



InsuraWedding wedding insurance policy

Valid for purchase for weddings arranged for no sooner than 14 days and no later than 24 months after the policy is purchased.

Customer Services:
01483 806 828

Claims:
0345 040 5975
claims@acastaeurope.co.uk

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Scheme reference:
INSA/WED/2022/23

Welcome to Your InsuraWedding wedding insurance policy

We, at InsuraWedding, would like to congratulate You on Your upcoming Wedding and thank you for choosing wedding insurance from Us.



This is **Your** policy wording that confirms the cover, conditions and exclusions of **Your** policy with **Us**. It is important that **You** refer to the individual sections of cover for full details of what **You** are entitled to should **You** need to make a claim.

Provided **You** have paid the appropriate premium as shown on **Your** certificate, **You** are covered in accordance with the full wording shown herein up to the limits indicated below for the cover **You** have bought. The excesses apply for each **Marrying couple** and each section of each claim unless otherwise stated.

Benefits Schedule

Section	Title	Tier 1	Tier 2	Tier 3	Tier 4	Tier 5	Tier 6
	Excess:	£150	£150	£150	£150	£150	£150
1A	Cancellation	£3,500	£5,000	£7,500	£9,000	£13,500	£15,000
1B	<i>Additional costs in respect of rearrangement (50% of total costs)</i>	£1,750	£2,500	£3,750	£4,500	£6,750	£7,500
2	Ceremonial attire	£750	£1,500	£2,750	£3,500	£5,750	£6,500
3	Wedding gifts (Max per item) <i>Cash & vouchers in total</i>	£1,000 (£100) £100	£2,000 (£200) £200	£3,000 (£300) £300	£4,000 (£400) £400	£5,000 (£500) £500	£6,000 (£600) £600
4	Rings, flowers, attendants gifts & wedding cake <i>Maximum per item (rings & gifts)</i>	£1,000 £100	£2,000 £200	£3,000 £300	£4,000 £400	£5,000 £500	£6,000 £600
5	Cars & transport Excess:	£750 £60	£1,500 £60	£2,750 £60	£3,500 £60	£5,750 £60	£6,500 £60
6	Photography & video	£750	£1,500	£2,750	£3,500	£5,750	£6,500
7	Financial failure of the wedding service suppliers	£750	£1,500	£2,750	£3,500	£5,750	£6,500
8	Personal accident <i>Maximum payable for under 18's</i> Excess:	£3,500 £1,000 £250	£5,000 £1,000 £250	£7,500 £1,000 £250	£9,000 £1,000 £250	£13,500 £1,000 £250	£15,000 £1,000 £250
9	Legal expenses Excess:	£2,000 £250	£3,000 £250	£4,000 £250	£5,000 £250	£8,000 £250	£9,000 £250
10	Public liability for the marrying couple Excess:	£2,000,000 £250	£2,000,000 £250	£2,000,000 £250	£2,000,000 £250	£2,000,000 £250	£2,000,000 £250
11	Optional public liability for the wedding guests* Excess:	£2,000,000 £250	£2,000,000 £250	£2,000,000 £250	£2,000,000 £250	£2,000,000 £250	£2,000,000 £250
12	Optional marquee & mobile W.C. unit and event equipment extension* <i>Event equipment single item limit</i>	£20,000 £2,000	£20,000 £2,000	£20,000 £2,000	£20,000 £2,000	£20,000 £2,000	£20,000 £2,000
13A	Optional cancellation & rearrangement to include Coronavirus cover*	£3,500	£5,000	£7,500	£9,000	£13,500	£15,000
13B	<i>Additional costs in respect of rearrangement (50% of total costs)</i>	£1,750	£2,500	£3,750	£4,500	£6,750	£7,500

* Subject to payment of the appropriate additional premium as shown on **Your** certificate.

Important Conditions Relating to Health

Please consider these questions very carefully in relation to the **Marrying couple** and any **Relative** upon whose health the wedding plans depend.

1. Do any of **You** have any medical condition for which **You** have received a terminal diagnosis?

Yes

No

2. Are any of **You** waiting for or undergoing treatment or investigation at a hospital or specialist clinic or awaiting the results of any tests or investigation?

Yes

No

There is no cover for any claims related directly or indirectly to these conditions

Your medical conditions (if any) will be covered *

3. Are **You** aware, at the time of issue of this insurance, of any reason why the **Wedding** plans may be cancelled or amended? If so, please contact **Voyager Insurance Services** on **01483 806828**.

4. Is at least one of the **Marrying couple** to be insured **Resident** in the **United Kingdom**? If not, please contact **Voyager Insurance Services** on **01483 806828**.

*Please also refer to the general exclusions and conditions on pages 17 & 18

Important

You must tell **Us** if at any time after the purchase of this insurance there is a change in **Your** circumstances by contacting **Voyager Insurance Services** on **01483 806828** as soon as possible so that **We** may reassess **Your** coverage.

Please note

This wedding insurance policy is designed to cover one **Wedding** and one **Wedding reception** provided that they take place within a period not exceeding 21 days. If **Your wedding** celebrations include more than one **Wedding** and one **Wedding reception** or are spread over a longer period, please contact **Voyager Insurance Services Ltd** on **01483 806828** to see if cover can be provided. Please note calls may be recorded.

DEMANDS AND NEEDS

This **Wedding** insurance policy will suit the demands and needs of a **Marrying Couple** who wish to insure specific risks relating to their **Wedding** celebrations. Subject to the policy terms and conditions and the maximum specified claim limits.

IMPORTANT

This policy will have been sold to **You** on a non-advised basis and it is therefore important that **You** read this policy wording (paying particular attention to the terms and conditions and exclusions) and ensure that it meets all of **Your** requirements. If upon reading this policy **You** find that it does not meet all of **Your** requirements, please refer to the cancellation rights section.

Geographical limits

This policy applies to **Weddings** and **Wedding receptions** taking place within the **United Kingdom** (as defined) only.

Your responsibility

You must take reasonable care to:

- supply accurate and complete answers to all questions **Voyager Insurance Services Ltd** may ask as part of **Your** application for cover under this policy
- to make sure that all information supplied as part of **Your** application for cover is true and correct
- tell **Voyager Insurance Services Ltd** of any changes to the answers **You** have given as soon as possible.

You must take reasonable care to provide information that is accurate and complete answers to the questions **Your** Administrator asks when **You** take out, make changes to **Your** policy. If any information **You** provide is not accurate and complete, this may mean **Your** policy is invalid and that it does not operate in the event of a claim or **We** may not pay any claim in full.

If **You** become aware that information **You** have given **Voyager Insurance Services Ltd** is inaccurate or has changed, **You** must inform them as soon as possible. If **You** think **You** may have given **Us** any incorrect answers or if **You** want any help, please contact **Voyager Insurance Services Ltd** on **01483 806828** as soon as possible and **We** will be able to tell **You** if **We** can still offer **You** cover.

How to make a claim

You should contact the claims handlers as soon as **You** become aware of any circumstances likely to give rise to a claim. All claims will be handled by Acasta Europe Limited who act as the Insurer's intermediary in the UK. Acasta Europe Limited is authorised and regulated by the Financial Conduct Authority (FCA) (Firm Ref: 599391).

For all claims please contact:

Acasta Europe Limited,
4 Station Road,
Cheadle Hulme, Cheshire,
SK8 5AE
Tel: 0345 040 5975
Email: claims@acastaeurope.co.uk

If **You** have to make a claim, **You** must contact **Us** as soon as **You** can and in any event within 31 days of becoming aware of the circumstances, or 48 hours in respect of claims under section 4 arising from damage to the **Wedding** cake. **We** reserve the right to decline any claim if **You** fail to notify **Us** within this time.

Please note Acasta Europe Limited is an agent of Acasta European Insurance Company Limited and in the matters of a claim act on behalf of Acasta European Insurance Company Limited.



Bespoke Insurance Underwriting Specialists

Insurers

InsuraWedding wedding insurance is arranged by Voyager Insurance Services Ltd & underwritten by Acasta European Insurance Company Limited. Registered Office: 5/5 Crutchett's Ramp, Gibraltar, GX11 1AA.

Acasta European Insurance Company Limited is authorised and regulated by the Gibraltar Financial Services Commission and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority for the conduct of UK business. Company Reg: 96218. Firm Ref No: 456936

Details about the extent of their regulation by the Financial Conduct Authority and Prudential Regulation Authority are available on request:

Website: www.acastainsurance.gi

Tel: 00350 2007 4684

Voyager Insurance Services Ltd are authorised and regulated by the Financial Conduct Authority.

Financial Services Compensation Scheme

Acasta European Insurance Company Limited, is covered by the Financial Services Compensation Scheme (FSCS). **You** may be entitled to compensation from the scheme, if they cannot meet their obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim with no upper limit. **You** can get more information about compensation scheme arrangements from the FSCS or visit www.fscs.org.uk. **You** may also contact the FSCS on their Freephone number: 0800 678 1100 or 020 7741 4100 or **You** can write to: Financial Services Compensation Scheme, PO Box 300, Mitcheldean, GL17 1DY.

Acasta European Insurance Company Limited - Privacy & Data Protection Notice

We are the Data Controller for the data **You** provide to **Us**. **We** need to use **Your** data in order to arrange **Your** insurance and associated products. **You** are obliged to provide information without which **We** will be unable to provide a service to **You**. Any personal information provided by **You** may be held by the Insurer in relation to **Your** insurance cover. It may be used by **Our** relevant staff in making a decision concerning **Your** insurance and for the purpose of servicing **Your** cover and administering claims.

Information may be passed to loss adjusters, solicitors, reinsurers or other service providers for these purposes. **We** may obtain information about **You** from credit reference agencies, fraud prevention agencies and others to check **Your** credit status and identity. The agencies will record **Our** enquiries, which may be seen by other companies who make their own credit enquiries. **We** may check **Your** details with fraud prevention agencies. If **You** provide false or inaccurate information and **We** suspect fraud, **We** will record this.

We and other organisations may use these records to:

- Help make decisions on insurance proposals and insurance claims, for **You** and members of **Your** household
- Trace debtors, recover debt, prevent fraud, and manage **Your** insurance policies
- Check **Your** identity to prevent money laundering, unless **You** furnish **Us** with satisfactory proof of identity.

We process all data in the UK but where **We** need to disclose data to parties outside the European Economic Area (EEA) **We** will take reasonable steps to ensure the privacy of **Your** data. In order to protect **Our** legal position, **We** will retain **Your** data for a minimum of 7 years. **We** have a Data Protection regime in place to oversee the effective and secure processing of **Your** data. Under GDPR legislation, **You** can ask **Us** for a copy of the data **We** hold, have it corrected, sent to a third party or deleted (subject to **Our** need to hold data for legal reasons). **We** will not make **Your** personal details available to any companies to use for their own marketing purposes. If **You** wish to complain about how **We** have handled **Your** data, **You** can contact **Us** and **We** will investigate the matter. If **You** are not satisfied with **Our** response or believe **We** are processing **Your** data incorrectly **You** can complain to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF Tel: 0303 123 1113.

Any personal information provided by **You** may be held by the Insurer in relation to **Your** insurance cover. It may be used by **Our** relevant staff in making a decision concerning **Your** insurance and for the purpose of servicing **Your** cover and administering claims. Information may be passed to loss adjusters, solicitors, reinsurers or other service providers for these purposes. **We** may obtain information about **You** from credit reference agencies, fraud prevention agencies and others to check **Your** credit status and identity. The agencies will record **Our** enquiries, which may be seen by other companies who make their own credit enquiries. **We** will check **Your** details with fraud prevention agencies. If **You** provide false or inaccurate information and **We** suspect fraud, **We** will record this.

We and other organisations may use these records to:

- Help make decisions on insurance proposals and insurance claims, for **You** and members of **Your** household
- Trace debtors, recover debt, prevent fraud, and manage **Your** insurance policies
- Check **Your** identity to prevent money laundering, unless **You** furnish **Us** with satisfactory proof of identity
- This may involve the transfer of **Your** information to countries which do not have Data Protection laws.

Under Data Protection legislation, **You** can ask **Us** in writing for a copy of certain personal records held about **You**. A charge will be made for this service. **We** may use **Your** details to:

- Send **You** information about other products and services that may interest **You**.
- Carry out research

We may contact **You** by letter, e-mail or phone. If **You** would prefer not to receive marketing information or take part in research, simply tell **Us** when **You** call next.

We will not make **Your** personal details available to any companies to use for their own marketing purposes.

Data Protection Representatives

Acasta European Insurance Company Limited has appointed the following data protection representatives to act on its behalf in other jurisdictions. **You** may deal with **Our** representatives on all issues relating to the processing of **Your** personal data. Should **You** have any questions about how **We** use **Your** information, **Your** rights as a data subject or if **Your** personal information needs updating, please write to the following:

Acasta Europe Limited,
4 Station Road,
Cheadle Hulme,
Cheadle,
SK8 5AE
Email: Info@Acastaeurope.co.uk

Governing law

Unless some other law is agreed in writing, this policy is governed by English law. If there is a dispute, it will only be dealt with in the courts of England or of the country within the **United Kingdom** in which **Your** main residence is situated.

Cancellation rights

We hope **You** are happy with the cover this policy provides. However, if after reading this certificate, this insurance does not meet with **Your** requirements, please return it to **Voyager Insurance Services Ltd**, within 14 days from the day of purchase or the day on which **You** received **Your** policy documentation, whichever is the later. On the condition that no claims have been made or are pending, **Voyager Insurance Services Ltd**, will then return **Your** premium in full. Thereafter **You** may cancel the insurance cover at any time by informing **Voyager Insurance Services Ltd** however no refund of premium will be payable. The insurer may at any time cancel any insurance document by giving 14 days notice in writing where there is a valid reason for doing so. A cancellation letter will be sent to **You** at **Your** last known address. Valid reasons may include but are not limited to;

- a. Where **We** reasonably suspect fraud.
- b. Non-payment of premium.
- c. Threatening and abusive behaviour.
- d. Non-compliance with policy terms and conditions.
- e. **You** have not taken reasonable care to provide accurate and complete answers to the questions **Voyager Insurance Services Ltd** asked.

Provided the premium has been paid in full **You** will be entitled to a proportionate rebate of premium in respect of the unexpired period showing on the insurance.

If **We** cancel the policy and/or any additional covers **You** will receive a refund of any premiums **You** have paid for the cancelled cover, less a proportionate deduction for the time **We** have provided cover. Where **Our** investigations provide evidence of fraud or misrepresentation, **We** may cancel the policy immediately and backdate the cancellation to the date of the fraud or the date when **You** provided **Voyager Insurance Services Ltd** with incomplete or inaccurate information. This may result in **Your** policy being cancelled from the date **You** originally took it out and **We** will be entitled to keep the premium.

If **Your** policy is cancelled because of fraud or misrepresentation, this may affect **Your** eligibility for insurance with **Us**, as well as other insurers, in the future.

Fraud

You must not act in a fraudulent way. If **You** or anyone acting for **You**:

- fails to reveal or hides a fact likely to influence whether **We** accept **Your** proposal, **Your** renewal, or any adjustment to **Your** policy;
- fails to reveal or hides a fact likely to influence the cover **We** provide;
- makes a statement to **Us** or anyone acting on **Our** behalf, knowing the statement to be false;
- sends **Us** or anyone acting on **Our** behalf a document, knowing the document to be forged or false;
- makes a claim under the policy, knowing the claim to be false or fraudulent in any way;
- makes a claim for any loss or damage **You** caused deliberately or with **Your** knowledge; or
- If **Your** claim is in any way dishonest or exaggerated,

We will not pay any benefit under this policy or return any premium to **You** and **We** may cancel **Your** policy immediately and backdate the cancellation to the date of the fraudulent claim. **We** may also take legal action against **You** and inform the appropriate authorities.

Important notice

We would like to draw **Your** attention to some important features of **Your** insurance including;

1. Insurance document

You should read this document carefully. It gives full details of what is and is not covered and the conditions of the cover. Cover can vary from one policy to another so **You** should familiarise yourself with this particular insurance.

2. Conditions and exclusions

Specific conditions and exclusions apply to individual sections of **Your** insurance, whilst general exclusions and conditions will apply to the whole of **Your** insurance.

3. Health

This insurance contains restrictions regarding the health of the **Marrying Couple** and any **Relative** (as defined) upon whose health the **Wedding** plans depend. **You** are advised to read this document carefully.

4. Property claims

These claims are paid based on the value of the goods at the time **You** lose them and not on a 'new for old' or replacement cost basis. Allowance will be made for their age and likely condition.

5. Limits

This insurance has limits on the amount the insurer will pay under each section. Some sections also include other specific limits, for example, for any one item or for valuables in total.

6. Reasonable care

You need to take all reasonable care to protect yourself and **Your** property, as **You** would if **You** were not insured. Any amounts the insurers will pay for property left unattended in a public place or unattended vehicle is very limited, as specified.

7. Deposits

This **Wedding** insurance policy provides cover for deposits that have already been paid prior to purchase, subject to the normal policy terms and conditions.

8. Excesses

Please see the Benefits Schedule for details of excesses.

9. Customer service

We always try to provide a high level of service. However if **You** think **We** have not lived up to **Your** expectations, please refer to the wording which outlines **Our** complaints procedure.

10. Cancellation rights

This insurance contains a 14 day cooling off period during which **You** can return it and get a full refund, providing there are no claims. **We** reserve the right to deduct from the rebate of premium the necessary costs incurred in processing the original sale and cancellation.

11. Fraudulent claims

It is a criminal offence to make a fraudulent claim.

IMPORTANT NOTE ON CORONAVIRUS

This policy will **NOT** provide cover for any claim directly or indirectly related to a **Pandemic** and/or **Epidemic**, including but not limited to **Coronavirus**. However, this general exclusion shall not apply to Section 13 - Optional cancellation & rearrangement to include Coronavirus cover, provided **You** have paid the appropriate additional premium as shown on **Your** certificate, and **You** comply with the specific conditions detailed within that section.

Definitions

Listed below are certain words that appear throughout the policy. In all cases they will have the meanings shown below.

Accident/accidental

Means a sudden, unexpected, unusual, specific, violent, external event, which occurs at a single identifiable time and place and independently of all other causes, results directly, immediately and solely in physical **Bodily injury** which results in a loss.

Additional costs

Means the difference between the original cost of the **Wedding** and/ or **Wedding reception** and the rearranged **Wedding** and/or **Wedding reception**.

Adverse weather

Means weather conditions are such that they cause major disruption to travel services, thus preventing the participants and the majority of the guests from reaching the **Wedding** venue.

Attendants

Means non-professional participants in the **Wedding**, traditionally attendant on the **Marrying Couple**.

Bodily injury

Means an identifiable physical injury caused by sudden, external, violent and visible means.

Bridal attire

Means clothing and accessories of a formal nature worn by the bride(s) at the **Wedding** whether hired or owned.

Ceremonial attire

Means clothing and accessories of the **Marrying Couple**, male and female **Attendants** and the parents of the **Marrying Couple**, whether hired or owned, excluding ceremonial swords.

Civil partnership

Means a legally recognised union of two people, with similar rights and responsibilities to those of marriage.

Coronavirus

Means SARS-CoV-2 (Severe acute respiratory syndrome coronavirus 2) or any mutation of SARS-CoV-2, including COVID-19.

Epidemic

Means a widespread occurrence of an infectious disease in a community at a particular time.

Event equipment

Means staging, chairs, tables, audio visual equipment and ancillary equipment whether hired, leased or owned by **You** (or by another person on **Your** behalf) solely for the purpose of **Your Wedding** and/or **Wedding reception** and for which **You** (or such other person) are responsible.

Home

Means **Your** permanent residential address in the **United Kingdom**, unless agreed by **Us** and confirmed in writing.

Marquee

Means the hired marquee or tent including gazebos, staging, flooring, chairs, tables and lighting. The period of hire must not exceed 3 days, unless agreed by **Us** and confirmed in writing.

Marrying Couple

Means the bride(s), groom(s) or Civil Partners.

Mobile W.C. unit

Means the hired-in temporary lavatory facilities, including fixtures & fittings. The period of hire must not exceed 3 days, unless agreed by **Us** and confirmed in writing.

Pandemic

Means an **Epidemic** that has spread across a large region.

Period of insurance

Means as specifically defined in each section of this insurance.

Relative

Means **Your** spouse/partner, (step) parent(s), grandparent(s), (step) children, grandchildren and siblings.

Resident

Means a person who permanently resides in the **United Kingdom**.

United Kingdom

Means, for the purposes of this insurance, England, Scotland, Wales, Northern Ireland, Channel Islands & the Isle of Man.

Wedding

Means a ceremony which creates a contract of marriage which is legally enforceable within the **United Kingdom**, including ceremonies of **Civil partnership**, or, for the purposes of this insurance, a similar single, specific event/ceremony/blessing arranged to celebrate a marriage or renewal of vows.

Wedding date

Means the day specified on the certificate of insurance for the **Wedding** to take place, and where different, the date of the **Wedding reception**.

Wedding gifts

Means gifts for the **Marrying Couple** presented for the purposes of celebrating the **Wedding**, including cash and vouchers.

Wedding reception

Means the social gathering, including but not limited to, room hire and catering, following within no more than 21 days of the **Wedding**, at which the **Wedding** will be celebrated.

Wedding rings

Means the ring(s) exchanged by the **Marrying Couple** at the **Wedding**.

Wedding services

Means services traditional to the celebration of a **Wedding** such as; professional photography and/or professional video operation, professional **Wedding** planner, floral arrangements, hired cars or other transport, **Wedding** guest accommodation that is paid for by the **Marrying Couple**, toastmaster, venue, **Wedding** cake, **Ceremonial attire**, catering, DJ/disco, band/ musician or paid entertainment contracted by **You** to provide services at the **Wedding** or **Wedding reception**. **Wedding** gift list providers are not included.

We, Our and Us

Means Acasta European Insurance Company Limited.

You and Your

Means the **Marrying Couple** named on the certificate of insurance or, for the purposes of sections 1 & 7 and where appropriate, any of their **Relatives** who would have made proven, significant financial contributions on which the **Wedding** plans depend. It is a condition of this insurance that at least one of the insured **Marrying Couple** is **Resident** in the **United Kingdom**, unless agreed by **Us** and confirmed in writing.

Section 1

Cancellation and rearrangement of the wedding and/or reception

Cover under this section commences from the date the premium is paid, and applies until completion of the **Wedding and Wedding reception** or a claim being made under this section of the policy, whichever occurs first.

Cover for bankruptcy or liquidation and **Adverse weather** commences 14 days after the date the premium is paid.

1A. Cancellation

You are covered up to the amount shown in the benefits schedule for any irrecoverable expenses necessarily incurred by **You** in respect of **Ceremonial attire**, flowers, photographs, caterers, transport, accommodation, paid for by **You**, and the services from any other **Wedding** service supplier booked but not used as a direct result of the unavoidable cancellation of the **Wedding** and/or **Wedding reception** as the result of;

- a. the booked venue or caterers for the **Wedding** or **Wedding reception** being unable to hold **Your Wedding** due to damage to the venue (including **Marquee**), murder or suicide at the venue, closure of the venue or caterers by the relevant authority, bankruptcy or liquidation.
- b. the death, injury or sickness of the **Marrying Couple** or a **Relative** which would make continuance of the **Wedding** inappropriate.
- c. receipt of a summons for jury service for the second time where **You** can provide evidence that **You** are unable to defer the service.
- d. the unforeseen and total non-appearance on the day of any booked and paid for professional **Wedding services**.
- e. **Accidental** complete loss of or severe damage to bridal/**Ceremonial attire** (of the **Marrying Couple** only) which renders the items unwearable, where the purchase or hire of alternatives is not possible.
- f. redundancy, where notice is received at least 8 weeks after the issue of the certificate and qualifying for payment under the current redundancy legislation, of the **Marrying Couple** or any of their **Relatives** who would have made proven, significant, financial contributions on which the **Wedding** plans depend.
- g. **Your** unforeseen cancellation of previously agreed leave orders of a serving member of the UK armed forces or unavoidable and necessary duty for the ambulance service, coastguard, fire brigade or police personnel.
- h. the non-appearance of the officiating minister or registrar.
- i. the inability of the **Marrying Couple** and the majority of the guests to reach the **Wedding** or **Wedding reception** venue due to **Adverse weather** conditions. In respect of travel by air or sea, the booked arrival date must be at least 5 days before the **Wedding**.

1B. Rearrangement

In the event of cancellation of the **Wedding**, **Wedding reception** or **Wedding services** for reasons specified in part A above, **You** are also covered up to the amount shown in the benefits schedule to reimburse **You** for **Additional costs** necessarily incurred in rearranging the **Wedding** and/or **Wedding reception** and/or **Wedding services** to a similar standard to the amount originally budgeted.

Please note that in respect of rearrangement, all **Additional costs** and expenses must be notified to the claims handlers and agreed by them in advance of the rearranged **Wedding**.

You are not covered for

- a. the amount of the policy excess as shown in the benefits schedule in respect of each claim.
- a. pecuniary losses recoverable from any other source.
- b. any directly or indirectly related claims if, at the time this insurance is arranged, the **Marrying Couple** and any **Relative** upon whose health the **Wedding** plans depend;
 - i. have been given a terminal diagnosis.
 - ii. are waiting for or undergoing treatment or investigation at a hospital or specialist clinic or awaiting the results of any tests or investigation.
- c. any directly or indirectly related claims if, at the time this insurance is arranged, **You** are aware of any reason why the **Wedding** plans may be cancelled or amended, unless agreed by **Us** and confirmed in writing. If **You** are in any doubt, please call **Voyager Insurance Services Ltd** on **01483 806828**.
- d. any claim arising directly or indirectly from;
 - i. government regulation or act.
 - ii. strikes or labour disputes.
 - iii. unemployment other than redundancy as specified in point A (f) above.
- e. **Your** financial circumstances or those of any person on whom the **Wedding** plans depend, except as provided for in point A (f) above.
- f. **Wedding** plans not honoured by **Your** employer, other than as provided for in point A (g) above.
- g. disinclination to contract to the marriage as agreed or failure to comply with legal requirements or **Your** failure to obtain the relevant legal documentation.
- h. failure to notify the provider of any goods or service immediately when it is found necessary to cancel and/or rearrange the **Wedding** and/or **Wedding reception**.
- i. cancellation/curtailment or rearrangement of travel and/or accommodation arrangements made in respect of **Weddings** outside the **United Kingdom**.
- j. **Additional costs** not notified to the claims handlers or agreed in advance of the rearranged **Wedding**.
- k. pregnancy, except for serious medical complications related to pregnancy or childbirth where the expected date of confinement is more than 2 months after the **Wedding date**.
- l. claims arising from **Your** anxiety, stress, depression or any other mental or nervous disorder unless **You** provide a medical certificate from a registered mental health professional stating that this necessarily prevented **You** from continuing with the **Wedding**.
- m. any additional amounts voluntarily paid in advance to secure a discount.
- n. any claim arising from a receipt of a summons for jury service where **You** are unable to provide evidence **You** have followed the correct process to defer service for a second time and it has subsequently been refused.
- o. any claim arising directly or indirectly from the inability of the **Marrying Couple** and the majority of guests to reach the **Wedding** or **Wedding reception** venue due to the cancellation of flights by an airline or travel provider unless this is covered under Section 1A point i.

Please also refer to the general exclusions and conditions.

Section 2 Ceremonial attire

Cover under this section commences as specified in points a. and b. below.

You are covered up to the amount shown in the benefits schedule for;

- a. the reinstatement or replacement (at **Our** discretion) of **Bridal attire** if it is lost or damaged whilst in **Your** possession or that of a **Relative** within 3 months prior to and for the duration of the **Wedding** and the taking of the photographs immediately following the **Wedding** by the professional photographer only. In respect of hired **Bridal attire**, this cover shall apply for up to 48 hours after the commencement of the **Wedding**.
- b. loss of or damage to **Ceremonial attire** within 48 hours prior to and for the duration of the **Wedding** and the taking of photographs immediately following the **Wedding** by the professional photographer only. In respect of hired **Ceremonial attire**, this cover shall apply for up to 48 hours after the commencement of the **Wedding**.

Please note in respect of points a. and b. above an amount will be deducted in respect of owned and hired attire to reflect previous wear and tear.

You are not covered for

- a. the amount of the policy excess as shown in the benefits schedule in respect of each claim.
- a. loss or damage which would otherwise be insured.
- b. loss or damage which, but for the existence of this certificate, would otherwise be insured (i.e. a house insurance policy).
- c. any loss (other than by damage) not reported to the police within 24 hours of discovering the loss, or as soon as possible after that.
- d. loss or damage by theft or attempted theft of any **Ceremonial attire** left in any unattended vehicle, unless the property is left in the locked boot or locked glove compartment of a motor vehicle, concealed from view and there is evidence of violent, visible and forcible entry thereto.

Please also refer to the general exclusions and conditions.

Section 3 Wedding gifts

*Cover under this section applies from the time of receipt not more than 7 days prior to the **Wedding** and for a subsequent 24 hours after the **Wedding** or until a claim is made under this section of the policy, whichever occurs first.*

You are covered up to the amount shown in the benefits schedule for loss of or damage to **Wedding gifts** due to **Accident**, fire or theft whilst being transported or stored by **You** or **Your Relative**, or on display at the **Wedding reception**.

You are not covered for

- a. the amount of the policy excess as shown in the benefits schedule in respect of each claim.
- a. any loss (other than by damage) not reported to the police within 24 hours of discovering the loss, or as soon as possible after that.
- b. loss or damage which is or but for the existence of this certificate would be otherwise insured.
- c. loss or damage by theft or attempted theft of any **Wedding gifts** left in any unattended vehicle, unless the property is left in the locked boot or locked glove compartment of a motor vehicle, concealed from view and there is evidence of violent, visible and forced entry thereto.
- d. loss or damage by theft or attempted theft of any **Wedding gifts** left in the **Home** or ceremony venue or reception venue, unless there is evidence of violent, visible and forcible entry thereto or exit therefrom.
- e. more than the policy limit shown in the benefits schedule in respect of cash and vouchers.

Please also refer to the general exclusions and conditions.

Section 4

Wedding ring(s), flowers, attendants' gifts and the wedding cake

Cover under this section commences;

- i. 7 days prior to the **Wedding** and expires 24 hours after the **Wedding** or when a claim is made under this section of the policy, whichever occurs first, in respect of **Wedding rings and Attendants' gifts**.
- ii. 36 hours prior to the **Wedding** and expires at the end of the **Wedding reception** or when a claim is made under this section of the policy, whichever occurs first, in respect of **flowers, and the Wedding cake**.

You are covered up to the amount shown in the benefits schedule for loss of or **Accidental** damage to **Wedding rings**, flowers, **Attendants' gifts** and the **Wedding** cake which occurs during the time specified in i or ii above.

You are not covered for

- a. the amount of the policy excess as shown in the benefits schedule in respect of each claim.
- b. theft of **Wedding** ring(s), flowers and **Attendants' gifts** unless such items were removed by visible and forcible means.
- c. any loss not reported to the police within 24 hours of discovering the loss, or as soon as possible after that.
- d. loss or damage which is or but for the existence of this certificate would be otherwise insured.
- e. claims for loss of or damage to floral arrangements, or to the **Wedding** cake, that may effectively be claimed under section 1 - cancellation and rearrangement of the wedding and/or reception.
- f. loss or damage by theft or attempted theft of any **Wedding rings**, flowers, **Attendants' gifts** or the **Wedding** cake, left in any unattended vehicle, unless the property is left in the locked boot or locked glove compartment of a motor vehicle, concealed from view and there is evidence of violent, visible and forcible entry thereto.
- g. more than the maximum amount per item shown in the benefits schedule for any ring or gift.

Please also refer to the general exclusions and conditions.

Section 5

Wedding cars & transport

Cover under this section commences from the date the premium is paid, and applies until completion of **Wedding** and **Wedding reception** or a claim being made under this section of the policy, whichever occurs first.

You are covered up to the amount shown in the benefits schedule to reimburse **You** for unforeseen **Additional costs** to arrange alternative transport if the contracted private hire provider with whom the transport arrangements have been made fails to meet its/their contractual obligation(s) following non-appearance, breakdown or **Accident**.

You are not covered for

- a. the amount of the policy excess as shown in the benefits schedule in respect of each claim.
- b. losses recoverable from any other source.
- c. losses which may effectively be claimed under section 1 - cancellation and rearrangement of the wedding and/or reception.
- d. contracts which are not in writing.
- e. any costs which would have been incurred had the original supplier not failed to meet their contractual obligations.
- f. financial failure of any service provider.

Please also refer to the general exclusions and conditions.

Section 6

Photography & video

*Cover under this section commences from the date the premium is paid, and applies until delivery of the photographs or video not exceeding 90 days after the **Wedding reception** date or a claim being made under this section of the policy, whichever occurs first.*

You are covered up to the amount shown in the benefits schedule to reimburse **You** for unforeseen expenses necessarily incurred to take/re-take **Wedding** photographs or videos or refund any non-recoverable amount which **You** originally contracted to pay as a direct and necessary consequence of;

- a. non-appearance for any reason of the professional photographer or professional video operator contracted for the **Wedding**.
- b. loss of or damage to the original film or negatives, or loss or damage to whatever digital media on which the photographic images are being stored, by the professional photographer or professional video operator contracted for the **Wedding**, before copies are made such that final prints cannot be produced.

If it is planned to take photographs of the **Marrying Couple** cutting the **Wedding** cake, **We** will pay up to the amount shown in the benefits schedule to arrange an alternative photographic session necessitated by damage to the **Wedding** cake occurring within 48 hours before the conclusion of the **Wedding reception**.

Any event that may lead to a claim being made for re-taking the photographs of the cake cutting ceremony must be notified to the claims handlers within 48 hours of occurrence.

Please note in respect of points a and b above cover will only apply if more than 75% of the photographs originally commissioned and paid for are not provided by the professional photographer or professional video operator contracted for the **Wedding**.

You are not covered for

- a. the amount of the policy excess as shown in the benefits schedule in respect of each claim.
- b. losses recoverable from any other source.
- c. losses which may effectively be claimed under section 1 - cancellation and rearrangement of the wedding and/or wedding reception.
- d. any costs which would have been incurred had the original supplier not failed to meet their contractual obligations.
- e. contracts not in writing.
- f. financial failure of any service provider.

Please also refer to the general exclusions and conditions.

Section 7

Financial failure of the wedding service suppliers

*Cover under this section commences 14 days after the date the premium is paid, and applies until completion of the **Wedding** or a claim being made under this section of the policy, whichever occurs first.*

You are covered up to the amount shown in the benefits schedule following the bankruptcy or liquidation of pre-booked **Wedding** service suppliers in respect of;

- a. irrecoverable deposits in accordance with standard booking conditions.
- b. **Additional costs** in arranging alternative equivalent services.

You are not covered for

- a. the amount of the policy excess as shown in the benefits schedule in respect of each claim.
- b. any sums recoverable from any other source.
- c. any costs which would have been incurred had the original supplier not ceased trading.
- d. contracts that are not in writing.
- e. claims arising from circumstances known to **You** or in the public domain at the time of issue of this insurance.
- f. any additional amounts voluntarily paid in advance to secure a discount.
- g. claims arising from financial failure of a professional **Wedding** planner where there is no written agreement in place.

Please also refer to the general exclusions and conditions.

Section 8

Personal accident

Cover under this section commences no more than 24 hours before and applies until no more than 24 hours after the **Wedding date**.

Definitions applicable to this section only

Permanent total disablement

Means that for the twelve months following **Your Accident You** are totally unable to work in any occupation whatsoever and at the end of that time there is no prospect of improvement.

Loss of limb

Means loss by physical severance at or above the wrist or ankle or the total and permanent loss of use of an entire hand, arm, foot or leg.

Loss of sight

Means total and permanent loss of sight which shall be considered as having occurred;

- a. in both eyes if **You** name is added to the Register of Blind Persons on the authority of a fully qualified ophthalmic specialist, or
- b. in one eye if the degree of sight remaining after correction is 3/60 or less on the Snellen Scale.

You are covered up to the amount shown in the benefits schedule for the payment of the following compensation to **You** or, where appropriate, **Your** legal representative(s) if **You** sustain **Bodily injury**, which solely and independently of any other cause results in **Your** death, permanent total disablement, loss of sight or loss of limb(s) within 12 months of the **Accident**.

You are not covered for

- a. the amount of the policy excess as shown in the benefits schedule in respect of each claim.
- b. permanent total disablement if at the date of the **Accident You** are over the statutory retirement age and are not in full time paid employment.
- c. losses arising from accidents involving **You** driving or being carried as a passenger in or on any quad bike, two or three wheeled vehicle of 250cc or over.
- d. the contracting of any disease, illness and/or medical condition.
- e. the injection or ingestion of any substance.
- f. any event which directly or indirectly exacerbates a previously existing physical **Bodily injury**.

Conditions

- a. compensation shall not be payable under more than one of the above items in respect of the same **Accident**, and the payment under any one item shall terminate. **Our** liability under this section of the certificate insofar as it applies to the person for whom such payment has been made.
- b. any claim must be certified by an independent medical practitioner.

Please also refer to the general exclusions and conditions.

Section 9

Legal expenses

Cover under this section commences no more than 24 hours before and applies until no more than 24 hours after the **Wedding date**.

You are covered up to the amount shown in the benefits schedule for legal costs and expenses incurred by **You**, in the pursuit of legal proceedings by **You** or **Your** personal representative(s) for compensation and/or damages arising from or out of **Your** injury or death. It is a condition of this section of the insurance that **We** shall have complete control over the legal proceedings and the appointment of legal representation.

You are not covered for

- a. the amount of the policy excess as shown in the benefits schedule in respect of each claim.
- b. any claim brought against any person who has contracted to supply any aspect of the **Wedding** or **Wedding reception** including the **Wedding reception** organiser.
- c. legal expenses incurred prior to the granting of **Our** support.
- d. any claim reported more than 31 days after the date of the incident giving rise to such claim.
- e. any claim where **We** consider **Your** prospects of success in achieving a benefit are insufficient.
- f. claims arising in connection with injury or death occurring more than 24 hours before or more than 24 hours after the **Wedding date**.
- g. claims for legal costs where **You** are pursuing legal action relating directly or indirectly to medical negligence or alleged medical negligence.
- h. claims emerging from the pursuance of a contingent fee agreement between **You** and **Your** counsel.
- i. pursuing claims as part of or on behalf of a group or organisation.

Please also refer to the general exclusions and conditions.

Section 10

Public liability for the marrying couple

*Cover under this section commences no more than 24 hours before and applies until no more than 24 hours after the **Wedding date**.*

You are covered up to the amount shown in the benefits schedule in respect of **Your** legal liability arising from **Accidental** injury to third parties or **Accidental** loss of or **Accidental** damage to third party property.

In the event of **Your** death **We** will, in respect of the liability incurred by **You**, indemnify **Your** personal representatives in the terms of and subject to the limitations of this section, provided that such personal representatives shall act as though they were **You** and observe, fulfil and be subject to the terms, exclusions and conditions of this section insofar as they can apply.

Please note this section does not provide an indemnity in respect of liabilities arising from the actions of anyone other than **You**, except insofar as **You** would be held liable for them at law, and does not include any additional liability accepted under a hiring or booking contract.

You are not covered for

- a. the amount of the policy excess as shown in the benefits schedule in respect of each claim.
- b. any directly or indirectly related claims for **Weddings** taking place outside of the **United Kingdom**.
- c. anything mentioned under **You** are not covered for under Special exclusions applicable to sections 10 & 11.

Please also refer to the general exclusions and conditions.

Section 11

Optional £2 million public liability extension for the wedding guests

*Cover under this section commences no more than 24 hours before and applies until no more than 24 hours after the **Wedding date**.*

*Cover under this section will only apply if **You** have paid the appropriate additional premium, as shown on **Your** certificate.*

Section 11 - public liability for the Marrying Couple is extended to cover all of the **Wedding** guests in respect of legal liability arising from **Accidental** injury to third parties or **Accidental** loss of or damage to third party property up to the £2,000,000 limit detailed within the benefits schedule.

You are not covered for

- a. the amount of the policy excess as shown in the benefits schedule in respect of each claim.
- b. any directly or indirectly related claims for **Weddings** taking place outside the **United Kingdom**.
- c. anything mentioned under **You** are not covered for under Special exclusions applicable to sections 10 & 11.

Please also refer to the general exclusions and conditions.

Special exclusions applicable to sections 10 & 11

You are not covered for

- a. liability arising from;
 - i. the use or possession of vehicles, aircraft or watercraft, trailers or caravans.
 - ii. loss of or damage to property belonging to or held in trust by **You**.
 - iii. any wilful or malicious act.
 - iv. the carrying on of any profession, trade or business.
- b. employers' liability, contractual liability or liability to a member of **Your** family.
- c. liability assumed by **You** by arrangement.
- d. liability arising from animals belonging to or in **Your** care, custody or control.
- e. liability arising from the ownership or occupation of land or buildings.
- f. liability arising from any criminal proceedings.
- g. liability arising from any wilful or malicious act, any act of vandalism or deliberate act.
- h. **Your** costs and expenses incurred without **Our** prior written consent.
- i. any liability arising out of the road traffic act or its equivalent.
- j. liability which is or but for the existence of this certificate would be insured by any other certificate except in respect of any excess beyond the amount payable under such other certificate, or which would have been payable under such other certificate had this insurance not been effected.
- k. liability for fines, penalties, liquidated damages or punitive exemplary, aggravated or multiplied damages.
- l. loss of or damage to any goods or other property sold, supplied, delivered, installed or erected by **You** and all costs of or arising from the need of making good, removal, repair, rectification, replacement or recall of;
 - i. any such goods or property, or
 - ii. any defective work executed by **You**.
- m. liability arising from the ownership or use of firearms or fireworks or other pyrotechnic devices or effects.
- n. loss or damage to flooring caused by footwear of any kind.
- o. any loss arising from ownership or use of bouncy castles or other inflatables.

Please also refer to the general exclusions and conditions.

Section 12

Optional marquee & mobile W.C. unit and event equipment extension

*This section applies only where the appropriate additional premium has been paid, as shown on **Your** certificate. The period of hire must not exceed 3 days unless agreed by **Us** and confirmed in writing.*

You are covered up to the amount shown in the benefits schedule in the event of loss of or damage to **Marquees, Mobile W.C. Units** and **Event Equipment** by any cause not specifically excluded occurring during the period of hire. Cover is limited to the value of the item at the time of loss or damage and **We** reserve the right at **Our** option to replace or reinstate any **Marquee, Mobile W.C. unit** or **Event Equipment**.

You are not covered for

- a. the amount of the policy excess as shown in the benefits schedule in respect of each claim.
- b. any directly or indirectly related claims for **Weddings** taking place outside the **United Kingdom**.
- c. erection and/or dismantling of any hired property or **Event Equipment**.
- d. mobile generators of any kind.
- e. loss or damage suffered by **You** as a result of being deceived into knowingly parting with property.
- f. damage to flooring caused by footwear.
- g. consequential loss of any kind or description. i.e. any costs that are directly or indirectly caused by the event which led to **Your** claim unless specifically stated in this policy. An example of such loss, damage or additional expense would be costs incurred in preparing a claim or loss of earnings following **Bodily injury** or illness.
- h. theft of the **Marquee** or **Event Equipment** unless there is violent and forcible entry or exit from the secured premises.
- i. pecuniary losses recoverable from any other source.
- j. any government regulation or act.
- k. loss or theft from any unattended venue or vehicle.

Condition

If at the time of the loss or damage the sum insured is less than the full cost of reinstating the **Marquee** and/or **Mobile W.C. unit** and/or **Event Equipment** as new **We** will reduce the amount **We** pay for any claim by the proportion that the maximum amount payable bears to the full cost of reinstatement.

Please also refer to the general exclusions and conditions.

Section 13

Optional cancellation & rearrangement to include Coronavirus cover

*This section applies only where the appropriate additional premium has been paid, as shown on **Your** certificate.*

*Provided the appropriate additional premium has been paid, cover under this section commences from the date the premium is paid, and applies until completion of the **Wedding** and **Wedding reception** or a claim being made under this section of the policy, whichever occurs first.*

13A. Cancellation

You are covered up to the amount shown in the benefits schedule for any irrecoverable expenses necessarily incurred by **You** in respect of **Ceremonial attire**, flowers, photographs, caterers, transport, accommodation, paid for by the **Marrying Couple**, and the services from any other **Wedding** service supplier booked but not used as a direct result of the unavoidable cancellation of the **Wedding** and/or **Wedding reception** as the result of the death or sickness of the **Marrying Couple** or a **Relative** due to contracting **Coronavirus** within 10 days of the **Wedding Date** which would make the continuance of the **Wedding** inappropriate.

13B. Rearrangement

In the event of cancellation of the **Wedding**, **Wedding reception** or **Wedding services** for the reason specified in part A above, **You** are also covered up to the amount shown in the benefits schedule to reimburse **You** for **Additional costs** necessarily incurred in rearranging the **Wedding** and/or **Wedding reception** and/or **Wedding services** to a similar standard to the amount originally budgeted.

Please note that in respect of rearrangement, all **Additional costs** and expenses must be notified to the claims handlers and agreed by them in advance of the rearranged **Wedding**.

Conditions applicable to this section

For cover under this section, in addition to paying the appropriate additional premium;

- a. the **Marrying Couple** and **Relatives** must all have received the recommended number of doses of an approved **Coronavirus** vaccine (including any booster), 14 days prior to the **Wedding date**.
- b. the **Marrying Couple** or **Relative** who's contraction of **Coronavirus** has made the continuance of the **Wedding** inappropriate, must provide a positive official test result confirming their diagnosis of **Coronavirus**. The test must be an approved PCR Test with a CE mark. **We** will reimburse the cost of an official test result, subject to a valid claim.

If **You** do not comply with the above conditions, **We** may at **Our** option refuse **Your** claim.

You are not covered for

- a. the amount of the policy excess as shown in the benefits schedule in respect of each claim.

Please also refer to the general exclusions and conditions.

General exclusions

You are not covered for

1. any direct or indirect consequence of war, civil war, invasion, acts of foreign enemies (whether war be declared or not), rebellion, revolution, insurrection, military or usurped power, or confiscation, nationalisation, requisition, destruction of or damage to property by or under the order of any government, local or public authority.
2. any direct or indirect consequence of terrorism as defined by the Terrorism Act 2000 and any amending or substituting legislation. **We** will, however, cover any loss or damage, caused by any act of terrorism provided that such act did not happen directly or indirectly because of biological, chemical, radioactive or nuclear pollution or contamination or explosion.
3. losses directly or indirectly occasioned by pressure waves caused by aircraft or other flying devices travelling at sonic or supersonic speeds.
4. **Your** wilfully, self-inflicted injury or illness, solvent abuse, alcohol abuse, the use of drugs (other than drugs taken in accordance with treatment prescribed and directed by a registered medical practitioner, but not for drug addiction) or self exposure to needless peril (except in an attempt to save human life).
5. any direct or indirect consequence of:
 - i. Irradiation, or contamination by nuclear material; or
 - ii. The radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter; or
 - iii. Any device or weapon which employs atomic or nuclear fission or fusion or other comparable reaction or radioactive force or matter.
6. any loss whereby any period of disability or loss whatsoever is increased through **Your** own act or omission.
7. any property more specifically insured.
8. incidents which may give rise to a claim not notified in writing to **Us** (or **Our** claims service) within 31 days of the expiry of this insurance (other than as specified in section 6 - photography & video).
9. losses arising as a result of material loss of any kind. i.e. any costs that are directly or indirectly caused by the event which led to **Your** claim unless specifically stated in this policy. An example of such loss, damage or additional expense would be costs incurred in preparing a claim or loss of earnings following **Bodily injury** or illness.
10. any claim arising directly or indirectly from injury, illness, death, loss, expense or other liability attributable to sexually transmitted disease.
11. losses arising from prohibitive regulations by the government of any country.
12. losses arising as a result of any unlawful act by **You** or criminal proceedings against **You** or any other person on whom the **Wedding** plans depend (other than in the event of **Your** obligation to attend a court of law under subpoena as a witness, unless such obligation to attend falls within **Your** occupation or professional or other similar capacity).
13. persons acting against the advice of a medical practitioner.
14. in respect of persons who are not **Resident** in the **United Kingdom**, where such liability would not have existed had those persons been **Resident** in the **United Kingdom** and not elsewhere, unless specifically agreed by **Us**.
15. wilful or malicious acts and any acts of vandalism by persons invited to the **Wedding** or **Wedding reception** by **You**.
16. any circumstance manifesting itself after the date of the **Wedding** and/or **Wedding reception** booking but prior to the date of issue of this certificate.
17. third party rights and no party other than **You** may claim benefit under the terms of this insurance.
18. any claim or expense of any kind caused directly or indirectly by pollution or contamination other than caused by a sudden, identifiable, unintended and unexpected incident which takes place in its entirety at a specific time and place during the **Period of insurance**. All pollution or contamination which arises out of one incident shall be deemed to have occurred at the time such incident takes place.
19. loss or theft from unattended venues or vehicles unless involving forcible or violent entry or exit.
20. theft or attempted theft unless involving forcible or violent entry or exit from the secured premises.

21. claims arising from the ownership or use of bouncy castles and other inflatables, firearms, fireworks or other pyrotechnic devices or effects.
22. loss of or damage to the property insured due to or arising from:
 - i. wear and tear, inherent defect, rot, mildew, rust, corrosion, frost, soiling, insects, woodworm, vermin, moth, dyeing or renovation.
 - ii. electronic, electrical or mechanical breakdown, failure or derangement, faulty manipulation, design, plan, specification or materials.
 - iii. gradual deterioration or market depreciation.
 - iv. atmospheric conditions.
 - v. shrinkage or change of colour.
 - vi. confiscation, detention or any process of cleaning, restoration or repair.
23. losses directly or indirectly occasioned by, happening through or in consequence of vaccinations.
24. any part of a claim which is unproven or unsubstantiated.
25. Notwithstanding any provision to the contrary within this contract, this contract excludes any Cyber Loss. For the purposes of this General Exclusion, Cyber Loss means any loss, damage, liability, expense, fines or penalties or any other amount directly or indirectly caused by:
 - i. the use or operation of any Computer System or Computer Network;
 - ii. the reduction in or loss of ability to use or operate any Computer System, Computer Network or Data;
 - iii. access to, processing, transmission, storage or use of any Data;
 - iv. inability to access, process, transmit, store or use any Data;
 - v. any threat of or any hoax relating to 25.i to 25.iv above;
 - vi. any error or omission or accident in respect of any Computer System, Computer Network or Data.For the purposes of this General Exclusion, Computer System means any computer, hardware, software, application, process, code, programme, information technology, communications system or electronic device owned or operated by the Insured or any other party. This includes any similar system and any associated input, output or data storage device or system, networking equipment or back up facility.
For the purposes of this General Exclusion, Computer Network means a group of Computer Systems and other electronic devices or network facilities connected via a form of communications technology, including the internet, intranet and virtual private networks (VPN), allowing the networked computing devices to exchange Data.
For the purposes of this General Exclusion, Data means information used, accessed, processed, transmitted or stored by a Computer System.
26. any claim directly or indirectly related to a **Pandemic** and/or **Epidemic**, including but not limited to **Coronavirus**. However, this general exclusion shall not apply to Section 13 - Optional cancellation & rearrangement to include Coronavirus cover, provided **You** have paid the appropriate additional premium as shown on **Your** certificate, and **You** comply with the specific conditions detailed within that section.
27. any loss, damage, claim, cost(s) expense or other sums, for a **Wedding**, or **Wedding reception** taking place outside of the **United Kingdom**.
28. any loss, damage, claim, cost(s) expense or other sums, directly or indirectly caused by, arising or resulting from, or in connection with;
 - i. state mourning, or the death of the head of state or a member of the royal family
 - ii. the coronation of a sovereign.

General conditions

You must comply with the following conditions to have the full protection of **Your** insurance. If **You** do not comply **We** may at **Our** option cancel the policy or refuse to deal with **Your** claim or reduce the amount of any claim payment.

1. there is certain information that **We** need to know as it may affect the terms of the insurance cover **We** can offer **You**. **You** must, to the best of **Your** knowledge, give accurate answers to the questions **We** ask when **You** buy **Your** InsuraWedding Wedding insurance policy. If **You** do not answer the questions truthfully it could result in **Your** policy being invalid and could mean that all or part of a claim may not be paid. If **You** think **You** may have given **Us** any incorrect answers or if **You** want any help, please contact **Voyager Insurance Services Ltd** on **01483 806828** as soon as possible and **We** will be able to tell **You** if **We** can still offer **You** cover.
2. written notice of any event which may give rise to a claim shall be given to **Us** (or **Our** claims service) as soon as possible and in any event no later than 31 days after the incident giving rise to the loss. All documents, certificates and evidence required in support of a claim, including items being claimed for if required by **Us**, shall be produced by **You** and at **Your** expense. Additional action then depends on the type of claim;
 - i. theft, loss, malicious damage or vandalism - tell the police immediately.
 - ii. legal liability for injury or damage - forward to **Us** immediately upon receipt any writ, summons or other legal process issued or commenced against **You**. **You** must not negotiate, admit or repudiate any claim without **Our** written consent.
 - iii. **You** must provide **Us**, at **Your** expense, with all necessary details and evidence which **We** ask for concerning the cause and amount of any loss, damage or injury (including receipts for **Wedding gifts**, money and vouchers).
3. except with **Our** written consent, no person is entitled to admit liability on **Our** behalf or to give any representations or other undertakings binding upon **Us**. **We** shall be entitled to conduct all proceedings arising out of or in connection with claims in **Your** name, and to instruct solicitors of **Our** own choice for this purpose.
4. the due observance and fulfilment of all the terms and conditions of this insurance by **You**, or anyone acting on **Your** behalf, insofar as they relate to anything to be done or complied with by **You**, or anyone acting on **Your** behalf, shall be a condition precedent to **Our** liability to make any payment under this insurance.
5. no refund of premium is allowed (other than in respect of the premium refund guarantee) once the insurance has been effected.
6. **You** must exercise due care and attention at all times for the safety of **Your** property and take all necessary steps to prevent **Accident**, loss or damage.
7. if **You** or anyone acting on **Your** behalf makes any claim knowing it to be false or fraudulent in any way then this insurance shall become void, premiums non-refundable and all claims shall be forfeited.
8. if at the time of any loss, damage or liability arising under this insurance there is any other insurance covering the same loss, damage or liability, **We** will pay only **Our** rateable proportion.
9. **You** may not transfer **Your** interest in this insurance.
10. **Our** total liability shall not exceed the respective sums stated in the summary.
11. **You** shall submit to medical examination at **Your** own expense except post mortem which **We** reserve the right to have undertaken at **Our** own expense.
12. **We** may at **Our** own expense take proceedings in **Your** name to recover compensation or secure an indemnity from any third party in respect of any loss or damage covered by this insurance, and any amount so recovered shall belong to **Us**.
13. in the event of a claim, **You** must produce documentation to show that original contractual obligations with suppliers were evidenced, or that ownership of goods existed, in writing.
14. **You** may not claim under more than one section or part of this certificate for the same financial loss.
15. this certificate may be rescinded or cancelled without the consent of a third party.
16. a person who is not a party to this contract has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this contract but this does not affect any right or remedy of a third party which exists or is available apart from that Act.
17. at least one of the **Marrying Couple** must be **Resident** in the **United Kingdom** unless agreed by **Us** and confirmed in writing.

Complaints procedure

It is the intention to give **You** the best possible service but if **You** do have any questions or concerns about this insurance or the handling of a claim **You** should follow the complaints procedure below.

Complaints regarding:

A. The sale of **Your** policy, please contact;

Voyager Insurance Services Ltd,
13-21 High Street, Guildford
Surrey, GU1 3DG.
Tel: 01483 806828
Email: complaints@voyagerins.com

Complaints regarding:

B. **Your** claim, please contact:

Acasta Europe Limited,
4 Station Road,
Cheadle Hulme,
Cheshire,
SK8 5AE
Tel: 0800 668 1350
Email: Complaints@Acastaeurope.co.uk

If it is not possible to reach an agreement, **You** have the right to make an appeal to the Financial Ombudsman Service. This also applies if **You** are insured in a business capacity and have an annual turnover of £6.5million or less and fewer than 50 employees or an annual balance sheet below £5 million. **You** may contact the Financial Ombudsman Service at:

The Financial Ombudsman Service,
Exchange Tower,
London,
E14 9SR.
Tel: 0300 123 9 123
Email: complaint.info@financial-ombudsman.org.uk

The above complaints procedure is in addition to **Your** statutory rights as a consumer. For further information about **Your** statutory rights contact **Your** local authority Trading Standards Service or Citizens Advice Bureau.

If **You** have purchased the insurance policy online, **You** may also raise **Your** complaint via the EU Online Dispute Resolution Portal at: <http://ec.europa.eu/consumers/odr/>.

This will forward **Your** complaint to the correct Alternative Dispute Resolution scheme. For insurance complaints in the UK this is the Financial Ombudsman Service. However, this may be a slower route for handling **Your** complaint than if **You** contact the Financial Ombudsman Service directly.