



direct line
for business

Home Business Insurance

All you need to know



Free Business Services

These free services and helplines are provided for your use whilst your policy is in force:

Direct Line for Business Legal Documents service

This service provides unlimited free access to the following on your policy:

- **Legal documents**
Online access to a large library of customisable legal documents, including employment agreements, website privacy policies and terms and conditions for websites selling consumer goods and/or services
- **Legal document review**
Solicitors to check and, if necessary, amend the documents you create using the system, for extra peace of mind
- **Law guides**
Extensive jargon-free online guides to business laws (covering England, Wales, Scotland and Northern Ireland)

To get started, visit www.directlineforbusiness.co.uk/legaldocs

Business Legal Advice Helpline 0345 246 0018

Unlimited access to a team of solicitors and other legal experts, for 24 hours confidential legal advice and guidance on any commercial legal problem such as:

- Employment
- VAT
- Prosecution
- Contract disputes
- Landlord and tenant disputes

Please note that advice on motoring matters is not available.

Legal advice can only be offered in respect of matters subject to the laws of and within the jurisdiction of courts or tribunals of:

- England Scotland Wales and Northern Ireland
- the Channel Islands and the Isle of Man
- any other member country of the European Union
- Switzerland and Norway

This helpline is provided on Our behalf by DAS Legal Expenses Insurance Company Ltd, all calls are recorded.

Business Emergency Assistance Helpline 0345 246 0018

Assistance in the event of an emergency affecting your business, such as:

- Burst pipes or blocked drains causing flooding
- Complete failure of the gas or electricity supply
- Serious damage to the roof
- Escape of water or oil from the central heating system

In the event of emergency assistance being required a reputable local contractor will be contacted but you must pay any call-out or repair charges. One telephone call will bring assistance as quickly as possible. As the helpline is available 24 hours a day and seven days a week you may call at any time.

Please ensure your Policy Number is available when telephoning as this will be requested – this appears on your Schedule.

This helpline is provided on Our behalf by DAS Legal Expenses Insurance Company Ltd, all calls are recorded.

Emergency Glazing & Security Assistance Helpline 0345 878 5455

Our glass replacement service provides an efficient replacement service for fixed internal and external glass 24 hours a day, throughout the year. In addition, replacement locks or emergency security measures are also available. Provided the Damage is covered by your Policy, the cost will be settled by us directly with our service providers. If, however, the Policy requires payment of the first amount of any claim, or if you are V.A.T. registered, our service provider will invoice you direct for this amount.

Note: Using any other repairer will not affect your right to claim.

This helpline is provided on Our behalf by Glassolutions and calls may be recorded.

Stress Counselling Helpline 0117 934 2121

A confidential counselling service for any employee (and their family) over the telephone, assisting with issues such as:

- Stress
- Relationship
- Depression
- Bereavement
- Family

All calls will be dealt with in the strictest confidence and are not recorded.

This service can also help with:

- Onward referral to relevant voluntary, self help groups or professional services
- Availability of planned (weekly) telephone counselling sessions, time to suit caller
- Details of face to face counsellors in your area

Any costs arising from the use of these referral services will not be paid by DAS.

This helpline is provided on Our behalf by DAS Legal Expenses Insurance Company Ltd, all calls are dealt with in the strictest confidence and are not recorded.

Health and Medical Assistance Helpline 0345 246 0018

Advice and assistance concerning:

- Pregnancy
- Exercise information
- Sports injuries
- Changing doctors
- Patients' rights
- Nutrition assessment
- Giving up smoking
- Complementary health
- Hospital waiting lists
- Inoculations
- Bespoke fact sheets can be sent out if requested
- Comprehensive doctor, clinic and treatment facility database

This helpline is provided on Our behalf by DAS Legal Expenses Insurance Company Ltd, all calls are recorded.

DAS will not accept responsibility if the telephone helpline services operated by them are unavailable for reasons they cannot control.

Contents

Free Business Advice Service	2
Contents	3
How to use your Policy	3
Direct Line Business from Home Insurance Policy	4
Policy Definitions	4
General Conditions	5
Claims Conditions	7
General Exclusions	9
Section 1 Business Contents	11
Section 2 Public and Products Liability	14
Section 3 Business Money	17
Section 4 Personal Accident (Assault)	18
Section 5 Business Interruption	19
Section 6 Goods in Transit	21
Section 7 Employer's Liability	22
Section 8 Specified All Risks	24
Section 9 Buildings	25
Section 10 Refrigerated Stock	27
Section 11 Business Legal Expenses	27
Endorsements	32
Important Information	33
Direct Line For Business Insurance Privacy Notice	33

How to Use Your Policy

Your Policy

Your policy contains details of the extent of cover available to you, what is excluded from the cover and the conditions on which the policy is issued.

We wish to provide you with a good standard of service. To help us achieve this, it is important that you read this policy carefully. If it does not meet your requirements, or you have any comment or query about the policy, please contact us on **0345 303 1760**.

Your Schedule

Your schedule provides details of the insurance protection provided, the sections of the policy which are operative and the levels of cover you have.

Please examine your schedule to ensure it meets your requirements.

Index Linking

The sum insured by each item of Sections 1, 8 and 9 are index linked as a protection against inflation and at each renewal the premium will be revised in accordance with the index adopted by us.

Index linking will help to ensure that sums insured stay more in line with increasing costs and prices. However, this is dependent on the sums insured at inception being adequate. Please check these to ensure they are adequate and advise us if any alteration is required.

Using the Free Business Services

Details of our helplines are provided on page 2 of this policy booklet.

Making a Claim

To make a claim, first read the policy and schedule and check that you are covered. Then follow the instructions provided under Claims Conditions B – Making a Claim.

To make a claim, phone **0345 303 1753**.

If You are dissatisfied with the way in which a claim or any other matter has been dealt with, please refer to How to complain below.

Direct Line Business from Home Insurance Policy

This policy is evidence of the contract between U K Insurance Limited (UKI) and You.

We will provide Insurance as stated in each operative Section of the Policy during the Period of Insurance. Read the Policy, Schedule and any Endorsement as one document.

We have not given you a personal recommendation as to whether this Policy is suitable for Your needs.

U K Insurance Limited.

Head Office: U K Insurance Limited, Registered address The Wharf, Neville Street, Leeds LS1 4AZ. Registered in England and Wales Company No. 1179980.

How to complain

If you need to complain, please call us on our priority number **0800 051 0538/01239 636082**. If your complaint is about a claim please contact your claims handler whose details will be shown in your claims documents.

If you want to complain in writing, send your letter to one of the following:

- a. For complaints about claims, the Technical Operations Manager at the address shown in your claims documents
- b. For other complaints, the Customer Services Team at Direct Line for Business, Customer Relations Team, Direct Line For Business, Churchill Court, Westmoreland Road, Bromley BR1 1DP.

If we cannot settle the matter with you, you may refer your complaint to the Financial Ombudsman Service (FOS). Their address is: Exchange Tower, London E14 9SR, phone number **0300 123 9123** or **0800 023 4567**.

Policy Definitions

Certain words and expressions in this Policy are defined to have a particular meaning. These have the same meaning wherever they appear in the Policy, and are defined on this page. Others Definitions have meanings particular to the various Sections, Endorsements and/or Extensions in which they appear, and are defined in the appropriate Sections, Endorsements and/or Extensions.

All words and expressions defined below start in the Policy with a capital letter wherever they appear to help You identify them.

We/Us/Our

U K Insurance Limited and/or such other authorised Insurer as U K Insurance Limited may contract to underwrite any part of this Policy.

You/Your

'Insured Name' in the Schedule.

Period of Insurance

- a The period beginning with the Effective Date and ending with the Expiry Date (both stated in the New Business Schedule or latest effective Renewal Schedule as applicable); and

- b any subsequent period;

for which You shall pay and We shall agree to accept Your premium

Business

'The Business' as shown in the Schedule and no other for the purposes of this Policy.

Premises

The private dwelling, including the Business Portion, at the address shown in the Schedule, and any outbuildings and garages on the same site. Unless otherwise stated in the Schedule the building of the Business Portion is built of brick, stone or concrete and roofed with slates, tiles, metal, concrete, asphalt or other incombustible materials (with the exception of ancillary outbuildings and flat roofs).

Business Portion

That portion of the Premises used for the Business including portions also used partly for domestic purposes and detached outbuildings used wholly or partly for the Business.

Home

The portion of the Premises used as private dwelling including the portion used for the dual purpose of private dwelling and in connection with the Business.

Damage

Loss, destruction or damage.

General Conditions

Index Linking

Whenever any property insured is declared to be subject to Index Linking the appropriate sum insured is adjusted at monthly intervals in accordance with the percentage change of the following Indices:

- 1** In respect of All Other Contents and Computer Equipment – the Durable Goods Section of the Retail Prices Index.
- 2** In respect of Tenants' Improvements and Buildings insured by Section 9 (when operative) – the General Building Cost Information Service.

At each renewal of the Policy the Premium will be adjusted to apply to the amended Sum Insured which then pertains and We waive all rights to additional premium arising solely out of such index adjustments prior to renewal.

We reserve the right to use alternative suitable indices to those mentioned at any time without prior notice if either index becomes unavailable or inappropriate.

Injury

Bodily injury, death, illness, disease or shock.

United Kingdom

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

Unoccupied or Unfurnished

- i** Unoccupied means the Home not having been normally occupied for domestic purposes for more than 30 consecutive days;
- ii** Unfurnished means the Home being insufficiently furnished for full occupation.

Excess

The first amount of each and every claim for which You shall be responsible.

Not Applicable to Section 11

1 Observance of Conditions

Your due observance and fulfilment of the terms and conditions of this Policy shall be conditions precedent to Our liability to make any payment under this Policy.

2 Fair Presentation of the Risk

- a** You have a duty to make to Us a fair presentation of the risk before:
 - i** the inception of this Policy;
 - ii** an alteration made to this Policy, concerning changes in the risk which are relevant to the proposed alteration; and
 - iii** the renewal of this Policy; and
- b** In the event of a breach of such duty, if the breach is:
 - i** deliberate or reckless, We may:
 - a** in relation to an alteration made to this Policy, (despite the references to notice period and the refunding of premiums in General Condition 5 b) by notice to You at Your last known address treat this Policy as cancelled with effect from the time when the alteration was made and retain any premiums paid;
 - b** in relation to inception or renewal of this Policy, avoid this Policy and refuse all claims and retain any premiums paid;
 - ii** neither deliberate nor reckless and We would not have:
 - a** in relation to an alteration made to this Policy, agreed to the alteration on any terms, We may treat this Policy as if the alteration was never made, but in that event We:
 - i** will return any extra premium paid; or
 - ii** may (where the total premium was reduced as a result of the alteration), reduce proportionately the amount to be paid on a claim arising out of events after the alteration. We will pay on such claim a percentage of what We would otherwise have been liable to pay (whether on the original terms, or as varied), based on the total premium actually charged compared to the original premium charged; or
 - b** entered into this Policy on any terms, We may avoid this Policy and refuse all claims but will return any premiums paid; or
 - iii** neither deliberate nor reckless and We:
 - a** would have entered into this Policy or agreed to the alteration made to this Policy, but on different terms (other than terms relating to the premium), this Policy or the alteration (as applicable) will be treated as if it had been entered into on those different terms if We require; and

- b** in respect of an alteration made to this Policy:
 - i** would have agreed to the alteration, but would have charged an increased premium by more than We did or (in the case of an unchanged premium) would have increased the premium. We may reduce proportionately the amount to be paid on a claim arising out of events after the alteration. We will pay on such claim a percentage of what We would otherwise have been liable to pay (whether on the original terms, or as varied, or under the different terms provided for by virtue of item b iii a above), based on the total premium actually charged compared to the premium that We would have charged;
 - ii** (where the total premium was reduced as a result of the alteration), would have agreed to the alteration and We would have increased the premium, would not have reduced the premium, or would have reduced it by less than We did, We may reduce proportionately the amount to be paid on a claim arising out of events after the alteration. We will pay on such claim a percentage of what We would otherwise have been liable to pay (whether on the original terms, or as varied, or under the different terms provided for by virtue of item b iii a above), based on the total premium actually charged compared to the original premium if We would not have changed it, and otherwise the increased or (as the case may be) reduced total premium We would have charged.

c would have entered into this Policy (whether the terms relating to matters other than the premium would have been the same or different), but would have charged a higher premium. We may reduce proportionately the amount to be paid on a claim. We will pay on such claim a percentage of what We would otherwise have been liable to pay (making provision for any different terms referred to in item b iii a above), based on the premium actually charged compared to the higher premium.

- c** We will be entitled to vary the premium and any terms in respect of any ongoing acceptance of cover (where agreed by Us), in relation to a breach of the duty to make to Us a fair presentation of the risk.

3 Reasonable Precautions

You must:

- a** take all reasonable precautions to prevent or minimise Damage accident or Injury
- b** maintain the Premises, machinery, equipment and furnishings in a good state of repair

- c** exercise care in the selection and supervision of Employees
- d** comply with all relevant statutory requirements, manufacturer's recommendations and other regulations relating to the use, inspection and safety of property and the safety of persons.

4 Change of Risk or Interest

- a** It is a condition precedent to Our liability that You shall immediately notify Us if any alteration be made either in the Business or at the Premises or in any property therein or in any other circumstances whereby the risk is increased other than in accordance with General Condition 2,

at any time after the Effective Date (as stated in the Schedule) of the Period of Insurance.

- b** This Policy shall cease to be in force if:
 - i** Your interest in the Business ends, other than by death; or
 - ii** the Business is to be wound up or carried on by a liquidator or receiver or permanently discontinued,

at any time after the Effective Date (as stated in the Schedule) of the Period of Insurance, unless its continuance be agreed by Us.

5 Cancellation

- a** You may cancel the Policy by giving Us written notice. We will refund any Premium paid for the remaining Period of Insurance, less an administration fee for cancellation as shown in Your Schedule, as long as You have not made any claim in the current Period of Insurance.
- b** We may cancel the Policy by sending seven days' written notice to You at Your last-known address. We will refund any Premium paid for the remaining Period of Insurance, as long as You have not made any claim up to the date of cancellation.

6 Minimum Protections

It is a condition precedent to Our liability, unless otherwise agreed by Us in writing that the following protections be fitted to the under-mentioned doors and windows (where these are under Your control) and put into full and effective operation when:

- i** both the Home and Business Portion are left unattended
- ii** any Business Portion which has its own separate external entrance door (whether such portion is detached from or integral to the main building of the Premises) is left unattended.

1 final exit doors:

- a** if single leaf, a 5 lever mortice deadlock
 - b** if double leaf
 - i** on one leaf flush or barrel bolts (the latter being at least 200mm (8") long) and hinge bolts fitted top and bottom.
 - ii** on the second closing leaf, a 5 lever mortice deadlock and hinge bolts fitted top and bottom
- or alternatively to **i** and **ii**
key-operated locks or bolts, fitted to the top and bottom of both door leaves

Claims Conditions

2 sliding patio doors:
key-operated locking security locks to the top and bottom of the frame at diagonally opposing corners

3 on all fire exit doors:
panic bar, and hinge bolts fitted top and bottom

4 on opening basement and ground floor and other accessible windows:
key-operated metal locking device

7 English Law

Under European Law, you and we may choose which law will apply to this contract. English Law will apply unless both parties agree otherwise.

We have supplied this Agreement and other information to you in English and we will continue to communicate with you in English.

8 Interest Clause

The interests of third parties which You are required to include on this Policy under the terms of any mortgage, property lease, or hiring, leasing or hire purchase agreement are automatically noted subject to You advising Us as soon as is reasonably practicable.

9 Contracts (Rights of Third Parties) Act 1999

A person or company who was not a party to this Policy has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this Policy but this does not affect any right or remedy of a third party which exists or is available apart from that Act.

10 Payment of Premium

- a** If You do not pay a Premium on time, We will assume that You intend to cancel the Policy and cover under this Policy will end from the date the payment was due
- b** If You are paying Your Premium by instalments, and We pay a claim under Your Policy, You must immediately pay the Premium outstanding up to the end of Your Policy period. If You don't We can take the amount You owe Us from any claim We pay.

11 Changes to Your cover

You must tell Us immediately if there are any changes that may affect Your insurance, such as the following:

- i** if You change the address where Your business is located
- ii** if Your sums insured change

We may then reassess Your cover and Premium either immediately or at Your next renewal, depending on the information You have provided. Note: the list above does not set out all changes You must tell Us about. If You are not sure whether a change may affect Your cover, contact Us.

Where there is a change We reserve the right to make an administration charge as shown in Your Schedule.

Not Applicable to Section 11

A Conditions Precedent

Every condition precedent to which this Policy or any Section or item of the Policy is, or may be, made subject to, shall, from the time the condition precedent attaches, apply and continue to be in force during the whole currency of this Policy. Non-compliance with any such condition precedent may be a bar to any claim under the relevant Section(s) of the Policy, where the subject matter of the claim has been caused by the non-compliance or to the extent that it was increased by the non-compliance.

B Making a Claim

On the happening of any event which could give rise to a claim under this Policy You shall:

- 1** immediately notify Us and deliver to Us at Your own expense a claim in writing with such detailed particulars and proofs as may be reasonably required and (if demanded) a statutory declaration of the truth of the claim and any matters connected therewith within:
 - i** seven days of the event in the case of Damage caused by Riot, Civil Commotion, Strikes, Labour Disturbances or Malicious Persons
 - ii** 30 days of the expiry of the Indemnity Period in respect of Business Interruption claims
 - iii** 30 days of the event in the case of any other claim or such further time as We may allow.
- 2** give immediate notice to the Police in respect of:
 - i** Damage by theft or any attempt thereat
 - ii** loss of Money by any cause whatsoever
 - iii** Damage by malicious persons.
- 3** make no admission of liability or offer promise or payment without Our written consent
- 4** inform Us immediately of any impending prosecution, inquest or fatal inquiry or civil proceedings and send to Us immediately every relevant document
- 5** take all reasonable action to minimise or check any interruption of or interference with the Business
- 6** produce to Us such books of account or other business books or documents or such other proofs as may reasonably be required by Us for investigating or verifying the claim
- 7** in respect of Section 4 supply at Your own expense all certificates and information and evidence required by Us and the Person-insured shall as often as required by Us submit to medical examination at Our own expense.

C Control of Claims

We shall be entitled:

- 1** on the happening of Damage to the property insured to enter take and keep possession of any building where Damage has happened and to take and keep possession of the property insured and to deal with the salvage in a reasonable manner without thereby incurring any liability and without diminishing

Our right to rely on any conditions of this Policy and this Policy shall be proof of leave and licence for such purpose

- 2** at Our discretion to take over and conduct in Your name the defence or settlement of any claim and to take proceedings at Our own expense and for Our own benefit but in Your name to recover compensation or secure indemnity from any third party in respect of any event insured by this Policy and You shall give all information and assistance required
- 3** to any property for the loss of which a claim is paid hereunder and You shall execute all such assignments and assurances of such property as may be reasonably required but You shall not be entitled to abandon any property to Us
- 4** to pay to You the maximum sum payable under Sections 2 and 7 (if operative) in respect of any Occurrence or any lesser sum for which the claim or claims arising from such Occurrence can be settled and We shall not be under any further liability in respect of that Occurrence except for the payment of costs and expenses of litigation incurred prior to such payment
- 5** in the case of death of the Person-insured by Section 4 to have a post-mortem examination at Our own expense.

D Fraudulent Claims

In the event of any claim under the Policy being submitted which in any respect is intentionally exaggerated or fraudulent or if any fraudulent means or devices are used by You or anyone acting on Your behalf to obtain benefit under this Policy, We:

- a** shall not be liable to pay the claim;
- b** may recover from You any sums paid by Us to You in respect of the claim; and
- c** may (despite the references to notice period and the refunding of premiums in General Condition 5 b) by notice to You at Your last known address treat this Policy as having been cancelled with effect from the time of the fraudulent act and may:
 - i** refuse all liability to You under this Policy in respect of any event that gives rise to Our liability occurring after the time of the fraudulent act; and
 - ii** retain any premiums paid under this Policy.

E Other Insurances

If at the time of any Damage or Occurrence (as defined in Sections 2 and 7 of this Policy) which gives rise to a claim there be any other insurance or indemnity effected by You or on Your behalf applicable to such event Our liability shall be limited to its rateable proportion. If any other such insurance or indemnity is subject to any provision whereby it is excluded from ranking concurrently with this Policy whether in whole or in part or from contributing rateably then Our liability shall be limited in respect of any Damage or Occurrence to any excess beyond the amount which would be payable under such other insurance or indemnity had this Policy not been effected.

F Arbitration

If any difference shall arise as to the amount to be paid under this Policy (liability being otherwise admitted) such difference shall be referred to an Arbitrator to be appointed by the parties in accordance with the current Statutory provisions. Where any difference is by this Condition to be referred to arbitration the making of an Award shall be a condition precedent of any right of action against Us.

G Excesses

If We agree to indemnify You under both Sections 1 and 9 of this Policy as a result of the happening of a single event and if an Excess applies under both these Sections then only one Excess being the higher of those which would have applied separately under each Section will be deducted from the total claim payment.

General Exclusions

This Policy does not cover:

1 Radioactive Contamination

Damage to any property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any consequential loss or any legal liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from

- a ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
- b the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof

Note: As far as concerns Injury caused to any of Your Employees if such Injury arises out of and in the course of employment or engagement of such person by You this Exclusion shall apply only in respect of

- i the liability of any Principal
- ii liability assumed by You under agreement and which would not have attached in the absence of such agreement

2 War Government Action and Terrorism

- a Damage to any property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any consequential loss directly or indirectly caused by or contributed to by or arising from
 - i War Government Action or Terrorism
 - ii civil commotion in Northern Ireland
- b legal liability of whatsoever nature or any costs or expenses whatsoever directly or indirectly caused by or contributed to by or arising from War Government Action or Terrorism except to the extent stated in the Liability Provisions

For the purpose of this Exclusion and its Liability Provisions –

War shall mean war, invasion, acts of foreign enemies, hostilities or warlike operations (whether war be declared or not), civil war, mutiny, civil commotion assuming the proportions of or amounting to popular rising, military rising, insurrection, rebellion, revolution, or military or usurped power

Government Action shall mean martial law, confiscation, nationalisation, requisition or destruction of property by or under the order of any government or public or local authority or any action taken in controlling preventing suppressing or in any way relating to War

Terrorism shall mean acts of persons acting on behalf of, or in connection with, any organisation which carries out activities directed towards the overthrowing or influencing, by force or violence, of Her Majesty's government in the United Kingdom or any other government de jure or de facto

In any action suit or other proceedings where We allege that by reason of this Exclusion as far as it relates to Terrorism any Damage or resulting loss or expense or consequential loss is not covered by this insurance the burden of proving that such Damage loss expense or consequential loss is covered shall be upon You.

Buildings Section Provision – Terrorism

Subject otherwise to the terms definitions exclusions exceptions provisions and conditions of the Policy this insurance includes Damage by any insured Contingency to the property insured under the Buildings Section of this Policy (other than property not insured in the name of a private individual) occasioned by or happening through or in consequence of Terrorism as defined above other than such Damage directly or indirectly caused by or contributed to by or arising from

- 1 any chemical biological or bio-chemical weapon
- 2 the use or threat of use of any nuclear device or radioactive substance

Liability Provisions

Subject otherwise to the terms definitions exclusions exceptions provisions and conditions of the Policy

- 1 We will indemnify You under the Employers Liability Section provided that in respect of any one event or all events of a series consequent on one original cause Our liability in respect of all legal liability costs and expenses directly or indirectly caused by or contributed to by or arising from Terrorism shall not exceed £5,000,000
- 2 We will indemnify You under the Public and Products Liability Section against legal liability costs and expenses directly or indirectly arising from Terrorism provided that Our liability for all damages (including interest thereon) shall not exceed
 - a in respect of any one Occurrence or series of Occurrences not caused by Insured Products arising out of one event £2,000,000 (or the amount shown against the Indemnity Limit stated in the Schedule whichever is the lower)
 - b in respect of all Occurrence or series of Occurrences caused by Insured Products in any one Period of Insurance £2,000,000 (or the amount shown against the Indemnity Limit stated in the schedule whichever is the lower)
 - c in respect of all Pollution and Contamination consequent upon Terrorism and which is deemed to have occurred during any one Period of Insurance £2,000,000 (or the amount shown against the Indemnity Limit stated in the Schedule whichever is the lower) in the aggregate

3 Pollution and Contamination (Applicable to Sections 1, 5 and 9)

Damage or Loss of Gross Income caused by or arising from pollution or contamination except (unless otherwise excluded) Damage to the Property insured caused by:

- a pollution or contamination which itself results from fire lightning explosion aircraft or other aerial devices or articles dropped from them riot civil commotion strikes locked-out workers persons taking part in labour disturbances malicious persons other than thieves earthquake storm flood escape of water from any tank apparatus or pipe theft or impact by any vehicle or animal.
- b any of the Contingencies in a above which itself results from pollution or contamination.

4 Date Recognition

Damage accident or liability directly or indirectly caused by or consisting of or arising from the failure of any computer data processing equipment or media microchip integrated circuit or similar device or other equipment or system for processing storing or receiving data or any computer software, whether Your property or not, and whether occurring before, during or after the year 2000.

- a correctly to recognise any date as its true calendar date;
- b to capture save or retain and/or correctly to manipulate, interpret or process any data or information or command or instruction as a result of treating any date otherwise than as its true calendar date;
- c to capture save retain or correctly to process any data as a result of the operation of any command which has been programmed into any computer software being a command which causes the loss of data or the inability to capture save retain or to correctly process such data on or after any date.

In respect of Section 1 – The Contents, Section 3 – Business Money, Section 5 – Business Interruption, Section 8 – Specified All Risks and Section 9 Buildings, this Exclusion shall not exclude subsequent Damage not otherwise excluded which itself results from fire lightning explosion aircraft or other aerial devices or articles dropped from them riot civil commotion strikes locked-out workers persons taking part in labour disturbances malicious persons other than thieves earthquake storm flood escape of water from any tank apparatus or pipe theft or impact by any vehicle or animal.

5 Date Recognition Computer Equipment

The expected cost which would have been incurred in modifying any computer data processing equipment or media microchip integrated circuit or similar device or other equipment or system for processing storing or receiving data or any computer software so as to be able correctly to recognise save retain manipulate interpret or process any date after December 31st 1999 where such computer or other property is unable to do so at the time of any Damage insured by this Policy.

Note: General Exclusion 5 shall not apply to Section 7 – Employer's Liability

6 Computer Virus and Hacking

- a Damage to any computer or other equipment or component or system or item which processes stores transmits or retrieves data or any part thereof whether tangible or intangible (including but without limitation any information or programs or software) and whether Your Property or not where such Damage is caused by Virus or Similar Mechanism or Hacking
- b financial loss directly or indirectly caused by or arising from Virus or Similar Mechanism or Hacking

but this shall not exclude Damage or financial loss which is not otherwise excluded from this Policy and which results from fire lightning explosion earthquake aircraft or other aerial devices or articles dropped from them riot civil commotion strikes labour disturbances malicious persons (including the acts of thieves but excluding the acts of malicious persons which do not involve physical force or violence) storm flood escape of water or oil from any tank apparatus or pipe impact by any vehicle or animal.

For the purpose of this Exclusion –

Virus or Similar Mechanism shall mean program code programming instruction or any set of instructions intentionally constructed with the ability to damage interfere with or otherwise adversely affect computer programs data files or operations whether involving self-replication or not. The definition of Virus or Similar Mechanism includes but is not limited to trojan horses worms and logic bombs

Hacking shall mean unauthorised access to any computer or other equipment or component or system or item which processes stores transmits or retrieves data whether Your Property or not

This General Exclusion shall not apply to Sections 2 and 7.

7 Sonic Bangs

Damage accident or liability caused by or happening through pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds.

8 Wilful Acts

Damage accident or liability caused by or happening through the wilful or malicious act of You or any person indemnified by this Policy.

9 Contractual Liability

Liability assumed by You under any agreement which but for the existence of such agreement would not have attached to You other than any warranty on goods implied by law or by virtue of any agreement with any local or district authority in connection with erected signs.

10 Personal Legal Liability

Loss or damage to property or liability in connection with the occupation or use of the Premises as a private dwelling or any personal legal liability not in connection with Your Business or Your family.

Section 1 – Business Contents

Definition

Business Contents

All Other Contents, Computer Equipment, Refrigerated Stock, Attractive Stock and All Other Stock

All Other Contents

All Other Contents (other than Computer Equipment, Refrigerated Stock, Attractive Stock and All Other Stock), belonging to You or for which You are responsible in connection with the Business including:

- a** vending machines, office furniture, fixtures and fittings (including fixed glass therein), tools, equipment, utensils, security systems (including that part in the private dwelling portion where a system applies to both the Home and Business Portion), and all other contents Your property or property for which You are responsible.
- b** the personal property of Employees or visitors to the Premises, for an amount not exceeding £1,500 in respect of the property of any one person.

but excluding:

- i** the contents and/or cash in vending machines
- ii** portable computers
- iii** Computer Equipment, money, gold and silver articles and jewellery, precious stones, furs, deeds, documents and travel tickets unless specifically mentioned in the Schedule the personal property of Employees or visitors to the Premises
- iv** any other property separately described in the Schedule or which is more specifically insured.

Computer Equipment

Computers, software and ancillary equipment other than portable computers belonging to You or for which You are responsible being used in connection with or for the purposes of the Business.

Refrigerated Stock

Any perishable food for human consumption of which it is normal practice to place into deep freeze or refrigeration for preservation purposes in connection with the Business.

Attractive Stock

Stock, work in progress and finished goods consisting of audio, video, mobile telecommunications equipment, clothing, computers and software, curios, pictures, works of art, prescription drugs and medicines, jewellery and watches, non-ferrous metals, photographic equipment, power-driven tools, CDs and DVDs Your property or held in trust for which they are responsible.

All Other Stock

Stock, work in progress and finished goods Your property or held in trust for which they are responsible other than Refrigerated Stock and Attractive Stock.

Indemnity

We will Indemnify You in the event of Damage to the items described in the Schedule whilst in the Business Portion or Home caused by any of the following Contingencies:

Contingencies

- 1 Fire (including subterranean fire), explosion, lightning or earthquake.**
- 2 Storm or flood** excluding:
 - a** Damage caused by frost, subsidence, ground heave or landslip
 - b** Damage to moveable property in the open.
- 3 Escape of water**
from any tank apparatus or pipe excluding Damage to Business Contents when the Home is Unoccupied or Unfurnished.
- 4 Riot, civil commotion, labour and political disturbances and strikes.**
- 5 Malicious damage** excluding:
 - a** Damage by a person lawfully in or on the Premises
 - b** Damage when the main building of the Home is Unoccupied or Unfurnished.
- 6 Impact**
with the Premises by aircraft or other aerial devices or anything dropped from them, vehicles, trains, animals, falling trees or branches, falling aerials or masts.
- 7 Theft** or any attempted theft excluding:
 - a** Damage when the Home is Unoccupied or Unfurnished
 - b** Damage unless involving forcible and violent entry to or exit from the Premises when:
 - i** any part of the Premises is lent, let or sub-let by You
 - ii** both the Home and Business Portion are left unattended
 - iii** any Business Portion which has its own separate external entrance door (whether such Business Portion is detached from or integral to the main building of the Premises) is left unattended
 - c** Damage caused by You or any member of his Your family or any Employee
 - d** Loss by deception unless deception is only used to gain entry to the Premises
 - e** Damage to property in the open.
- 8 Theft by violence** or threat of violence to You, Your family or Employees.
- 9 Escape of oil** from any fixed heating installation.
- 10 Subsidence or ground heave** of the site on which the Premises stand or landslip

11 Any Other Accidental Damage but excluding:

- a** Damage caused by or resulting from:
 - i** wear, tear, deterioration, insect, vermin, moth, mildew, rust, corrosion, action of light or other gradually operating cause;
 - ii** any process of cleaning, renovating, restoring, repairing;
 - iii** maintenance;
due to faulty workmanship; or
arising during removal or installation;
 - iv** mechanical derangement, breakdown or fault;
to watches and clocks by over-winding; or
to any plant or apparatus as a result of adjustment or
interference with any component part, its over running
or misuse;
 - v** domestic pets.
- b** any shortage due to error or omission or loss revealed by stocktaking or an inventory;
- c** Damage specifically excluded in the:
 - i** Contingencies 1-10 in this Section
 - ii** Exclusions applicable to this Section
 - iii** General Exclusions

Exclusions

We shall not be liable under this Section for:

- a** any property insured under Section 8 of this Policy.
- b** Damage by Contingencies 2 and 3 in respect of Computer Equipment, Refrigerated Stock, Attractive Stock and All Other Stock in any portion of the Premises below street level unless such property is on racks or shelves at least 4 inches off the floor level or are in watertight containers;
- c** the distortion, corruption, erasure or disturbance of electronic records, programmes or software;
- d** any amount in excess of £250 in respect of any single living animal forming part of the Refrigerated Stock, Attractive Stock and All Other Stock.

Extensions

A Removal of Documents

The insurance provided for All Other Contents extends to cover Damage caused by the Contingencies to business books, books of account, manuscripts, plans, designs and other documents, photographs, photographic negatives, video and audio tapes, and computer systems records whilst:

- a** temporarily at any premises not in Your occupation;
- b** stored for safekeeping at any bank, safety deposit or premises of Your professional advisers;

- c** in transit by road, rail or inland waterway.

provided that such property:

- i** remains within the United Kingdom;
- ii** is not otherwise insured;

and Our liability under this Extension shall not exceed £1,000 for any one loss.

B Signs

We will indemnify You for accidental Damage to external advertising or name signs attached to a building at the Premises up to a maximum amount of £500 in any one Period of Insurance.

C Breakage of Glass and Sanitaryware (Business Portion)

This Section extends to indemnify You for accidental breakage of glass in doors and windows, and sinks, wash basins and other sanitaryware in the Business Portion for which the cost of repair or replacement is Your responsibility and which is not more specifically insured by a separate buildings insurance policy, provided that such replacement or repair shall be to a quality and functionality substantially similar to that of the damaged items as far as is reasonably possible at the time.

This Extension will also indemnify You against:

- i** the cost of boarding up the aperture pending glass replacement for which indemnity is provided above;
- ii** damage to the Business Contents caused by the glass breakage up to a limit of £250.

Excluding in respect of this Extension:

- a** damage when the main building of the Home is Unoccupied or Unfurnished;
- b** breakage of any pane(s) which were cracked or fractured prior to the inception of this Policy.

D Victim Counselling

If You (or any of Your Employees, if Section 7 Employer's Liability is operative) suffer emotional stress as a result of an event insured by this Section We will pay the cost of any professional counselling which is recommended by a qualified medical practitioner and which is approved by Us before any costs are incurred, but excluding any amounts exceeding £1,000 in total for any one event.

E Outside Catering

We will indemnify You against Damage to Business Contents (other than Computer Equipment) caused by any of the Contingencies occurring in any building anywhere in the United Kingdom where You have provided catering facilities in connection with a function in pursuance of their Business up to an amount not exceeding £1,000.

F Theft of Keys

We will indemnify You in respect of the replacement of locks following the theft of keys for the buildings, intruder alarm or safe or strongroom of the Premises whilst in the Premises or the private dwelling of any authorised Employee, up to a maximum of £1,500.

G Theft Damage to Buildings

The indemnity provided by Contingency No 7 extends to include Damage done to the buildings of the Business Portion for which the cost of repair or replacement is Your responsibility and which is not more specifically insured by a separate buildings insurance policy or by Section 9 of this Policy.

H Temporary Change of Address

If Damage insured by this Section is sufficiently serious to make it necessary to temporarily relocate the Business to alternative accommodation (with Our prior consent) then We will print and despatch up to 500 change of address notifications at Our own expense on Your behalf, subject to You supplying Us with a list of names and addresses of the intended recipients. The design and style of such notification to be entirely at Our discretion.

I Removal of Debris

The cost of clearing Business Contents debris as a result of Damage caused by any of the Contingencies insured by this Section up to a limit of 20% of the total sum insured by this Section.

Special Conditions Applicable to this Section

1 Index Linking

The Sum Insured by each item of Section 1 of the Schedule is subject to Index Linking.

2 Limit of Liability

The maximum amount payable under this Section in respect of:

- a** All Other Contents and Computer Equipment is the Sum(s) Insured in the Schedule plus Index Linking.
- b** Refrigerated Stock, Attractive Stock and All Other Stock is the Sum Insured stated in the Schedule.

3 Basis of Claims Settlement

The basis of claims settlement under this Section is:

- a** for all items totally lost or destroyed (other than Refrigerated Stock, Attractive Stock and All Other Stock, business books, books of account, manuscripts, plans, designs and other documents, photographs, photographic negatives, video and audio tapes, computer systems records, linen, towels and clothing) no deduction for wear and tear and depreciation will be made provided that:
 - i** replacement of such items takes place without delay, and
 - ii** the relevant sum insured is adequate to pay for the replacement of all the property;
- b** for linen, towels and clothing which are totally lost or destroyed a deduction for wear and tear and depreciation will be made;
- c** in respect of business books, books of account, manuscripts, plans, designs and other documents, photographs, photographic negatives, video and audio tapes, and computer systems records, being Your property, the amount payable is the cost of the materials, computer time and clerical labour expended in rewriting and reasonable costs of research of the information contained therein but not for the value to You of the information;

- d** for Refrigerated Stock, Attractive Stock and All Other Stock other than for property held in Your trust totally lost or destroyed the amount payable is the cost of the materials and goods including the cost of work in progress incurred up to the date of the loss;
- e** for property held in Your trust which are totally lost or destroyed the amount payable is:
 - i** in respect of business books, books of account, manuscripts, plans, designs and other documents, photographs, photographic negatives, video and audio tapes, and computer systems records, the cost of the materials, computer time and clerical labour expended in rewriting and reasonable costs of research of the information contained therein but not for the value to You or the relevant customer of the information;
 - ii** in respect of other items, their market value;
- f** for items which are not totally lost or destroyed, the cost of repair.

In all cases replacement or repair shall be to a quality and functionality substantially similar to that of the items lost damaged or destroyed as far as is reasonably possible at the time.

If the Sum Insured by any item of this Section is inadequate at the time of the loss then You shall be considered as Your own insurer for the difference and shall bear a rateable share of the loss accordingly.

4 Automatic Reinstatement of Sum Insured

In the event of Damage under this Section We shall automatically reinstate the relevant Sum Insured unless there is written notice to You by Us to the contrary.

Provided that

- i** You undertake to pay the appropriate additional premium;
- ii** You shall take immediate steps to carry out any risk improvements alterations to the Premises which We may require.

5 Stock Records

It is a condition of this Section that You keep full records of all stock purchases and sales and that such records be either:

- i** kept in a fire resistant cabinet when not in use, or
- ii** at a location elsewhere than the Premises

in order to assist with the substantiation of any claim under this Section.

6 Excess

We shall not be liable under this Section for the amount stated against the Excess in the Schedule.

7 Flat Roof Condition

- a** Any flat portion of the roof is to be inspected on a bi-annual basis by a competent roofing contractor and any recommendations implemented
- b** We shall not be liable for the first £500 for each and every claim attributable to Storm on that part of the building with a flat roof.

Section 2 – Public and Products Liability

Definitions

Employee

- a** any person under a contract of service or apprenticeship with You; and
- b** in connection with the Business while working for You any:
 - i** person under a contract of service or apprenticeship with some other employer and who is hired to or borrowed by You;
 - ii** labour master or person supplied by him;
 - iii** person engaged by a labour only sub-contractor;
 - iv** self-employed person performing work under a similar degree of control and direction by You as if he were a person under a contract of service or apprenticeship with You;
 - v** driver or operator of plant hired in by You;
 - vi** person engaged under a Work Experience Scheme or similar scheme;
 - vii** voluntary helper.

Business

The Business as shown in the Schedule shall include:

- a** the ownership, repair, maintenance and decoration of the Business Portion of the Premises;
- b** private work undertaken with Your consent by any of Your Employees for Your directors, partners or senior Employees.

Craft

Craft shall mean any craft or thing made or intended to float on or through water, air or space.

Insured Products

- a** goods manufactured, sold, supplied (including any containers), repaired, renovated, serviced, altered, erected, installed or treated;
- b** work or services provided

within the United Kingdom by You or on Your behalf in connection with the Business.

Territorial Limits

- a** anywhere within the United Kingdom other than offshore installations, or any other premises occupied or owned by You.
- b** travel elsewhere in the World by any of Your directors, partners or Employees normally resident in any of the territories stated in **a** above provided any work outside such territories is restricted to commercial, secretarial or administrative duties.

Occurrences

We will indemnify You for all sums which You shall become legally liable to pay as damages and claimants' costs and expenses in respect of accidental:

- a** Injury to any person
- b** Damage to material property
- c** nuisance, trespass, obstruction, loss of amenities or interference with any right of way, light, air or water

- d** wrongful arrest, detention, imprisonment or eviction of any person or invasion of the right of privacy

occurring during the Period of Insurance and within the Territorial Limits, and happening in connection with the Business, including where caused by the Insured Products.

Indemnity Limit

Our liability for all damages payable under this Section and Extension B of Section 9 Buildings of this Policy (if operative) to any claimant or number of claimants as a result of any one Occurrence or all Occurrences of a series consequent upon or attributable to one source or original cause shall not exceed the Indemnity Limit stated in the Schedule but the Indemnity Limit shall be the maximum amount payable in any one Period of Insurance in respect of liability arising from the Insured Products.

Costs

We will in addition

- 1** pay all costs and expenses incurred with Our written consent in respect of any claim which may be the subject of indemnity under this Section
- 2** pay solicitors fees incurred with Our written consent for representation at proceedings
 - a** in any Court of Summary Jurisdiction of any proceedings brought against You in respect of breach or alleged breach of any statutory duty resulting in Injury or Damage which may be the subject of indemnity under this Section, or
 - b** at a Coroners Court or Fatal Accident Inquiry.

Extensions

A Motor Contingent Liability

Notwithstanding Exclusion **i** of this Section We shall indemnify You against legal liability in respect of Injury or Damage arising out of the use in connection with the Business of any motor vehicle not owned or provided by You

Excluding in respect of this Extension liability:

- a** in respect of Damage to such vehicle or to goods conveyed therein or thereon
- b** in respect of Injury or Damage arising while such vehicle is being
 - i** driven by You
 - ii** driven with the general consent of You or Your representative by any person who to the knowledge of You or Your representative does not hold a licence to drive a vehicle unless such person has held and is not disqualified from holding such a licence
 - iii** used elsewhere than in the United Kingdom
- c** in respect of which You are entitled to indemnity under any other insurance.

B Tenants' Liability

If the Business Portion is leased let rented hired or lent to You Exclusion **b** of this Section shall not apply provided that the indemnity will not apply to legal liability in respect of:

- a Damage arising under agreement unless liability would have attached to You in the absence of such agreement
- b the first £100 of any one claim caused otherwise than by fire or explosion
- c Damage to premises caused by fire or any other peril against which a tenancy or other agreement stipulates that insurance shall be effected by You or on Your behalf.

C Overseas Personal Liability

We shall indemnify You and, if You so request, any of Your directors or partners or any Employees or spouse or civil partner of such person against legal liability incurred in a personal capacity whilst temporarily outside the United Kingdom

Excluding in respect of this Extension liability:

- a arising out of the ownership or occupation of land or buildings
- b in respect of which any person referred to above is entitled to indemnity under any other insurance.

D Health and Safety at Work Act etc 1974

We shall indemnify You and at Your request any of Your directors or partners or Employees in respect of legal costs and expenses incurred with Our written consent and costs awarded against You or any of Your directors or partners or Employees arising in connection with a prosecution (including an appeal against any conviction resulting from a prosecution) as a result of an alleged offence occurring during the Period of Insurance under the Health and Safety at Work etc Act 1974 or similar safety legislation of the United Kingdom provided that:

- a the proceedings relate to the health safety or welfare of persons other than the Employees
- b We will not indemnify You in respect of:
 - i fines and penalties
 - ii costs and expenses insured by any other policy.

E Consumer Protection and Food Safety Acts

We will indemnify You and at Your request any of Your directors, partners or Employees against legal costs and expenses incurred with Our written consent in connection with the defence of any proceedings or an appeal against conviction arising from such proceedings brought for a breach of

- a Part 2 of the Consumer Protection Act 1987
or
- b Section(s) 7, 8, 14 and/or 15 of the Food Safety Act 1990 committed or alleged to have been committed in the course of the Business during the Period of Insurance

Provided that this indemnity shall not apply to

- i the payment of fines or penalties
- ii proceedings or appeals in respect of any deliberate act or omission by You
- iii costs or expenses insured by any other policy.

F Court Attendance Costs

In the event of any of the undernoted persons attending court as a witness at Our request in connection with a claim in respect of which You or any other person is entitled to indemnity under this Section We will pay compensation to You at the following rates per day for each day on which attendance is required:

- a Your directors or partners £250
- b any Employee £100

Provided that such expenses are not

- i payable under Section 11 of this Policy
- ii recoverable from any court, Tribunal or third party.

G Hairdressers' Indemnity

(this extension only operative if mentioned in the Schedule)

This Section extends to indemnify You for liability arising out of any operation usually undertaken in the ordinary course of Business as a Hairdresser in the Business Portion of the Premises or elsewhere in the United Kingdom (except any premises owned or occupied by You not being the Premises) by You or any person employed by or apprenticed to You provided always that Our maximum liability in respect of any one Occurrence or series of Occurrences arising out of any one cause shall not exceed the Indemnity Limit stated against this Extension in the Schedule in addition to costs and expenses incurred with Our written consent.

For the purposes of this Extension eyebrow plucking and shaping (but not treatment of the eye lashes) facial beauty treatment (but not vibro massage, ultraviolet ray, electrolysis or any other form of beauty treatment involving power-operated aids) manicure and pedicure (but not chiropody) are deemed to be in the ordinary course of the Business; also normal hairdressing work on wigs and hairpieces.

Excluding in respect of this Extension liability for any claim arising out of or attributable to:

- a application by or use upon Your advice or anyone acting on Your behalf of any lotion, hair dye or other preparation wholly or partly manufactured, produced, mixed or treated in any way by or on Your behalf;
- b use contrary to the makers' or vendors' instructions as regards failure to make the prior skin tests before use and/or subsequent procedures required or recommended by them in respect of any lotion, hair dye or other preparation;
- c the tinting or dyeing of hair carried out by persons under 18 years old or by Third Year Apprentices except under the supervision of a Qualified Operator;
- d tinting or dyeing of hair, permanent waving or other special treatments of the hair or scalp, facial beauty treatment (as above defined) carried out by any person under 17 years old or by Apprentices except under the supervision of a Qualified Operator;
- e any operation mentioned in **d** hereof carried out by Learners;

f ear piercing other than by the gun and stud method.

For the purposes of this Extension:

g Qualified Operator means any person 18 years old or above who has either:

i more than three years' continuous experience of professional hairdressing, or

ii completed two years' technical college training in hairdressing;

h Apprentice means any person during their second year of continuous experience of professional hairdressing;

i Learner means any person under 16 years old or with less than one years' continuous experience of professional hairdressing.

H Additional Persons Insured

The Definition of You/Your is extended to include:

a Your personal representatives in the event of Your death but only in respect of liability incurred by You;

b if You so request any of Your directors, partners or Employees while acting in connection with the Business provided You would have been entitled to Indemnity under this Section if the claim had been made against You;

Provided that each party shall observe, fulfil and be subject to the terms, conditions, exclusions and limitations of this Section insofar as they can apply.

I Cross Liabilities

If more than one person is referred to in the Schedule as You this Section shall apply to each one as if a separate Policy has been issued to each provided that the total amount of indemnity payable to all parties shall not exceed the Indemnity Limit.

Provided that We shall not indemnify You against liability for which an indemnity is or would be granted under any Employer's Liability insurance but for the existence of this Section.

Exclusions

We shall not be liable under this Section in respect of:

a Injury to any member of Your family or domestic staff or anyone employed by You to repair or decorate the Premises or any other Employee;

b Damage to property belonging to or in the charge or control of You, Your family or members of Your domestic staff but this exclusion shall not apply to:

i Employees' or visitors' property

ii any premises (including contents) which are temporarily occupied by You for the purpose of work in connection with the Business (not being buildings which are owned by or leased or rented to You);

c any Insured Products in or on, or for use in or on, aircraft;

d the making up, dispensing, sale or supply of any drugs, medicines, ointments or potions;

e the cost of expenses incurred in replacing or making good faulty, defective or incorrect:

i workmanship

ii design or specification

iii materials, goods or other property supplied installed or erected by or on Your behalf;

f any costs incurred in recalling or modifying any Insured Products;

g the costs of remedying any defect or alleged defect in land or premises sold or disposed of by You or for any reduction in value thereof;

h the ownership possession or use by or on Your behalf of any animal:

i of a species defined as dangerous in the Animals Act 1971

ii classified as a specially controlled dog as defined in the Dangerous Dogs Act 1991

iii whilst held in compulsory quarantine by or on Your behalf following its arrival, or suspected arrival, from outside the United Kingdom;

i the ownership possession or use by or on Your behalf of any Craft, or mechanically propelled vehicle (including power assisted cycles) other than:

i mechanically propelled garden implements used within the grounds of the Premises in connection with the Business

ii liability caused by or arising out of the loading or unloading of a mechanically propelled vehicle;

j liability caused by or arising from design or specification provided by You or on Your behalf for a fee;

k liability arising from:

a design, formula, advice or specification provided by You or on Your behalf

b breach of professional duty by You or on Your behalf

c the sale, supply or administration of drugs, medicines or chemicals by You or on Your behalf

d any treatments used, practised or performed by You or on Your behalf other than when performing first aid

e any surgical operations or medical procedure by You or on Your behalf;

l liability which attaches by virtue of any express warranty, indemnity or guarantee given or entered into by You but which would not have been attached in the absence of such warranty, indemnity or guarantee;

m liability assumed by You under any contract or agreement which would not have attached to You in the absence of such contract or agreement;

n work away from the Business Portion of the Premises involving the application of heat other than in connection with catering activities;

Section 3 – Business Money

- o** Injury or Damage to property caused by or in connection with Insured Products knowingly exported (whether or not by You or on Your behalf) outside the United Kingdom unless specifically mentioned in the Schedule;
- p** any liquidated, aggravated, punitive or exemplary damages, or any additional damages resulting from the multiplication of compensatory damages, or any fines or penalties;
- q** Pollution or Contamination other than caused by a sudden identifiable unintended and unexpected incident which takes place in its entirety at a specific time and place during any Period of Insurance.
All Pollution or Contamination which arises out of one incident shall be deemed to have occurred at the time such incident takes place.
Our liability for all compensation payable in respect of all Pollution or Contamination which is deemed to have occurred during any Period of Insurance shall not exceed in the aggregate the Indemnity Limit specified in respect of Section 2 in the Schedule.
For the purposes of this Exclusion 'Pollution or Contamination' shall be deemed to mean:
 - i** all pollution or contamination of buildings or other structures or of water or land or the atmosphere;
 - ii** all Damage or Injury directly or indirectly caused by such pollution or contamination.
- r** liability arising out of
 - i** failure or partial failure of computer programmes written, devised, designed or adapted by You or on Your behalf to fulfil the purpose for which they were intended
 - ii** Damage to computer systems and data processing media or loss, distortion or erasure of data contained therein
 - iii** loss of data or provision of incorrect data or failure to supply data.
- s** liability arising out of
 - i** libel, slander or infringement of plans copyright patent trade name trade mark or registered design
 - ii** incorrect information or errors or omissions in published materials

Special Condition Applicable to this Section

Excess

We shall not be liable for the amount of the Excess stated in the Schedule for each and every claim in respect of Damage to third party property occurring elsewhere than at the Premises.

Definition

Money

Cash, Bank and Currency Notes, of whatever currency, Uncrossed Cheques, Girocheques, Postal Orders or Money Orders, unused current Postage Stamps (not a collection), unaffixed National Insurance Stamps, National Savings Stamps, Holiday with Pay Stamps, Trading Stamps, Franking Machine Impressions, Luncheon Vouchers, Trade Discount Vouchers and Trade Discount Coupons, excluding Money not held in connection with the Business.

Non-Negotiable Money

Crossed Cheques, Girocheques, Postal Orders or Money Orders, Banker's Drafts, or Giro Drafts, Unexpired Units in Franking Machines, Stamped National Insurance Cards, National Savings Certificates, Credit Card Vouchers, Debit Card Vouchers and V.A.T purchase invoices, excluding Money not held in connection with the Business.

Indemnities

We will indemnify You for loss by any cause whatsoever (except as excluded below) of Money and Non-Negotiable Money belonging to You or for which You are responsible in connection with the Business whilst it is in any of the situations described below in respect of any one loss up to the amount stated against each Item in the Schedule:

Money whilst:

- a** in transit and in Your custody or any authorised person on Your behalf;
- b** in transit by special delivery post;
- c** deposited in a bank night safe;
- d** in the Premises whilst attended and not in safe;
- e** in the Premises whilst unattended and not in safe;
- f** in the Premises in safe;
- g** in the private dwelling of any authorised Employee;
- h** Non-Negotiable Money in any of the above described situations.

Extension

1 Damage to Safes and Carrying Cases

We will indemnify You against such Damage in the event of Damage to any:

- a** safe or strongroom
- b** case, bag or waistcoat when used for the carriage of Money directly associated with any theft or attempted theft therefrom except insofar as this cost is otherwise insured.

Exclusions

We shall not be liable under this Section for:

- a** loss arising from fraud or dishonesty of any member of Your family or any Employee not discovered within fourteen days of the occurrence;
- b** loss which but for the existence of this Section would have been covered by a Fidelity Guarantee Policy except for any excess beyond the amount recoverable thereunder;
- c** shortages due to errors, omissions, depreciation in value or loss of market;

Section 4 – Personal Accident (Assault)

- d** loss arising outside the United Kingdom or from any unattended motor vehicle;
- e** Money left overnight in outbuildings.

Special Conditions Applicable to this Section

1 Precautions

It is a condition of this Section that whenever the Business Portion and/or Home is unattended:

- i** the keys to any safe and its combination code (if there is one) should be deposited in a secure place not in the vicinity of the safe
- ii** any cash till drawers should be either left open or removed from the till, and the contents of the till placed elsewhere out of sight.

2 Excess

We shall not be liable for the amount of the Excess stated in the Schedule for each and every claim.

Definition

Person-insured

You or any member of Your family residing at the Premises or any Employee aged not less than 16 years nor more than 75 years;

Indemnities

If any Person-insured suffers bodily injury caused as the result of robbery or any attempt thereat in the course of the Business which shall independently of any other cause be the sole cause of death or disablement We will pay the Person-insured or their legal personal representative the Benefits shown against the appropriate Item in the Schedule for any of the Results specified below:

Results

- 1** Death (which shall not be presumed by disappearance of the Person-insured)
- 2** Disablement being:
 - a** total and permanent loss of all sight in one or both eyes or
 - b** total loss by physical severance or total and permanent loss of use of one or both hands or feet or
 - c** permanent total disablement from usual occupation
- 3** Temporary Total Disablement from usual occupation

Extension

1 Personal Effects

We will also pay for Damage to clothing and personal effects sustained by the Person-insured as a direct result of the robbery or attempt thereat up to an amount of £250 any one Person-insured.

Exclusions

We shall not be liable under this Section for any Death, Disablement or Temporary Total Disablement:

- a** arising from or attributable to self-injury, provoked assault or wilful exposure to needless peril (except in an attempt to save human life);
- b** contributed to or accelerated by:
 - i** the influence of alcohol or drugs (other than drugs prescribed by a qualified medical practitioner)
 - ii** insanity (whether temporary or otherwise)
 - iii** pre-existing physical defect.

Special Conditions Applicable to this Section

1 Medical supervision and examinations

- a** In the event of any Disablement the Person-insured must immediately place himself/herself under the care of a qualified medical practitioner and as often as may be required must submit to medical examination at Our expense.
- b** In the event of any Temporary Total Disablement no payment shall be made unless the Person-insured shall have continued to be cared for by a qualified medical practitioner and as often as may be required must submit to medical examination at Our expense.

Section 5 – Business Interruption

2 Limitations

Benefits for:

- a** Result **3** shall be payable for a period not exceeding 104 weeks in the aggregate from the commencement of the Result to occur
- b** Result **3** shall be payable when the total amount has been agreed or at the request of the Person-insured at intervals of not less than four weeks (but not in advance) commencing four weeks after receipt of written notice of any injury by Us.

Benefits shall not be payable for:

- i** any of the Results occurring after 12 months of the injury causing such Result
- ii** more than one of Results **1** and **2** and when payable for one of those Results Benefit shall not also be payable for Result **3** caused by the same injury nor for any of the Results caused by any subsequent injury to such Person-insured.

Definition

Annual Gross Income

The Gross Income earned during the twelve months immediately before the Damage.

Gross Income

The money paid or payable to You for goods sold and delivered (less net purchase price of goods) and for services rendered in the course of the Business carried on at or from the Premises.

Indemnity Period

The period beginning with the occurrence of the Damage and ending not later than the number of months stated in the Schedule during which the Business shall be affected in consequence of the Damage.

Standard Gross Income

The Gross Income earned during that period in the twelve months immediately before the date of the Damage that corresponds with the Indemnity Period to which such adjustments shall be made as may be necessary to provide for the trend of the Business and for variations in or special circumstances affecting the Business either before or after the Damage or which would have affected the Business had the Damage not occurred so that the figures thus adjusted shall represent as near as may be reasonably practicable the results which but for the Damage would have been obtained during the relative period after the Damage.

Indemnities

We agree to indemnify You against the following Indemnities arising out of an interruption in the Business:

1 Loss of Gross Income

In the event of the Business carried on by You at the Premises being interrupted or interfered with as a direct result of Damage, for which liability has been admitted under Section 1 which results in a loss of Gross Income We will indemnify You up to the Sum Insured stated in the Schedule in respect of:

- a** the amount by which Gross Income earned during the Indemnity Period shall in consequence of the Damage fall short of the Standard Gross Income;
- b** Increase in cost of working, being the additional expenditure necessarily and reasonably incurred in consequence of the Damage in order to maintain the Gross Income during the Indemnity Period but not exceeding the additional amount which would have been payable under **a** above had such additional expenditure not been incurred;

less any sum saved during the Indemnity Period in respect of charges and expenses of the Business as may cease or be reduced in consequence of the Damage provided that if the Sum Insured in respect of Gross Income be less than the Annual Gross Income the amount payable thereunder shall be proportionately reduced.

2 Loss of Book Debts

In the event of records of accounts receivable kept on the Premises being lost, destroyed or damaged as a direct result of Damage which results in:

- a** loss of sums due to You from customers, and provided You are consequently unable to effect collection of such sums;
- b** interest charges on any loan to offset impaired collections pending repayment of such sums made uncollectable by such Damage;
- c** any collection expense in excess of normal collection costs and made necessary because of such Damage;

We will indemnify You up to an amount not exceeding the Sum Insured stated in the Schedule.

Provided that if the Sum Insured stated in the Schedule is less than the total of outstanding debts owed to You by customers at the time of the Damage then the amount payable under this Indemnity shall be proportionately reduced.

Extensions

A Auditors' Fees

This Section extends to include reasonable fees payable to Auditors or Professional Accountants for producing and certifying such information or evidence as may be required by Us in support of any claim up to an amount not exceeding £5,000 any one claim.

B Prevention of Access

Damage to property in the vicinity of the Premises arising from any of the Contingencies in Section 1 and as a result of which use of the Premises is hindered or access thereto is prevented (whether the Premises or Your other property is damaged or not).

C Suppliers' Extension

Indemnity 1 of this Section extends to indemnify You for loss of Gross Income as a result of Damage arising from any of the Contingencies in Section 1 occurring at the premises of any of Your suppliers within the United Kingdom but excluding suppliers of electricity, gas, water or telecommunication services provided that Our maximum liability in respect of any one occurrence shall not exceed 10% of the Sum Insured in respect of loss of Gross Income.

D Public Utilities

Indemnity 1 of this Section extends to indemnify You for loss of Gross Income as a result of Damage arising from any of the Contingencies in Section 1 occurring at any:

- a** generating station or sub-station of the electricity supply undertaking, or
- b** land-based premises of the gas supply undertaking or of any natural gas producer linked directly therewith, or
- c** water or pumping station of the water supply undertaking

from which You obtain electricity, gas, or water services within the United Kingdom.

E Murder, Suicide or Disease etc.

Indemnity 1 of this Section extends to indemnify You in respect of loss of Gross Income resulting from interruption of or interference with the Business during the Indemnity Period following:

- a** murder or suicide occurring at the Premises
- b** the occurrence of the following diseases:
Acute Encephalitis, Acute Poliomyelitis, Anthrax, Chickenpox, Cholera, Diphtheria, Dysentery, Legionellosis, Legionnaires Disease, Leprosy, Leptospirosis, Malaria, Measles, Meningococcal Infection, Mumps, Ophthalmia Neonatorum, Paratyphoid Fever, Bubonic Plague, Rabies, Rubella, Scarlet Fever, Smallpox, Tetanus, Tuberculosis, Typhoid Fever, Viral Hepatitis, Whooping Cough or Yellow Fever
- c** any of the diseases listed in item **b** above occurring within a 10 mile radius of the Premises
- d** injury or illness sustained by any person arising from or traceable to foreign or injurious matter in food or drink provided at the Premises
- e** any accident causing defects in the drains or other sanitary arrangements at the Premises
- f** the discovery of vermin or pests at the Premises

provided the use of the Premises is restricted on the order or advice of a competent authority

The maximum amount payable under each of **a** to **d** above is £25,000 during each Period of Insurance.

F Documents

Indemnities 1 and 2 of this Section extend to include Damage resulting from interruption of or interference with the Business arising from any of the Contingencies in Section 1 to business books, books of account, manuscripts, plans, designs and other documents, photographs, photographic negatives, video and audio tapes, and computer systems records belonging to You or held by You in trust whilst:

- a** temporarily at any premises not in Your occupation;
- b** stored for safekeeping at any bank, safety deposit or premises of Your professional advisers;
- c** in transit by road, rail or inland waterway; anywhere within the United Kingdom.

Exclusions

We shall not be liable under this Section:

- a** if the Business be wound up or carried on by an administrator, a liquidator or receiver or permanently discontinued or Your interest shall cease (otherwise than by death) unless any of these events have been previously advised to and acknowledged by Us
- b** for loss sustained in consequence of erasure, distortion or corruption of data or programmes in computer systems unless caused by the Damage.

Section 6 – Goods in Transit

Special Conditions Applicable to this Section

1 First Financial Year

In the event of Damage occurring before the expiration of the first financial year of the Business the results of the Business to the date of the Damage shall be used as a basis upon which to assess the likely Annual Gross Income of the Business that would have been achieved in the first financial year had the Damage not occurred.

2 Automatic Reinstatement of Sum Insured

In the event of a claim under this Section We shall automatically reinstate the Sum Insured unless there is written notice by Us to the contrary provided that You undertake to pay the appropriate additional premium.

3 Goods Sold Elsewhere

If during the Indemnity Period goods shall be sold or services shall be rendered elsewhere than at the Premises for the benefit of the Business either by You or by others on Your behalf the money paid or payable in respect of such sales or services shall be brought into account in arriving at the Loss of Gross Income during the Indemnity Period.

4 Records

It is a condition of this Section that Your books of account and other financial records and business books and records of outstanding debts be either:

- a kept in a fire resistant cabinet when not in use, or
- b at a location elsewhere than the Premises

in order to assist with the substantiation of any claim under this Section.

Definitions

Course of Transit

Course of Transit means from the moment of lifting of the Property Insured for the purpose of transit, whilst being loaded in or on the Insured Vehicle by You or on Your behalf, whilst in transit on or in such Insured Vehicle in Your or any of Your Employees custody, whilst being unloaded from the Insured Vehicle and until delivered but excluding any installation.

Insured Vehicle

A vehicle owned, hired or borrowed by You, a member of Your family or an Employee.

Property Insured

Business Contents excluding:

- a mobile telephones and radio pagers;
- b portable computers, office machinery and electrical equipment;
- c hand tools, photographic equipment, professional equipment, and survey equipment;
- d documents.

Indemnities

We will indemnify You for Damage by any cause whatsoever (except as excluded below) to the Property Insured belonging to or for which You are responsible in connection with the Business whilst in the Course of Transit anywhere in the United Kingdom and the Republic of Ireland including sea transits between these territories up to the limit stated in the Schedule.

Extension

A Exhibitions and Fairs

This Section extends to include the Property Insured whilst temporarily on display, and not contained in an Insured Vehicle, at any exhibition, trade fair or craft fair which You are attending for the purpose of the Business up to the limit stated in the Schedule excluding in respect of this Extension theft whilst the Property Insured is:

- a left unattended unless contained in a locked building of substantial construction:
 - i to which only You, members of Your family or an Employee have access, or
 - ii which is guarded by a professional security organisation;
- b attended by a person other than You, a member of Your family or an Employee.

In addition, for the purposes of storage between the hours of 9.00 p.m. and 6.00 a.m. of the Property Insured during the duration of the exhibition or fair (up to a maximum of 3 consecutive nights) Exclusion c below does not apply.

Section 7 – Employers Liability

Exclusions

We shall not be liable for:

- a** spillage, leakage, fermentation, taint, contamination, deterioration, mechanical or electrical breakdown of any goods or merchandise unless directly traceable to fire, lightning or road accident happening to the Insured Vehicle transporting the Property Insured;
- b** theft of unattended goods from an Insured Vehicle where the ignition key has been removed, all doors, windows and similar openings tightly closed and locked and (where fitted) any special locking devices, immobilisers, or alarms duly set and in operation;
- c** theft from an Insured Vehicle left loaded and unattended between the hours of 9.00 p.m. and 6.00 a.m. unless kept at the address mentioned in the Schedule and the vehicle secured as stipulated in Exclusion **b** above;
- d** accidental breakage of brittle articles (including glass, glass products, china, ceramic objects and pottery) unless caused by road accident happening to the Insured Vehicle;
- e** scratching, bruising or denting of furniture unless caused by road accident happening to the Insured Vehicle or by fire or theft.

Special Condition Applicable to the Section

1 Basis of Claims Settlement

The basis of claims settlement under this Section shall be the same as that applicable to the respective types of Property Insured under Section 1 Business Contents.

2 Excess

We shall not be liable under this Section for the amount of the Excess stated in the Schedule for each and every claim.

Definitions

Employee

- a** any person under a contract of service or apprenticeship with You; and
- b** in connection with the Business while working for You any:
 - i** person under a contract of service or apprenticeship with some other employer and who is hired to or borrowed by You;
 - ii** labour master or person supplied by him;
 - iii** person engaged by a labour only sub-contractor;
 - iv** self-employed person performing work under a similar degree of control and direction by You as if he were a person under a contract of service or apprenticeship with You;
 - v** driver or operator of plant hired in by You;
 - vi** person engaged under a Work Experience Scheme or similar scheme;
 - vii** voluntary helper.

Business

The Business as shown in the Schedule shall include:

- a** the ownership, repair, maintenance and decoration of the Premises;
- b** private work undertaken with Your consent by any of Your Employees for Your directors, partners or senior Employees.

Territorial Limits

- a** anywhere in the United Kingdom other than offshore or any offshore oil rig or platform including journeys to and from;
- b** elsewhere in the World by directors, partners or Employees normally resident in any of the territories stated in **a** above provided any work outside these territories is restricted to commercial, secretarial or administrative duties.

Occurrences

We will indemnify You for all sums which You shall become legally liable to pay as damages and claimants' costs and expenses in respect of accidental Injury sustained by any Employee occurring during the Period of Insurance and within the Territorial Limits and arising out of and in the course of their employment or engagement by You in the Business.

Indemnity Limit

Our liability (inclusive of costs as defined below) is limited to that stated in the Schedule in respect of any one claim or series of claims against You arising out of one Occurrence.

The indemnity provided under this Section is deemed to be in accordance with the provisions of any law relating to compulsory insurance of liability to Employees in the United Kingdom but You shall repay to Us all sums paid by Us which We would not have been liable to pay but for the provisions of such law.

Costs

We will

- 1** pay all costs and expenses incurred with Our written consent in respect of any claim which may be the subject of indemnity under this Section.
- 2** pay solicitors fees incurred with Our written consent for representations at proceedings:
 - a** in any Court of Summary Jurisdiction of any proceedings brought against You in respect of breach or alleged breach of any statutory duty resulting in Injury which may be the subject of indemnity under this Section, or
 - b** at a Coroner's Court or Fatal Accident Inquiry.

Extensions

A Unsatisfied Court Judgements

In the event of a judgement for damages being obtained by an Employee, or the personal representatives of any Employee, in respect of Injury to the Employee caused during any Period of Insurance and occurring in connection with the Business against any person or company resident in the United Kingdom in any court situate in the said territories and remaining unsatisfied in whole or part six months after the date of such judgement. We will pay to the Employee or the personal representatives of the Employee at Your request the outstanding amount provided that:

- a** there is no appeal outstanding;
- b** after making any payment We may enforce the unsatisfied judgement for Our own benefit;
- c** this Extension shall not apply to any claim arising out of any mechanically propelled vehicle for which insurance or security under any Road Traffic Act legislation is required.

B Injuries to Working Partners

In respect of Injury sustained by any working partner named in the Schedule We will deem such partner to be an Employee provided that We shall only be liable under this Extension where the Injury is:

- a** sustained whilst such partner is working in connection with the Business;
- b** the injury is caused by the negligence of another partner or Employee whilst working in connection with the Business.

C Health and Safety at Work etc Act 1974

Irrespective of whether any person has sustained Injury We will at Your request also pay the costs and expenses incurred in defending any director, partner or Employee in the event of such a person being prosecuted for an offence under the above Act. We will also pay the costs incurred with Our written consent in appealing against any judgement given provided that

- a** the proceedings relate to an offence alleged to have been committed in the course of the Business during the Period of Insurance;

b this indemnity does not:

- i** provide for the payment of fines or penalties;
- ii** apply to proceedings which arise out of any activity or risk excluded from the Policy;

c Our liability shall not exceed £25,000 in respect of any one claim or series of claims arising out of one Occurrence.

D Court Attendance Costs

In the event of any of the undernoted persons attending court as a witness at Our request in connection with a claim in respect of which You or any other person is entitled to indemnity under this Section We will pay compensation to You at the following rates per day for each day on which attendance is required:

- a** Your directors or partners £250
- b** any Employee £100

provided that such expenses are not

- i** payable under Section 11 of this Policy
- ii** recoverable from any court, Tribunal or third party.

E Additional Persons Insured

The Definition of You/Your is extended to include:

- a** Your personal representatives in the event of Your death but only in respect of liability incurred by You;
- b** if You so request any of Your directors, partners or Employees while acting in connection with the Business provided You would have been entitled to Indemnity under this Section if the claim had been made against You

provided that each party shall observe, fulfil and be subject to the terms, conditions, exclusions and limitations of this Section insofar as they can apply.

Exclusions

This Section does not cover Injury to any Employee (other than the driver) being carried in or upon a vehicle or entering or getting on to or alighting from a vehicle where such Injury is caused by or arises out of the use by You or on Your behalf of a vehicle on a road.

For the purpose of this exclusion the expressions "vehicle", "use" and "road" shall have the same meanings as Part VI of the Road Traffic Act 1988 (or as that Act may be modified by subsequent legislation).

Section 8 – Specified All Risks

Definitions

Geographical Limits

- A** United Kingdom, including the Premises, and other European Union Countries
- B** Worldwide, which means anywhere in the World, including the United Kingdom and other European Union Countries.

Indemnities

We will indemnify You for Damage by any cause whatsoever (except as excluded below) to the property specified in the Schedule as insured by this Section up to the Sum Insured stated in relation to each Item of property and occurring within the Geographical Limits stated in the Schedule in relation to each such Item.

Exclusions

We shall not be liable under this Section for:

- i** wear, tear, deterioration, insect, vermin, moth, mildew, rust, corrosion, action of light or other gradually operating cause;
- ii** Damage caused by any process of cleaning, renovating, restoring, repairing, maintenance;
 - due to faulty workmanship; or
 - arising during removal or installation;
- iii** Damage caused by mechanical derangement, breakdown or fault;
 - to watches and clocks by over-winding; or
 - to any plant or apparatus as a result of adjustment or interference with any component part, its over running or misuse;
- iv** the distortion, corruption, erasure or disturbance of electronic records, programmes or software;
- v** Damage by confiscation or detention by Customs or other official or authorities;
- vi** theft from an unattended vehicle unless:
 - a** the property insured has been concealed from sight in a locked boot, or a locked glove compartment or a locked cargo area; and
 - b** all doors, windows and any other openings of the vehicle have been secured and locked; and
 - c** any other locking devices, alarm or immobiliser systems fitted to the vehicle are brought into operation; and
 - d** the ignition key is removed from the vehicle; and
 - e** the vehicle is kept in a locked garage if left between the hours of 9.00 p.m. and 6.00 a.m.
- vii** Computer Equipment, mobile telephones or radio pagers whilst left unattended unless in the Business Portion or Home, in a locked hotel room, or the locked boot or locked glove compartment of a locked vehicle secured as stipulated in **vi** above.
- viii** loss or theft not reported to the police within 24 hours of discovery;
- ix** Damage due to faulty design and/or materials;

- x** Damage caused:
 - a** by domestic pets;
 - b** by You, a member of Your family, or an Employee;
 - c** maliciously by a person lawfully on the Premises.

Special Conditions Applicable to this Section

1 Index Linking

The property insured by this Section is subject to Index Linking.

2 Basis of Claims Settlement

The basis of claims settlement under this Section is:

- a** in respect of business books, manuscripts, plans, designs and other documents, photographs, photographic negatives, video and audio tapes, computer systems records, the cost of the materials, computer time and clerical labour expended in rewriting and reasonable costs of research of the information contained therein but not for the value to You of the information;
- b** in respect of mobile telephones and radio pagers totally lost or destroyed, whichever is the lesser of:
 - i** the replacement value of the equipment (maintaining the same telephone number or equivalent contact number) with no deduction for wear and tear and depreciation, or
 - ii** the cost of a new rental contract and equivalent equipment and facilities (with, if necessary, a new telephone number or equivalent contact number or including the transfer fee for the existing number), and including the cost of any remaining legally binding contractual rental obligation and disconnection fee under the existing rental agreement;
- c** for all other items totally lost or destroyed no deduction for wear and tear and depreciation will be made provided that replacement of such items takes place without delay;
- d** for items which are not totally lost or destroyed, the cost of repair.

In all cases replacement or repair shall be to a quality and functionality substantially similar to that of the items lost damaged or destroyed as far as is reasonably possible at the time. If the Sum Insured by any item of this Section is inadequate at the time of the loss then You shall be considered as Your own insurer for the difference and shall bear a rateable share of the loss accordingly.

3 Excess

We shall not be liable under this Section for the amount of the Excess stated in the Schedule for each and every claim.

Section 9 – Buildings

Definitions

Buildings

The walls, roof fabric and foundations of all the buildings forming the Premises including:

- a** all fixed glass in windows and doors
- b** central heating apparatus and pipes
- c** fixtures and fittings of all descriptions attached to the fabric of the building
- d** forecourts, terraces, drives, footpaths, patios, roads, pavements, car parks, yards
- e** swimming pools, tennis courts, car ports
- f** boundary walls, gates and fences.

Unless otherwise stated on the Schedule the buildings are built of brick, stone or concrete and roofed with slates, tiles, metal, concrete, asphalt or asbestos, other than in respect of ancillary outbuildings.

Tenants' Improvements

Internal partitioning, tenants' improvements, special ceilings, wallpapers and the like and landlords' fixtures and fittings Your property or for which You are responsible in the Business Portion.

Indemnity

We will Indemnify You in the event of Damage to the items described in the Schedule whilst in the Business Portion or Home caused by any of the following Contingencies:

Contingencies

- 1 Fire (including subterranean fire), explosion, lightning or earthquake.**
- 2 Storm or flood** excluding:
 - a** Damage caused by frost, subsidence, ground heave or landslide
 - b** Damage to moveable property in the open.
- 3 Escape of water** from any tank apparatus or pipe excluding Damage to Business Contents when the Home is Unoccupied or Unfurnished.
- 4 Riot, civil commotion, labour and political disturbances and strikes.**
- 5 Malicious damage** excluding:
 - a** Damage by a person lawfully in or on the Premises
 - b** Damage when the main building of the Home is Unoccupied or Unfurnished.
- 6 Impact** with the Premises by aircraft or other aerial devices or anything dropped from them, vehicles, trains, animals, falling trees or branches, falling aerials or masts.
- 7 Theft** or attempted theft excluding Damage occurring when the main building of the Home is Unoccupied or Unfurnished.
- 8 Theft by violence** or threat of violence to You, Your family or Your Employees.
- 9 Escape of oil** from any fixed heating installation.

10 Any Other Accidental Damage but excluding:

- a** Damage caused by or resulting from:
 - i** subsidence, ground heave or landslide;
 - ii** costs of maintenance or normal redecoration;
 - iii** normal settling, cracking, shrinkage or expansion of the Buildings or any part of the site on which they stand, collapse resulting from errors in design, errors in processing, faulty workmanship, faulty materials or inherent defect in structure or design, coastal or river erosion or settlement of made-up ground;
 - iv** wear and tear, deterioration, insect, vermin, mildew, wet and dry rot, woodworm, rust, corrosion, atmospheric conditions, action of light or other gradually operating cause;
 - v** any process of cleaning, renovating, restoring, repairing, building or maintenance;
 - vi** removal or installation;
 - vii** domestic pets.
- b** Damage specifically excluded in the:
 - i** Contingencies 1- 9 in this Section
 - ii** Exclusions applicable to this Section
 - iii** General Exclusions

Extensions

A Breakage of Glass and Sanitaryware

This Section extends to indemnify You for accidental breakage of glass in doors and windows, and sinks, washbasins and other sanitaryware in the Home and Business Portion of the Premises where the cost of replacement is borne by You, provided that such replacement or repair shall be to a quality and functionality substantially similar to that of the damaged items as far as is reasonably possible at the time.

This Extension will also indemnify You against the cost of boarding up the aperture pending glass replacement for which indemnity is provided above.

Excluding in respect of this Extension:

- a** damage when the main building of the Home is Unoccupied or Unfurnished;
- b** breakage of any pane(s) which were cracked or fractured prior to the inception of this Policy.

B Property Owner's Liability

Indemnities **a**, **b**, **c** and **d** of Section 2 Public and Products Liability of this Policy are deemed to be extended to include Your liability arising out of the ownership of (or legal obligation to maintain and insure) the Buildings of the Home and/or Business Portion of the Premises.

This Extension is subject to the Definitions, Indemnity Limit and Exclusions (other than Exclusion **b** of Section 2) insofar as they can apply.

C Defective Premises Act 1972

The indemnity provided by this Extension is deemed to extend to include liability arising under Section 3 of the Defective Premises Act 1972 for accidents occurring in connection with any premises in the United Kingdom disposed of and previously owned or leased by You

provided that this Extension shall:

- i** only apply to liability falling upon You by virtue of said Act;
- ii** not apply to the cost of remedying any defect or alleged defect in such previous premises;
- iii** not apply to any liability for which You are entitled to indemnity under any other insurance.

D Underground Services

Accidental Damage happening to underground pipes cables and drains (and their relevant inspection covers) supplying services to and carrying waste from the Premises to the point of junction with the public supply lines, mains and sewers where the cost is borne by You.

E Transfer of Interest

If at any time of Damage to any Building insured under this Section You shall have contracted to sell Your interest in such Building and the purchase shall not have been but shall be thereafter completed, the purchaser, on completion of the purchase (and if and so far as the property is not otherwise insured by or on behalf of the purchaser against such Damage), shall be entitled to the benefit of this Section so far as it relates to such Damage without prejudice to the rights and liabilities of You or Us to the date of completion of such sale.

F Fees

Additional costs necessarily and reasonably incurred as described below due to the repair or replacement of the Buildings following Damage for which indemnity is granted under the Indemnity of this Section:

Architects' and Surveyors' fees for the reinstatement of the Buildings but not for preparing any claim.

G Removal of Debris

Additional costs necessarily and reasonably incurred as described below due to the repair or replacement of the Buildings following Damage for which indemnity is granted under the Indemnity of this Section:

the costs of debris removal, dismantling, demolishing, shoring or propping up that portion of the property insured destroyed or damaged other than costs:

- a** incurred in removing debris not in or on the Premises and the area immediately adjacent thereto
- b** arising from pollution or contamination of property not insured by this Policy.

H Public Authorities

Additional costs necessarily and reasonably incurred as described below due to the repair or replacement of the Buildings following Damage for which indemnity is granted under the Indemnity of this Section:

of reinstatement of the Buildings sustaining Damage thereby insured and undamaged portions thereof incurred solely with European Community legislation, regulations under Acts of Parliament or local authority bye-laws but not for additional costs in respect of:

- a** compliance where notice has already been served on You prior to the Damage
- b** any additional rate, tax duty or other charge which may become payable following compliance with such legislation, regulations or bye-laws.

Special Conditions Applicable to this Section

1 Index Linking

The property insured by this Section is subject to Index Linking.

2 Limit of Liability

The maximum amount payable in respect of any item insured under this Section (other than in respect of Extension B) is the Sum Insured stated in the Schedule for each item plus Index Linking.

3 Basis of Claims Settlement

The basis of claims settlement under this Section is the cost of rebuilding or repair of the Buildings without deduction for wear, tear or depreciation, provided that:

- a** the Buildings have been maintained in a good state of repair;
- b** the repair or rebuilding shall be to a condition substantially the same as but not better or more extensive than when new.

If the Sum Insured by any item of this Section is inadequate at the time of the loss then You shall be considered as Your own insurer for the difference and shall bear a rateable share of the loss accordingly.

4 Automatic Reinstatement of Sum Insured

We shall in the event of Damage under this Section automatically reinstate the Sum Insured unless there is written notice by Us to the contrary provided that You undertakes to pay the appropriate additional premium.

5 Excess

We shall not be liable for the amount of the Excess stated in the Schedule for each and every claim.

6 Flat Roof Condition

- a** Any flat portion of the roof is to be inspected on a bi-annual basis by a competent roofing contractor and any recommendations implemented
- b** We shall not be liable for the first £500 for each and every claim attributable to Storm on that part of the building with a flat roof.

Section 10 – Refrigerated Stock

Definition

Refrigerated Stock

Any perishable food for human consumption of which it is normal practice to place into deep freeze or refrigeration for preservation purposes.

Indemnities

Refrigerated Stock belonging to You or for which You are responsible in connection with the Business whilst stored only in any proprietary deep frozen food storage cabinet or refrigerated food storage cabinet (not being a cabinet with a driving motor exceeding 1.5 horse power or a cold room) contained in the Premises and due to deterioration or putrefaction caused by:

- i** sudden breakdown or failure of the refrigeration process due to inherent fault or accidental damage;
 - ii** accidental failure of the public electricity supply;
- up to an amount not exceeding the Sum Insured stated against this Section in the Schedule.

Exclusions

We shall not be liable under this Section for:

- a** loss occurring in any cabinet which is older than 10 years when this insurance commences unless there is in force in respect of such cabinet a maintenance or service agreement either with the manufacturers or suppliers of the cabinet or a firm of refrigeration engineers approved by Us;
- b** wear, tear, deterioration of the cabinet or other gradually operating cause;
- c** incorrect setting of the thermostats or automatic controlling devices;
- d** any consequential stoppage of work or other consequential loss;
- e** loss arising from the deliberate act of the relevant public supply authority or by the exercise of its power to withhold or restrict supply or by strikes or industrial disputes;
- f** further breakdown or failure as described above until any necessary repairs have been carried out to Our satisfaction.

Section 11 – Business Legal Expenses

Claims under this Section are dealt with and managed by DAS Legal Expenses Insurance Company Limited on Our behalf. Send Your claim to:

Legal Claims Centre, DAS Legal Expenses Insurance Company Limited, DAS House, Quay Side, Temple Back, Bristol BS1 6NH.

We agree to provide the insurance in this Section as long as:

- a** the Date of Occurrence of the insured incident happens during the Period of Insurance and within the Territorial Limit; and
- b** any legal proceedings will be dealt with by a court, or other body which DAS agree to, in the Territorial Limit; and
- c** in civil claims it is always more likely than not that a Person Insured will recover damages (or obtain any other legal remedy which DAS have agreed to) or make a successful defence.

For all insured incidents, DAS will help in appealing or defending an appeal as long as the Person Insured tells DAS within the time limits allowed that they want DAS to appeal. Before We pay any Costs and Expenses for appeals, DAS must agree that it is always more likely than not that the appeal will be successful.

If an Appointed Representative is used, We will pay the Costs and Expenses incurred for this.

The most We will pay for all claims resulting from one or more event arising at the same time or from the same cause is £100,000.

Definitions

Appointed Representative

The lawyer, accountant or other suitably qualified person, who has been appointed to act for a Person Insured in accordance with the terms of this Section.

Aspect Enquiry

An examination by the Inland Revenue which considers one or more specific aspects of Your self-assessment tax return.

Costs and Expenses

Legal Costs

All reasonable and necessary costs chargeable by the Appointed Representative on a standard basis.

Also the costs incurred by opponents in civil cases if a Person Insured has been ordered to pay them, or pays them with the agreement of DAS.

Accountants' Costs

A reasonable amount in respect of all costs reasonably incurred by the Appointed Representative.

Attendance Expenses

The Person Insured's salary or wages for the time that the Person Insured is off work to attend any court or tribunal hearing at the request of the Appointed Representative or as a defendant or while attending jury service. We will pay for each half or whole day that the court, tribunal or the Person Insured's employer will not pay for.

The amount We will pay is based on the following:

- a** the time the Person Insured is off work including the time it takes to travel to and from the court or tribunal. This will be calculated to the nearest half day assuming that a whole day is eight hours;
- b** if the Person Insured works full time, the salary or wages for each whole day equals 1/250th of the Person Insured's yearly salary or wages;
- c** if the Person Insured works part-time, the salary or wages will be a proportion of the Person Insured's weekly salary or wages.

DAS

DAS Legal Expenses Insurance Company Limited.

Date of Occurrence

- a** For civil cases (other than under insured incident – 4 Tax Protection), the Date of Occurrence is when the cause of action accrued.
- b** For criminal cases, the Date of Occurrence is when the Person Insured commenced or is alleged to have commenced to violate the criminal law in question.
- c** For licence or registration appeals, the Date of Occurrence is when You first became aware of the proposal by the relevant licensing or regulatory authority to suspend, alter the terms of, refuse to renew or cancel Your licence or British Standard Certificate of Registration.
- d** For Full Enquiries or Aspect Enquiries, the Date of Occurrence is when the Inland Revenue first notifies in writing the intention to make enquiries.

For Employers Compliance and Value Added Tax disputes, the Date of Occurrence is when the relevant authority sends You an assessment or written decision.

Full Enquiry

An extensive examination by the Inland Revenue which considers all aspects of Your tax affairs, excluding those enquiries which are limited to one or more specific aspects of Your self-assessment tax return.

Person Insured

You, and Your directors, partners, managers and employees.

Territorial Limit

For insured incidents 2 Legal Defence (excluding 2(4) and 3B Bodily Injury)

The European Union, the Isle of Man, the Channel Islands, Albania, Andorra, Bosnia Herzegovina, Bulgaria, Croatia, the Czech Republic, Gibraltar, Hungary, Iceland, Liechtenstein, Macedonia, Malta, Monaco, Montenegro, Norway, Poland, Romania, San Marino, Serbia, Slovakia, Slovenia, Switzerland and Turkey (West of the Bosphorus).

For all other insured incidents

The United Kingdom of Great Britain and Northern Ireland, the Isle of Man, and the Channel Islands.

Cover

1 Employment Disputes and Compensation Awards

A Employment Disputes

DAS will defend Your legal rights:

- 1** prior to the issue of legal proceedings in a court or tribunal following the dismissal of an employee; or
- 2** in the resolution of unfair dismissal disputes under the ACAS Arbitration Scheme; or
- 3** in legal proceedings in respect of any dispute with:
 - a** an employee or ex-employee or a trade union acting on behalf of an employee or ex-employee which arises out of, or relates to, a contract of employment with You; or
 - b** an employee, prospective employee or ex-employee arising from an alleged breach of their statutory rights under employment legislation.

Exclusions

- 1** Any employment dispute where the cause of action arises within the first 90 days of the indemnity provided by the policy.
- 2** Any dispute with an employee who was subject to a written or oral warning (formal or informal) within 180 days immediately preceding the inception date of the indemnity provided by the policy if the Date of Occurrence was within the first 180 days of the indemnity provided by the policy.
- 3** Any redundancy or alleged redundancy or unfair selection for redundancy arising within the first 180 days of the indemnity provided by the policy.
- 4** Any claim in respect of damages for personal injury or loss of or damage to property.
- 5** Any claim arising from or relating to any transfer of business which falls within the scope of the Transfer of Undertakings (Protection of Employment) Regulations 1981 as amended by the Collective Redundancies and Transfer of Undertaking Regulations (Protection of Employment) (Amendment) Regulations 1999, or the Acquired Rights Directive 2001 and any amending legislation.

B Compensation Awards

We will pay:

- 1** any basic and compensatory award; and/or
 - 2** an order for compensation following a breach of Your statutory duties under employment legislation
- in respect of a claim DAS have accepted under Cover 1A.

Special Provisions

- a** In cases relating to performance and/or conduct, You have throughout the employment dispute either:
 - 1** followed the ACAS Code of Disciplinary Practice and Procedures in Employment as prepared by the Advisory Conciliation and Arbitration Service; or
 - 2** followed equivalent codes of practice issued by the Labour Relations Agency in Northern Ireland; or
 - 3** sought and followed advice from DAS' legal advice service.

- b** For an order of compensation following Your breach of statutory duty under employment legislation You have at all times sought and followed advice from DAS' legal advice service since the date when You should have known about the employment dispute.
- c** For any compensation award for redundancy or alleged redundancy or unfair selection for redundancy, You have sought and followed advice from DAS' Claims Department prior to serving notice of redundancy.
- d** The compensation is awarded by a tribunal or through the ACAS Arbitration Scheme, under a judgment made after full argument and otherwise than by consent or default, or is payable under settlement approved in writing in advance by DAS.
- e** The total of the compensation awards payable by DAS shall not exceed £1,000,000 in any one Period of Insurance.

Exclusions

- 1** Any compensation award relating to the following:
 - a** trade union activities, trade union membership or non-membership;
 - b** pregnancy or maternity rights;
 - c** health and safety related dismissals brought under section 44 of the Employment Rights Act 1996;
 - d** statutory rights in relation to trustees of occupational pension schemes;
 - e** statutory rights in relation to Sunday shop and betting work.
- 2** Non-payment of money due under the relevant contract of employment or statutory provision relating thereto.
- 3** Any award ordered as a result of a breach of statutory rights in relation to the provision of relevant records to employees under the National Minimum Wage Act 1998.
- 4** Any compensation award or increase in compensation award ordered by the tribunal for failure to comply with a recommendation it has made, including non-compliance with a reinstatement or re-engagement order.

C Service Occupancy

DAS will negotiate for Your legal rights against an employee or ex-employee to recover possession of premises owned by, or for which You are responsible.

Exclusion

Any claim relating to defending Your legal rights other than defending a counter-claim.

2 Legal Defence

At Your request

- 1** DAS will defend the Person Insured's legal rights:
 - a** prior to the issue of legal proceedings when dealing with the
 - i** Police
 - ii** Health and Safety Executive and/or Local Authority Health and Safety Enforcement Officer
 where it is alleged that the Person Insured has or may have committed a criminal offence; or

- b** following an event which leads to the Person Insured being prosecuted in a court of criminal jurisdiction; or
 - c** if civil action is taken against the Person Insured for compensation under section 13 of the Data Protection Act 1998. We will also pay any compensation award made against the Person Insured under section 13 of the Data Protection Act 1998.
- 2** DAS will defend Your legal rights following civil action taken against You for wrongful arrest in respect of an accusation of theft alleged to have been carried out during the Period of Insurance.
 - 3** DAS will defend the Person Insured's (other than Your) legal rights if:
 - a** an event arising from their work as an employee leads to civil action being taken against them under legislation for unlawful discrimination on the grounds of sex, sexual orientation, race, disability, age, religious belief or political opinion; or
 - b** civil action is taken against them as a trustee of a pension fund set up for the benefit of Your employees.
 - 4** DAS will represent the Person Insured in appealing against the imposition or terms of any Statutory Notice issued under legislation affecting Your business.
 - 5** DAS will represent You in appealing against the refusal of the Information Commissioner to register Your application for registration.
 - 6** DAS will pay the Attendance Expenses of a Person Insured for jury service.

Special Provisions

- 1** Insofar as proceedings under the Health and Safety at Work etc Act 1974 are concerned, the Territorial Limits shall be any place where the Act applies.
- 2** At the time of the insured incident, You have registered with the Information Commissioner in respect of Cover 1c.

Exclusion

Any claim which leads to the Person Insured being prosecuted for infringement of road traffic laws or regulations in connection with the ownership, driving or use of a motor vehicle.

3 Property Protection and Bodily Injury

A Property Protection

DAS will negotiate for Your legal rights in any civil action relating to material property which is owned by You, or is Your responsibility, following:

- 1** any event which causes or could cause physical damage to such material property; or
- 2** any nuisance or trespass.

Exclusions

Any claim relating to the following:

- 1** A contract entered into by You;
- 2** Goods in transit or goods lent or hired out;
- 3** Goods at premises other than those occupied by You unless the goods are at such premises for the purpose of installations or use in work to be carried out by You;
- 4** Mining subsidence;
- 5** Defending Your legal rights other than in defending a counter-claim;
- 6** A motor vehicle owned or used by, or hired or leased to a Person Insured other than damage to motor vehicles where You are engaged in the business of selling motor vehicles.

B Bodily Injury

At Your request, DAS will negotiate for a Person Insured's and their family members' legal rights following an event which causes the death of, or bodily injury to them.

Exclusions

Any claim relating to the following:

- 1** Any illness or bodily injury which develops gradually or is not caused by a specific or sudden accident; or
- 2** Defending a Person Insured's or their family members' legal rights other than in defending a counter-claim; or
- 3** A motor vehicle owned or used by, or hired or leased to a Person Insured or their family members.

4 Tax Protection

A Full or Aspect Enquiries

DAS will negotiate on Your behalf and represent You in any appeal proceedings in respect of a Full Enquiry and/or Aspect Enquiry.

B Employers' Compliance

DAS will negotiate on Your behalf and represent You in any appeal proceedings in respect of a dispute concerning Your compliance with Pay As You Earn or Social Security Regulations following a review by the Inland Revenue or the Department of Social Security Contributions Agency.

C VAT Disputes

DAS will negotiate on Your behalf and represent You in any appeal proceedings following an assessment issued by HM Customs and Excise in respect of Value Added Tax due.

Special Provisions

- a** For all insured incidents, You have taken reasonable care to ensure that all returns are complete and correct and that such returns are submitted within the statutory time limits allowed.
- b** We will not pay more than £2000 for Aspect Enquiries.

Exclusions

- 1** In respect of Aspect Enquiries the first £200 of Costs and Expenses in each and every claim.
- 2** Any insured incident arising from a tax avoidance scheme.
- 3** Any insured incident caused by Your failure to register for Value Added Tax.
- 4** Any insured incident arising from any investigation or enquiries undertaken by the Inland Revenue Special Investigation Section or Special Compliance Office.
- 5** Any insured incident arising from any investigation or enquiry by HM Customs and Excise into alleged dishonesty or alleged criminal offences.

General Exclusions to the Section

- 1** Any claim reported to DAS more than 180 days after the date the Person Insured should have known about the insured incident.
- 2** Costs and Expenses incurred before the written acceptance of a claim by DAS.
- 3** Fines, penalties, compensation or damages which the Person Insured is ordered to pay by a court or other authority other than compensation awards as covered under insured incident 1 B Compensation Awards and 2 Legal Defence.
- 4** Any claim relating to patents, copyrights, trademarks, merchandise marks, registered designs, intellectual property, secrecy and confidentiality agreements.
- 5** Any claim relating to franchise rights, or agency rights where You have the legal capacity to alter the legal relations of another.
- 6** Any insured incident deliberately or intentionally caused by a Person Insured.
- 7** A dispute with Us or DAS not otherwise dealt with under Condition 6 of this Section.
- 8** Any claim relating to a shareholding or partnership share in You unless such shareholding was acquired under a scheme open to all Your employees or a substantial number of them of a certain minimum trade other than Your directors or partners.
- 9** An application for judicial review.
- 10** Legal action a Person Insured takes which DAS or the Appointed Representative have not agreed to or where the Person Insured does anything that hinders DAS or the Appointed Representative.
- 11** When either at the commencement of or during the course of a claim, You are bankrupt or have filed a bankruptcy petition or winding-up petition, or have made an arrangement with Your creditors, or have entered into a deed or arrangement or are in liquidation or part or all of Your affairs or property are in the care or control of a receiver or administrator.

General Conditions to the Section

- 1 a** DAS can take over and conduct in the name of a Person Insured, any claim or legal proceedings at any time. DAS can negotiate any claim on behalf of a Person Insured.
- b** The Person Insured shall be free to choose an Appointed Representative (by sending DAS a suitably qualified person's name and address) if:

- i** DAS agree to start legal proceedings and it becomes necessary for a lawyer to represent the interests of the Person Insured in those proceedings; or
- ii** there is a conflict of interest.

DAS may choose not to accept the Person Insured's choice, but only in exceptional circumstances. If there is a disagreement over the choice of Appointed Representative in these circumstances the Person Insured may choose another suitably qualified person.

- c** In all circumstances other than those set out in 1b above, DAS shall be free to choose an Appointed Representative.
 - d** An Appointed Representative will be appointed by DAS and represent a Person Insured according to DAS' standard terms of appointment. The Appointed Representative must co-operate fully with DAS at all times.
 - e** DAS will have direct contact with the Appointed Representative.
 - f** A Person Insured must co-operate fully with DAS and with the Appointed Representative and must keep DAS up-to-date with the progress of the claim.
 - g** A Person Insured must give the Appointed Representative any instructions that DAS require.
- 2**
- a** A Person Insured must tell DAS if anyone offers to settle a claim and must not agree to any settlement without the written consent of DAS.
 - b** If a Person Insured does not accept a reasonable offer to settle a claim, We may refuse to pay further Costs and Expenses.
 - c** DAS may decide to pay the Person Insured the amount of damages that the Person Insured is claiming or is being claimed against them instead of starting or continuing legal proceedings.
- 3**
- a** If DAS ask, a Person Insured must tell the Appointed Representative to have Costs and Expenses taxed, assessed or audited.
 - b** A Person Insured must take every step to recover Costs and Expenses that We have to pay and must pay Us any Costs and Expenses that are recovered.
- 4** If an Appointed Representative refuses to continue acting for a Person Insured or if a Person Insured dismisses an Appointed Representative, the cover We provide will end at once, unless DAS agree to appoint another Appointed Representative.
- 5** If a Person Insured settles a claim or withdraws their claim without the agreement of DAS, or does not give suitable instructions to an Appointed Representative, the cover We provide will end at once and We will be entitled to re-claim any Costs and Expenses paid by Us.

- 6** If DAS and a Person Insured disagree about the choice of Appointed Representative, or about the handling of a claim, DAS and the Person Insured can choose another suitably qualified person to decide the matter. We must both agree to this in writing. If DAS cannot agree with the Person Insured about the choice of the second suitably qualified person, DAS will ask the president of a relevant national law society to choose a suitably qualified person. Whoever loses the disagreement will have to pay the costs of settling it.
- 7** DAS may at their discretion require You to obtain an opinion from counsel at Your expense as to the merits of a claim or proceedings. If counsel's opinion indicates that there are reasonable grounds for the pursuit or defence of a claim or proceedings, the cost of obtaining the opinion will be paid by Us.

All Acts of Parliament within the policy wording shall include equivalent legislation in Scotland, Northern Ireland, the Isle of Man or the Channel Islands as the case may be.

Endorsements

These endorsements are operative only if the letter set against them appears in the appropriate place in the Schedule

A Intruder Alarm Protection

It is a condition of Theft cover provided by this Policy that a fully operative Intruder Alarm System as agreed with Us (with signalling in the agreed manner and any additions or amendments agreed in writing by Us) is installed at the Premises.

It is further agreed that:

- a** the alarm be set at all times when:
 - i** both the Home and Business Portion are left unattended
 - ii** You and Your family retire for the night
 - iii** any Business Portion is left unattended where the alarm is capable of being separately set for this portion of the Premises;
- b** the alarm is maintained, periodically inspected and kept in thorough working order by the makers, installers or other appropriate alarm engineers (approved by Us) under contract during the continuance of this Policy;
- c** the alarm is always tested before being set and if the alarm does not respond to the test or any other defect is discovered at the time the makers, installers or alarm engineers be informed immediately and the defect remedied. If there is expected to be a delay or there is an actual delay of such repair in excess of 24 hours then You must notify Us as soon as is reasonably practicable;
- d** if You are advised that any part of the service provided by the Police Authority is withdrawn in respect of the Premises (whether advised to You in writing or otherwise) all cover for theft is deemed inoperative unless We have agreed otherwise in writing.

B Subsidence, Ground Heave, Landslip on Buildings

The following Contingency is added to Section 9 Buildings:

Damage by subsidence or ground heave of the site on which the Premises stand or landslip,

excluding Damage:

- a** to terraces, forecourts, patios, drives, roads, footpaths, pavements, car parks, yards, swimming pools, tennis courts, car ports, walls, gates, fences, piping, ducting, cables and wires unless the main Buildings are damaged at the same time by the same cause;
- b** caused by the bedding down or settlement of new structures or the settlement or movement of made up ground;
- c** caused by coastal or river erosion;
- d** to solid floor slabs or resulting from their movement unless the foundations beneath the external walls of the Buildings are damaged at the same time by the same cause;
- e** resulting from demolition or structural alteration or repair to the Buildings or groundworks or excavation on the same site;

- f** resulting from defective design, faulty workmanship or the use of defective materials in the Buildings;
- g** which commenced prior to the inception of this cover;
- h** the amount of the Excess stated in the Schedule for each and every claim.

Important Information

Direct Line For Business Insurance Privacy Notice

Your right to cancel

If, after buying your policy, you decide that the cover does not meet your needs, please call us to cancel your policy, within 14 days of receiving your policy documents or the start date of the policy (whichever is later). We will refund any premium you have paid in full providing that you have not made any claim. If you cancel your policy after that time, you will receive a pro rata refund less an administration fee, providing that you have not made any claim during the current period of insurance. The administration fee will be one twelfth of the annual premium up to a maximum chargeable amount of £50 plus the Insurance Premium Tax applicable to the chargeable amount.

How to make a claim

To make a claim, phone **0345 303 1753**.

Details about our Regulator

U K Insurance Limited 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, can be visited at www.fca.org.uk, or the Financial Conduct Authority can be contacted on **0800 111 6768**.

Details of Financial Services Compensation Scheme

Under the Financial Services and Markets Act 2000, should the company be unable to meet all its liabilities to policyholders, compensation may be available. Insurance advising and arranging is covered for 90% of the claim without any upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit. Information can be obtained on request, or by visiting the Financial Services Compensation Scheme www.fscs.org.uk

Automatic Renewals

We may automatically renew your policy on the renewal date. If we plan to automatically renew your policy, we will let you know we are planning to do this before your cover ends together with sending you details of the renewal premium. If you do not want to renew this policy, you should let us know before the renewal date.

Privacy Notice

This privacy notice tells you what we do with information we collect about you. It's relevant to anyone who uses our services, including policyholders, prospective policyholders, website users and beneficiaries under our policies, such as named drivers. We refer to all these individuals as "**customers**" or "**you**" in this notice.

1. Who "we" are

We are U K Insurance Limited ("**we**", "**us**" or "**our**") and you will know us by our brand name :

Churchill, Direct Line, Privilege and Green Flag.

2. What information do we collect about you?

Information collected from you & cookies policy

Where we have collected information directly from you it will usually be obvious what this is, as you will have given it to us. This might not be the case where we have used cookies to collect information from your computer or portable electronic devices. Please see our cookies policy for more information.

Information collected from others

We can collect information about you from others. This includes information from:

- **Joint policyholders or policy beneficiaries.** Where you are named on a joint policy or a beneficiary of that policy we may collect information about you from any named policyholder. We will ask them to confirm that they have your permission to give us this information about you;
- **Fraud prevention, law enforcement or government agencies and other data sources used to prevent or detect fraud or provide details to us about criminal convictions or offences;**
- **HM Treasury and other authorities in relation to regulatory issues** e.g. where someone is subject to a financial sanction they will appear on HM Treasury's asset freezing list;
- **Credit reference agencies** e.g. credit searches that are made when we produce a quotation for a new policy or at renewal. (Note that the results of these searches are automatically deleted after 12 months and do not affect your ability to obtain credit.) Please also see section 4 overleaf.
- **External sources** such as **no claims discount databases**, the electoral roll and insurance comparison websites to help us decide what the risk is in selling the policy **and from companies that hold information about insurance renewal dates, marital status, household residents, vehicle details, employment status and household income** to help us work out which information we should provide to you about our other products and services.

Sensitive personal information

We collect information that is sensitive, such as information about children, health or geo-location (which may be sensitive personal information because, for example, it can pinpoint your location at

a hospital), and information related to unspent past criminal convictions or offences. We also collect your sensitive personal information for specific types of policy or applications, for example when offering you a travel policy or a driving application e.g. Telematics. We obtain this from your mobile devices for driving applications and the following people:

- The main policyholder will provide most of the information we collect about health (including confirming whether hospital treatment is being sought) and unspent criminal convictions or offences, including on behalf of others named on the insurance policy e.g. medical screening to support a travel policy;
- Fraud prevention or law enforcement agencies may provide details to us about criminal convictions or offences;
- Witnesses to an accident may provide medical information to us if there is an investigation of a claim;
- We may use information about a child, for example, where the child is a beneficiary under a policy or if involved in an accident.

We collect and use this information as part of your insurance quotation or contract with us, or where it is necessary for a legal obligation, or as part of the establishment or defence of a legal claim.

3. What do we do with information we collect about you and why may we do this?

We use your personal information in order to meet our obligations in our contract of insurance with you. We and other companies within our group of companies use your personal information in the following ways:

A. Provide insurance services

When you request us to provide you with a quote for one of our insurance policies or you purchase an insurance policy from us, we use information about you:

- To decide what the risk might be in selling you the policy, to quote for, and provide you with, a premium for that policy and any special terms that may apply to that policy (noting that we may use automated decision making to make this assessment - see section 9 overleaf);
- To administer your policy and monitor the payment of instalments if you pay your premium in this way;
- To contact you about the policy (e.g. for billing or renewal purposes); and
- To provide the agreed service if you make a claim (e.g. sending someone to assist you in a roadside breakdown situation or to provide you with medical assistance if you are injured or unwell when overseas).

We cannot provide the services unless we use the information about you in this way.

B. Do what we are required to do by law

As part of our duty as an insurer providing insurance services, sometimes we are required by law to use information about you:

- To help make sure our customers are being treated fairly (e.g. to assist our regulators where we have a legal duty to do so);
- To deal with complaints;
- To help prevent and detect crime (including, for example, the prevention or detection of fraud); and
- To comply with a legal or regulatory obligation.

We can use your personal information in this way because we are required to do so by law.

C. Prevent fraud occurring

Fraud has an impact on all customers as it increases costs for everyone. We use your personal information to check for signs that customers might be dishonest (e.g. if someone has behaved dishonestly in the past it may increase the risk they will do so in future).

We may use your personal information in this way because it is in our interests to detect fraud and in all our customers' interests to ensure that they are not prejudiced due to increased premiums as a result of a few customers acting dishonestly.

D. Recover debt

If you owe us money we will use your personal information to help us recover it.

We can use your personal information in this way because it is a necessary part of the contract of insurance. We need to ensure that premiums are paid so that the majority of our customers do not suffer (e.g. through increased premiums) due to the actions of a small minority of customers.

E. To inform you about and promote products (marketing)

At the time when your personal information was collected, we asked you to indicate your marketing preferences. These preferences can be revisited at any time by contacting our Data Protection Officer. Please see section 10 for contact details.

We may use your personal information to offer you suggestions about products and services you might want to buy. We may use external companies to do this on our behalf.

We can use your personal information in this way because it is in our legitimate interests to provide you with the right information at the right time, so that we may look at ways of extending our relationship that we have with you. We will always ensure that we keep the amount of your personal information that we collect and the extent of any processing to the absolute minimum to meet this legitimate interest.

Where we have a legitimate interest to do so or, where necessary you have given us your consent, we may pass your personal information to third parties including:

- U K Insurance Business Solutions Limited, a member of the U K Insurance Limited group of companies, that introduces our customers to products and services. We may send you marketing from them where we believe you will have an interest in their communications; and/or
- External companies such as digital content providers to display adverts about our products and services.

If you have chosen not to opt out of marketing we will send you information about our products and services by email, post, telephone or SMS unless you tell us not to. If your information has been provided to us by a third party for marketing purposes we will rely on the consent you have provided to them to conduct direct marketing.

If at any time you do not wish us to use your personal information for this purpose, you may ask us not to do so. See section 10 below for how to contact us. However, we will keep a note of your earlier marketing preferences for 6 years. We will not contact you unless you change your mind and tell us that you would like to receive marketing again.

F. Where your or another person's life may be at risk

We will use your personal information to assist where your or another person's life or health is in danger and obtaining your permission is not possible (e.g. arranging emergency medical treatment in a remote location).

G. To administer and improve our services

To administer our services we will share information with others (including to people or organisations that may be based overseas):

- In order to enable us to process your claim or administer your insurance policy more cost effectively;
- To help develop our products, services and systems to deliver you a better sales and claims experience in the future; and
- To understand how our prospective customers make decisions about which insurance policy is the optimal policy.

We may also process your personal data to better understand you as a customer, including to determine how best to retain your custom, and to ask you to provide feedback on the service we provide to you.

We can use your personal information in this way because it is in our legitimate interests to provide the services in the most efficient way. We will always ensure that we keep the amount of your personal information that we collect and the extent of any processing to the absolute minimum to achieve this efficiency.

4. Who do we share your personal information with and why do we do it?

We may share your personal information with third parties and other companies within our group of companies for the purposes mentioned in section 3 overleaf. A list of our group companies can be found at www.u-k-insurance.co.uk/group-companies.html. Alternatively, you can contact the Data Protection Officer for a list of them. Please see section 10. You should make sure everything you tell us is correct because your records may be checked in the following circumstances:

- When you apply for insurance, financial services, or work;
- By police and other law enforcement agencies.

In particular we share information with:

- **Fraud prevention agencies that provide databases and services**, such as CIFAS, National Hunter, SIRA and ENI, to prevent or detect fraud.
 - Fraud prevention agencies will process this personal information in order to assist our prevention of fraud and money laundering, and to verify your identity and may also process your personal information in order to prevent fraud and money laundering by other people.
 - Fraud prevention agencies will hold your personal information for up to 1 year, or up to 6 years if you're considered to pose a fraud or money laundering risk.
 - If we or a fraud prevention agency determine that you pose a fraud or money laundering risk, we may refuse to provide the services and / or financing you have requested.

A record of this risk will be retained by the fraud prevention agencies, and may result in others refusing to provide services or financing to you. If you have any questions about this, please contact the appropriate fraud prevention agency.

- **Law enforcement or government agencies** we and fraud prevention agencies may permit law enforcement or government agencies to access and use your personal information, if they request it.
- **Credit reference agencies** help us decide whether to offer you credit if you choose to pay your premium by instalments.

We share this information when you first take a policy with us and at each renewal. We may exchange your personal information with credit reference agencies to reflect your credit application (as payment by instalments means that there will be a credit agreement between us). We will let you know before we do this. This will be visible to other credit providers.

Failure by you or anyone who pays for your policy to keep up the monthly payments due under your credit agreement will be reflected in your credit score, not theirs. The identities of the credit reference agencies and the ways in which they use and share personal information are explained in more detail at www.experian.co.uk/CRAIN. Alternatively, you can call us and we will send you a copy.

- **Your spouse or partner** who calls us on your behalf, provided they are named on the policy. Please tell us who they are when you take out your policy. If you would like someone else to deal with your policy on your behalf on a regular basis please let us know. In some exceptional cases, we may also deal with other people who call on your behalf, but only with your permission. If at any time you would prefer us to deal only with you, please let us know.
- **Other insurance companies** to help settle any insurance claim or to verify that the information you have provided is correct (e.g. we will check the amount of No Claims Discount you have told us with your previous insurer).
- **Insurance industry bodies** such as The Motor Insurance Database to meet our obligations under the Road Traffic Act.
- **Insurance industry databases**, such as the Claims and Underwriting Exchange where you make a claim so that insurers can check that your claims history is correct, the Insurance Fraud Register and, for commercial policies, the Employers' Liability Tracing Office.
- **Government bodies**, such as the Driver and Vehicle Licensing Agency.

5. Will we send your personal information overseas?

We may send your personal information overseas to any part of the world. The protections given to your personal information in other parts of the world will often not be as strong as in the UK. Where possible, we will put in place agreements with the people we send your personal information to, to require them to treat your personal information with the same protections that we apply ourselves. Our agreements may include standard terms provided by the EU called EU Model Clauses or may require the other party to be signed up to government standards that are recognised as providing the right level of protection such as "privacy shield" in the USA. But it is possible that regardless of what is set out in the agreement this would not stop a government in any part of the world from accessing your personal information, as they can often have power to overrule any agreements we make.

In some cases we might need to share information to carry out the services we have promised to carry out, for example if you require urgent assistance abroad. In such an urgent situation we may not always have the time to put in place the type of agreement we would normally want to.

6. How long may we keep your personal information for?

We are only allowed to keep your personal information if we need it for one of the reasons we describe in section 3 overleaf.

As a general rule, we will keep it for 6 years from the end of your relationship with us, as it is likely that we will need the information for regulatory reasons or to defend a claim. For example, should you wish to bring some form of legal action relating to your relationship with us, this would generally need to be done within 6 years from the end of that relationship. However there may be exceptions where we need to keep your personal information for longer, such as where a claim has involved a minor.

We will also retain data in an anonymous form for statistical and analytical purposes, for example, to assess risk of flood damage occurring.

7. When can you ask us to stop using your information?

If we rely on your consent to collect and process your personal information, you can ask us to stop using your personal information at any time by withdrawing that consent and we will stop using your personal information for those purposes. We may rely on your consent to tell you about products or services which may be of interest to you or to use computers to make decisions about you to improve our services or develop our products (see section 9).

At any time, you can tell us to stop using your personal information to tell you about products or services that may be of interest to you or allowing computers to make decisions about you in order to improve our services or develop our products (see section 9). To find out how to do this, see section 10.

8. What happens if you don't give us some of your personal information?

Where you do not provide the personal information we need in order to provide the service you are asking for or to fulfil a legal requirement, we will not be able to provide the service that you are asking us to give you.

We will tell you about why we need the information when we ask for it.

9. When do we use computers to make decisions about you?

We will collect information about you and put this into our computer systems. The computer systems will make certain automated decisions about you which will be based on comparing you with other people. This will have an impact in terms of the level of premium or product that we offer to you or the products or services that we decide to tell you about. We may also use automated decision making to conduct an identity verification check.

For example, if you are under 25 years of age, the computer system may determine that you are more likely to have a car accident. This is because the computer system has been told that more people aged under 25 have car accidents. Another example is that, if you are under 25, the computer system may determine that you are going to be interested in a travel policy which covers high risk activity, such as skiing. Therefore, we would proactively seek to tell you about such policies as we would consider them to be of interest to you.

This is important because:

- **In providing insurance services** it helps us decide what price you should pay for your policy and understand any risks associated with that policy;
- **In identity verification** it helps us to check that you are who you say you are and to prevent others from imitating you;
- **In selling you other products** it helps us decide which other products might be useful to you.

We also use computer systems to carry out modelling. Sometimes using your personal information and sometimes using data in anonymised form. We conduct this modelling for a variety of reasons, for example, for risk assessment purposes to make decisions about you, such as your likelihood to claim. However, we may also use your personal information in that modelling to make decisions about how we improve and develop our products and services, or our pricing and underwriting, or to better understand how our prospective customers make decisions about which policy is the optimal policy (i.e. we are not making decisions directly about you).

10. How to contact us about this privacy notice

Our Data Protection Officer is in charge of answering questions about this privacy notice or your requests to exercise your rights which are set out below. The Data Protection Office may be contacted at U K Insurance Limited, Churchill Court, Westmoreland Road, Bromley BR1 1DP.

You may contact us at the address above for one or more of the following reasons:

1. To ask us to fix information about you that is wrong or incomplete, or to delete personal information about you (the so-called "Right to be Forgotten").
2. To tell us you no longer agree to, that you object to, or that you wish to restrict us using information about you and ask us to stop.
3. To tell us to stop using your personal information to tell you about products or services that may be of interest to you (direct marketing).
4. A right of access, namely to ask us to provide you with a copy of all of the personal information that we have about you. To receive this information please write to the Data Rights Team, U K Insurance Limited, Churchill Court, Westmoreland Road, Bromley BR1 1DP.
5. A "data portability" right, namely to obtain and reuse the information that you have provided to us for your own purposes across different services. You may ask for this information to be provided directly to you or directly to another organisation. We will provide the information in a machine readable format so that another organisation's software can understand that information.
6. To ask us not to use information about you in a way that allows our computer systems to make decisions about you (as explained in section 9).

Sometimes we will not be able to stop using your personal information when you ask us to (e.g. where we need to use it because the law requires us to do so or we need to retain the information for regulatory purposes).

In other cases, if we stop using your personal information, we will not be able to provide services to you, such as administering your insurance policy or servicing your claim.

We will tell you if we are unable to comply with your request, or how your request might impact you, when you contact us.

Complaints

If you have any concerns about the way in which we are using your personal information, please contact our Data Protection Officer in the first instance and we will endeavour to resolve your concern. However, you do also have the right to complain about how we treat your personal information to the Information Commissioner's Office ("ICO"). The ICO can be contacted at:

ICO website: <https://ico.org.uk/global/contact-us/>

ICO telephone: 0303 123 1113

ICO textphone: 01625 545860

essential cover for

home business

Information Helpline: 0345 303 1760

Our lines are open 8am-8pm Monday to Friday,
9am-5pm Saturday and 10am-4pm Sunday

Buy online at **directlineforbusiness.co.uk**

If you would like a Braille, large print or audio version of your documents, please let us know.

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, Company 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.

Calls may be recorded.

DLFB74 0418



direct line
for business
