services Guide, and before Your policy is issued.

## | Professional Indemnity Insurance Arrangements

We and Our representatives are covered under professional indemnity insurance that complies with the requirements of Section 912B of the Corporations Act.

The insurance (subject to its terms and conditions) will continue to cover claims in relation to Our representatives and employees who no longer work for Us (but who did at the time of conduct).

## | What to do if You have a complaint

Our dispute resolution process is outlined in the Product Disclosure Statement (PDS).