Topp Policy

Insurance Product Information Document

Company: Accelerant Insurance Europe SA is a company registered in Belgium (Company number 0758.632.842) with registered office at Bastion Tower, Place du Champ de Mars 5, 1050 Brussels, authorised under code 3193 and regulated by the National Bank of Belgium and the Financial Services and Markets Authority (FSMA)

Product: Total Payment Protection (topp) Policy – EU

This document provides you with an overview of the main points of cover and the specific exclusions of this insurance. This document is neither tailor-made nor based upon you specific needs and the information herein is not exhaustive. You will find all of the detailed information applicable to this insurance in the general and specific terms and conditions of the policy.

What is this type of insurance?

Total Payment Protection provides financial failure cover for the benefit of Insured Customers of the Policyholder.

What is insured?

The reimbursement of customers' prepayments and where carriage is part of the package repatriation for holiday bookings.

Are they any restrictions on cover?

The cover is restricted to:

[Types of package protected under the policy. The list below being examples, rather than the full list]

- Accommodation only bookings sold by the Policyholder
- Non-travel inclusive packages sold by the Policyholder
- Claims not notified within 4 (four) months of the financial failure of the Policyholder.
- This Policy is for the benefit of Insured Customers in respect of whom a LTA booking is made by the Policyholder and who has paid a premium to the Policyholder at the time of LTA booking.
- Territorial limits can be applied.

What is not insured?

- Sales by the Policyholder other than listed in the restriction of cover.
- Sales where the completion of the package is 12 months past the expiry of the policy period.
- Repatriation cover is excluded except where the Policyholder is responsible for carriage of the Insured Customer within the package.
- Refunds are excluded where the Policyholder is yet to receive any money from the Customer.
- Pre-policy bookings where the booking was not taken under the cover of an insurance policy provided by us.
- Loss of earnings or other economic or consequential loss of the Insured Customer.
- Replacing or reimbursing the cost of travellers' cheques or foreign exchange.
- Failure of the travel arrangements to comply with any assurances made by the Policyholder in respect of them.
- Loss of enjoyment.
- Incidental expenses such as telephone calls.
- Excursions booked and paid for locally.
- Travel insurance premiums.
- Compensation in respect of claims against the failed Policyholder, except where a refund had been agreed but not yet received by the Insured Customer at the time of the failure of the Policyholder.
- Refund of monies or expenses recoverable under the terms of:
  - any other financial protection scheme,
  - any cover offered by any credit or debit card issuer,
- Any costs relating to travel or other holiday facilities where the Insured Customer did not purchase the original facilities from the Policyholder.
- Any booking sold or offered for sale by the Policyholder to customers outside of the territorial limits detailed on the Schedule of Insurance.
- The Schedule of Insurance states a cap on the price of the package sold. Packages sold in excess of the cap must be agreed with the insurer or will be subject to the stated cap.

Where am I covered?

- ✓ Customers in the Republic of Ireland and Worldwide

What are my obligations?

- ⊙ Provide year end declaration.
- ⊙ Provide any document / information requested.
- ⊙ Maintain accurate and up to date records of all bookings.
- ⊙ Make payment for all payable premiums.
- ⊙ Notify of any changes to organisation status, ownership, management or key personnel.
- ⊙ Have a valid Combined Liability Insurance Policy, incorporating public and products liability and professional indemnity cover.

When and how do I pay?

Payment of premium at inception of the policy.

When does the cover start and end?

The period of cover is stated in the Schedule of Insurance.

How do I cancel the contract?

Cancellation of the policy can be requested giving the notices by registered post, respecting the notice specified in the insurance policy.

Your policy is administered by Arcus Solutions SARL and underwritten by Accelerant Insurance Europe SA

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