



About Your Simple Caravan Insurance Policy

Touring Caravan Insurance

Type of cover

This policy is specifically designed for owners of a touring caravan. The policy term is for a period of 12 months.

Insurer

Simple Caravan Insurance is a business name of Millennium Insurance Brokers Limited. Millennium Insurance Brokers Limited arranges the policies which are underwritten by UK General Insurance Ltd on behalf of Great Lakes Insurance SE.

Policy summary

This document provides a summary of the cover provided. Full terms and conditions are explained in the policy wording which is issued when you purchase your policy and is also available upon request or by viewing, downloading or printing from the My Policies section of your online customer account. You will also receive a policy schedule showing the specific details of your policy and the cover(s) you have selected. It is important that you read the policy documents carefully when you receive them.

Significant Features and Benefits

Main Features and Benefits of the Policy	Standard Policy Limits	Where to find information in your policy wording
<p>Loss or damage to the caravan and caravan contents by:</p> <ul style="list-style-type: none"> • Accidental damage; • Subsidence; • Falling trees, aerials or masts; • Fire; • Lightning; • Explosion; • Earthquake; • Theft, malicious acts or vandalism; • Escape of water or oil from fixed water or heating systems; • Storm or flood. 	<p>Up to the limit of indemnity as detailed on your policy schedule.</p>	<p>Section 1 - Caravan/Caravan Contents.</p>
<p>Alternative accommodation We will pay £100 (inc VAT) per night for the cost of alternative accommodation to complete your holiday where your caravan is made uninhabitable by any insured peril stated in Section 1 of this policy.</p>	<p>Up to £1,000 (inc VAT)</p>	<p>Section 1 - Caravan/Caravan Contents.</p>
<p>We will pay for the costs of replacing locks to doors and windows in the caravan following loss or theft of keys.</p>	<p>Up to £250 (inc VAT)</p>	<p>Section 1 - Caravan/Caravan Contents.</p>
<p>Personal Accident If you or your family / friends suffers accidental injury while: a) inside the caravan; or b) in the immediate vicinity of the caravan or being worked upon which causes death within 12 months of its occurrence we will pay the amount specified in the policy schedule to the deceased's legal personal representative(s).</p>	<p>Up to the limit of indemnity selected as detailed on your policy schedule.</p>	<p>Section 2 – Personal Accident.</p>
<p>If you or your family / friends are legally liable for causing: a) death, physical injury or illness to any person; or b) accidental damage to their material property; occurring during the period of insurance and arising from any accident involving the caravan then we will pay:</p> <p>We will pay:</p> <ul style="list-style-type: none"> a) Damages or compensation to that person for the death, physical injury or illness or damage caused; b) Their legal costs to claim compensation from you; c) Your costs for defending the claim. 	<p>Up to the limit of indemnity selected as detailed on your policy schedule.</p>	<p>Section 3 – Public Liability.</p>

Additional Cover (only applies if shown in the policy schedule)

If the caravan is totally destroyed or stolen within the new for old period as stated in the policy schedule, replacement will be based on a new caravan of equivalent specification.	Up to the limit of indemnity selected as detailed on your policy schedule.	Section 4 – New for Old.
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General Condition and Exclusions

General Condition and Exclusions	What is not insured	Where to find information in your policy
General policy exclusions applicable to all sections	Loss or damage caused by: <ul style="list-style-type: none"> • Radioactive contamination; • War; • Terrorism; • Wear and tear or any gradual deterioration; • Domestic pets, insects or vermin; • Any deliberate act by you or anyone working on your behalf. 	Page 13.
Caravan / Caravan Contents	<ul style="list-style-type: none"> • The policy excess detailed on the policy schedule; • Theft of caravan contents whilst outside the caravan; • Theft of caravan contents unless there is evidence of forcible and violent entry or exit to or from the caravan; • Accidental damage to caravan contents and valuables; • Loss or damage caused by water entering caravan seals or seams; • Malicious damage or loss caused by you or your family / friends or a permitted occupant of your caravan. 	Section 1 – Caravan/ Caravan Contents.
Personal Accident	<ul style="list-style-type: none"> • Anyone aged under 16 or over 75 years old at the time of the accident; • Death or bodily injury caused by you or your family / friends committing suicide or attempting to commit suicide; • Death or bodily injury caused to anyone under the influence of alcohol or drugs at the time of the incident causing death or bodily injury; • Any claim arising directly or indirectly from the contracting of a disease or illness. 	Section 2 – Personal Accident.
Public Liability	<ul style="list-style-type: none"> • Liability for death, physical injury or illness to; <ul style="list-style-type: none"> a) you or your family / friends; b) any employee of you, your family / friends; • Damage to property owned by or in the custody or control of you or your family / friends; • Injury or damage arising out of the profession or business of you and/or your family / friends. 	Section 3 – Public Liability.

What happens if I take out cover and then change my mind or want to cancel the policy early?

Cancellation within the 14 day cooling off period

If you decide that for any reason, this policy does not meet your insurance needs then please contact Simple Caravan Insurance within 14 days from the day of purchase or the day on which you receive your policy documentation, whichever is the later.

On the condition that no claims have been made or are pending, Simple Caravan Insurance will then refund your premium in full less a cancellation fee of £25.

Cancellation after the cooling off period

Thereafter you may cancel this insurance at any time and providing that no claims have been made or are pending you will be entitled to a pro-rata refund of your premium less a cancellation fee of £30.

Cancellation by Us

We shall not be bound to accept renewal of any insurance and may at any time cancel any insurance document by giving 14 days notice in writing where there is a valid reason for doing so.

A cancellation letter will be sent to you at your last known address. Valid reasons may include but are not limited to:

- a) Fraud;
- b) Non-payment of premium;
- c) Threatening and abusive behaviour; or
- d) Non-compliance with policy terms and conditions.

Provided the premium has been paid in full you may be entitled to a proportionate refund of premium in respect of the unexpired period of insurance.

Please Note

If you have made a claim against your policy you will remain liable for the total premium.

If you are paying by monthly instalments and have made a claim you will either have to continue with the instalments until the policy renewal date, arrange for a one off payment to be made or, at the discretion of Simple Insurance, deduct the outstanding instalments due from any claim made.

Please note cancelling your Direct Debit at the bank does not suffice as cancelling your policy and you will remain liable for any arrears and fees accrued.

What happens when my policy ends?

At least 21 days before each renewal date, we will tell you the premium and terms and conditions that will apply for the following year. If you wish to change or cancel the cover then please tell us before the renewal date. If you pay by direct debit, we will renew the policy automatically once you have accepted the renewal and set up a new direct debit and credit agreement with Close Brothers Premium Finance.

If you pay by credit or debit card we will renew the policy once you have paid the premium in full unless you notify us that you wish to cancel the policy. You may need to review and update your cover periodically to ensure that it remains adequate.

How do I make a claim on my insurance policy?

Claims will be handled by Lucas Claims Solutions Ltd at the address shown in your policy wording. Should you wish to claim under your policy you should call the claims helpline on 0333 400 9982 or by

submitting a claim in writing as soon as possible.

You must give Lucas Claims Solutions Ltd any information or help that they may ask for. You must not settle, reject, negotiate or agree to pay any claim without their written permission. Full details of how to claim are included in the policy wording.

How do I make a complaint about my insurance policy?

It is the intention to give you the best possible service but if you do have any questions or concerns about this insurance or the handling of a claim you should follow the Complaints Procedure below:

Complaints regarding the sale of the policy

Please contact Simple Caravan Insurance at:

In writing to:

Quay Point
Lakeside Boulevard Doncaster
DN4 5PL

By phone on: 0808 172 5660 from landlines or 0330 100 7150 from mobiles

Email: admin@simplecaravaninsurance.com

Complaints regarding Claims

Please contact the administrators at:

Lucas Claims Solutions Ltd
Bloomfield House
3 Balloo Place
Bangor
BT19 7BP

Email: office@lucas-solutions.com

Telephone: 0333 400 9987

In all correspondence please state that your insurance is provided by UK General Insurance Limited and quote scheme reference 05569B.

If you cannot settle your complaint, you may be entitled to refer it to the Financial Ombudsman Service.

Will I receive compensation if my insurer is unable to meet its liabilities?

Great Lakes Insurance SE are members of the Financial Services Compensation Scheme. You may be entitled to compensation from this scheme if they cannot meet their obligations, depending on the type of insurance and the circumstances of your claim.

If you have not got a policy booklet please download a copy from www.simplecaravaninsurance.co.uk so you can check cover and exclusions in full.

Additional fees may be incurred to cover the administration cost of cancelling your insurance. The specific fee will be advised to you in advance.*

Simple Caravan Insurance is a business name of Millennium Insurance Brokers Limited which is authorised and regulated by the Financial Conduct Authority. Registered in England and Wales Company No. 2103848. Registered Office: Quay Point, Lakeside Boulevard, Doncaster, DN4 5PL