



Hotel Insurance Policy from Direct Line – Key Facts

Please read this document carefully. It's a summary of the key benefits, exclusions and conditions of this policy. It doesn't contain the full terms and conditions – you can find these in your policy booklet.

Hotel Insurance Policy from Direct Line

This policy is underwritten by U K Insurance Limited, an Insurance Undertaking, and runs for 12 months. Your policy schedule and policy booklet show the sums insured, limits, conditions and excesses. Please read your policy documents carefully and regularly review your cover, to make sure the levels of cover you've chosen meet your needs.

The core cover of this policy meets the demands and needs of hospitality businesses requiring cover for liability claims for injury or property damage made by guests or visitors. It also provides cover for contents, stock, and buildings.

The optional Legal Expenses cover meets the demands and needs of those who need cover for legal costs up to £250,000 for things like contract disputes with suppliers or customers, employment disputes, statutory licence appeal, legal defence of criminal prosecutions relating to your business.

The optional Personal Accident cover meets the demands & needs of those who need compensation if anyone working in the business between the ages of 16 and 75 has an accident, whether it occurs in a business or personal capacity, resulting in death, or temporary or permanent total disablement.

Just to let you know, our consultants may receive a bonus if you purchase any cover with us.

You are under a duty to make a fair presentation of the risk to us before the inception, renewal and alteration of your policy.

This means that you must tell us about and/or provide to us all material information or tell us and/or provide to us sufficient information to alert us of the need to make further enquiries to reveal such material information. This information needs to be provided in a clear and accessible manner.

Material facts are those which are likely to influence us in the acceptance of the terms or pricing of your policy. If you have any doubts as to whether any information is material you should provide it to us.

Failure to disclose any material fact may invalidate your policy in its entirety or may result in your policy not responding to all or part of an individual claim or class of claims.

In order to comply with your duty to make a fair presentation you must also have conducted reasonable searches for all relevant information held:

Correspondence Address: Direct Line Insurance, The Wharf, Neville Street, Leeds, LS1 4AZ. Direct Line insurance policies are underwritten by U K Insurance Limited. Registered office: The Wharf, Neville Street, Leeds LS1 4AZ. Registered in England and Wales No.1179980. U K Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority.

Registration number 202810. Calls may be recorded.

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- within your business (including that held by your senior management and anyone who is responsible for your insurance); and
- by any other person for whom cover is provided by this insurance.

Update us if there are changes to the information provided.

Public and Products Liability (standard cover)

| What it's for | Key benefits | Key exclusions | Key conditions you'll need to meet |
|---|--|--|------------------------------------|
| <p>Covers your legal liability for compensation awarded to any claimant in connection with your business:</p> <ul style="list-style-type: none"> • for accidental injury to your customers, visitors, people you visit or members of the public • for accidental damage to property that doesn't belong to you <p>This includes:</p> <ul style="list-style-type: none"> • your legal costs if we're defending the claim • the claimant's legal costs if you're found liable <p>Territorial Limits being the United Kingdom, the Channel Islands and the Isle of Man unless otherwise specified in your schedule. (See also Overseas Personal Liability Extension)</p> | <p>Motor contingent liability - covers your legal liability when your employees are driving a vehicle not owned by your business in the course of their work</p> <p>Health and Safety at Work Act legal costs and expenses</p> <p>Compensation for court attendance connected to a claim (up to £500 per day for partners/directors and £250 for each employee)</p> <p>Corporate manslaughter up to the indemnity limit</p> <p>Cover for your legal liability for damage to leased, rented or hired premises</p> <p>Data Protection Act cover, up to a limit of £500,000</p> | <p>The excess shown in your schedule for each property damage claim</p> <p>The cost of replacing faulty goods or putting faulty workmanship right</p> <p>Pollution or contamination unless it's caused by a sudden and unintended incident</p> | |

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| Up to the limit shown in your schedule | | | |
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Material Damage (standard cover)

| What it's for | Key benefits | Key exclusions | Key conditions you'll need to meet |
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| <p>To pay for repair or to replace your property damaged or lost due to causes insured by the policy; for example fire, storm, flood, escape of water, theft, accidental damage</p> <p>Cover available for:</p> <ul style="list-style-type: none"> • buildings • glass • fixtures and fittings • multiple buildings at your premises • business contents and stock • household contents <p>Subsidence is available in most cases</p> | <p>Trace and access pays up to £25,000 per claim to find the source of leaks which have caused damage to your property</p> <p>Accidental damage to underground service pipes and cables</p> <p>If you live at the premises, we'll pay alternative accommodation costs for you and your family, up to £50,000 and for not longer than 24 months from the date of the damage</p> <p>Replacement locks if your keys are stolen, up to £25,000</p> <p>Loss of metered water or heating oil, up to £15,000</p> <p>Unauthorised use of gas, water or electricity, up to £25,000</p> <p>Loss or damage to your guests' and employees' property:</p> <ul style="list-style-type: none"> • up to £5,000 per person for personal effects • up to £25,000 per motor vehicle • up to £100,000 per claim <p>Property in the open, such as garden furniture and children's play equipment up to £2,500</p> | <p>The excesses shown in your schedule</p> <p>The £500 excess for damage caused by storm to a flat roof or a roof made from felt on timber</p> <p>Damage to walls, gates and fences caused by storms or floods</p> <p>Malicious damage, theft, and escape of water after the property's been unoccupied for more than 30 days</p> <p>Damage caused by corrosion, dampness, dryness, or wet or dry rot</p> <p>Damage caused by wear and tear or gradual deterioration</p> <p>Disappearances or shortages of property that you only discover when doing a stock take, which can't be traced to a specific event</p> <p>Loss or damage you can claim for under a maintenance agreement, warranty or guarantee</p> <p>If you've selected Subsidence, damage caused by the normal bedding down of new buildings</p> <p>Guests' and employees' money and personal valuables such as jewellery and watches</p> | <p>If any part of your property has a flat roof, or a roof made from felt on timber, you need to have it inspected every two years by a competent roofing contractor, and get any work done that they recommend.</p> <p>If we ask you to, you need to meet the burglar alarm conditions in your policy under 'Additional Condition A - Intruder Alarm</p> <p>You need to meet the minimum security conditions as shown in your schedule</p> <p>If you've selected Subsidence, you need to tell us immediately about any demolition, groundworks, excavation or construction being carried out on an adjoining site.</p> |

Property Away from the Premises (optional cover)

| What it's for | Key benefits | Key exclusions | Key conditions you'll need to meet |
|---|---|---|--|
| <p>To pay for repair or to replace your business contents and stock accidentally damaged or lost anywhere in the United Kingdom, the Channel Islands and the Isle of Man.</p> <p>To pay for repair or to replace your personal belongings accidentally damaged or lost anywhere in the world.</p> | <p>Damage to any property while in transit to, from or at exhibitions and trade shows up to £1,000</p> <p>Personal effects belonging to the driver and anyone accompanying them in a vehicle up to £500</p> | <p>The excess shown in your schedule</p> <p>Any damage caused by wear and tear or gradual deterioration</p> <p>Damage caused by corrosion, dampness, dryness, or wet or dry rot</p> <p>Damage to moveable property in the open or in open-sided buildings caused by wind, rain, hail, sleet, snow, flood or dust</p> <p>Theft or attempted theft between 9pm and 6am unless the property is in the custody of you, your partners, directors or employees or in a securely locked building</p> <p>Theft from a vacant building</p> <p>Property hired out</p> <p>Damage caused to property while in transit with a third party such as the post or a courier</p> <p>Theft of bikes left unattended, unless they were locked up securely</p> | <p>If you leave a loaded vehicle unattended at any time, you must:</p> <ul style="list-style-type: none"> • make sure it's locked • remove all keys • close all windows • switch on any immobilisers or alarms <p>Between 9pm and 6am, the vehicle must also be in a locked building or an open vehicle enclosure which is securely locked and/or constantly guarded</p> |

Business Interruption at your own premises (optional cover)

| What it's for | Key benefits | Key exclusions | Key conditions you'll need to meet |
|---|--|----------------|--|
| <p>To cover turnover lost following damage to the property you operate from</p> | <p>To replace lost turnover following damage due to an insured cause to:</p> <ul style="list-style-type: none"> • your property | | <p>If your business is registered for Value Added Tax, we'll make any claims payments exclusive of VAT</p> |

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| <p>due to causes insured by the policy for example fire, storm, flood, escape of water, theft, accidental damage</p> | <ul style="list-style-type: none"> • the property of one of your suppliers or booking agencies • a nearby property which stops you gaining access to your property • third-party sites where you store your property • an attraction within 25 miles of your premises, where the damage to it causes a reduction in the number of your potential customers <p>It also pays for costs you incur solely to try to avoid losing turnover, or to reduce the amount of lost turnover</p> | | |
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Employers' Liability (optional cover)

| What it's for | Key benefits | Key exclusions | Key conditions you'll need to meet |
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| <p>Covers injury to your employees in the course of their employment.</p> <p>This includes:</p> <ul style="list-style-type: none"> your legal costs if we're defending the claim the claimant's legal costs if you're found liable <p>Up to £10 million of cover</p> <p>Territorial Limits being the United Kingdom, the Channel Islands and the Isle of Man unless otherwise specified in the Schedule.</p> | <p>Compensation for court attendance connected to a claim (up to £500 per day for partners/directors and £250 for each employee)</p> <p>Corporate manslaughter up to the indemnity limit</p> <p>Can be extended to include injury to working partners</p> | <p>Claims by employees who normally live somewhere other than Great Britain, Northern Ireland the Channel Islands or the Isle of Man.</p> <p>Injury to employees, other than the driver, which happens while they're in a motor vehicle being used by your business.</p> | <p>You'll need to get our agreement in writing before you incur any legal costs in relation to a claim</p> |

Theft of Takings (optional cover)

| What it's for | Key benefits | Key exclusions | Key conditions you'll need to meet |
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| <p>Covers loss of takings that are stolen or damaged while they're:</p> <ul style="list-style-type: none"> in transit in a bank night safe in your premises in the home of an authorised person working in the business | <p>Clothing and personal effects (including money) belonging to people working in your business, as a result of a theft or attempted theft up to £1,000 per person for each claim.</p> <p>Fraudulent use of business credit cards up to £1,000</p> | <p>The excess shown in your schedule</p> <p>Losses due to fraud or dishonesty of your partners, directors or employees, if it isn't discovered within 14 working days of the loss happening</p> <p>Money stolen from unattended motor vehicles</p> | <p>You must keep a record of money on the premises in a different secure place to where the money is being stored</p> <p>All safe keys and codes must be in the custody of you, your partners, directors or authorised employees, or deposited in a secure place that's not near the safe</p> |

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| <ul style="list-style-type: none"> on you or anyone in your business at any third party locations where you work in vending and games machines <p>Territorial Limits being the United Kingdom, the Channel Islands and the Isle of Man unless otherwise specified in your schedule</p> | <p>Injury caused to your directors, partners and employees aged between 16 and 75 during the course of a theft or attempted theft</p> | <p>Death or disablement made worse by a pre-existing physical or mental condition following injury during the course of a theft or attempted theft</p> | <p>Outside of business hours, you must leave the drawers of cash tills open with all contents deposited in a secure place that's not near the cash tills.</p> <p>For claims for fraudulent use of credit cards, once you discover the loss, you must tell:</p> <ul style="list-style-type: none"> the issuing company immediately the police within 24 hours |
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Commercial Legal Expenses (claims are administered by DAS Legal Expenses Insurance Company Limited) **(optional cover)**

| What it's for | Key benefits | Key exclusions | Key conditions you'll need to meet |
|---|--|---|---|
| <p>Pays legal expenses in connection with your business</p> <p>Territorial Limits</p> <ul style="list-style-type: none"> For Legal Defence Insured Incidents (excluding 5 Statutory Notice Appeals), and H Personal injury: <p>The European Union, the Isle of Man, the Channel Islands, Albania, Andorra, Bosnia Herzegovina, Gibraltar, Iceland, Liechtenstein, Macedonia, Monaco, Montenegro, Norway, San Marino, Serbia, Switzerland and Turkey.</p> | <p>Pays up to £250,000 per claim</p> <p>Pays for legal costs incurred in connection with:</p> <ul style="list-style-type: none"> Employment disputes and compensation awards Legal defence Statutory licence appeal Contract disputes Tenancy disputes Debt recovery Property protection Personal injury Tax protection | <p>Civil claims which DAS decide have a less than 51% chance of succeeding</p> <p>Expenses incurred before DAS have accepted your claim in writing</p> <p>Fines and compensation you're ordered to pay, other than compensation for sections Employment disputes and Legal defence</p> <p>The first £500 of any contract dispute claims for more than £5,000</p> <p>Total payments for compensation awards of more than £1 million during the term of the policy</p> <p>Employment disputes which started within 90 days of the policy start date</p> <p>Personal injury claims due to:</p> <ul style="list-style-type: none"> an illness or injury which develops gradually | <p>You need to inform DAS of any claims within 180 days of the date you should've known about the incident you wish to claim for</p> <p>DAS need to have agreed to the legal action you want to take</p> <p>You must tell DAS if anyone offers to settle a claim and mustn't negotiate or agree to any settlement without DAS's agreement in writing.</p> |

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| <ul style="list-style-type: none"> For all other Insured Incidents: The United Kingdom of Great Britain and Northern Ireland, the Isle of Man, the Channel Islands | | <ul style="list-style-type: none"> psychological injury or mental illness unless it follows a specific or sudden accident that's caused physical bodily injury clinical negligence | |
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Personal Accident (optional cover)

| What it's for | Key benefits | Key exclusions | Key conditions you'll need to meet |
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| <p>Compensation if anyone in your business between the ages 16-75 is unable to work because they've been injured in an accident, whether in a business or personal capacity.</p> | <p>£50,000 as a lump sum for accidental: Death Loss of limbs Loss of sight Permanent disablement</p> <p>Your net weekly wage up to £500 if someone in your business is temporarily unable to work because of an accident. We'll pay you until you recover for up to 104 weeks.</p> <p>In addition to any compensation payable, we'll pay Medical Expenses incurred: £25 per £1,000 of compensation in respect of death or permanent disablement or 20% of the weekly compensation in respect of temporary total disablement, but not exceeding £1,000 per Person Insured per claim.</p> | <p>The excess shown in your schedule</p> <p>Intentional self-injury, suicide or attempted suicide, provoked assault, fighting (except in bona fide self-defence), wilful exposure to needless peril (except in an attempt to save human life), violation or attempted violation of the law or resistance to arrest;</p> <p>Injury suffered while under the influence of intoxicating liquor or drugs (other than for drugs taken under medical supervision unless for the treatment of drug or alcohol addiction) or insanity (whether temporary or otherwise) or any sexually transmitted or communicable disease;</p> <p>aviation other than as a fare-paying passenger in an aircraft operated by a regular commercial airline or in an aircraft of a recognised charter operator;</p> <p>winter sports, mountaineering or rock climbing requiring the use of guides or ropes, sub-aquatic or subterranean pursuits, white water rafting, bungee jumping or aeronautic sports;</p> | <p>Compensation for temporary total disablement will not exceed normal weekly net earnings and will only be payable for up to 104 weeks.</p> <p>No further Benefit will be payable in respect of the same Person Insured after payment of any Benefit for Accident under Results 1 or 2, except for any unrelated Injury.</p> <p>Benefit under permanent disablement is not payable before 104 weeks from the date of Injury.</p> <p>Any payment made in respect of weekly Benefit under temporary total disablement will be deducted from any lump sum Benefit becoming payable under this Section, in respect of any related Injury.</p> <p>In the event of death of a Person Insured, we will be entitled to have a post-mortem examination at Our expense.</p> |

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| | | <p>riding or driving in or practising for any race, polo playing, steeplechasing, hunting, showjumping, motor cycling (the term “motor cycling” includes motor scooters but not motor-assisted pedal cycles) or pillion riding of any kind;</p> <p>illness or disease not resulting from bodily injury or suffering from bodily injury due to any gradually operating cause.</p> <p>travel to areas where the Foreign & Commonwealth Office has advised against ‘all travel’. Please check with the Foreign & Commonwealth Office at www.gov.uk/foreign-travel-advice. any pre-existing physical or mental defect or infirmity;</p> | <p>In the event of disablement of a Person Insured, they must immediately place themselves under the care of a qualified medical practitioner and, as often as may be required, submit to medical examination at Our expense.</p> <p>All certificates, information and evidence will be provided when required.</p> |
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Policy Extension

Equipment Breakdown policy extension (claims are administered by HSB Engineering) **(comes as standard with your Material Damage cover)**

| What it's for | Key benefits | Key exclusions | Key conditions you'll need to meet |
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| Pays to repair or replace electrical and mechanical equipment that has broken down | <p>Cover is automatically included as standard for business property you've insured in the Material Damage section</p> <p>Cover is up to £5 million for a single accident. Within this amount, cover is up to:</p> <ul style="list-style-type: none"> £500,000 for a single accident to computer equipment while it's at the premises shown in the schedule £5,000 for a single accident to computer Equipment while in a member country of the EU £5,000 for a single accident to portable computer equipment anywhere in the world. | <p>The £200 excess for each claim</p> <p>Equipment whilst in a private dwelling unless the Equipment is your property owned by the business or for which the business is responsible.</p> <p>Breakdown caused by wear and tear</p> <p>Maintenance and servicing of equipment</p> <p>Equipment you've manufactured for sale</p> <p>Damage to data, discs or tapes caused by programming errors, computer viruses or introduction of malicious code</p> | <p>You need to make sure all equipment is adequately maintained</p> <p>You must back up original data at least once every 7 days</p> <p>You must take precautions to make sure that all data is stored safely</p> |

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| | <p>It also covers costs up to £50,000 per accident for reinstating onto tapes or discs data lost or damaged following an accident to computer equipment. Software is insured as part of the computer equipment.</p> <p>Cover for damage to perishable goods due to a change in temperature caused by an accident or failure of the electricity supply. This is up to £15,000 per accident for frozen or chilled foods and £5,000 for any other perishable goods.</p> <p>Damage to property resulting from the explosion of a steam boiler, economiser, superheater, or steam vessel, up to £1 million per accident.</p> <p>Up to £10,000 for hire of substitute equipment until the broken down equipment is repaired or replaced</p> | <p>Costs you can recover under a maintenance agreement or a warranty or guarantee</p> <p>20% of any loss for perishable goods where the refrigeration unit is more than 10 years old.</p> <p>Business interruption resulting from damage to own surrounding property.</p> | |
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Conditions and exclusions applying to the whole policy

| What's not covered | Conditions you'll need to comply with |
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| <p>Damage or loss due to computer viruses or hacking. This exclusion doesn't apply to the Public and Products Liability section or the Employers' Liability section.</p> <p>Damage or loss caused by pollution and contamination. This exclusion doesn't apply to the Public and Products Liability section or the Employers' Liability section.</p> <p>Fraudulent or exaggerated claims</p> | <p>You must give us a fair presentation of the risk, which means telling us all material information about you and your business, which you're aware of, or ought to be aware of. Material information is information which could affect whether we accept your application for insurance, or the premium, terms or conditions we offer.</p> <p>You must let us know about any changes to your business as soon as possible</p> <p>You need to take reasonable precautions to reduce the likelihood of claims</p> <p>You need to comply with any requirements we've asked for regarding fire-extinguishing equipment and deep fat fryers</p> <p>If you need to make a claim, you should tell us about it as soon as possible, and give us any help or information we ask for</p> |

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| | If your claim is for vandalism, theft, attempted theft or loss of money, you must tell the police immediately |
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Other features

DAS Businesslaw – Providing you with useful resources for creating ready-to-sign contracts, agreement and letters in minutes. The service also provides useful tools, articles and information on matters such as new legislation, employment issues, property law and taxation. (supplied by DAS Legal Expenses Insurance Company on our behalf).

How to Pay

You will have an option to pay either annually by Direct Debit, Credit or Debit card, or if eligible, by instalments on a date selected by you.

Your right to cancel

If this cover doesn't meet your needs, you can cancel it by calling us on **0345 305 0504**.

If you cancel your policy within 14 days of your cover start date or the date you receive your policy documents (whichever is later), we'll return the premium you paid us in full, as long as you haven't made any claims. If you cancel your policy after that time, as long as you haven't made any claims since the policy started, we'll refund any premium paid for the remaining term of the policy, less an administration fee of £25 plus Insurance Premium Tax.

How to make a claim

To make a Legal Expenses claim, please call **0345 878 5024**.

For any other claim, please call us on **0345 303 1753**.

How to complain

If you need to complain, please call us on **0800 051 0538** or **01239 636 082**. If your complaint is about a claim, please call your claims handler, whose details will be shown on your claims documents. If you'd prefer to write, please address your letter to:

Claims complaints - The Technical Operations Manager at the address shown on your claims documents

For all other complaints - The Customer Relations Team at Direct Line For Business, Churchill Court, Westmoreland Road, Bromley, BR1 1DP.

If we can't settle the matter with you, you can refer your complaint to The Financial Ombudsman Service (FOS) at Exchange Tower, London E14 9SR. Phone **0800 023 4567** or **0300 123 9123**.

Details about our regulator

Direct Line for Business policies are underwritten by U K Insurance Limited which is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 202810. The Financial Conduct Authority website, which includes a register of all regulated firms, is www.fca.org.uk, or you can call them on **0800 111 6768**.

Financial Services Compensation Scheme

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Under the Financial Services and Markets Act 2000, if a company becomes unable to meet all of its liabilities to policyholders, compensation may be available. Insurance is covered for 90% of the claim without any upper limit. For compulsory classes of insurance, insurance is covered for 100% of the claim, without any upper limit. You can get more Information by asking us or visiting the Financial Services Compensation Scheme website www.fscs.org.uk.

If you ask us to, we'll be happy to send you any of our brochures, letters or statements in Braille, large print or audio.