

Holiday Lodge Insurance

Insurance Product Information Document

Ecclesiastical Insurance



Ecclesiastical Insurance Office plc (EIO) Reg. No.24869 is registered in England at Beaufort House, Brunswick Road, Gloucester, GL1 1JZ, UK and is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm reference number 113848.

This document provides a summary of the key information relating to this Holiday Lodge insurance policy. Complete pre-contractual and contractual information on the product is provided in the full policy documentation.

What is this type of insurance?

This is an insurance policy for your holiday lodge. The policy covers the structure of your lodge with all fixtures, fittings and furnishings, service connections, skirting, fixed chests, sheds and decking. If you insure your contents this covers your household goods and personal belongings in the lodge and outbuildings within the same site.



What is insured?

- ✓ A range of sudden and unforeseeable events such as fire, theft, escape of water, storm or flood and subsidence
- ✓ Accidental damage cover. This will cover accidents such as spillages on carpets (contents). We will also pay for accidental damage to the serviced pitch if you are responsible for it (buildings)
- ✓ Cover for damage by vermin
- ✓ Personal liability up to £5,000,000
- ✓ Alternative accommodation costs or loss of rent or ground rent for up to 21 days if your holiday lodge is uninhabitable following covered damage
- ✓ Emergency glass replacement helpline

Buildings cover

- ✓ The cost of repairing your lodge up to £400,000. You select whether in the event of a claim you want your buildings repaired on a new for old basis (reinstatement) or for a cheaper premium, have an amount deducted for wear and tear (indemnity). Your schedule will show which basis you have opted for

Contents cover

- ✓ The cost of replacing your contents up to the sum insured shown in the schedule. If we replace your contents as a result of a claim we will replace as new unless the sum insured is not adequate where we will deduct an amount from the claim payment for wear and tear

Optional covers available upon request:

Accidental loss or damage to portable items such as pedal cycles and sporting equipment which you take away from your holiday lodge within the UK up to £500 per item

Personal Accident if you or any member of your family who normally live with you suffer a physical injury caused by an accident whilst on holiday in or working on your holiday lodge



What is not insured?

- ✗ Wear and tear or costs for maintenance of your property
- ✗ Reduction in value of your lodge or contents not related to a claim
- ✗ The excess that you need to pay for claims. The amount that will apply varies depending on the cause of the claim
- ✗ Losses that happened before the start of the insurance policy
- ✗ Loss resulting from war or terrorism



Are there any restrictions in cover?

- ! If your holiday lodge is left unoccupied for more than 24 hours during the period 1st November to 15th March we exclude water freezing and damage caused by escape of water or oil unless certain actions have been taken in respect of the water supply and heating
- ! We will not cover theft or malicious damage caused by you, your guests, hirers, tenants or their guests
- ! We will not cover theft damage to any touring caravan (used and insured as a static caravan) unless certain security measures are taken
- ! There is no cover for the cost of replacing any undamaged items which form part of a pair, set, suite or matching design including carpets
- ! Storm damage to gates, hedges and fences is only covered if your holiday lodge is damaged by the same event
- ! If your holiday lodge has been continuously unoccupied for more than 15 days there is no cover for damage and liability arising from gas cylinders at the holiday lodge unless certain security measures are taken



Where am I covered?

- ✓ The United Kingdom
- ✓ The Channel Islands
- ✓ Isle of Man



What are my obligations?

- You must take reasonable care to provide complete and accurate answers to questions we ask when you take out, make changes to, and renew your policy
- You must tell us as soon as reasonably possible if any of the details you have told us change
- You must take reasonable steps to prevent or reduce loss or damage and maintain the property in a good state of repair
- You must tell us as soon as reasonably possible of any event which may result in a claim



When and how do I pay?

You can either pay for your policy in full or by instalments. If you pay by instalments you must make regular payments as detailed in your credit agreement.



When does the cover start and end?

The cover starts on the date that we have agreed with you (as shown in the schedule) and lasts 12 months. We will send you notice when your policy is approaching renewal.



How do I cancel the contract?

You can cancel this policy **within 14 days** of receiving the policy. If you contact us in this time no charge will be made and we will refund any premium already paid.

If you want to cancel after this period you are entitled to a refund of the premium paid less a proportionate deduction for the time we have provided cover. If you have already made a claim you will not receive any refund of premium. We will not charge any administration fee.

If you purchased your policy through an insurance intermediary, please contact them in the first instance. If you did not purchase your policy through an intermediary, or you are unable to contact your intermediary, please use the details below:

Telephone: 0345 604 7082 Email: schemes@ecclesiastical.com