



Hiscox Home Insurance
Policy wording





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General terms and conditions

Introduction

A seamless integrated insurance solution.

Please read **your policy** wording, together with any **endorsements** and **your schedule**, very carefully and keep them in a safe place. If anything is incorrect or changes, please notify **us** immediately.

This wording is fully protected by the laws of copyright. No unauthorised use or reproduction is permitted.

These General terms and conditions apply to **your policy**. **Your schedule** will state whether **your policy** includes home, fine art and/or motor cover.

General definitions

Words shown in bold type have the same meaning throughout **your policy** and are defined below. Any extra definitions are shown in the section to which they apply.

Amount insured

The most **we** will pay as stated in **your schedule**.

Artificial intelligence

Any machine learning, logical, statistical or other algorithm in **computer or digital technology** that can:

1. perform tasks or generate outputs, including but not limited to, actions, content, decisions, predictions or recommendations; or
2. adapt or vary its operation proactively, or in response to inputs.

Civil commotion

Where 12 or more persons are present together, whether in a public or private place, with a common purpose (which may be inferred from conduct):

1. to use, or threaten to use, physical force to inflict personal injury on any person or to damage property; or
2. which causes a person of reasonable firmness, had such person been present at the scene, to fear for their safety. For the purposes of this definition, no person of reasonable firmness need actually be, or be likely to be, present at the scene.

Communicable disease

Any communicable, infectious or contagious disease, including any related variation, strain, virus, complex or syndrome.

Computer or digital technology

Any **programs**, computer network, hardware, software, operational technology, internet-connected device, network-connected device, electronic device, information technology, communications system, including but not limited to any internet-of-things devices, email system, intranet, extranet, website or cloud computing services.

Computer or digital technology error

Any negligent act, error or omission by anyone in the:

1. creation, handling, entry, modification or maintenance of; or
2. ongoing operation, maintenance (including but not limited to installation, upgrading or patching) or development of,

any **computer or digital technology**.

Cyber attack

Any digital attack or interference, whether by a **hacker** or otherwise, attempting or resulting in:

1. access to;
2. extraction of information from;
3. disruption of access to or the operation of; or
4. damage to:

any data or **computer or digital technology**, including but not limited to any:

	<ol style="list-style-type: none"> a. programs designed to damage, disrupt, extract data from, or gain access to any data or computer or digital technology including, but not limited to, malware, wipers, worms, trojans, rootkits, spyware, dishonest adware, crimeware, ransomware, crypto-jacking and other malicious software or viruses; or b. denial of service attack or distributed denial of service attack.
Endorsement	A change to the terms of your policy agreed by us in writing.
European Union	The countries within the European Union.
Excess	The amount you are required to pay as the first part of each agreed claim.
Hacker	Any artificial intelligence , entity or person, including any employee of yours , who gains or attempts to gain unauthorised access to or unauthorised use of any: <ol style="list-style-type: none"> 1. computer or digital technology; or 2. data held electronically by you or on your behalf.
	If your schedule states that Personal cyber cover is included as part of your policy , this definition does not apply to that section.
Nuclear risks	<ol style="list-style-type: none"> 1. Any sort of nuclear material, nuclear reaction, nuclear radiation or radioactive contamination; 2. any products or services which include, involve or relate in any way to anything in 1. above, or the storage, handling or disposal of anything in 1. above; or 3. all operations carried out on any site or premises on which anything in 1. or 2. above is located.
Period of insurance	The time for which your policy is in force as stated in your schedule .
Policy	This insurance document and your schedule , including any endorsements . Your schedule will state whether you have selected home, fine art and/or motor covers.
Program(s)	Code or instructions which tell computer or digital technology how to process data or interact with ancillary equipment, systems or devices.
Schedule	The document showing your name, your address and your insurance details that we sent you when we accepted this insurance or following any subsequent amendment to your cover, whichever is the more recent.
Social engineering communication	Any request directed to you or someone on your behalf by any artificial intelligence , entity or person improperly seeking to obtain possession or the transfer to a third-party of virtual currency, money, securities, data or property to which such third-party is not entitled.
Solar weather	Solar flares, solar eruptions or bursts including plasma bubbles or ejections, magnetic field or magnetosphere fluctuations or disruptions.
Terrorism	An act, or the threat of an act, by any person or group of persons, whether acting alone or on behalf of or in connection with any organisation or government, that: <ol style="list-style-type: none"> 1. is committed for political, religious, ideological, racial or similar purposes; and 2. is intended to influence any government or an international governmental organisation or to put the public, or any section of the public, in fear; and <ol style="list-style-type: none"> a. involves violence against one or more persons; b. involves damage to property; c. endangers life other than that of the person committing the action; d. creates a risk to health or safety of the public or a section of the public; or e. is designed to interfere with or to disrupt an electronic system.
United Kingdom	England, Wales, Scotland, Northern Ireland, the Isle of Man, and the Channel Islands.

War	War (whether declared or not), invasion, act of foreign enemies, hostilities, civil war, rebellion, revolution, insurrection, military or usurped power.
We/us/our	The insurer named in your schedule in respect of each section of your policy .
You/your	The policyholder named in your schedule and anyone else identified as 'you/your' in the Special definitions of any section of your policy .

Our promise to you	We will:
	<ol style="list-style-type: none"> 1. cover you in accordance with the terms and conditions of your policy in return for the premium you pay; and 2. validate and pay covered claims as quickly and efficiently as possible.
Your promise to us	You must:
	<ol style="list-style-type: none"> 1. take care when providing any information we ask for and ensure that it is true, accurate and complete. Tell us or your broker if this information changes. If you are in any doubt, please talk to us or your broker. We will tell you if a change in information affects your insurance; and 2. comply with the terms and conditions of your policy, including the terms of each section. <p>If you do not, it may affect the validity of your policy, our ability to pay a claim or the amount we pay in respect of a claim.</p>
How to make a claim	<p>In order for us to deal with your claim you must:</p> <ol style="list-style-type: none"> 1. tell us or your broker as soon as possible if something has happened which may result in a claim. If a crime has been committed, you must also tell the police as soon as possible and you must provide us with a crime reference number; 2. not admit responsibility or make any offer of payment without our prior agreement; 3. send any correspondence regarding a claim to us or your broker if you have one, as soon as you can; 4. give us all the co-operation we need to investigate and resolve your claim, including providing evidence of the value of any items involved in a claim as well as any other relevant information and documents we may reasonably require; 5. allow us to take over and deal with the defence or settlement of any claim in your name, if you are being held responsible for causing an injury or damage to property; and 6. allow us to start recovery proceedings in your name and give us all the assistance we need to do this. <p>If you do not, we may reduce any payment we make under your policy by an amount equal to the detriment we have suffered as a result of your failure to comply with these obligations.</p> <p>You must also comply with any other conditions contained within the specific sections of your policy.</p>

Information you have given us	
Reasonable care	
	<ol style="list-style-type: none"> 1. The information you give to us is important as we use this in setting the terms and premium for your policy. You must take reasonable care not to give us information that is untrue, incomplete or inaccurate.

Deliberately or recklessly given information	2. Occasionally, we are deliberately or recklessly given false information. If this happens we will treat your policy as if it never existed and refuse all claims. You must repay any payments already made by us under your policy and we will not return the premium to you .
Carelessly given information	3. If you acted carelessly when giving us your information, several things could happen: <ul style="list-style-type: none"> a. if we provided insurance cover that we would not otherwise have offered, we will treat this insurance as if it had never existed. If this happens, we will give you back your premium and you must repay any payments already made by us under your policy; b. if we would have insured you on different terms, we will amend your policy retrospectively and apply these amended terms to all claims under your policy, including any claims you have already made; or c. if we would have charged you more premium if you had provided accurate information we may reduce proportionately the amount we pay for a claim. To calculate this we will divide the premium we actually charged by the premium we would have charged and multiply this figure by the amount of the agreed claim.
Changes to information	4. If there are any significant or material changes during the period of insurance to any information you have given us , you must let us know as soon as possible. This includes anything that could result in any limit within your policy not being sufficient, such as acquiring new property. We may then change the terms of your policy , charge an additional premium or cancel your policy in accordance with the cancellation condition. If you do not tell us about such change, we will be entitled to the remedies set out under 3. a. to c. above with effect from the date of the change. You do not need to tell us about any newly acquired property covered under 'New possessions' in Your home and personal possessions section, where you benefit from that additional cover.

Your obligations

You must:

1. always try to prevent accident or injury and protect **your** property against loss or damage;
2. keep **your** property in good condition and repair; and
3. arrange for urgent repairs to be undertaken as soon as possible, if such repairs are needed to prevent further damage.

If **you** do not, **we** may reduce any payment **we** make under **your policy** by an amount equal to the detriment **we** have suffered as a result of **your** failure to comply with these obligations.

Full value

You must ensure that the **amount insured** represents the full value of the property covered under **your policy**, as set out below:

1. for buildings, the full value is the estimated cost of rebuilding the buildings to the same specification, including fees, expenses and any applicable taxes involved in the rebuilding. This is not the same as the market value.
2. for tenant's improvement, the full value is the cost to repair or replace as new.
3. for contents, the full value is the current cost as new.
4. for jewellery, watches and valuable items that are not specified individually, the full value is the higher of the replacement cost and the current market value.

If the **amount insured** does not represent the full value, **we** may reduce the amount **we** pay for a claim.

General conditions

Governing law

1. Unless agreed otherwise in writing, **your policy** is governed by the law, and any disputes in relation to **your policy** will be dealt with in the courts, of the country within the **United**

Kingdom in which **your** main residence is situated. If **your** main residence is not in the **United Kingdom**, the law and courts of England and Wales will apply.

The most we will pay	2. When a claim is made, we will only ever pay up to the relevant amount insured .
Multiple insureds	3. If more than one person is entitled to cover under your policy , the total amount we will pay following a claim will not exceed the amount we would be liable to pay to any one such person. Unless you have advised us otherwise, we will pay each person named in your schedule their respective share of such claim.
Fraudulent claims	4. If any claim is in any way dishonest, exaggerated or fraudulent then we will: <ul style="list-style-type: none"> a. refuse to make any payment in respect of the dishonest, exaggerated or fraudulent claim; b. tell you that we are terminating your policy and back-date the termination to the date of the dishonesty, exaggeration or fraud; c. refuse to make any payment under your policy in respect of any claim made or any loss occurring on or after the date of the dishonesty, exaggeration or fraud; and d. not return any premium. If we discover any dishonesty, exaggeration or fraud, we : <ul style="list-style-type: none"> a. have the right to terminate any other products you hold with us and share information about your behaviour with other organisations to prevent further dishonesty, exaggeration or fraud; and b. may involve the relevant authorities who are empowered to bring criminal proceedings. If a dishonest, exaggerated or fraudulent claim has been made under any other policy you hold with us , we may terminate your policy .
	If we have paid any claims after the date of any dishonesty, exaggeration or fraud, you must pay us back.
Third parties	5. No third party will have any right, or be able to enforce any term of your policy , under the Contracts (Rights of Third Parties) Act 1999 or any similar or successor legislation. This does not affect the rights or remedies available to a third party which exist apart from this Act.
Cooling-off	6. a. If for any reason you feel that your policy is not right for you , you can cancel your policy within 14 days of insuring with us . If you have not made a claim, we will return your premium in full. b. You can cancel your policy by notifying us at any time. If you cancel after the first 14 days and have not made a claim, we will return a pro-rata proportion of your premium. However, this does not apply to the Travel section of your policy , if your schedule states that you have cover as part of your policy .
Cancellation by you	We will not charge you a fee for cancelling your policy .
Cancellation by us	7. a. We may cancel your policy , but we will only do so for a valid reason and only after giving you at least 30 days' notice, which will be sent by recorded post to the correspondence address stated in your schedule . This does not apply to the Motor physical damage or Motor third-party liability sections of your policy , where applicable. b. If we cover you under the Motor physical damage or Motor third-party liability sections of your policy , we may cancel those sections by giving you 14 days' notice, which will be sent by recorded post to the correspondence address stated in your schedule .
	If we cancel your policy or any section of your policy for any reason, we will return a pro-rata proportion of your premium, provided you have not made a claim.

However, this does not apply to the Travel section of **your policy**, if **your schedule** states that **you** have cover as part of **your policy**.

Premium instalments

8. If **we** have agreed that **you** can pay **us** the premium by instalments and **we** have not received an instalment 15 days after the due date, **we** may cancel **your policy**. **We** will contact **you** before **we** cancel **your policy** in order to give **you** the opportunity to pay any premium due to **us**. If **your policy** is cancelled, the **period of insurance** will equate to the period for which premium instalments have been paid to **us**. **We** will confirm the cancellation and amended **period of insurance** to **you** in writing.

Renewal

9. **We** will write to **you** or **your** broker if **you** have one, at least 21 days in advance of **your** renewal date with **our** offer to renew, or to give **you** plenty of time to make other arrangements if **we** are unable to renew **your policy**. The renewal offer will include the premium and any changes in the terms and conditions for the next period of insurance which, unless **you** have advised **us** otherwise, will automatically proceed if **you** continue to pay **your** premium. Where **we** have agreed to collect this premium automatically, **we** will continue to do so unless **you** tell **us** differently. If **you** do not wish to renew **your** insurance please let **us** know before the renewal date of **your policy**.
If **you** make a claim under **your policy** for loss, damage or liability that occurred after **we** wrote to **you** with **our** offer to renew at the address stated in **your schedule**, but before **your** renewal date, **we** may adjust the terms of **your** insurance and **your** renewal premium accordingly. If **we** are unable to renew **your policy**, **we** will let **you** know.

Premium payment

10. **We** will not make any payment under **your policy** unless **you** have paid the premium due to **us**.
If **you** make a claim under **your policy**, **we** will keep the premium that is due to **us**. If **you** pay **your** premium by instalments **we** will ask **you** to either continue paying **your** premium by instalments or **we** may deduct any outstanding instalment from any claim payment **we** have agreed to make.

Cover under more than one cover or section

11. If the same claim, loss or other covered liability is insured under more than one section of **your policy**, or under more than one cover under **What is covered** within the same section, **we** will only make payment under one section or cover, being the one that provides the most advantageous cover to **you** or the party entitled to cover.

Sanctions

12. **We** shall not be deemed to provide cover and shall not be liable to pay any claim or loss or provide any benefit under **your policy** to the extent that the provision of such cover, payment of such claim or loss or provision of such benefit would expose **us**, or would in **our** reasonable view give rise to any appreciable risk of exposing **us**, to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of the **European Union, United Kingdom, United States of America**, or of any other relevant jurisdiction.

What is not covered

The exclusions set out below apply to each and every section of **your policy** and shall not be varied by any other provisions in **your policy**. Where the exclusions below are not consistent with any other provision in **your policy**, these exclusions apply and shall override the inconsistent provision.

In addition, other exclusions apply to **your policy** and these are included in the particular sections of **your policy** to which they apply.

We do not cover any claim, loss, damage or liability:

Deliberate acts

1. arising out of a deliberate or dishonest act by **you** or anyone acting on **your** behalf.

Terrorism

2. directly or indirectly due to:
 - a. biological or chemical contamination; or
 - b. any failure in the supply of gas, water, electricity or phone service to **your** home, which is caused by **terrorism**.

Nuclear and radiation

3. directly or indirectly due to any:
 - a. **nuclear risks**;
 - b. fear or threat of a. above; or
 - c. action taken in controlling, preventing, suppressing, responding or in any way relating to a. to b. above.

War

4. directly or indirectly due to any:
 - a. **war**;
 - b. fear or threat of a. above; or
 - c. action taken in controlling, preventing, suppressing, responding or in any way relating to a. to b. above.

However, a. above does not apply to any medical expenses under the Travel section of **your policy**, if **your schedule** states that **you** have cover as part of **your policy** and to the extent to which it is otherwise covered within that section of **your policy**.

Confiscation by authority

5. directly or indirectly due to **your** property being confiscated, taken, damaged or destroyed by or under the order of any government or public or local authority.

Communicable disease

6. directly or indirectly caused by, contributed to by, resulting from or in connection with any:
 - a. **communicable disease**;
 - b. fear or threat of a. above; or
 - c. action taken in controlling, preventing, suppressing, responding or in any way relating to a. to b. above.

However, a. above does not apply to:

- i. **your** liability to any domestic employee under Your legal liabilities section of **your policy**; or
- ii. the Travel section of **your policy**,

if **your schedule** states that **you** have cover as part of **your policy** and to the extent to which it is otherwise covered within that section of **your policy**.

Other insurance

7. under this **policy** where **you** would be entitled to be paid under any other insurance if this **policy** did not exist except in respect of any amount in excess of the amount that would have been payable under such other insurance had this **policy** not been effected. If such other insurance is provided by **us** the most **we** will pay under this **policy** will be reduced by the amount payable under such other insurance.

Solar weather

8. directly or indirectly caused by, contributed to by, resulting from or in connection with:
 - a. **solar weather**;
 - b. any fear or threat of a.; or
 - c. any action taken in controlling, preventing, suppressing, responding or in any way relating to a. to b. above.

Your home and personal possessions

Your schedule will show an amount or use the word 'covered' to indicate if **your building, outbuildings and other structures, contents, art and collections** or **jewellery, watches and valuable items** are covered by this section of **your policy**.

The General terms and conditions and the following terms and conditions all apply to this section.

If **you** need to make a claim, please refer to 'How to make a claim' within the General terms and conditions.

Special definitions for this section

Art and collections

Art, antiques and collectibles of particular value due to their age, style, artistic merit or collectability all of which belong to **you** or for which **you** are legally responsible, including:

1. furniture;
2. paintings, drawings, etchings, prints and photographs;
3. tapestries and rugs;
4. manuscripts;
5. porcelain and sculptures;
6. stamps or coins;
7. gold, silver and gold- and silver-plated items;
8. clocks and barometers;
9. books;
10. wine;
11. dolls and toys;
12. memorabilia;
13. medals and militaria; or
14. furs and guns.

We do not include **jewellery, watches and valuable items** and any items which are business property within this definition.

Building

The principal structure at each address stated in **your schedule**, and the following items within the grounds of **your home** at the same address:

1. items that are fixed to and form part of such structure;
2. domestic fixed fuel tanks;
3. solar panels attached to such structure and used for domestic purposes;
4. underground service pipes, cables, drains and sewers that are attached to such structure; and
5. walls, gates, hedges, fences, paths, terraces, driveways and patios:
 - a. that are attached to or immediately servicing such structure; or
 - b. that are shared with **outbuildings and other structures**,

which belong to **you** or for which **you** are legally responsible.

We do not include within this definition any **outbuildings and other structures** or any structure, or part of a structure, used for any business activity other than clerical and administrative work or **incidental farming** carried out by **you** or on **your** behalf at **your home**.

Contents

Household goods, clothing and personal property, all of which belong to **you** or for which **you** are legally responsible.

We do not include within this definition:

1. **money**, bank cards or **jewellery, watches and valuable items**;
2. more than the **amount insured** for **art and collections** as stated in the **Contents** section of **your schedule**; or
3. any item used for any business activity, other than office furniture, equipment and supplies used in **your home**.

Domestic employee

Any person working for **you** in connection with domestic duties or **incidental farming** duties who is:

1. employed by **you** under a contract of service; or
2. self-employed and working on a labour-only basis under **your** control or supervision.

Drone

Any remotely controlled unmanned aerial vehicle which is not used for commercial purposes and which belongs to **you** or for which **you** are legally responsible.

We do not include within this definition any unmanned aerial vehicle that exceeds seven kilograms in weight or such other weight stipulated by the Air Navigation Order 2016, or similar or successor legislation, as constituting a small unmanned aircraft.

Heave

The upward movement of the ground beneath the **building** or **outbuildings and other structures** as a result of the expansion or swelling of the subsoil.

Home

The private residence at the address stated in **your schedule** including the **building** and **outbuildings and other structures** at the same address, but not **your personal possessions**.

Incidental farming

Farming, including livery (looking after horses), carried out by **you** on a part-time basis at the address stated in **your schedule**, as long as any people **you** employ for this purpose do not work more than 1,000 hours between them during the **period of insurance**.

Jewellery, watches and valuable items

Jewellery, watches, gemstones, krugerrand, gold bullion or precious metals held as commodities which belong to **you** or for which **you** are legally responsible.

Landslip

Sudden movement of soil on a slope or gradual creep of soil on a slope over a period of time.

Money

Bank notes and coins that are not part of a collection, cheques, postal orders, bank drafts, travel tickets, traveller's cheques, current postage stamps, savings stamps and certificates, premium bonds or other negotiable documents.

Normal settlement

The downward movement of the ground beneath the **building** or **outbuildings and other structures** as a result of the soil being compressed by the weight of such structure.

Outbuildings and other structures

Any permanent structure within the grounds of **your home** which is not attached to the **building** and which belongs to **you** or for which **you** are legally responsible, including:

1. those structures other than the **building** used for domestic, clerical and administrative or **incidental farming** purposes;
2. greenhouses;
3. garages used for domestic purposes;
4. swimming pools;
5. wind turbines used for domestic purposes;
6. hard tennis courts; and
7. all terraces, patios, driveways, footpaths, walls, gates, hedges and fences connected to such structures, other than those shared with the **building**.

We do not include within this definition, any structure or part of a structure used for any business activity other than clerical and administrative work or **incidental farming** carried out by **you** or on **your** behalf at **your home**.

Personal possessions	Art and collections, contents, jewellery, watches and valuable items all of which belong to you or for which you are legally responsible.
Subsidence	The downward movement of the ground beneath the building or outbuildings and other structures other than by normal settlement .
Unfurnished	The home is not furnished with kitchen appliances, fixtures and fittings, curtains, carpets, beds and furniture essential for modern living.
You/your	Also includes all permanent members of your household, including domestic employees who live in the home .

What is covered

Home	If your schedule includes cover for your home , we will cover the home against physical loss or physical damage which happens during the period of insurance .
Alternative accommodation	If your home cannot be lived in because of: <ol style="list-style-type: none"> 1. physical loss or physical damage we have agreed to pay; 2. physical loss or physical damage to a neighbouring property which results in a local authority or emergency service prohibiting you from accessing your home. This cover only applies if such physical loss or physical damage would have been covered by this insurance had the damage occurred to your home; or 3. a local authority or emergency service issuing an instruction to leave your home or prohibiting you from accessing your home which lasts for more than 24 hours in a row, we will also cover the reasonable and necessary costs for alternative accommodation and any ground rent you have paid or are obliged to pay for the period your home cannot be lived in. This includes accommodation for your horses and domestic pets.
Personal possessions	If your schedule includes cover for your personal possessions , we will cover them against physical loss or physical damage which happens during the period of insurance while at your home and while temporarily removed from your home for no longer than 60 consecutive days anywhere in the world.
Loss or theft of keys	We will pay the costs incurred by you to replace locks and keys to outside doors, windows, safes and alarms of your home as a direct result of loss of keys, or theft of keys, occurring during the period of insurance .
Garden restoration and tree removal costs	We will cover the reasonable and necessary costs you incur to restore your garden if it is damaged during the period of insurance . If rubbish and waste material has been deposited without your permission on your land at the address stated in your schedule during the period of insurance , we will also pay the reasonable and necessary cost of its removal.
	We will not pay for any costs arising out of damage to your garden or deposit of rubbish or waste material caused by flood or storm.
	We will also pay for the necessary and reasonable costs you incur, following written professional advice, for the felling, lopping or removing of trees in your garden and which pose an immediate threat of bodily injury or physical damage to a neighbouring property during the period of insurance . However, we will not make any payment for legal or local authority costs in removing trees or for costs incurred in respect of routine or subsequent maintenance of any such trees or solely to comply with a preservation or conservation order.
Home upgrades	If we have agreed to pay your claim for physical loss or physical damage caused by flood, we will also pay towards the cost of improvements intended to prevent or minimise the likelihood of a future occurrence of the same type. We will only do this if the covered loss we have

agreed to pay is more than £10,000.

Additional covers for your home

Selling your home

If **we** insure **your home**, **we** will also provide **you** with the following cover up to the corresponding **amount insured**:

If **you** are selling **your home** or any part of **your home** covered by this section of **your policy**, **we** will cover the **home** or the relevant sold part for the buyer against physical loss or physical damage **we** have agreed to pay, which happens during the **period of insurance**. Cover will start from the time **you** exchange contracts to the time the sale is complete. The other Additional covers do not apply to this cover.

Tracing a leak

We will pay the costs incurred to find and access the point of escape of a:

1. domestic heating fuel leak within **your home** or a water leak from **your** permanent plumbing or heating system which is likely to cause damage to the **building, outbuildings and other structures** or **your personal possessions**; or
2. water leak from the underground service pipes for which **you** are legally responsible which service and are located outside of the **home** but at the address stated in **your schedule**.

We will also pay the cost to make good any damage caused by the above work.

The leak must happen during the **period of insurance**.

Building works

We will cover the building works, materials and supplies for use on any work to extend, renovate or build **your home** in the **United Kingdom** against physical loss or physical damage which happens during the **period of insurance**. **We** will only cover such works, materials and supplies which belong to **you** or for which **you** are legally responsible while located within the grounds of **your home**.

You must notify **us** at least 30 days before such building work begins and before entering into any contract for the works, if the estimated or quoted value of the building works reflecting all planned phases of the project, costs and any applicable taxes exceeds £250,000.

If **you** have had any building work carried out that is less than £150,000 and this has increased the value of **your home** please let **us** know so that **we** can review **your** cover and make any necessary adjustments. This helps ensure **your policy** continues to provide the protection **you** need.

If the value of **your** building work is more than £150,000 several things could happen. **We** may:

1. amend the terms of **your policy**;
2. cancel **your policy** in accordance with the cancellation condition; or
3. require **you** to pay more for **your** cover.

If **you** do not tell **us** of the above building work and **we** provided insurance cover that **we** would not otherwise have offered, in addition to 1. to 3. above, **we** will be entitled to any of the remedies under **Information you have given to us** within the **General terms and conditions**. If any of these remedies are applied, **we** will write to **you** explaining why this is happening.

We will not pay for loss or damage if **you** have waived **our** right to take proceedings in **your** name to recover, for **our** benefit, the amount of any payment **we** would have made under **your policy**.

Additional covers for personal possessions

Increased cost of working

If **we** cover **your personal possessions** **we** will also provide **you** with the following cover up to the corresponding **amount insured**:

We will pay **you** for the extra necessary and reasonable costs of continuing the clerical and administrative work that **you** carry out in **your home** during the time **your** work is interrupted, if:

1. there is an accidental failure in the supply of the utility services to **your home** which lasts for more than 24 hours in a row during the **period of insurance**; or
2. **your home** or its **contents** suffer physical loss or physical damage **we** have agreed to pay.

This cover will start from the date of the interruption to utility services or physical loss or physical damage and will continue until **you** are able to start work in **your home** or other

	alternative accommodation, but for no longer than 12 months.
Metered water and heating oil	We will cover you against the accidental loss of metered water or domestic heating fuel from your fixed heating fuel tank, apparatus or pipes which occurs during the period of insurance .
Money	We will cover your money and bank cards against physical loss or physical damage which happens anywhere in the world during the period of insurance .
	We will pay any amounts which you legally have to pay and are unable to recover from the card issuer if your bank cards, including any stored or used electronically via Apple Pay, Google Pay or Samsung Pay, have been used without your permission after your bank card, or your device on which any electronically stored card was held, has been lost or stolen. This cover will only apply provided you follow all terms and conditions of the card issuer and any third-party facilitating the electronic use of the card.
	We do not cover loss of or damage to any electronic funds, online or crypto currency, including Bitcoin, even where such currency exists in physical form.
Retrieving data	We will pay the costs involved in retrieving your personal data from the computer in your home or from your other personal electronic devices which have suffered physical damage we have agreed to pay.
Students' belongings	We will cover the personal possessions of permanent members of your household in full time education against physical loss or physical damage covered under this section which happens during the period of insurance while they are studying away from home .
	We do not cover theft or attempted theft of personal possessions located within a building unless violence and force are used to enter or leave the building.
Tenants' improvements	<p>We will cover:</p> <ol style="list-style-type: none"> 1. the fixtures and fittings and interior decorations which are fixed to and form part of the structure of your home against physical loss or physical damage which happens during the period of insurance; and 2. the costs incurred to: <ol style="list-style-type: none"> a. find and access the point of escape of a domestic heating fuel leak within your home; or b. find a water leak from your permanent plumbing or heating system, which happens during the period of insurance and is likely to cause damage to the fixtures and fittings and interior decorations described in 1. above. We will also pay the cost to make good any damage caused by such work. <p>This cover applies where you do not own or are not responsible for insuring the buildings of your home.</p>
What is not covered	In addition to the General exclusions set out in the General terms and conditions, the following exclusions also apply to this section of your policy .
	We do not cover:
	<ol style="list-style-type: none"> 1. loss of or damage caused by: <ol style="list-style-type: none"> a. wear and tear, rust, rot, fungus or mould, normal settlement or anything which happens gradually; b. cleaning, repair, renovation, restoration or any similar process; c. pollution or contamination, whether this is the direct or indirect cause. However, this does not apply to What is covered, Additional covers for your home, Tracing a leak; d. storm or flood to gates, fences, wind turbines, hedges, lawns, plants or trees. This exclusion does not apply to damage: <ol style="list-style-type: none"> i. caused by falling trees and the cost of removing a fallen tree in order to carry out repairs on such property; or
Wear and tear	
Cleaning and restoration	
Pollution or contamination	
Storm or flood	

- ii. to electric gates attached to brick, concrete or stone pillars;

Unoccupancy

- e. freezing of water in fixed water tanks, apparatus and pipes while **your home** is not being lived in for more than 60 days in a row during the months of October through to April. This exclusion does not apply if:
 - i. **your home** is constantly heated to a temperature of at least ten degrees centigrade during these months; or
 - ii. **you** drain down **your** water system and tank;

Fixed tanks

- i. to domestic fixed fuel tanks, swimming pools, terraces, patios, hard tennis courts, driveways, footpaths, walls, gates, hedges, fences or wind turbines, unless the main house is also physically damaged at the same time; or

Solid floors

- ii. to solid floors unless the load bearing walls are physically damaged at the same time; or

Vermin

- g. moths, insects, rats, mice, squirrels, rodents or other vermin and nesting birds.

Infestation

- 2. the cost of removing an infestation from **your home**.

Faulty workmanship or materials

- 3. latent defects, faulty workmanship or design, or the use of unsuitable or faulty materials.

Mechanical faults

- 4. mechanical or electrical faults or breakdown.

Erosion

- 5. loss or damage caused by coastal or river erosion.

Submerged structures

- 6. damage caused by flood, storm, **subsidence, heave or landslip** to any normally submerged or partially submerged structure. However, this exclusion does not apply to the main **buildings** at **your home**.

Receipt of goods or services

- 7. loss caused by **you** not personally receiving goods or services **you** have paid for.

Transported items

- 8. loss of or damage to an item being transported unless it is adequately packed and secured well enough, given the nature of the item and how it is transported.

Unattended vehicle

- 9. loss or damage from, in or on any unattended vehicle unless the vehicle is locked, the windows are closed and insured items are completely hidden out of sight within the storage compartment, boot or trailer of the vehicle so that the presence of the item cannot be identified.

Ride on lawn mowers

- 10. loss or damage to ride on lawn mowers, unless **you** keep them in a locked building when not in use.

Unattended bicycles

- 11. loss or damage to bicycles left unattended away from **your home** unless:
 - a. i. secured through the frame by a suitable lock to a securely fixed purpose-built motor vehicle roof rack or cycle rack; and
 - ii. the vehicle to which such roof rack or cycle rack is fixed is locked and windows closed; or
- b. locked to a fixed structure; or
- c. located within a locked building.

Mechanically propelled vehicles

- 12. any mechanically propelled vehicle and their parts or accessories other than:
 - a. golf buggies, motor bikes under 51cc, quad bikes and gators;
 - b. electric pedal cycles, e-scooters, mobility scooters and wheelchairs;
 - c. electric vehicle home charging stations;
 - d. electric vehicle portable charging stations, charging cables and adapters which are kept at **your home** and not in or attached to **your** vehicle; or
 - e. domestic gardening equipment normally used by **you** or **your domestic employees** for the purposes of maintaining **your** private domestic gardens or grounds.

Equipment and leisure vehicles	13. sports equipment, motor bikes, quad bikes, gators, electric pedal cycles, e-scooters, or golf buggies while being used, caravans, trailers or marquees.
Watercraft	14. watercraft and their accessories, other than sail boards and surfboards.
Rowing boats	15. rowing boats, dinghies or sail boards while being raced.
Aircraft	16. aircraft other than a drone . However, we do not in any event cover loss or damage arising out of any drone flown: <ul style="list-style-type: none"> a. in any controlled airspace; b. within an aerodrome traffic zone; c. at a height of more than 120 metres above the surface; or d. in any race.
Land, water or animals	17. land, water or animals.
Letting to a lodger	18. if you let any part of your home to a lodger: <ul style="list-style-type: none"> a. loss or damage caused deliberately by your lodger; or b. theft or attempted theft unless violence and force are used to enter or leave the building or outbuilding and other structures.
Building business activity use	19. any building or outbuilding and other structures used for any business activity other than incidental farming or work of a clerical and administrative nature.
Personal possession business activity use	20. personal possessions used for any business activity. This exclusion does not apply to any furniture and office equipment where your business activity is of a clerical and administrative nature only.
Electronic data	21. electronic data.
Maintenance	22. the cost of maintenance or routine redecoration.
Others belongings	23. any property belonging to visitors or domestic employees insured elsewhere.
Unfurnished homes	24. loss or damage to unfurnished homes , other than by fire, lightning, explosion or aircraft, unless: <ul style="list-style-type: none"> a. your home is being let and is temporarily unfurnished between tenancies, for a period of no longer than 60 days; b. your home is newly purchased, currently unfurnished and will be occupied within 60 days of purchase; or c. you have temporarily moved out of your home and will reoccupy it within 60 days.
Cyber incidents	25. damage to, or any loss, cost or expense arising in respect of any item of computer or digital technology which is directly caused by: <ul style="list-style-type: none"> a. a cyber attack or fear or threat of a cyber attack; b. a hacker or fear or threat of a hacker; c. computer or digital technology error; d. social engineering communication; or e. the item's digital connectivity to any other item of computer or digital technology which has been directly affected by a cyber attack or hacker. <p>We will however cover any other damage, loss, cost or expense insured under this section which is caused by the cyber attack, hacker, computer or digital technology error or social engineering communication.</p>
Party wall awards	26. any loss, damage, cost or expense where you have already received an award or compensation in connection with a party wall agreement or under the Party Wall etc. Act 1996 or any similar or successor legislation. We also do not cover the difference between any amount awarded and the amount you believe was due.

Ivory	27. any loss or damage to any items which contain or are made of ivory where it is not permitted to deal in such items, unless they are registered as exempt, or certified as exempt, under the Ivory Act 2018 or any subsequent act or legislation. You must prove to us if any acceptable valid exemption exists and the value before we will pay for any loss or damage.
Non-fiat / virtual currency	28. any loss or damage directly or indirectly arising out of any purchase, use or development of blockchain or any other distributed ledger technology, including but not limited to any: <ol style="list-style-type: none"> non-fiat or virtual currency including but not limited to any crypto currency, asset, unit, coin, token or balance that exists only in or predominantly in digital or virtual form; currency which is, itself, based on or utilises blockchain or any other distributed ledger technology; initial coin offering or any other form of fundraising in respect of any new currency; or smart contracts or non-fungible tokens.
Probate or divorce disputes	29. any loss or damage arising from disputes over legal ownership or entitlement to property, including but not limited to matters subject to probate, succession, inheritance, separation or divorce proceedings.

How much we will pay	Your schedule will show you the maximum amount we will pay for each agreed claim, along with any limits for any item, pair or set. This amount will be stated as an amount insured . We will not pay the cost of preparing a claim.
Excess	Your schedule will show you if you are required to pay the first part of each agreed claim. This amount will be stated as an excess . However, we agree to waive your excess for any claim under the cover for Loss or theft of keys.
Buildings	We will pay the cost of repairing or reinstating the damaged building and outbuildings or other structures including the required fees, costs and expenses agreed by us , which are reasonably and necessarily incurred in the repair or reinstatement of the damaged building and outbuildings or other structures . We will normally expect you to have repairs carried out, but if you and we agree that it is not reasonable to do this, we will pay you an amount we both consider is fair. We will not pay the cost of complying with any government or local authority requirement if: <ol style="list-style-type: none"> you received notice of the requirement before the damage happened; or the building or outbuildings or other structures were not originally built in-line with any government and local authority regulation in force at that time.
Contents	For your contents , we will decide whether to repair or replace the item or pay you the replacement cost. We will not deduct anything for wear and tear.
Tenants' improvements	For tenants' improvements we will decide whether we repair or replace damaged parts.
Art, collections, jewellery, watches and valuable items	For art and collections and jewellery, watches and valuable items , we will decide whether we repair, replace or pay the market value on the date the loss happened.
Loss in value	If we repair a damaged item, we will also pay for any loss in value based on its current market value. It is your responsibility to prove the loss in value.
Pairs and sets	If any items which have an increased value because they form part of a pair or set are lost or damaged, any payment we make will take account of the increased value.
Full payment	If we pay the full value for an item, pair or set, we will then have the right to take possession of it.
Recovered item	If we recover any item after we have paid a claim, we will write to you at your correspondence address stated in your schedule and you can buy it back from us within 60 days. We will

charge **you** the lesser of the:

1. amount **we** paid for the claim; or
2. fair market value of the item at the time **we** recover it.

Your obligations

Drones

You must ensure that:

1. **you** or the person in charge of the **drone** maintain direct, unaided visual contact with it sufficient to monitor its flight path in relation to other aircraft, persons, vehicles, vessels and structures;
2. no item, either with or without a parachute, is dropped from the **drone** so as to endanger persons or property; and
3. **you** or the person in charge of the **drone** only fly it if reasonably satisfied that the flight can safely be made.

If **you** do not and **we** can demonstrate that the amount of any loss has been increased, **we** will reduce the amount **we** pay by the amount of any detriment caused.

Your legal liabilities

This section covers **you** for **bodily injury** and **property damage** claims made against **you** by others. It does not cover **your** liability arising out of the use or ownership of a motor vehicle.

The General terms and conditions and the following terms and conditions all apply to this section.

If **you** need to make a claim, please refer to 'How to make a claim' within the General terms and conditions.

Special definitions for this section

Bodily injury	Death, or any bodily or mental injury or disease of any person.
Domestic employee	Any person working for you in connection with domestic duties or incidental farming duties who is: <ol style="list-style-type: none"> employed by you under a contract of service; or self-employed and working on a labour-only basis under your control or supervision.
Drone	Any remotely controlled unmanned aerial vehicle which is not used for commercial purposes and which belongs to you or for which you are legally responsible. We do not include within this definition any unmanned aerial vehicle that exceeds seven kilograms in weight or such other weight stipulated by the Air Navigation Order 2016, or similar or successor legislation, as constituting a small unmanned aircraft.
Home	For the purposes of this section, home has the same meaning given in Your home and personal possessions section.
Incidental farming	Farming, including livery (looking after horses), carried out by you on a part-time basis at the address stated in your schedule , as long as any people you employ for this purpose do not work more than 1,000 hours between them during the period of insurance .
Property damage	Physical loss of or damage to or destruction of tangible property, including the resulting loss of use of such property.
You/your	Also includes all permanent members of your household, including domestic employees who live in your home .

What is covered

Claims against you	We will cover any claim made against you for compensation for which you are legally liable to pay arising from any: <ol style="list-style-type: none"> bodily injury; or property damage, occurring during the period of insurance anywhere in the world, provided that if your liability arises as: <ol style="list-style-type: none"> owner of your buildings in your home, cover only applies for the specific building where such liability arises and only if that building is insured under this policy at the address stated in your schedule; or occupier of your home, cover applies only if your contents are insured under this policy at the address stated in your schedule, regardless of whether the buildings at that address are insured with us. We will also cover the costs and expenses we agree to in advance to defend the claim.
Additional cover	We will also provide you with the following cover up to the corresponding amount insured .

Newly acquired land in the United Kingdom

We will cover **your** liability as owner of any land **you** acquire in the **United Kingdom** during the **period of insurance**, for **bodily injury or property damage** occurring during the **period of insurance**, provided that:

1. the land has not been acquired for property development, farming activities or any business pursuits;
2. there are no buildings on the acquired land; and
3. **you** notify **us** within 60 days of the acquisition and pay any additional premium **we** require.

We will also cover the costs and expenses **we** agree to in advance to defend the claim.

Unpaid damages

If, within three months, **you** have not received the full amount of any damages and assessed costs awarded to **you** in a personal capacity during the **period of insurance** by any court of law within the **United Kingdom** for **bodily injury or property damage**, **we** will pay **you** the amount **you** are owed. **We** will only do this if:

1. the incident giving rise to the **bodily injury or property damage** did not occur in the course of any business activity, profession or occupation;
2. **we** would have covered **your** liability if **you** had caused the **bodily injury or property damage**; and
3. **you** are not waiting for an appeal on the judgment.

If **you** receive any damages after **we** have paid **you** for them, **you** must return that amount to **us**.

Cyber claims

We will pay for any claim that is otherwise covered under this section, where such claim arises from a cyber attack, hack or other computer or cyber-related incident.

What is not covered

In addition to the General exclusions set out in the General terms and conditions, the following exclusions also apply to this section of **your policy**.

We do not cover:

Limitations in North America

1. **your** liability for any act or incident which happens in the United States of America or Canada if **you** have been in either or both of those countries for more than 90 days in total during the **period of insurance**.

Your own property

2. **your** liability for loss of or damage to property which belongs to **you** or is in **your** or **your** employee's care, other than physical damage to property for which **you** are legally liable to the owner as a tenant.

Contractual liability for premises

3. **your** liability as owner of any premises, which arises under contract or agreement, unless **you** would have been liable in the absence of the contract or agreement.

Rectifying defects

4. **your** liability for the cost of putting right any fault or alleged fault with any building, under the Defective Premises Act 1972 or the Defective Premises (Northern Ireland) Order 1975, including any similar or successive legislation. However, this does not apply to any liability under **What is not covered, Other land or buildings** a. ii..

Property owners' liability

5. property owners' liability for any building not insured under this **policy**, even if contents at that address are insured.
6. **your** liability arising out of:

Other land or buildings

- a. owning, occupying, using or possessing any land or building not at the address in **your schedule**, other than:
 - i. damage to property for which **you** as tenant are legally liable to the owner;
 - ii. **your** liability in respect of property previously occupied by **you**, where liability arises under Section 3 of the Defective Premises Act 1972 or Article 5 of the Defective Premises (Northern Ireland) Order 1975, or any similar or successor legislation; or

- iii. any land covered under **Additional cover**, Newly acquired land in the United Kingdom;

Revenue generating activities

- b. revenue generating activities, other than letting **your home** as a private dwelling, **incidental farming** and clerical and administrative work **you** carry out in **your home**.

Communicable disease

- c. passing on any **communicable disease**. However, this does not apply to **your** liability to any **domestic employee**;

Mechanically propelled vehicles

- d. any mechanically propelled vehicle and their accessories, other than:
 - i. golf buggies, motor bikes under 51cc, quad bikes and gators, or their electrical equivalent, including those classed as L1E-B or up to 4kw power output;
 - ii. electric pedal cycles, e-scooters, electric skateboards, hoverboards, segways and powered unicycles, mobility scooters and wheelchairs;
 - iii. domestic gardening equipment; or
 - iv. trailers or non-motorised horseboxes while not being used on a public road or not being towed,

provided that such items are being used in accordance with any laws, regulations, and manufacturers guidelines, but not when being used in any race.

However, **we** will not in any event cover any liability for which **you** are obliged to hold insurance under any compulsory motor insurance laws, rules or regulations.

Racing of vehicles

- e. any mechanically propelled vehicle while involved in racing, rallies, trials, pace-making or speed testing in any prearranged or organised event or any track use;

Aircraft

- f. any aircraft, other than a **drone**. However, **we** do not in any event cover **your** liability arising out of any **drone** flown:
 - i. in any controlled airspace;
 - ii. within an aerodrome traffic zone;
 - iii. at a height of more than 120 metres above the surface; or
 - iv. in any race;

Watercraft

- g. any watercraft other than rowing boats, dinghies, sail boards and surfboards;

Animals

- h. any animal, other than **incidental farming** livestock, horses, cats or dogs which are not labelled as a 'specially controlled dog' under the Dangerous Dogs Act 1991 or any similar or successor legislation; or

Contracts

- i. any contract, unless **you** would have been legally liable if the contract had not existed.

Pollution or contamination

- 7. **your** liability from pollution or contamination of air, water or soil, whether this is the direct or indirect cause, unless this was caused by an accident during the **period of insurance** in the country in which **your home** is situated and:
 - a. **you tell us** about the accident as soon as possible but no later than 60 days after the end of the **period of insurance**; and
 - b. **you** prove that the pollution or contamination was caused immediately after the accident by a sudden, unexpected and identifiable release of pollutant or contaminant.

Business activities

- 8. **your** liability arising out of:
 - a. the provision of any goods or services; or
 - b. **you** or **your** employees doing anything for or to a third party for a fee.

Fines and penalties

- 9. liability for fines or penalties, or for damages intended to punish or make an example of **you**.

Property insurance	10. your liability arising out of property you own or are legally responsible for, unless you have property insurance in force with us covering your property.
Damage to party walls from building works	11. your liability arising out of loss of or damage to any party wall, including where arising under the Party Wall etc. Act 1996 or any similar or successor legislation, where such loss or damage is directly or indirectly caused by any building works carried out at your property.
Non-negligent liability	12. your liability arising out of loss of or damage to property where negligence by the contractor or any sub-contractor cannot be established. However, this does not apply to your Renovation and extension cover for Non-negligent liability, where stated as covered on your schedule .

Exclusions if you have employees

If you have employees, the following extra exclusions apply to **your** liability to them:

We do not cover:

1. **your** liability arising out of:
 - a. work **your** employees do for **you**, other than:
 - i. clerical and administrative work **you** carry out in **your home**;
 - ii. domestic duties relating to **your home**, gardens or **you**, provided this does not include any form of treatment, therapy, or nursing or medical care which ordinarily requires professional qualifications or medical training; or
 - iii. **incidental farming** duties;
 - b. work **your** employees do in the United States of America or Canada after they have been in either or both countries for 90 days in total during the **period of insurance**; or
 - c. **bodily injury** which is, or should be, payable by reason of any workman's compensation scheme, social security scheme or similar insurance scheme arising in connection with or due to employment; or
2. amounts **you** legally have to pay after a judgment or award from courts outside the **European Union**, the **United Kingdom** or Gibraltar. This also applies to the enforcement of such awards in courts in the **European Union**, the **United Kingdom** or Gibraltar.

How much we will pay

We will pay up to the corresponding **amount insured** for each actual or threatened claim.

Costs and expenses

In addition to the **amount insured**, **we** will pay the costs and expenses **we** agree to in advance to defend a covered claim.

If a payment greater than the **amount insured** has to be paid for a covered claim, the amount **we** will pay for costs and expenses will be limited to the proportion the **amount insured** bears to the amount paid in respect of the claim.

Claims arising from the same incident

The most **we** will pay for any one act, incident, claim or unrecovered court award is the **amount insured**.

All claims and losses which arise from the same original cause, a single source or a repeated or continuing act, incident or event will be regarded as one claim, however many of **you** may be legally liable and regardless of the number of claims actually made.

Special limits

The most **we** will pay for claims arising from each of the following is the corresponding **amount insured**:

Drones

1. the use, possession or ownership of any **drone**;

Employees

2. **bodily injury** to any employee of **you**;

Defective Premises Act

3. **your** liability under any defective premises legislation;

Pollution or contamination	4. pollution or contamination; and
Mechanically propelled vehicles	5. motorbikes under 51cc, quad bikes and gators or their electrical equivalent, including those classed as L1E-B, electric pedal cycles, e-scooters, electric skateboards, hoverboards, segways and powered unicycles, golf buggies, domestic gardening equipment, mobility scooters or wheelchairs or trailers or non-motorised horseboxes while not being used on a public road or not being towed.

Your obligations

Drones

You must ensure that:

1. the person in charge of any **drone** maintains direct, unaided visual contact with it sufficient to monitor its flight path in relation to other aircraft, persons, vehicles, vessels and structures;
2. no item, either with or without a parachute, is dropped from any **drone** so as to endanger persons or property; and
3. the person in charge of any **drone** only flies it if reasonably satisfied that the flight can safely be made.

If **you** do not, **we** will not make any payment for any claim arising directly or indirectly due to the use of any **drone** if **we** can establish that **your** failure to comply with the obligations caused or contributed to the event giving rise to the claim.

Family legal protection

Your schedule will indicate if your policy includes this section.

The General terms and conditions, except for 'How to make a claim', and the following terms and conditions all apply to this section. What to do when you have a claim under this section is set out below.

To make sure you get the most from your cover, it will help if you keep the following points in mind:

How we can help

You can phone our UK-based call centre at any time on the telephone number stated in **your schedule** to receive legal advice or to make a claim under this section. To help us check and improve our service standards, we may record all calls. We will ask you about your legal dispute and if necessary call you back at an agreed time to give you legal advice. If your dispute needs to be dealt with as a claim under this section, we will provide you with a claim reference number. At this point we will not be able to confirm that you are covered but we will pass the information you have given us to our claims handling teams, and explain what to do next.

ARAG Householdlaw

You have access to legal guides, document builders and more. Whether you want to challenge an employment decision, apply for flexible working rights, contend a parking ticket or create a will, ARAG Householdlaw can help. Visit www.araghouseholdlaw.co.uk and use the voucher code detailed in **your schedule** to sign up.

When we cannot help

Please do not ask for help from a lawyer, accountant or anyone else before we have agreed. If you do, we will not pay the costs involved.

Special definitions for this section

Appointed representative

The following extra definitions apply to this whole of this section and are in addition to any other definitions stated in the General terms and conditions and Your home and personal possessions sections of **your policy**.

Costs and expenses

- a. All reasonable and necessary costs chargeable by the **appointed representative** and agreed by us in accordance with **our standard terms of appointment**.
- b. The costs incurred by opponents in civil cases if you have been ordered to pay them, or you pay them with our agreement.

Date of occurrence

- a. For civil cases (except under Insured incident 6 – tax protection), the date of occurrence is the date of the event which may lead to a claim. If there is more than one event arising at different times from the same originating cause, the date of occurrence is the date of the first of these events. (This is the date the event happened, which may be before the date you first became aware of it).
- b. For criminal cases, the date of occurrence is when you began or are alleged to have begun to break the criminal law in question.
- c. For insured incident 6 – tax protection, the date of occurrence is when HM Revenue & Customs first notifies you in writing of its intention to make enquiries.

Preferred law firm

A law firm or barristers' chambers we choose to provide legal services. These legal specialists are chosen as they have the proven expertise to deal with your claim and must comply with our agreed service standard levels, which we audit regularly. They are appointed according to the **standard terms of appointment**.

Reasonable prospects

- a. For civil cases, the prospects that you will recover losses or damages (or obtain any other legal remedy that we have agreed to, including an enforcement of judgment), or make a successful defence, must be at least 51%. We, or a **preferred law firm** on our behalf, will assess whether there are **reasonable prospects**.
- b. For criminal cases there is no requirement for there to be prospects of a successful outcome.
- c. For all civil and criminal appeals, the prospects of a successful outcome must be at least 51%.

Standard terms of appointment

The terms and conditions (including the amount **we** will pay to an **appointed representative**) that apply to the relevant type of claim, which could include a conditional fee agreement (no win, no fee). Where a law firm is acting as an **appointed representative** the hourly rate is stated in **your schedule**. This amount may vary from time to time.

Territorial limit

- a. For Insured incident 3 – bodily injury: anywhere in the world.
- b. For Insured incident 2 – contract disputes (excluding 1.c and 1.d): The **United Kingdom**, the **European Union**, Albania, Andorra, Bosnia and Herzegovina, Gibraltar, Iceland, Liechtenstein, North Macedonia, Monaco, Montenegro, Norway, San Marino, Serbia, Switzerland and Turkey.
- c. For all other Insured incidents: the **United Kingdom**.

You/your

- a. The insured named on **your schedule** (the policyholder).
- b. **We** will also cover any member of the policyholder's family who always lives with the policyholder, on the same basis that the policyholder would be entitled to cover under this section. This includes:
 - i. unmarried partners of the family members;
 - ii. **domestic employees** who live in **your home**; and
 - iii. students temporarily living away from **your home**.

Anyone included within (b) above who is claiming under this section of **your policy** must have the policyholder's agreement to claim.

Extra conditions

1. **You** must:
 - a. keep to the terms and conditions of **your policy**;
 - b. try to prevent anything happening that may cause a claim;
 - c. take reasonable steps to avoid incurring unnecessary costs;
 - d. send everything **we** ask for, in writing; and
 - e. give **us** full and factual details of any claim as soon as possible and give **us** any information **we** need.
2. a. On receiving a claim, if legal representation is necessary, **we** will appoint a **preferred law firm** as **your appointed representative** to deal with **your** claim. They will try to settle **your** claim by negotiation without having to go to court.
 - b. If the appointed **preferred law firm** cannot negotiate settlement of **your** claim and it is necessary to go to court and legal proceedings are issued or there is a conflict of interest, then **you** may choose a law firm to act as the **appointed representative**.
 - c. If **you** choose a law firm as **your appointed representative** who is not a **preferred law firm**, **we** will give **your** choice of law firm the opportunity to act on the same terms as a **preferred law firm**. However, if they refuse to act on this basis, the most **we** will pay is the amount **we** would have paid if they had agreed to **our standard terms of appointment**. The amount **we** will pay a law firm (where acting as the **appointed representative**) is the hourly rate stated in **your schedule**. This amount may vary from time to time.
 - d. The **appointed representative** must co-operate with **us** at all times and must keep **us** up-to-date with the progress of the claim.
 - e. **You** must give the **appointed representative** any instructions that **we** ask **you** to.
 - f. **You** must co-operate fully with **us** and the **appointed representative**.
3. a. **You** must tell **us** if anyone offers to settle a claim. **You** must not negotiate or agree to a settlement without **our** express consent.
 - b. If **you** do not accept a reasonable offer to settle a claim, **we** may refuse to pay any further **costs and expenses**.
 - c. **We** may decide to pay **you** the reasonable value of the claim that **you** are claiming or is being claimed against **you**, instead of starting or continuing legal action. In these circumstances **you** must allow **us** to take over and pursue or settle any claim in **your** name. **You** must also allow **us** to pursue at **our** own expense and for **our** own

benefit, any claim for compensation against any other person and **you** must give **us** all the information and help **we** need to do so.

4. **You** must:
 - a. instruct the **appointed representative** to have **costs and expenses** taxed, assessed or audited, if **we** ask for this; and
 - b. take every step to recover **costs and expenses** and court attendance and jury service expenses, that **we** have to pay and must pay to **us** all such **costs and expenses** that are recovered.
5. If an **appointed representative** refuses to continue acting for **you** with good reason or if **you** dismiss an appointed representative without good reason, the cover **we** provide will end immediately, unless **we** agree to appoint another **appointed representative**.
6. a. If **you** settle a claim or withdraw it without **our** agreement, or do not give suitable instructions to the **appointed representative**, **we** can withdraw cover and **we** will be entitled to reclaim from **you** any **costs and expenses** paid by **us**.

b. If during the course of a claim **reasonable prospects** no longer exist, the cover **we** provide under this section will end at once. **We** will pay any **costs and expenses** **we** have agreed to, up to the date cover was withdrawn.
7. If there is a disagreement between **you** and **us** about the handling of a claim and it is not resolved through **our** internal complaints procedure, the Financial Ombudsman Service may be able to help. This is a free arbitration service for eligible complaints. Details available from www.financial-ombudsman.org.uk.

Alternatively, there is a separate arbitration process available that can be used to settle any dispute with **us**.

The arbitrator will be a jointly agreed barrister, solicitor or other suitably qualified person. If there is a disagreement over the choice of arbitrator, **we** will ask the Chartered Institute of Arbitrators to decide. The arbitrator will decide who will pay the costs of the arbitration. For example, costs may be split between the parties or one party may pay all the costs.
8. If there is a disagreement on the merits of the claim or proceedings, or on a legal principle, **we** may suggest **you** obtain at **your** own expense an opinion on the matter from an independent and appropriate expert. The expert must be approved in advance by **us** and the cost expressly agreed in writing between **you** and **us**. Subject to this **we** will pay **you** the cost of getting the opinion if the expert's opinion indicates that it is more likely than not that **you** will recover damages (or obtain any other legal remedy that **we** have agreed to) or make a successful defence. This does not affect **your** rights under **Extra conditions** 7 above.
9. If any claim covered under this section of **your policy** is also covered by another policy, or would have been covered if **your policy** did not exist, **we** will only pay **our** share of the claim even if the other insurer refuses the claim.

What is covered

We agree to provide **you** with the insurance in this section, as long as:

- a. the premium has been paid;
- b. **reasonable prospects** exist for the duration of the claim;
- c. the **date of occurrence** of the insured incident is:
 - i. during the **period of insurance**; or
 - ii. during the currency of a previous equivalent legal expenses insurance policy, provided that:
 1. the previous equivalent legal expenses insurance policy required **you** to report claims during its currency;
 2. **you** could not have notified a claim previously as **you** could not have reasonably been aware of the insured incident;
 3. cover has been continuously maintained in force;
 4. any claim that should have been covered under the previous equivalent legal expenses insurance policy will not be covered by **us**; and
 5. the available limit of indemnity shall be limited to the lesser of the sums payable

under this or **your** previous policy;

- d. any legal proceedings, or any other proceeding to resolve the insured incident will be dealt with by a court, or other body which **we** agree to, within the **territorial limit**; and
- e. the insured incident happened within the **territorial limit**.

How much we will pay

We will pay an **appointed representative**, on **your** behalf, **costs and expenses** incurred following an insured incident, provided that:

1. the most **we** will pay for all claims resulting from one or more event, arising at the same time or from the same originating cause is the corresponding **amount insured**;
2. the most **we** will pay in **costs and expenses** is no more than the amount **we** would have paid to a **preferred law firm**. The amount **we** will pay a law firm (where acting as an **appointed representative**) is the hourly rate stated in **your schedule**. This amount may vary from time to time;
3. in respect of an appeal or the defence of an appeal, **you** must tell **us** within the time limits allowed that **you** want to appeal. Before **we** pay the **costs and expenses** for appeals, **we** must agree that **reasonable prospects** exist;
4. for an enforcement of judgment to recover money and interest due to **you** after a successful claim under this section of **your policy**, **we** must agree that **reasonable prospects** exist; and
5. where an award of damages is the only legal remedy to a dispute and the cost of pursuing legal action is likely to be more than any award of damages, the most **we** will pay in **costs and expenses** is the value of the likely award.

What we will not pay

In the event of a claim, if **you** decide not to use the services of a **preferred law firm**, **you** will be responsible for any costs that fall outside **our standard terms of appointment** and these will not be paid by **us**.

The first £250 of any claim for legal nuisance or trespass. If **you** are using a **preferred law firm**, **you** will be asked to pay this within 21 days of **your** claim having been assessed as having **reasonable prospects**. If **you** are using **your** own law firm, this will be within 21 days of their appointment (following confirmation **your** claim has **reasonable prospects**). If **you** do not pay this amount the cover for **your** claim could be withdrawn.

Insured incidents we will cover

Insured incident 1 – employment disputes

We will pay **costs and expenses** for **your** legal rights following a dispute relating to **your** contract of employment.

We will not pay for any claim relating to the following:

1. disciplinary hearings or internal grievance procedures;
2. any claim relating solely to bodily injury (please refer to Insured incident – 3 bodily injury);
3. a settlement agreement while **you** are still employed.

Insured incident 2 – contract disputes

We will pay **costs and expenses** for **your** legal rights in a contractual dispute arising from an agreement or an alleged agreement which **you** have entered into in a personal capacity for:

- a. buying or hiring in goods or services;
- b. selling goods;
- c. buying or selling **your** principal **home**; or
- d. renting **your** principal **home** as a tenant.

Please note that the amount in dispute must be more than £100.

We will not pay for any claim relating to the following:

1. a lease, licence, or tenancy of land or buildings, or the sale or purchase of land or buildings (other than disputes arising from **you** buying or selling **your** principal **home** or renting **your** principal **home** as a tenant). However, **we** will cover a dispute with a professional advisor in connection with these matters.
2. a dispute arising from any loan, mortgage, pension, investment or borrowing. However, **we** will cover a dispute with a professional adviser in connection with these matters.
3. a dispute relating to an insurance policy, other than when **your** insurer refuses **your** claim.

Insured incident 3 –
bodily injury

We will pay **costs and expenses** for **your** legal rights following a specific or sudden accident that causes **your** death or bodily injury to **you**.

We will not pay for any claim relating to the following:

1. any illness or bodily injury which happens gradually.
2. psychological injury or mental illness, unless the condition follows a specific or sudden accident that has caused physical bodily injury to **you**.
3. defending **your** legal rights, but **we** will cover defending a counter-claim.
4. clinical negligence (please refer to Insured incident 4 – clinical negligence).

Insured incident 4 –
clinical negligence

We will pay **costs and expenses** for **your** legal rights where it is alleged that accidental death or bodily injury to **you** has resulted from a single negligent act of surgery, clinical or medical procedure.

We will not pay for any claim relating to the following:

1. the alleged failure to correctly diagnose **your** condition.
2. psychological injury or mental illness that is not associated with **you** having suffered physical bodily injury.

Insured incident 5 –
property protection

We will pay **costs and expenses** for **your** legal rights in a civil dispute relating to material property **you** own (including **your** **home**), or material property **you** are responsible for, following:

- a. any event which causes or could cause physical damage to such material property, provided that the amount in dispute is more than £100;
- b. any legal nuisance;
- c. a trespass.

*Please note **you** must have, or there must be **reasonable prospects** of establishing **you** have, the legal ownership or right to the land or material property that are the subject of the dispute.*

We will not pay for:

1. any claim relating to the following:
 - a. a contract entered into by **you**;
 - b. any building or land except **your** **home**;
 - c. someone legally taking **your** **home** or material property from **you**, whether **you** are offered money or not, or restrictions or controls placed on **your** **home** or material property by any government or public or local authority;
 - d. work done by, or on behalf of, any government or public or local authority unless the claim is for accidental physical damage;
 - e. defending a claim relating to an event that causes physical damage to property, but **we** will cover defending a counter-claim.
2. the first £250 of any claim for legal nuisance or trespass. If **you** are using a **preferred law firm**, **you** will be asked to pay this within 21 days of **your** claim having been assessed as having **reasonable prospects**. If **you** are using **your** own law firm, this will be within 21 days of their appointment (following confirmation **your** claim has **reasonable prospects**). If **you** do not pay this amount the cover for **your** claim could be withdrawn.

Insured incident 6 –
tax protection

We will pay **costs and expenses** for a comprehensive examination by HM Revenue & Customs that considers all areas of **your** self-assessment tax return, but not enquiries limited to one or more specific area.

Provided that **you** have taken reasonable care to ensure that all returns are complete and

Insured incident 7
– legal defence

correct and are submitted within the statutory time limits allowed.

We will not pay for:

1. any claim if **you** are self-employed, a sole-trader, or in a business partnership.
2. any investigation, enquiry, or prosecution relating to suspected or alleged dishonesty or suspected or alleged criminal offences.

Insured incident 8
– jury service and
court attendance
expenses

We will pay **costs and expenses** to defend **your** legal rights:

- a. if an event arising from **your** work as a worker or an employee leads to:
 - i. **you** being prosecuted in a court of criminal jurisdiction;
 - ii. civil action being taken against **you** under any discrimination legislation; or
 - iii. civil action being taken against **you** under data protection legislation.
- b. if an event leads to **your** prosecution for an offence connected with the use or driving of a motor vehicle.

We will not pay any claim:

1. relating to parking offences.
2. relating to the driving of a motor vehicle by **you** for which **you** do not have valid motor insurance.
3. resulting from a **cyber attack** affecting stored personal data.

We will cover **your** absence from work:

- a. to attend any court or tribunal at the request of the **appointed representative**.
- b. to perform jury service.

The maximum **we** will pay is **your** net salary or wages for the time that **you** are absent from work less any amount the court gives **you**.

We will not pay any claim if **you** are unable to prove **your** loss.

What is not covered

In addition to the General exclusions set out in the General terms and conditions, the following exclusions also apply to this section of **your policy**.

We do not cover the following:

1. any incident or matter arising before the start of this section of **your policy**.
2. any **costs and expenses** incurred before **our** expressed acceptance of a claim.
3. fines, penalties, compensation or damages which **you** are ordered to pay by a court or other authority.
4. any claim relating to written or verbal remarks which damage **your** reputation.
5. a dispute with an insurer stated in **your** schedule not otherwise dealt with under **Extra conditions** 7. above.
6. **costs and expenses** arising from or relating to judicial review, coroner's inquest or fatal accident inquiry.
7. any legal action **you** take which **we** or the **appointed representative** have not agreed to, or where **you** do anything that hinders **us** or the **appointed representative**.
8. any claim caused by, contributed to by, or arising from pressure waves caused by aircraft or any other airborne devices travelling at sonic or supersonic speeds.
9. any claim where **you** are not represented by a law firm, barrister or tax expert.
10. a claim where **you** have failed to notify **us** of the insured incident within a reasonable time of it happening and where this failure adversely affects the **reasonable prospects** of a claim or **we** consider **our** position has been prejudiced.
11. any defamation claim brought by or against **you**.

Home emergency

This home emergency section of **your policy** gives **you** 24-hour assistance in **your home** which is located within the **United Kingdom** if **you** suffer one of the incidents described in the insured events section below. **Your schedule** will indicate if **your policy** includes this home emergency section.

The General terms and conditions, except for 'How to make a claim', and the following terms and conditions all apply to this section. If **you** need to make a claim, please refer to 'How we can help' below.

To make sure **you** get the most from **your** cover, please take time to read this section which explains when **we** can help and when **we** can't.

How we can help

Once **you**'ve checked that **your** emergency is an insured event as described below, it's important that **you tell us** about it as soon as **you** can. Please call the home emergency phone number in **your schedule**. If **we** accept **your** claim, **we** will arrange and pay for a contractor to resolve the insured event taking into account what would be fair and reasonable in the circumstances. **We** will either:

1. carry out a temporary repair (or a permanent repair if this is no more expensive); or
2. take other action, such as isolating a leaking component or gaining access to **your home**.

At all times **we** will decide the best way of providing help.

When **you** phone **us** **we** will ask **you** to confirm:

1. **your** name and **your home** address including postcode; and
2. the nature of the problem.

Our phone lines are open 24 hours-a-day, 365 days-a-year. To help **us** check and improve **our** service standards, **we** may record all calls.

We ask that **you** don't arrange for a contractor yourself because **we** won't pay for this or for any work that **we** haven't agreed to in advance. Also, please make sure there is someone aged 18 or over at **home** when **our** contractor arrives.

When we cannot help

We will always try to get to **you** as soon as possible but sometimes it may take **us** longer than **we** would like because the weather is bad, **you** are in a remote location or parts needed to complete the repair are unavailable.

If providing help would put **our** contractors in danger, for example carrying out roof repairs in high winds or repairing damp electrics, **we** will wait until the conditions have improved before sending someone out.

Special definitions for this section

The following extra definitions apply to the whole of this section and are in addition to any other definitions stated in the General terms and conditions and Your home and personal possessions sections of **your policy**.

Emergency assistance

The amount stated in **your schedule** for the call-out charge, labour costs, parts and materials for each insured event.

This does not include any amount payable in respect of **hotel accommodation**, replacement boiler costs and temporary heaters.

Hotel accommodation

The amount stated in **your schedule** for the cost of hotel accommodation for **you**, including transportation, if **your home** remains uninhabitable following an insured event.

Main heating system

The main hot-water or central-heating system in **your home** which must be gas, oil or electric fired. This includes pipes that connect components of the system, but does not include:

1. cold-water supply or drainage pipes;
2. non-domestic heating or non-domestic hot water systems; or
3. any form of alternative heating system, such as solar heating, biomass, or heat pump (ground source heat pump or air source heat pump).

Plumbing and drainage The cold-water supply and drainage system in the boundary of **your home** and for which **you** are legally responsible.

Vermin

1. wasps' or hornets' nests;
2. rats;
3. mice;
4. grey squirrels;
5. flies;
6. cockroaches; or
7. ants.

You/your

The person(s) named in **your schedule** and all permanent members of that person's household including **domestic employees** who live in the **home**.

Extra conditions

If any cost covered under this section is also covered by any maintenance contract, **we** will not pay more than **our** fair share (rateable proportion) of the claim.

This section is not a maintenance contract. It does not cover the cost of day-to-day maintenance for which **you** are responsible.

We will attempt to provide replacement parts where necessary, but cannot be held responsible if these are delayed or unavailable.

We will make every effort to provide the services described in this section at all times, but **we** will not be responsible for any liability arising from **our** inability to provide assistance as a result of circumstances beyond **our** control.

If **you** would like to arrange a central-heating boiler service at **your** expense, please contact **us** on the 24-hour home emergency line and advise the operator of **your** requirements, making it clear **you** are not making a claim under **your policy** for an emergency.

All permanent repairs are guaranteed for 12 months.

You must maintain **your home** in a reasonable condition, carry out any inspections or services of fittings in accordance with the manufacturer's instructions and complete any necessary maintenance to the structure of **your home**.

What is covered

We agree to cover the costs of:

1. **emergency assistance** following an insured event described below; and
2. **hotel accommodation** if **your home** remains uninhabitable overnight following an insured event described below;

provided that:

1. such insured event is sudden, unexpected and requires immediate corrective action to:
 - a. prevent damage or further damage to **your home**;
 - b. make **your home** secure; or
 - c. reduce risk to health or difficulty to an insured person;
2. such insured event happens during the **period of insurance**.

A gradually occurring event is not considered an emergency as it is not sudden or unexpected.

If **we** are unable to cover **your** claim, **we** will try (if **you** wish) to arrange assistance at **your** expense. The terms of such assistance are a matter for **you** and the supplier.

For situations that could result in serious risk to **you** or substantial damage to **your home** you should immediately contact the fire, ambulance or police service.

If **you** think there is a gas leak, **you** should contact the National Gas Emergency Service on **0800 111 999**.

If there is an emergency relating to another service such as the mains water or electricity supply, **you** should contact **your** supplier.

Insured events

Roof damage	Any physical damage to the roof of your home where internal physical damage has been caused or is likely.
Plumbing and drainage	Physical damage to, or blockage, breakage or leaking of, the plumbing and drainage . We do not cover pipes for which your water supply or sewerage company are responsible.
Heating failure	The failure of the main heating system in your home . We do not cover you where the heating and/or hot water is still fully or partially working in key living rooms in your home .
Power supply failure	The failure of the domestic electricity or gas supply, in the boundaries of your home . We do not cover you where the electricity and/or gas supply is still fully or partially working in key living rooms in your home . We do not cover the failure of the mains supply.
Toilet unit	Impact damage to, or mechanical failure of, a toilet bowl or cistern that results in the complete loss of function of the only toilet, or toilets in your home . We do not cover you if you have another toilet in your home that is working.
Home security	The failure of or physical damage to external doors, windows or locks resulting in your home becoming insecure.
Keys	The only available set of keys to your home is lost, stolen or damaged and you can't replace them, or can't gain normal access to your home .
Vermin	An infestation by vermin in your home which prevents the use of the loft or one or more rooms in your home . We do not cover the removal or control of bees' nests.

How much we will pay

Contractors expenses	We will arrange and pay, up to the emergency assistance limit stated in your schedule , for a contractor to take action for each insured event.
Hotel accommodation	We will pay up to £450 (including VAT), including transport costs, if your home remains uninhabitable overnight following an insured event. You must send us all relevant invoice(s) before we will reimburse you . The decision on whether your home is uninhabitable will take into account whether it would be fair and reasonable for you to remain in your home .
Contribution for replacement boiler	If the total estimated cost of our contractors' labour and replacement parts required to repair your boiler exceeds the emergency assistance limit stated in your schedule , or if the parts are not available, we will not repair your boiler, but we will pay a £250 (including VAT) contribution towards the cost of a replacement boiler.
Temporary heaters	In the event of a claim under Insured events , Heating failure above, we may offer temporary heaters up to £150 (including VAT).

What is not covered

Unoccupied homes	In addition to the General exclusions set out in the General terms and conditions, the following exclusions also apply to this section of your policy . We do not cover: The costs of an incident that happens when your home has been left unoccupied for 60 or more consecutive days.
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Costs we haven't agreed	The costs incurred by you before we have accepted a claim.
Home maintenance	The costs of normal day-to-day home maintenance that you should carry out or pay for, such as servicing of heating and hot water systems.
Communal areas	The costs of an event that would require us to undertake repairs or any other remedial action to: <ol style="list-style-type: none"> 1. shared or communal areas of a property; or 2. any shared fixtures and fittings, facilities or services outside the legal boundary of your home.
Nobody at home	The costs incurred where our contractor has attended at an agreed time, but nobody aged 18 or over was at your home .
Replacement appliances	The costs, or any contribution towards the costs, of replacing a storage heater or any other heating or domestic appliance. This does not apply to replacement boiler costs.
Repair is uneconomical	The costs of any repair to a boiler, storage heater or any other heating or domestic appliance that is more than the cost of replacing it.
Failure to carry out previously recommended repairs	The costs of an incident which happens because you failed to carry out work or repairs that you were advised to undertake which would've meant the incident didn't happen.
Risk to health and safety	The costs of an incident that cannot be resolved safely by our contractor (or which requires specialist assistance) because there are dangerous substances or materials (such as asbestos) or where conditions make attempting a repair dangerous.
Incorrect installation or repairs	The costs of an incident resulting from a design fault or the incorrect installation, repair, modification or maintenance of equipment or facilities.
Damage caused during repairs	Damage caused by gaining access to carry out repairs. Please be aware under your Home and personal possessions section of your policy there is Tracing a leak cover which may be able to assist you . Please check your schedule for details on how to make a claim.
Main supplies	The costs of an event relating to the interruption, failure or disconnection of the mains electricity, mains gas or mains water supply, or your failure to buy or provide enough gas, electricity or other fuel.
Connected homes	The failure of, or other issues with the working of, connected home devices, for example where you cannot turn heating or lighting on because of a network outage.
Excluded property amenities and facilities	An event: <ol style="list-style-type: none"> 1. arising from the malfunction or blockage of septic tanks, cess pits or fuel tanks; or 2. relating to underfloor heating, or hot tubs.
Subsidence, landslip and heave	The costs of an event arising from subsidence, landslip or heave.
Cyber	The costs of an event caused by, contributed to by, or arising from a cyber attack .
Indirect losses	Any losses that are not directly covered by this section of your policy e.g. time taken off work or replacement carpet damaged by a blockage or failure of systems.



Notes



Notes



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