

Direct Line

**LANDLORD
INSURANCE POLICY
BOOKLET**



Business Advice Services

These services and helplines are provided for Your use whilst Your policy is in force:

Legal and UK Tax Advice 0345 878 5024

Unlimited access, over the telephone, to a team of legal advisors for confidential legal advice and guidance on any commercial legal problem affecting the Business such as:

- employment
- prosecution
- landlord and tenant disputes
- VAT
- contract disputes

Legal advice can only be offered in respect of matters subject to the laws of and within the jurisdiction of courts or tribunals of:

- the United Kingdom of Great Britain and Northern Ireland
- the Channel Islands and the Isle of Man
- any member country of the European Union
- Switzerland and Norway

Wherever possible the Legal Advice helpline aims to provide immediate advice from a qualified legal advisor. However, if this is not possible, ARAG will arrange a call back at a time to suit You.

ARAG's legal advisors provide advice on the laws of England and Wales 24 hours a day, 7 days a week, 365 days a year. Where advice is sought in an area of law beyond this jurisdiction or in respect of very specialist matters, ARAG will refer You to one of ARAG's specialist advisors. This will include European law and certain areas of law for Scotland and Northern Ireland.

Specialist advice is provided 9am-5pm, Monday to Friday, excluding public and bank holidays. If calls are made outside these times, ARAG will call You back.

ARAG offer confidential advice over the phone on any tax matters affecting the Business, under the laws of the United Kingdom.

Tax advice is provided by tax advisors 9am-5pm, Monday to Friday, excluding public and bank holidays. If calls are made outside these times, ARAG will aim to call You back the next working day between 9am and 5pm.

This helpline is provided on Our behalf by ARAG Legal Expenses Insurance Company Limited (ARAG); all calls may be recorded.

Business Emergency Assistance Helpline 0345 878 5024

Assistance in the event of an emergency affecting the Business, such as:

- burst pipes or blocked drains causing flooding
- complete failure of the gas or electricity supply
- serious damage to the roof
- escape of water or oil from the central heating system

In the event of emergency assistance being required a reputable local contractor will be contacted but You must pay any call-out or repair charges. One telephone call will bring assistance as quickly as possible.

As the helpline is available 24 hours a day and seven days a week, You may call at any time. Please ensure that the Policy number is available when telephoning as this will be requested. This appears on the Policy Schedule.

This helpline is provided on Our behalf by ARAG Legal Expenses Insurance Company Limited, all calls may be recorded.

Counselling Helpline 0345 878 5029

Available 24 hours each day, 7 days every week, all year round.

A confidential counselling service for any Insured Person (and their immediate family who permanently live with them) over the telephone, to all aged 18 or over and to 16 and 17 year-olds, provided they are in full-time employment, assisting issues such as:

- Stress
- Depression
- Family
- Relationship
- Bereavement

This service can also help with:

- Onward referral to relevant voluntary, self help groups or professional services
- Details of face-to-face counsellors in the Insured Person's area

Any costs arising from the use of these referral services will not be paid by ARAG.

This helpline is provided on Our behalf by ARAG Legal Expenses Insurance Company Limited. All calls are dealt with in the strictest confidence, but to assist ARAG with checking and improving service standards, calls may be recorded.

Business Advice Services continued

Emergency Glazing & Security Assistance 0345 878 5455

Available 24 hours each day, 7 days every week, all year round.

Our glass replacement service provides an efficient replacement service for fixed internal and external glass.

In addition, replacement locks or emergency measures are also available.

Provided the Damage is covered by Your Policy, the cost will be settled with our service providers. If, however, the Policy requires payment of the first amount of any claim, or if You are VAT registered, our service provider will invoice You direct for this amount.

Note: Using any other repairer will not affect Your right to claim.

This helpline is provided on Our behalf by our approved supplier panel and calls may be recorded.

Health and Medical Assistance Helpline 0345 878 5031

Health and medical information is provided by a medically qualified person 9am-5pm, Monday to Friday, excluding public and bank holidays. If the Insured Person calls outside these times, a message will be taken and a return call arranged within the operating hours.

Advice and assistance concerning:

- Exercise Information
- Changing doctors
- Giving up smoking
- Inoculations
- Comprehensive doctor, clinic and treatment facility database
- Sports injuries
- Nutrition assessment
- Complementary health
- Bespoke fact sheets can be sent out if requested

This helpline is provided on Our behalf by ARAG Legal Expenses Insurance Company Limited, all calls may be recorded.

ARAG will not accept responsibility if the telephone helpline services operated by them are unavailable for reasons they cannot control.

In addition to these helplines, ARAG offer on Our behalf access to the following services:

What is ARAG Businesslaw?

ARAG Businesslaw contains a range of regularly updated business and legal guides, document builders, interactive checklists and videos that can help You with the day-to-day running of Your Business, as well as helping You to manage its exposure to legal risk.

ARAG Businesslaw's document builders can help You quickly create documents such as:

- HR policies
- T&C documentation
- Privacy statements
- Copyright and trademark licences
- Data protection policy
- Employee contracts
- Debt recovery letters.

In addition, ARAG Businesslaw contains hundreds of regularly updated expert guides and videos on topics such as branding, crowdfunding, financial and tax planning, and marketing strategy to help build and grow Your Business.

How do I get started?

1. Visit **www.aragbusinesslaw.co.uk**;
2. Enter ARAGBDLG100 into the 'voucher code' text box and press Validate Voucher;
3. Fill out Your name and email address, create a password, and specify what type of Business You have;
4. Validate Your email address by pressing the link in the confirmation email that You receive.

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How to Use Your Policy

Your Policy

Your Policy contains details of the extent of cover available to You, what is excluded from the cover and the conditions on which the Policy is issued.

We wish to provide You with a good standard of service. To help Us achieve this, it is important that You read this Policy carefully. If it does not meet Your requirements, or You have any comment or query about the Policy, please contact Us on **0345 303 1760**.

Your Schedule

Your Schedule provides details of the insurance protection provided, the Sections of the Policy which are operative and the levels of cover You have.

Please examine Your Schedule to ensure it meets Your requirements.

Index Linking

The sum insured by each item of Sections 1 and 2 are index linked as a protection against inflation and at each renewal the premium will be revised in accordance with the index adopted by Us.

Index linking will help to ensure that sums insured stay more in line with increasing costs and prices. However, this is dependent on the sums insured at inception being adequate. Please check these to ensure they are adequate and advise Us if any alteration is required.

Using the Business Advice Services

Details of Our Free Business Advice Service helplines are provided on page 2 of this Policy booklet.

How to Make a Claim

To make a claim, first read the Policy and the Schedule and check that You are covered.

Then follow the instructions under Claims Condition 1 – Action by the Insured.

You can tell us about your claim by visiting our website. You can do this at any time by scanning the QR code on the left hand side or by visiting

directlineforbusiness.co.uk/claims

Alternatively, you can call us on **0345 303 1753** (Monday to Friday, 8am to 6pm).

To make a claim under Section 8 - Commercial Legal Expenses, please follow the instructions under Making a Commercial Legal Expense claim on page 42.

To make a claim under Section 10 - Landlord Emergency, please follow the instructions under Making a Landlord Emergency claim on page 57.

If You are dissatisfied with the way in which a claim or any other matter has been dealt with by us, please refer to How to complain overleaf.



Direct Line Landlord Insurance Policy

This Policy is evidence of the contract between U K Insurance Limited and You.

We will provide Insurance as stated in each operative Section of the Policy during the Period of Insurance. Read the Policy, Schedule and any Endorsement as one document.

We have not given You a personal recommendation as to whether this Policy is suitable for Your needs.

U K Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and Prudential Regulation Authority. Head Office: U K Insurance Limited, Registered address: The Wharf, Neville Street, Leeds LS1 4AZ. Registered in England and Wales Company No. 1179980.

How to make a complaint

We understand that things don't always go to plan and there may be times when you feel we've let you down. If this happens, we want you to tell us. We'll do our best to put things right as soon as possible or explain something we could have made clearer.

We'd like you to speak to us about your problem by calling this number **0800 051 0538** or **01239 636082**. If you'd prefer to write to us you can send the letter to:

Customer Relations Manager, PO Box 882, Surrey Street, Norwich, NR7 7EX

Our staff are empowered to support you and will aim to resolve most issues within three working days, following receipt of your complaint.

If your complaint can't be resolved within three working days, we'll contact you to let you know who will be dealing with it and what the next steps are.

We will keep in regular contact with you. You'll also receive the following written communication from us depending on how long it takes us to resolve your complaint.

Independent Review

If we don't complete our investigations within eight weeks of receiving your complaint or you're unhappy with our response, you may ask the Financial Ombudsman Service (FOS) to look at your complaint. This is a free and independent service. If you decide to contact them, you should do so within six months of our response letter. Referring your case to the FOS will not affect your legal rights.

You can contact them by:

Email:

complaint.info@financial-ombudsman.org.uk

Phone:

UK: 0300 123 9123 or 0800 023 4567

Abroad: +44 20 7964 0500

Writing to:

Financial Ombudsman Service
Exchange Tower
London
E14 9SR

Their website also has a great deal of useful information:

www.financial-ombudsman.org.uk

These definitions apply to this Policy. In addition other more specific definitions apply under some of the Policy Sections and are stated in those Policy Sections.

Communication Type	When will you get this?	What will it tell you?
Summary Resolution Communication	If we've been able to resolve your complaint to your satisfaction within three working days, following receipt of your complaint.	It will let you know your complaint has been resolved and tell you about the Financial Ombudsman Service (FOS).
Acknowledgement	If we've been unable to resolve your complaint to your satisfaction within three working days, following receipt of your complaint.	It will let you know our complaint handling process and information about the Financial Ombudsman Service.
Unable to reach resolution within eight weeks.	If we've been unable to resolve your complaint within eight weeks	It will let you know why we are not in a position to give you our final response and when we expect to be able to provide this. We'll also let you know about your right to contact the Financial Ombudsman Service.
Final Response	If we've been unable to resolve your complaint within three working days, we'll send you our Final Response when we've completed our investigations. We'll do our best to send this at the earliest opportunity.	This is a detailed response, which will outline: <ul style="list-style-type: none"> • our investigation • the decision • next steps, if applicable It will also provide information about the Financial Ombudsman Service.

General Definitions

These definitions apply to this Policy. In addition other more specific definitions apply under some of the Policy Sections and are stated in those Policy Sections.

Any word or expression to which a particular meaning has been given in the General Definitions in this Policy or in the Definitions within the Sections of this Policy will have that meaning wherever it appears when commencing with a capital letter in this Policy or the relevant Section respectively.

We/Us/Our

U K Insurance Limited and/or such other authorised insurer as U K Insurance Limited may contract to underwrite any part of this Policy.

You/Your

The person, persons, Limited Liability Partnerships or Limited or Public Limited Company, shown as the Insured Name in the Schedule and, in respect of Section 6: Employers Liability, the Policyholder stated upon the Certificate of Employers Liability Insurance.

Period of Insurance

- a** The period beginning with the Effective Date and ending with the Expiry Date (both stated in the New Business Schedule or latest effective Renewal Schedule as applicable); and
- b** any subsequent period;

for which You will pay and We will agree to accept Your premium.

Business

The 'Business' as shown in the Schedule.

Premises

The part of the premises at the address or addresses specified in the Schedule belonging to You or for which You are responsible.

Unless otherwise stated the buildings at the Premises are:

- a** built of brick, stone or concrete;
- b** roofed with slate, tiles, concrete, asphalt, metal or sheets or slabs composed entirely of incombustible mineral ingredients (with the exception of small outbuildings);
- c** any plan numbers or letters shown in the Schedule or specification attached thereto refer to a plan of the Premises lodged with or maintained by Us.

Property

Physical property.

Damage

Accidental Loss, destruction or damage.

Bodily Injury

Bodily injury which includes death, disease or illness

Vacant or Disused

Buildings or any part thereof that have become unoccupied, untenanted or which have not been actively used as a tenanted property under agreement for a period of more than 30 consecutive days.

Index Linking

Whenever a Sum Insured is declared to be subject to Index Linking it is adjusted at monthly intervals in line with suitable indices of costs.

At each renewal of the Policy the premium will be based on the adjusted Sums Insured.

Reinstatement Basis

Whenever Claims Settlement is declared to be on a Reinstatement Basis, the basis upon which the amount payable in respect of the Property insured is to be calculated will be as follows:

- a** the rebuilding or replacement of Property lost or destroyed which provided Our liability is not increased may be carried out;
 - i** any manner suitable to Your requirements; or
 - ii** upon another site
- b** the repair or restoration of Property damaged in either case to a condition equivalent to or substantially the same as but not better or more extensive than its condition when new.

Condition of Reinstatement

- a** Our liability for the repair or restoration of Property damaged in part only will not exceed the amount which would have been payable had such Property been wholly destroyed.
- b** If at the time of reinstatement the sum representing 85% of the cost which would have been incurred in reinstating the whole of the Property covered by any item subject to this Condition exceeds its Sum Insured at the commencement of any Damage, Our liability will not exceed that proportion of the amount of the Damage which the Sum Insured will bear to the sum representing the total cost of reinstating the whole of such Property at that time.
- c** No payment beyond the amount which would have been payable in the absence of this Condition will be made:
 - i** unless reinstatement commences and proceeds without unreasonable delay;
 - ii** until the cost of reinstatement will have been actually incurred;
 - iii** if the Property insured at the time of the Damage will be insured by any other insurance effected by You or on Your behalf which is not upon the same basis of reinstatement.

- d** All the terms and conditions of this Policy will apply:
 - i** in respect of any claim payable under the provisions of this Condition except insofar as they are varied hereby;
 - ii** where claims are payable as if this Condition had not been incorporated.

Excess

The first amount of each and every claim for which You will be responsible as shown in the Schedule.

Policy

This Policy including the Sections, and, the Schedule, all of which should be read together as one contract.

Schedule

The schedule applicable to the Policy.

Sum Insured

The sum insured as stated in the Schedule unless otherwise stated in this Policy.

Professional Customer Representative

Is a claims handler or a company acting in a professional or a business capacity and may include, for example, claims management companies or loss assessors but would not include a person acting in a private capacity, for example a relative of Yours.

General Conditions

These Conditions apply to this Policy. You must comply with these Conditions. Where additional Conditions apply to a specific Section of this Policy, they are stated under that Section.

A Fair Presentation of the Risk

- a** You have a duty to make to Us a fair presentation of the risk before:
 - i** the inception of this Policy;
 - ii** an alteration made to this Policy, concerning changes in the risk which are relevant to the proposed alteration; and
 - iii** the renewal of this Policy; and
- b** In the event of a breach of such duty, if the breach is:
 - i** deliberate or reckless, We may:
 - a** in relation to an alteration made to this Policy, (despite the references to notice period and the refunding of premiums in General Condition F a) by notice to You at Your last known address treat this Policy as cancelled with effect from the time when the alteration was made and retain any premiums paid;
 - b** in relation to inception or renewal of this Policy, avoid this Policy and refuse all claims and retain any premiums paid;
 - ii** neither deliberate nor reckless and We would not have:
 - a** in relation to an alteration made to this Policy, agreed to the alteration on any terms, We may treat this Policy as if the alteration was never made, but in that event We:
 - i** will return any extra premium paid; or
 - ii** may (where the total premium was reduced as a result of the alteration), reduce proportionately the amount to be paid on a claim arising out of events after the alteration. We will pay on such claim a percentage of what We would otherwise have been liable to pay (whether on the original terms, or as varied), based on the total premium actually charged compared to the original premium charged; or
 - b** entered into this Policy on any terms, We may avoid this Policy and refuse all claims but will return any premiums paid; or
 - iii** neither deliberate nor reckless and We:
 - a** would have entered into this Policy or agreed to the alteration made to this Policy, but on different terms (other than terms relating to the premium), this Policy or the alteration (as applicable) will be treated as if it had been entered into on those different terms if We require; and

b in respect of an alteration made to this Policy:

i would have agreed to the alteration, but would have charged an increased premium by more than We did or (in the case of an unchanged premium) would have increased the premium, We may reduce proportionately the amount to be paid on a claim arising out of events after the alteration.

We will pay on such claim a percentage of what We would otherwise have been liable to pay (whether on the original terms, or as varied, or under the different terms provided for by virtue of item b iii a above), based on the total premium actually charged compared to the premium that We would have charged;

ii (where the total premium was reduced as a result of the alteration), would have agreed to the alteration and We would have increased the premium, would not have reduced the premium, or would have reduced it by less than We did, We may reduce proportionately the amount to be paid on a claim arising out of events after the alteration.

We will pay on such claim a percentage of what We would otherwise have been liable to pay (whether on the original terms, or as varied, or under the different terms provided for by virtue of item b iii a above), based on the total premium actually charged compared to the original premium if We would not have changed it, and otherwise the increased or (as the case may be) reduced total premium We would have charged.

c would have entered into this Policy (whether the terms relating to matters other than the premium would have been the same or different), but would have charged a higher premium, We may reduce proportionately the amount to be paid on a claim.

We will pay on such claim a percentage of what We would otherwise have been liable to pay (making provision for any different terms referred to in item b iii a above), based on the premium actually charged compared to the higher premium.

c We will be entitled to vary the premium and any terms in respect of any ongoing acceptance of cover (where agreed by Us), in relation to a breach of the duty to make to Us a fair presentation of the risk.

B Reasonable Precautions

It is a condition precedent to Our liability that You must:

- a** take all reasonable precautions to prevent or minimise loss, destruction, damage, accident or injury;
- b** maintain the Premises, machinery, equipment and furnishings in a good state of repair;
- c** exercise care in the selection and supervision of Employees; and
- d** comply with all relevant statutory requirements, manufacturers recommendations and other regulations relating to the use, inspection and safety of property and the safety of persons.

C Change of Risk or Interest

a It is a condition precedent to Our liability that You will immediately notify Us if any alteration be made either in the Business or at the Premises or in any property therein or in any other circumstances whereby the risk is increased other than in accordance with:

- i** Extensions 5 Capital Additions and 11 Non-Invalidation under Section 1: The Structure, of this Policy; or
- ii** General Condition A,

at any time after the Effective Date (as stated in the Schedule) of the Period of Insurance.

b This Policy will cease to be in force if:

- i** Your interest in the Business ends, other than by death; or
- ii** the Business is to be wound up or carried on by a liquidator or receiver or permanently discontinued,

at any time after the Effective Date (as stated in the Schedule) of the Period of Insurance, unless its continuance be agreed by Us.

D Instalments

Where the Premium under this Policy is payable by instalments it is a condition precedent to Our liability that each instalment will be paid when due otherwise all benefit will be cancelled from the date when any unpaid instalment was due and You will immediately return to Us any current Certificate(s) of Employers Liability Certificate.

E Choice of Law

You and We may choose which law will apply to this policy. Unless both parties agree otherwise, English law will apply. We've supplied this policy and other information to You in English and We'll continue to communicate with You in English.

F Cancellation

a Cancellation by Us

We may cancel Your Policy at any time if there is a valid reason. We will give You 7 days' notice in writing. We will send Our cancellation letter to the latest address We have for You.

Valid reasons may include but are not limited to:

- i** You failing to co-operate with Us or send Us information or documentation as required by the terms of Your Policy, where this significantly affects Our ability to process Your claim or deal with Your Policy;
- ii** changes to Your circumstances that mean You no longer meet Our criteria for providing Business Insurance; or
- iii** You using threatening or abusive behaviour or language with Our staff or suppliers.

If We cancel Your Policy as You have not paid Your premium, We will charge an administration fee, and an amount for the period the Policy has been active. The administration fee will be one twelfth of the annual premium up to a maximum chargeable amount of £50, plus the IPT (Insurance Premium Tax) that applies to the amount We charge.

If We cancel Your Policy for any other reason, We will return the premium paid less the amount for the period the Policy has been active.

b Cancellation by You

You may cancel Your Policy at any time by contacting Us on **0345 301 5066** or sending Us notice in writing.

If You cancel Your Policy before it is due to start, We will return any premium paid in full.

If You cancel within 14 days of Your Policy starting or within 14 days of receiving Your documents (whichever is the later) We will return any premium paid in full.

If You cancel after 14 days have passed, We will return any premium paid, less the administration fee, and an amount for the period the Policy has been in force. The administration fee will be one twelfth of the annual premium up to a maximum chargeable amount of £50, plus the IPT (Insurance Premium Tax) that applies to the amount We charge.

We will not refund any premium if:

- i** You have made a claim during the Period of Insurance; or
- ii** a claim has been made against You during the Period of Insurance.

G Unoccupancy

It is a condition of this Policy that within 30 days of the Premises or any part thereof becoming unoccupied, untenanted or not having been actively used as a tenanted property under agreement:

- a** all services are to be turned off at the mains except
 - i** electricity where needed to maintain any fire or intruder alarm system in operation or
 - ii** the water supply and heating system where a sprinkler system is in operation or
 - iii** during the period 1st October to 31st March inclusive the central heating system must be kept working to maintain a minimum internal temperature of 10 degrees centigrade
- b** the Premises are to be adequately secured against unauthorised entry
- c** You or a responsible person acting on Your behalf inspects the Premises internally and externally at least every 7 days
- d** any accumulations of combustible materials such as junk mail and newspapers are to be removed during each inspection of the Premises.
- e** You inform Us that the Premises or any part thereof becoming unoccupied, untenanted or not having been actively used as a tenanted property under agreement.

H Contracts (Rights of Third Parties) Act 1999

A person or company who was not a party to this Policy has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this Policy but this does not affect any right or remedy of a third party which exists or is available apart from that Act.

I Interest Clause

The interests of third parties which You are required to include on this Policy under the terms of any mortgage, property lease, or hiring, leasing or hire purchase agreement are automatically noted subject to You advising Us as soon as is reasonably practicable.

J Fire Extinguishing Appliances

It is a condition precedent to Our liability that You will ensure that any fire extinguishing appliances kept at the Premises are maintained in efficient working order.

K Payment of Premium

- a** If You do not pay a Premium on time, We will assume that You intend to cancel the Policy and cover under this Policy will end from the date the payment was due
- b** If You are paying Your Premium by instalments, and We pay a claim under Your Policy, You must immediately pay the Premium outstanding up to the end of the Period of Insurance. If You don't We can take the amount You owe Us from any claim We pay.

L Changes to Your cover

You must tell Us immediately if there are any changes that may affect Your insurance, such as the following:

- i** if You change the address where Your property is located
- ii** if Your Sums Insured change

We may then reassess Your cover and Premium either immediately or at Your next renewal, depending on the information You have provided.

Note: the list above does not set out all changes You must tell Us about. If You are not sure whether a change may affect Your cover, contact Us.

Where there is a change We reserve the right to make an administration charge as stated in Your Schedule.

M Sanctions, Prohibitions or Restrictions

We will not be deemed to provide cover and shall not be liable to pay any claim or provide any benefit hereunder to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose 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 or United States of America.

Claims Conditions

These Conditions apply to this Policy. You must comply with these Conditions. Where additional Conditions apply to a specific Section of this Policy, they are stated under that Section.

1 Conditions Precedent

Every condition precedent to which this Policy or any Section or item of the Policy is, or may be, made subject to, will, from the time the condition precedent attaches, apply and continue to be in force during the whole currency of this Policy.

2 Action by You

It is a condition precedent to Our liability that You will:

- a** immediately notify Us on the happening of any incident which could result in a claim under this Policy
- b** immediately notify Us of, and deliver to Us at Your own expense, a claim with such detailed particulars and proofs as may reasonably be required by Us and (if demanded) by Us a statutory declaration of the truth of the claim and any matters connected therewith, within:
 - i** 7 days of the event giving rise to the claim, in the case of loss, destruction or damage, caused by riot, civil commotion, strikers, locked out workers, persons taking part in labour disturbances or malicious persons;
 - ii** 30 days of the expiry of the Indemnity Period (as defined in Section 4: Rent Receivable, of this Policy) in respect of business interruption claims; or
 - iii** 30 days of the event giving rise to the claim in the case of any other claim, or such further time as We may allow; andnotwithstanding items **b i** to **iii** above, You will immediately forward any claim by a third party or notice of any proceedings or any other correspondence and information received by You relating to such claim on receipt;
- c** give immediate notification to the police in respect of:
 - i** vandalism;
 - ii** theft or any attempt thereat; or
 - iii** loss of money by any cause whatsoever, in relation to this Policy;
- d** make no admission of liability or offer, promise or payment, without Our written consent;
- e** inform Us immediately of any impending prosecution, inquest or fatal accident enquiry or civil proceedings and send to Us immediately every relevant document;

- f** take all reasonable action to minimise any interruption or interference with the Business;
- g** produce to Us such books of account or other business books or documents or such other proofs, as may reasonably be required by Us for investigating or verifying the claim; and
- h** in respect of Damage to the property insured under Policy Extension 1: Equipment Breakdown, discontinue use of any damaged property unless We authorise otherwise until such property has been repaired to Our satisfaction. Any damaged parts that are replaced will be kept for inspection by Us.

3 Our Rights

We will be entitled:

- a** on the happening of any loss, destruction or damage in respect of which a claim is made under this Policy, and without thereby incurring any liability or diminishing any of Our rights under this policy to enter take and keep possession of any building where destruction or damage has occurred and to take possession of, or require to be delivered to Us any property insured by this Policy and deal with such property for all reasonable purposes and in a reasonable manner;
- b** at Our discretion to take over and conduct in Your name the defence or settlement of any claim and to prosecute at Our expense and for Our own benefit any claim for indemnity or damages against any other persons in respect of any event insured by this Policy and You will give all information and assistance required;
- c** to any property for the loss of which a claim is paid hereunder and You will execute all such assignments and assurances of such property as may be reasonably required but You will not be entitled to abandon any property to Us;
- d** in the event of any Contingency (as defined in Sections 3 and 6) resulting in any claim(s) under Sections 3 and 6 to pay to You the amount of the Indemnity Limit for such Contingency (less any sums already paid as damages in respect of such Contingency and in respect of Section 6 less costs and expenses incurred before the date of payment) or any lesser amount for which the claim(s) can be settled after which We will have no further responsibility in connection with such claim(s) except in respect of Section 3 for costs and expenses incurred before the date of payment; and
- e** in the case of death of the Person Insured by Section 7 to have a post-mortem examination at Our own expense.

4 Fraudulent Claims

In the event of any claim under the Policy being submitted which in any respect is intentionally exaggerated or fraudulent or if any fraudulent means or devices are used by You or anyone acting on Your behalf to obtain benefit under this Policy, We:

- a** will not be liable to pay the claim;
- b** may recover from You any sums paid by Us to You in respect of the claim; and
- c** may (despite the references to notice period and the refunding of premiums in General Condition F b) by notice to You at Your last known address treat this Policy as having been cancelled with effect from the time of the fraudulent act and may:
 - i** refuse all liability to You under this Policy in respect of any event that gives rise to Our liability occurring after the time of the fraudulent act; and
 - ii** retain any premiums paid under this Policy.

5 Subrogation

We will be subrogated to Your rights of recovery against any third party. Accordingly, it is a condition precedent to Our liability that any claimant under this Policy will, at Our request and expense, take and permit to be taken all necessary steps for Us to enforce any rights against any other party in Your name before or after any payment is made by Us.

6 Other Insurances

Unless otherwise stated in this Policy:

- a** if at the event of any Contingency (as defined in Section 3: Public Liability, Section 6: Employers Liability, of this Policy respectively), incident, loss, destruction or damage, which gives rise to a claim, there is any other insurance effected by You or on Your behalf applicable to such Contingency, incident, loss, destruction or damage, Our liability will be limited to its rateable proportion thereof; and
- b** if any other such insurance is subject to any provision whereby it is excluded from ranking concurrently with this Policy, whether in whole or in part or from contributing rateably, then Our liability hereunder will be limited to any excess beyond the amount which would have been payable under such other insurance had this Policy not been effected.

7 Arbitration

If any differences arise as to the amount to be paid under this Policy (liability being otherwise admitted) such difference will be referred to an arbitrator in England who will decide the matter in dispute according to English law and will be appointed by the parties in accordance with the relevant English statutory provisions for the time being in force. Where any difference is to be referred to arbitration under this Condition, the making of an Award will be a condition precedent of any right of action against Us.

8 Excesses

If We agree to indemnify You under more than one of Sections 1, 2 and 5 of this Policy as a result of the happening of a single event and if an Excess applies under more than one of these Sections then only one Excess being the highest of those which would have applied separately under each Section will be deducted from the total claim payment.

9. Professional Customer Representative

We will not deal with a Professional Customer Representative unless they are authorised and regulated by their regulatory authority. If that is the Financial Conduct Authority, You can check the Financial Services Register www.fca.org.uk/register/ for details about Your Professional Customer Representative.

We will not continue dealing with a Professional Customer Representative and instead only deal with You directly if:

- i the Professional Customer Representative's behaviour is unreasonable;
- ii the negotiations regarding settlement are not concluded within a reasonable timeframe; or
- iii there is no reasonable prospect of a settlement being concluded in line with the policy within a reasonable timeframe.

You may not assign or transfer Your Policy, or any right or obligation under this policy to any third party, including a Professional Customer Representative, without Our prior express written consent.

We will always retain the right to communicate directly with You even if You have instructed a Professional Customer Representative.

If You instruct a Professional Customer Representative, We may still pay any claim settlement directly to You. If You ask Us, We may at Our own discretion agree to pay the claim settlement to the Professional Customer Representative. If We do this, We will have paid Your claim in full, and will not be responsible for the work carried out by Your Professional Customer Representative, or whoever they appoint, and will not be liable for any further costs associated with that work.

General Exclusions

These General Exclusions set out what is not covered under this Policy. Where additional exclusions apply to a specific Section of this policy, they are set out in that Section.

This Policy does not cover:

1 War, Government Action and Terrorism

a loss, destruction or damage, to any property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any other costs directly or indirectly caused by or contributed to by or arising from:

i War, Government Action or Terrorism (or any action taken in controlling, preventing, suppressing or in any way relating to Terrorism); or

ii civil commotion in Northern Ireland

except to the extent stated in item i of subparagraph a Denial of Access in Extension 7 Contingency Rent Extensions for Landlords Protection under Section 4: Rent Receivable and Section 9: Terrorism, of this Policy, where insured;

b legal liability of whatsoever nature or any costs or expenses whatsoever directly or indirectly caused by or contributed to by or arising from:

i War, Government Action or Terrorism (or any action taken in controlling, preventing, suppressing or in any way relating to Terrorism); or

ii civil commotion in Northern Ireland,

except to the extent stated in the Liability Provisions relating to this General Exclusion set out below.

For the purpose of this Exclusion and its Liability Provisions:

War means war, invasion, acts of foreign enemies, hostilities or warlike operations (whether war be declared or not), civil war, mutiny, civil commotion assuming the proportions of or amounting to popular rising, military rising, insurrection, rebellion, revolution, or military or usurped power.

Government Action means martial law, confiscation, nationalisation, requisition or destruction of property by or under the order of any government or public or local authority or any action taken in controlling preventing suppressing or in any way relating to War.

Terrorism means any act or acts of any person or of persons acting on behalf of, or in connection with, any organisation which carries out activities directed towards the overthrowing or influencing, by force or violence and/or the threat thereof, of Her Majesty's government in the United Kingdom or any other government de jure or de facto.

In any action suit or other proceedings where We allege that by reason of this General Exclusion as far as it relates to Terrorism any loss, destruction or damage or resulting loss or expense or other costs either directly or indirectly caused by or contributed to by or arising from such events is not covered by this insurance the burden of proving that such loss, destruction, damage, expense or costs is covered will be Your responsibility.

Liability Provisions

1 We will indemnify You under Section 6: Employers Liability provided that in respect of any one event or all events of a series consequent on one original cause Our liability in respect of all legal liability costs and expenses directly or indirectly caused by or contributed to by or arising from Terrorism (or any action taken in controlling, preventing or suppressing Terrorism) will not exceed £5,000,000;

Subject otherwise to the terms definitions exclusions exceptions provisions and conditions of this Policy:

2 We will indemnify You under Section 3: Public Liability against legal liability costs and expenses directly or indirectly caused by or contributed to by or arising from Terrorism (or any action taken in controlling, preventing or suppressing Terrorism) provided that Our liability for all compensation (excluding costs) will not exceed:

- a** in respect of or arising out of any one event or all events of a series consequent on one original cause £2,000,000 or the amount of the Indemnity Limit stated in the Schedule whichever is the lower; and
- b** in respect of all pollution or contamination consequent upon Terrorism and which is deemed to have occurred during any one Period of Insurance £2,000,000 in the aggregate or the amount of the Indemnity Limit stated in the Schedule whichever is the lower.

2 Sonic Bangs

loss, destruction or damage caused by pressure waves caused by aircraft or other aerial devices travelling at sonic or supersonic speeds.

3 Radioactive Contamination

loss, destruction or damage, to any property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any other costs directly or indirectly caused by such loss, destruction or damage, or any legal liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from:

- a** ionising radiations or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel; or

- b** the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.

NOTE: As far as this General Exclusion concerns Bodily Injury (as defined in the relevant Sections of this Policy) caused to any Employee, if such Bodily Injury arises out of and in the course of employment or engagement of such person by You, this General Exclusion will apply only in respect of:

- i** the liability of any principal; or
- ii** liability assumed by You under agreement and which would not have attached in the absence of such agreement.

4 Pollution and Contamination

loss, destruction or damage, caused by pollution or contamination, except (unless otherwise excluded) destruction of or damage to the property insured caused by:

- a** pollution or contamination which itself results from a Defined Contingency; or
- b** a Defined Contingency which itself results from pollution or contamination.

This Exclusion will not apply to Section 3: Public Liability and Section 6: Employers Liability, of this Policy.

NOTE: Defined Contingencies

For the purposes of this General Exclusion, Defined Contingencies are:

fire, lightning, explosion, earthquake, aircraft or other aerial devices or articles dropped therefrom, riot, civil commotion, strikers, locked out workers, persons taking part in labour disturbances, malicious persons other than thieves, storm, flood, escape of water or oil from any tank apparatus or pipe, sprinkler leakage, theft or impact by any vehicle or animal.

5 Date Recognition

any claim which arises directly or indirectly from or consists of the failure or inability of any:

- a** electronic circuit, microchip, integrated circuit, microprocessor, embedded system, hardware, software, firmware, program, computer, data processing equipment, telecommunication equipment or systems, or any similar device; or
- b** media or systems used in connection with anything referred to in **a** above,

whether or not Your property, at any time to achieve any or all of the purposes and consequential effects intended by the use of any number, symbol or word to denote a date and this includes without any limitation the failure or inability to recognise, capture, save, retain or restore and/or correctly to manipulate, interpret, transmit, return, calculate or process any date, data, information, command, logic or instruction as a result of:

General Exclusions continued

- i** recognising, using or adopting any date, day of the week or period of time, otherwise than as, or other than, the true or correct date, day of the week or period of time; or
- ii** the operation of any command or logic which has been programmed or incorporated into anything referred to in **a** and **b** above.

In respect of Section 1: The Structure, Section 2: Landlords Contents and Section 4: Rent Receivable, this Exclusion will not exclude subsequent Damage not otherwise excluded which itself results from fire, lightning, explosion, aircraft or other aerial devices or articles dropped from them, riot, civil commotion, strikers, locked out workers, persons taking part in labour disturbances, malicious persons other than thieves, earthquake, storm, flood, escape of water from any tank apparatus or pipe, theft, or impact by any vehicle or animal.

NOTE: General Exclusion 5 will not apply to Section 6: Employers Liability.

6 Computer Virus and Hacking

- a** Damage to any computer or other equipment or component or system or item which processes stores transmits or retrieves data or any part thereof whether tangible or intangible (including but without limitation any information or programs or software) and whether Your Property or not where such Damage is caused by Virus or Similar Mechanism or Hacking
- b** financial loss directly or indirectly caused by or arising from Virus or Similar Mechanism or Hacking but this will not exclude Damage or financial loss, which is not otherwise excluded from this Policy and which results from fire, lightning, explosion, earthquake, aircraft or other aerial devices or articles dropped therefrom, riot, civil commotion, strikes, labour disturbances, malicious persons (including the acts of thieves but excluding the acts of malicious persons which do not involve physical force or violence), storm, flood, escape of water from any tank apparatus or pipe, leakage of fuel from any fixed oil heating installation, leakage of beverages from storage containers, pipes and apparatus impact by any vehicle or animal.

For the purpose of this Exclusion:

Virus or Similar Mechanism means program code programming instruction or any set of instructions intentionally constructed with the ability to damage interfere with or otherwise adversely affect computer programs, data files or operations, whether involving self-replication or not. The definition of Virus or Similar Mechanism includes but is not limited to trojan horses, worms and logic bombs.

Hacking means unauthorised access to any computer or other equipment or component or system or item which processes stores transmits or retrieves data whether Your Property or not.

General Exclusion 6 will not apply to Section 3 Public Liability and Section 6 Employers Liability. General Exclusion 6 will not apply to Policy Extension 1 Equipment Breakdown as this Policy Extension has its own specific Cyber Event Exclusion.

7 Infectious or Contagious Disease

- a** loss, destruction or damage, to any property whatsoever or any loss or expense whatsoever resulting or arising therefrom; or
- b** any other losses, costs or expenses whatsoever; or
- c** any legal liability of whatsoever nature, directly or indirectly caused by or contributed to by or in any way arising from infectious or contagious disease and/or the fear or threat (actual or perceived) of infectious or contagious disease.

In this General Exclusion, the expression "infectious or contagious disease" will mean any such disease whatsoever without limitation based upon its nature or characteristics (including, without limitation, the nature of any infective agent, any means of infection or transmission and/or any effects of the disease).

General Exclusion 7 will not apply to:

- i** items ia to ic of sub-paragraph b Disease, Vermin, Defective Sanitary Arrangements, Murder and Suicide in Extension 7 Contingency Rent Extensions for Landlords Protection under Section 4: Rent Receivable; and
- ii** Section 6: Employers' Liability, Section: 3 Public Liability, Section 7: Personal Accident, Section 8: Legal Expenses and Section 9: Terrorism.

8 Illegal Activities

Loss, destruction or damage, to any property whatsoever or any loss or expense whatsoever resulting or arising therefrom or any other costs directly or indirectly caused by such loss, destruction or damage, or any legal liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from the illegal cultivation, harvesting or processing by any other method of drugs at Your Premises by Your tenant, lessee or licensee unless You or a responsible person acting on Your behalf have complied with the illegal cultivation of drugs condition under Section 1: The Structure, Section 2: Landlords Contents and Section 5: Glass and Sanitary Ware.

Section 1: The Structure

Definitions

The definitions which apply to this Section are in addition to the General Definitions.

Buildings

Structures at the Premises including landlord's fixtures and fittings swimming pools, tennis courts, walls, gates, fences, patios, terraces, drives, yards, car parks, car ports, roads, pavements and associated underground pipes and cables belonging to You or for which You are responsible. The Buildings also include shop fronts and all fixed glass therein blinds and fittings thereon and internal decorations on ceilings walls and the like for which You are responsible as owner of the Premises.

Leaseholder's Fixtures and Fittings

Permanent internal fixtures and fittings, kitchen(s), bathroom(s), internal doors including door furniture owned and provided by the leaseholder and not insured by any Buildings insurance policy. This excludes Damage to walls, ceilings, concrete flooring and floorboards, external doors and windows, pipes, cables and services.

Contingencies

1 a Fire but excluding Damage caused by:

- i** explosion resulting from fire;
- ii** earthquake or subterranean fire;
- iii a** its own spontaneous fermentation or heating; or
- b** it undergoing any heating process or any process involving the application of heat; or

b Lightning.

2 Explosion

- a** of boilers or of gas, used for domestic purposes only but excluding Damage caused by earthquake or subterranean fire; or
- b** otherwise but excluding Damage caused by or consisting of the bursting by steam pressure, of a boiler, economiser or other vessel, machine or apparatus, in which internal pressure is due to steam only and belonging to You or under Your control.

3 Aircraft or other aerial devices, or articles dropped therefrom.

4 Earthquake, Subterranean Fire.

5 Riot, civil commotion, strikers, locked out workers, persons taking part in labour disturbances or malicious persons acting on behalf of or in connection with any political organisation, excluding Damage:

- a** caused by cessation of work; or
- b** due to confiscation, requisition or destruction, by or by order of the government or any public authority.

6 Malicious Persons or vandals, excluding Damage:

- a** caused by such malicious persons or vandals, acting on behalf of or in connection with any political organisation;

b caused by cessation of work;

c due to confiscation, requisition or destruction by or by order of the government or any public authority;

d caused by Theft as defined in Contingency 7;

e when the Premises are Vacant or Disused;

f in respect of property in the open unless agreed otherwise by Us;

g in respect of property in any structure which is incapable of being locked; or

h caused by Your Employees, tenants or any other persons lawfully in Your premises.

7 Theft or any attempt thereat, excluding Damage:

i in respect of property in the open unless agreed otherwise by Us;

ii when the Premises are Vacant or Disused;

iii which You are able to recover from another source or which is more specifically insured; or

iv caused by Your Employees tenants or any other persons lawfully in Your premises.

8 Storm, Tempest, excluding Damage:

a caused by the escape of water from the normal confines of any natural or artificial water course, lake, reservoir, canal or dam;

b caused by inundation from the sea whether resulting from storm or otherwise;

c caused by frost, subsidence, ground heave or landslip;

d attributable solely to change in the water table level; or

e to walls (not forming part of the structure), fences, gates or moveable property in the open or in open sided structures.

9 Flood excluding Damage:

a caused by storm or tempest;

b caused by escape of water from any tank, apparatus or pipe;

c caused by frost, subsidence, ground heave or landslip;

d attributable solely to change in the water table level; or

e to walls (not forming part of the structure), fences, gates or moveable property in the open or in open sided structures.

10 Escape of Water from any tank, apparatus or pipe or escape of oil from any oil-fired heating installation, excluding Damage:

a caused by water discharged or leaking, from any automatic sprinkler installations;

b when the Premises are Vacant or Disused; or

c from any portable oil-fired heating installation.

Section 1: The Structure continued

11 Leakage of beverages from storage containers pipes and apparatus but excluding Damage to any portion of the Building which is Vacant or Disused.

12 Impact by:

- a** falling trees or boughs, excluding Damage caused by lopping, pruning or felling;
- b** collapse or breakage of television or radio receiving aerials or satellite dishes; or
- c** vehicles or animals.

13 Accidental Discharge or Leakage of Automatic Sprinkler Installations, excluding Damage caused by or attributable to:

- a** heat caused by fire;
- b** freezing when the Premises are Vacant or Disused;
- c** repairs, alterations or extensions to the structures and/or sprinkler installations; or
- d** defects in construction or condition, of which You are aware.

14 Subsidence, Ground Heave and Landslip

Subsidence or ground heave, of any part of the site on which the Premises stand and landslip, but excluding:

- a** Damage to yards, car parks, roads, pavements, swimming pools, walls, gates and fences, unless also affecting a structure insured hereby;
- b** Damage caused by or consisting of:
 - i** the normal bedding down or settlement of new structures;
 - ii** the settlement or movement of made-up ground;
 - iii** coastal or river erosion;
 - iv** defective design or workmanship or the use of defective materials; or
 - v** fire, subterranean fire, explosion, earthquake or the escape of water from any tank, apparatus or pipe;
- c** Damage which commenced prior to the Effective Date (as stated in the Schedule); or
- d** Damage resulting from:
 - i** demolition, construction, structural alteration or repair of any property; or
 - ii** groundworks or excavation, at the same Premises.

15 Any Accidental Cause excluding:

- a** Damage:
 - i** caused by or specifically excluded in the Contingencies 1-14; or
 - ii** caused by theft or any attempt thereat, not involving:
 - a** entry to or exit from structures, at the Premises by forcible and violent means; or

- b** violence or threat of violence, to You or any director or any partner or Employee of Yours, or their families;

b Damage to the Property insured caused by or consisting of:

- i** inherent vice, latent defect, gradual deterioration, wear and tear, frost, change in water table level, its own faulty or defective design or materials; or
- ii** faulty or defective workmanship, operational error or omission, on the part of You or any of Your Employees, but this will not exclude subsequent Damage which results from a cause not otherwise excluded by this Policy;

c Damage caused by or consisting of:

- i** corrosion, rust, wet or dry rot, shrinkage, evaporation, leakage, loss of weight, dampness, contamination, fermentation, dryness, marring, scratching, vermin or insects; or
- ii** change in temperature, colour, flavour, texture or finish or action of light,

Damage consisting of:

- iii** joint leakage, failure of welds, cracking, fracturing, collapse or overheating, of boilers, economisers, superheaters, pressure vessels, or any range of steam and feed piping in connection therewith; or

- iv** mechanical or electrical breakdown or derangement, in respect of the particular machines, apparatus or equipment, in which such breakdown or derangement originates,

but this will not exclude:

- i** such Damage not otherwise excluded by this Policy which itself results from any other Damage not otherwise excluded by this Policy; or

- ii** subsequent Damage which itself results from a cause not otherwise excluded by this Policy (unless more specifically insured);

d Damage caused by or consisting of:

- i** subsidence, ground heave or landslip;
- ii** normal settlement or bedding down of new structures;
- iii** acts of fraud or dishonesty;
- iv** disappearance, unexplained or inventory shortage, misfiling or misplacing of information; or
- v** electrical or magnetic injury, disturbance or erasure, of electronic records;

e destruction of or damage to a building or structure, caused by its own collapse or cracking;

f Damage in respect of movable property in the open or in open-sided structures, walls (not forming part of the structure), fences and gates, caused by wind, rain, hail, sleet, snow or dust;

Section 1: The Structure continued

- g** Damage to the Property Insured:
 - i** caused by fire resulting from its undergoing any heating process or any process involving the application of heat; or
 - ii** (other than by fire or explosion) resulting from its undergoing any process of production, packing, treatment, testing, commissioning, servicing, adjustment or repair;
- h** Damage:
 - i** caused by freezing; or
 - ii** to Glass, Sanitary Ware or Shop Front Glass, in respect of any building which is Vacant or Disused;
- i** Damage in respect of:
 - i** jewellery, precious stones, precious metals, bullion or furs;
 - ii** property in transit;
 - iii** money, cheques, stamps, bonds, credit cards or securities of any description; or
 - iv** Glass, Sanitary Ware or Shop Front Glass:
 - a** due to repairs or alterations, being carried out at the Premises;
 - b** such Glass, Sanitary Ware or Shop Front Glass; or
 - c** which was broken or cracked prior to the Effective Date (as stated in the Schedule);
- j** Damage in respect of:
 - i** vehicles licensed for road use (including accessories thereon), caravans, trailers, railway locomotives, rolling stock, watercraft or aircraft;
 - ii** property or structures in the course of construction or erection and materials or supplies in connection with all such property in course of construction or erection;
 - iii** land, roads, piers, jetties, bridges, culverts or excavations; or
 - iv** livestock, growing crops or trees, unless specifically mentioned as insured by this Section; or
- k** Damage occasioned by delay, embargo, nationalisation, confiscation, requisition, seizure or destruction, by or by order of the government or any public authority.

Cover

In the event of Damage at the Premises to any Property insured in connection with the Business occurring during the Period of Insurance and caused by any of the Contingencies (where stated in the Schedule), We will pay to You the value of such Property insured or the amount of the Damage at the time of such Damage or, at Our own option, reinstate or replace such property.

Provided that:

- a** Our liability under this Section in total for all claims or series of claims, arising out of any one original cause, will not exceed the Sum Insured for each item (or any other stated limit of liability); and
- b** unless otherwise stated, the Sum Insured (or any other stated limit of liability) applies in the aggregate to property collectively described by each item under this Section.

Extensions

1 Underground Services

Damage for which You are legally liable by any of the Contingencies 1-15 inclusive (whether operative or otherwise under this Section) to underground pipes, cables, drains (and their relevant inspection covers), supplying services to and carrying waste from the Premises to the point of junction with the public supply lines, mains and sewers.

2 Ground Rent

Up to 2 years ground rent if the Premises are rendered temporarily uninhabitable but only during the period necessary for reinstatement and up to a maximum of 10% of the Buildings Sum Insured.

3 Public Authorities

The cost of reinstatement of any Damage to the Property insured and portions thereof not subject to Damage (other than foundations), incurred solely by reason of the necessity to comply with legislation and regulations under Acts of Parliament or local authority bye-laws, provided that:

- a** You receive a notice from the relevant body to comply after the Damage occurs;
- b** the work of reinstatement is completed within 12 months of the date of the Damage or within such further time as We may allow; and
- c** the total amount payable under this Extension and this Section, for any item, will not exceed:
 - i** in respect of the property subject to Damage, its Sum Insured; and
 - ii** in respect of portions of the property not subject to Damage, 15% of the total amount for which We would have been liable had the property been wholly destroyed,

subject to the total amount payable in respect of **i** and **ii** above under this Extension and this Section, in total for all claims or series of claims, arising out of any one original cause, for any item, not exceeding its Sum Insured.

Section 1: The Structure continued

4 Fees

Architects, Surveyors, Legal and Consulting Engineers Fees necessarily and reasonably incurred in the reinstatement or repair of the Property insured consequent upon its Damage but will not include fees which are incurred as part of the managing agents general administrative duties or in the preparation or administration of any claim.

5 Capital Additions

- a any newly acquired and/or newly erected Buildings or Buildings in course of erection (excluding any property for which a building contractor is responsible) in so far as the same are not otherwise insured; and
- b alterations, additions and improvements to Buildings but not in respect of any appreciation in value anywhere in the United Kingdom the Channel Islands or the Isle of Man.

Provided that:

- i at any one situation this cover will not exceed 20% of the Buildings Sum Insured or £2,000,000 whichever is less;
- ii You undertake to give particulars of such extension of cover as soon as practicable and to pay any additional premium required; and
- iii following payment of such additional premium the provisions of this Extension are fully reinstated.

6 Removal of Debris

Costs and expenses necessarily incurred by You with Our consent in:

- a removing debris from the site of the Premises and the area immediately adjacent;
- b dismantling and/or demolishing; or
- c shoring up or propping;

of the portion or portions of the Property sustaining Damage by any of the Contingencies.

We will not pay for any costs or expenses:

- i incurred in removing debris except from the site of such Property sustaining Damage and the area immediately adjacent to such site; or
- ii arising from pollution or contamination of Property not insured by this Section.

7 Damage by Emergency Services

The cost of restoring any Damage caused to gardens by the Emergency Services in attending the Premises as a result of the operation of any Contingency insured under this Section up to a maximum of £25,000 any one claim.

8 Contracting Purchaser's Interest

If at the time of Damage You have contracted to sell Your interest in any Premises hereby insured and the purchase is subsequently completed, the purchaser, on completion of the purchase, will be entitled to benefit under this Policy in respect of such Damage (if and so far as the property is not otherwise insured against such Damage by You or on Your behalf) without prejudice to the rights and liabilities of You or Us until completion.

9 Trace and Access

In the event of Damage by Contingencies 10 or 11 the insurance by this Section extends to include costs necessarily and reasonably incurred in locating the source of the Damage to effect repairs and the costs of making good up to a limit of £25,000 in respect of any one claim.

10 Subrogation Waiver

In the event of a claim arising under this Section, We agree to waive any rights, remedies or relief to which We may become entitled by subrogation against:

- a any Company standing in the relation of Parent to Subsidiary (or Subsidiary to Parent) to You as defined in the Companies Act current at the time of Damage;
- b any Company which is a subsidiary of a Parent Company of which You are a subsidiary, in each case within the meaning of the Companies Act current at the time of the Damage; or
- c any tenant or lessee of the Premises insured provided that Damage has not been caused by the criminal fraudulent or malicious act of the tenant or lessee.

11 Non-Invalidation

This insurance will not be invalidated by any act or omission or by any alteration whereby the risk of Damage is increased unknown to You or beyond Your control provided that You immediately give notice to Us as soon as You become aware of the above and pay an additional premium if required.

12 Workmen

Workmen are allowed on the Premises for the purpose of making minor structural and other alterations from time to time without prejudice to this insurance.

13 Mortgage

The act or neglect of any mortgagor, leaseholder, lessee or occupier of any Premises insured by this Policy whereby the risk is increased without the authority or knowledge of any mortgagee, freeholder or lessor will not prejudice the interest of the latter parties in this insurance provided they notify Us immediately on becoming aware of such increased risk and pay an additional premium if required.

Section 1: The Structure continued

14 Clearing of Drains

Expenses necessarily incurred in clearing, cleaning and/or repairing drains, gutters, sewers and the like in consequence of Damage caused by any of the Contingencies insured occurring at the Premises belonging to You or for which You are responsible.

15 Extinguishment and Alarm Resetting Expenses

Costs incurred by You following Damage with Our consent in:

- a refilling fire extinguishing appliances;
- b recharging gas flooding systems;
- c replacing used sprinkler heads;
- d refilling sprinkler tanks where costs are metered; and/or
- e resetting fire and intruder alarms and closed circuit television equipment.

16 Additional Sprinkler Upgrade Costs

Costs incurred with Our consent to upgrade an automatic sprinkler installation in order to comply with current Loss Prevention Council (LPC) rules following Damage providing the installation conformed to LPC rules at the time of installation and the system has a complete service record up to the time of the Damage, Our liability under this extension will not exceed £25,000.

17 Metered Water and Heating Oil

The cost of metered water and heating oil following Damage provided that Our liability under this extension will not exceed £25,000 in any Period of Insurance.

18 Unauthorised Use of Electricity Gas or Water

The cost of metered electricity gas or water for which You are legally responsible arising from its unauthorised use by persons taking possession or occupying Your Premises without Your consent provided that Our liability in respect of this extension will not exceed £25,000 for any one claim and You will take all practical steps to terminate such unauthorised use immediately You become aware of it.

19 Alternative Accommodation Costs

Costs reasonably and necessarily incurred with Our consent in respect of alternative accommodation whilst the Premises is uninhabitable following Damage resulting from an insured Contingency provided that the maximum period during which payment will be made under this Extension will not exceed 24 months from the date of the Damage and Our liability will not exceed the Sum Insured on the Premises that has been damaged.

20 Fly Tipping

Costs reasonably and necessarily incurred with Our consent in respect of the clearing and removing any property illegally deposited in or around the Premises. Provided that Our liability in respect of this Extension will not exceed £25,000 for any one claim.

21 Removal of Nests

Costs reasonably and necessarily incurred with Our consent in respect of removing bees, wasps and hornets nests from the Premises. Provided that Our liability in respect of this Extension will not exceed £2,500 for any one claim.

22 Contractors Interest

Where You are required to effect insurance on the Premises in the joint names of Yourself and the contractor under the terms of a condition in the contract between You and the contractor then the interest of the contractor in the Premises as a joint insured is hereby noted provided You will advise Us of details of any single contract valued in excess of £100,000 excluding VAT or 10% of the Sum Insured on the Premises insured, whichever is the less, and pay any additional premium We may require.

23 Further Investigation Expenses

Where Premises have suffered Damage and in the opinion of a competent construction professional there is a reasonable possibility of other Damage to portions of the same Premises which is not immediately apparent, We will pay the reasonable costs incurred by You with Our prior consent in establishing whether or not such Damage has occurred. We will pay the reasonable costs incurred by You in establishing whether or not other property in the vicinity owned or leased by You or for which You are responsible have suffered Damage in the same incident as that causing Damage to the Premises but only if such property is subsequently found to have suffered such Damage for which We are liable.

24 Removal of Tenants Debris

Costs necessarily and reasonably incurred by You following Damage in respect of the removal of tenants debris subject to such costs being agreed with Our consent and not otherwise recoverable by You subject to Our liability not exceeding £25,000 for any one claim.

25 Temporary Removal

Any parts of the Premises temporarily removed for cleaning renovation or repair or display or similar purposes but only to the extent that they are not otherwise insured.

26 Loss of or Duplication of Keys

The reasonable cost of replacement locks and keys in respect of doors and windows for which You are responsible and which are necessary to maintain the security of the Property:

- a following the accidental loss of Keys; or
- b where there is reasonable evidence that such Keys have been copied by an unauthorised person;

subject to Our liability not exceeding £15,000 for any one claim.

For the purpose of this Extension the definition of Keys is:

Any device used to open a lock including but not restricted to any electronic device key card or remote control transmitter.

Section 1: The Structure continued

27 Tree Felling or Lopping

We will pay reasonable costs and expenses necessarily incurred in felling, lopping and removing trees for which You are legally responsible and which are an immediate threat to the safety of life or property.

Provided always that We will not be liable:

- a for legal or local authority costs involved in removing trees;
- b for costs incurred solely to comply with a Preservation Order; or
- c for the costs incurred in respect of routine maintenance.

Our liability will not exceed £1,500 any one occurrence and in all in any one Period of Insurance.

28 Emergency Access

We will indemnify You for the costs incurred following Damage to the Buildings caused by the Police or persons acting under their control in gaining access to the Buildings as a result of concern for the welfare of the tenant(s) or to combat Damage caused by an insured Contingency to the Premises subject to an aggregate maximum of £5,000 in any one Period of Insurance.

This Extension will not include any criminal investigation or as a result of unlawful activities at the Premises.

Exclusions

We will not be liable under this Section for:

- 1 Property more specifically insured by You or on Your behalf;
- 2 Damage to Glass and Sanitary Ware as defined under Sub Sections 1 and 2 of Section 5 of this policy other than breakage by or arising out of Fire, Lightning or Explosion or salvage operations consequent thereon; or
- 3 Damage to any particular piece of plant or fittings of the electrical installation or appliances by self-ignition, short circuit, excessive pressure, self-heating or leakage of electricity unless more specifically insured under the Policy Extensions.

Conditions

1 Index Linking

The Sum Insured by each Item of Section 1 of the Schedule is subject to Index Linking.

2 Limit of Liability

The maximum amount payable in respect of any Item insured under this Section is the Sum Insured stated in the Schedule for each Item plus Index Linking.

3 Basis of Claims Settlement

The Basis of Settlement for each and every Item under this Section will be on a Reinstatement Basis.

4 Designation

For the purpose of determining where necessary the heading under which property is insured, We agree to accept the designation under which such property has been entered in Your books.

5 Automatic Reinstatement of Sum Insured

Unless there is written notice by Us to the contrary in the event of Damage under this Section We will automatically reinstate the Sum Insured provided that You undertake to pay the appropriate additional premium.

6 Excess

This Section does not cover and We will not be liable for the amount of the Section Excess stated in the Schedule being the first part of each and every claim, for Damage caused by any of the following Contingencies:

- a Contingencies 6, 7, 8, 9, 12 and 15.
- b Contingency 10.
- c Contingency 14.

All claims or series of claims, arising out of any one original cause, will be treated as one claim.

7 Roof

It is a condition precedent to Our liability that any:

- i felt on timber roof; or
- ii flat roof; or
- iii roof with a pitch of 12.5 degrees or less,

is subject to the following inspection periods by a competent roofing contractor and evidence of the inspections must be retained with any recommendations implemented within 28 days of the inspection.

Unless under a guarantee the roof must be inspected every 2 years and have been inspected no more than two years prior to the policy inception. If under a guarantee then following installation the inspection is to be undertaken every 5 years and then inspected every 2 years from the end of the guarantee.

Notwithstanding any other Excess applicable under this Section, We will not be liable for the first £500 of each and every claim for Damage to Property insured under this Section caused by Contingency 8 Storm, Tempest as defined within this Section in respect of any portion of the Premises with any roof listed within this Condition.

All claims or series of claims arising out of any one original cause will be treated as one claim.

8 Subsidence

It is a condition precedent to Our liability in respect of any Damage insured under this Section caused by Contingency 14, that You will notify Us immediately of any demolition, groundwork, excavation or construction, being carried out on any adjoining site and We will then have the right to vary the terms or cancel this cover.

Section 1: The Structure continued

9 Illegal Cultivation of Drugs

It is a condition precedent to Our liability to pay the costs reasonably and necessarily incurred for Damage resulting from or relating to the illegal cultivation, harvesting or processing by any other method of drugs at Your Premises by Your tenant, lessee or licensee that You or a responsible person acting on Your behalf will:

- a** carry out internal and external inspections of the premises at least every 4 months and keep written records for at least 3 years;
- b** obtain and keep copies of formal photo identification such as a driving licence or passport of each tenant, lessee or licensee and each guarantor for at least three months after the termination of the tenancy;
- c** before the letting starts obtain and keep copies of the following documents for at least three months after the termination of the tenancy;
 - i** satisfactory written references for each tenant, lessee or licensees from:
 - a** the previous landlord or managing agent within the last 3 years; or
 - b** the current employer on company letter headed paper confirming the tenant's permanent and current employment; or
 - ii** a credit history check for each tenant, lessee or licensee and each guarantor from a licensed credit referencing agency with the individuals having given permission for this information to be released in the event of a claim; and
- d** have collected at least one payment from the tenant's, lessee's or licensee's bank account.

In addition and subject to the above requirements, We will pay the costs up to a maximum of £2,500 for all claims in any one Period of Insurance for Damage to the Premises caused by the police or persons acting under their control to gain access as a result of the actual or suspected illegal cultivation of drugs.

Section 2: Landlords Contents

Definitions

The definitions which apply to this Section are in addition to the General Definitions

Contingencies

1 a Fire but excluding Damage caused by:

- i** explosion resulting from fire;
- ii** earthquake or subterranean fire;
- iii a** its own spontaneous fermentation or heating; or
- b** it undergoing any heating process or any process involving the application of heat; or

b Lightning.

2 Explosion

- a** of boilers or of gas, used for domestic purposes only but excluding Damage caused by earthquake or subterranean fire; or
- b** otherwise but excluding Damage caused by or consisting of the bursting by steam pressure, of a boiler, economiser or other vessel, machine or apparatus, in which internal pressure is due to steam only and belonging to or under Your control.

3 Aircraft or other aerial devices, or articles dropped therefrom.

4 Earthquake, Subterranean Fire.

5 Riot, civil commotion, strikers, locked out workers, persons taking part in labour disturbances or malicious persons acting on behalf of or in connection with any political organisation, excluding Damage:

- a** caused by cessation of work; or
- b** due to confiscation, requisition or destruction, by or by order of the government or any public authority.

6 Malicious Persons or vandals, excluding Damage:

- a** caused by such malicious persons or vandals, acting on behalf of or in connection with any political organisation;
- b** caused by cessation of work;
- c** due to confiscation, requisition or destruction by or by order of the government or any public authority;
- d** caused by Theft as defined in Contingency 7;
- e** when the Premises are Vacant or Disused;
- f** in respect of property in the open unless agreed otherwise by Us;
- g** in respect of property in any structure which is incapable of being locked; or
- h** caused by Your Employees, tenants or any other persons lawfully in Your premises.

7 Theft or any attempt thereat

excluding Damage:

- i** in respect of property in the open unless agreed otherwise by Us;
- ii** when the Premises are Vacant or Disused;
- iii** in respect of property in any outbuilding detached from the main Building;
- iv** caused by Your Employees, tenants or any other persons lawfully in Your premises; or
- v** which You are able to recover from another source or which is more specifically insured.

8 Storm, Tempest, excluding Damage:

- a** caused by the escape of water from the normal confines of any natural or artificial water course, lake, reservoir, canal or dam;
- b** caused by inundation from the sea whether resulting from storm or otherwise;
- c** caused by frost, subsidence, ground heave or landslip;
- d** attributable solely to change in the water table level; or
- e** to walls (not forming part of the structure), fences, gates or moveable property in the open or in open sided structures.

9 Flood excluding Damage:

- a** caused by storm or tempest;
- b** caused by escape of water from any tank, apparatus or pipe;
- c** caused by frost, subsidence, ground heave or landslip;
- d** attributable solely to change in the water table level; or
- e** to walls (not forming part of the structure), fences, gates or moveable property in the open or in open sided structures.

10 Escape of Water from any tank, apparatus or pipe or escape of oil from any oil-fired heating installation, excluding Damage:

- a** caused by water discharged or leaking, from any automatic sprinkler installations;
- b** when the Premises are Vacant or Disused; or
- c** from any portable oil-fired heating installation.

11 Leakage of beverages from storage containers, pipes and apparatus but excluding Damage:

- a** occasioned by leakage of beverages from bottled stock; or
- b** to Property in any portion of the Premises which is Vacant or Disused.

Section 2: Landlords Contents continued

12 Impact by:

- a falling trees or boughs, excluding Damage caused by lopping, pruning or felling;
- b collapse or breakage of television or radio receiving aerials or satellite dishes; or
- c vehicles or animals.

13 Accidental Discharge or Leakage of Automatic Sprinkler Installations, excluding Damage caused by or attributable to:

- a heat caused by fire;
- b freezing when the Premises are Vacant or Disused;
- c repairs, alterations or extensions to the structures and/or sprinkler installations; or
- d defects in construction or condition, of which You are aware.

14 Subsidence, Ground Heave and Landslip

Subsidence or ground heave, of any part of the site on which the Premises stand and landslip, but excluding:

- a Damage to yards, car parks, roads, pavements, swimming pools, walls, gates and fences, unless also affecting a structure insured hereby;
- b Damage caused by or consisting of:
 - i the normal bedding down or settlement of new structures;
 - ii the settlement or movement of made-up ground;
 - iii coastal or river erosion;
 - iv defective design or workmanship or the use of defective materials; or
 - v fire, subterranean fire, explosion, earthquake or the escape of water from any tank, apparatus or pipe;
- c Damage which commenced prior to the Effective Date (as stated in the Schedule); or
- d Damage resulting from:
 - i demolition, construction, structural alteration or repair of any property; or
 - ii groundworks or excavation, at the same Premises.

15 Any Accidental Cause excluding:

- a Damage:
 - i caused by or specifically excluded in the Contingencies 1-14; or
 - ii caused by theft or any attempt thereat, not involving:
 - a entry to or exit from structures, at the Premises by forcible and violent means; or
 - b violence or threat of violence, to You or any director or any partner or Employee of Yours, or their families;

b Damage to the Property insured caused by or consisting of:

- i inherent vice, latent defect, gradual deterioration, wear and tear, frost, change in water table level, its own faulty or defective design or materials; or
- ii faulty or defective workmanship, operational error or omission, on the part of You or any of Your Employees, but this will not exclude subsequent Damage which results from a cause not otherwise excluded by this Policy;

c Damage caused by or consisting of:

- i corrosion, rust, wet or dry rot, shrinkage, evaporation, leakage, loss of weight, dampness, contamination, fermentation, dryness, marring, scratching, vermin or insects; or
- ii change in temperature, colour, flavour, texture or finish or action of light,

Damage consisting of:

- iii joint leakage, failure of welds, cracking, fracturing, collapse or overheating, of boilers, economisers, superheaters, pressure vessels, or any range of steam and feed piping in connection therewith; or

- iv mechanical or electrical breakdown or derangement, in respect of the particular machines, apparatus or equipment, in which such breakdown or derangement originates,

but this will not exclude:

- i such Damage not otherwise excluded by this Policy which itself results from any other Damage not otherwise excluded by this Policy; or

- ii subsequent Damage which itself results from a cause not otherwise excluded by this Policy (unless more specifically insured);

d Damage caused by or consisting of:

- i subsidence, ground heave or landslip;
- ii normal settlement or bedding down of new structures;
- iii acts of fraud or dishonesty;
- iv disappearance, unexplained or inventory shortage, misfiling or misplacing of information; or
- v electrical or magnetic injury, disturbance or erasure, of electronic records;

e destruction of or damage to a building or structure, caused by its own collapse or cracking;

- f Damage in respect of movable property in the open or in open-sided structures, walls (not forming part of the structure), fences and gates, caused by wind, rain, hail, sleet, snow or dust;

Section 2: Landlords Contents continued

- g** Damage to the Property insured:
 - i** caused by fire resulting from its undergoing any heating process or any process involving the application of heat; or
 - ii** (other than by fire or explosion) resulting from its undergoing any process of production, packing, treatment, testing, commissioning, servicing, adjustment or repair;
- h** Damage:
 - i** caused by freezing; or
 - ii** to Glass, Sanitary Ware or Shop Front Glass,
in respect of any building which is Vacant or Disused;
- i** Damage in respect of:
 - i** jewellery, precious stones, precious metals, bullion or furs;
 - ii** property in transit;
 - iii** money, cheques, stamps, bonds, credit cards or securities of any description; or
 - iv** Glass, Sanitary Ware or Shop Front Glass:
 - a** due to repairs or alterations, being carried out at the Premises;
 - b** during installation or removal of such Glass, Sanitary Ware or Shop Front Glass; or
 - c** which was broken or cracked prior to the Effective Date (as stated in the Schedule);
- j** Damage in respect of:
 - i** vehicles licensed for road use (including accessories thereon), caravans, trailers, railway locomotives, rolling stock, watercraft or aircraft;
 - ii** property or structures in the course of construction or erection and materials or supplies in connection with all such property in course of construction or erection;
 - iii** land, roads, piers, jetties, bridges, culverts or excavations; or
 - iv** livestock, growing crops or trees,
unless specifically mentioned as insured by this Section; or
- k** Damage occasioned by delay, embargo, nationalisation, confiscation, requisition, seizure or destruction, by or by order of the government or any public authority.

Landlords Contents

Fixtures and fittings (not integrated, fitted or fixed such that removal would cause damage to the structure or remove the purpose to serve the structure or not forming a permanent part of the structure by attachment that there must be an intention to be a permanent feature of the structure) furniture, furnishings, utensils and domestic appliances belonging to You or for which You are responsible as Landlord excluding:

- a** stock and materials in trade;
- b** bills of exchange, promissory notes, money, securities, stamps, deeds, bonds or documents of any description;
- c** business books, plans, specifications, designs and computer records;
- d** jewellery, watches, furs, precious metals, precious stones or articles made from them;
- e** curios, works of art, antiques, sculptures or rare books where the value of any one article exceeds £5,000; or
- f** property more specifically insured.

Contents of Common Parts

Landlords Contents in the common parts of the Premises to which all tenants have access.

Floor Coverings

Materials used to cover entire floors within rooms and other internal areas of the Premises.

Cover

In the event of Damage to the Landlords Contents, Contents of Common Parts and Floor Coverings insured at the Premises occurring during the Period of Insurance and caused by any of the Contingencies (where stated in the Schedule), We will pay to You the value of such Property insured or the amount of the Damage at the time of such Damage or, at Our own option, reinstate or replace such property.

Provided that:

- a** Our liability under this Section in total for all claims or series of claims, arising out of any one original cause, will not exceed the Sum Insured for each item (or any other stated limit of liability); and
- b** unless otherwise stated, the Sum Insured (or any other stated limit of liability) applies in the aggregate to property collectively described by each item under this Section.

Section 2: Landlords Contents continued

Extensions

The insurance provided by this Section is extended to include the following:

1 Temporary Removal

Contents of Common Parts whilst temporarily removed from or in transit to or from the Premises for cleaning renovation repair or similar purposes but remaining in the United Kingdom, the Republic of Ireland, the Channel Islands or the Isle of Man but excluding:

- a any amount exceeding £25,000; or
- b property otherwise insured.

2 Replacement Locks

The cost of changing locks on doors, windows, safes and strongrooms, at the Premises following theft, where insured by this Section, of keys from the Premises or from Your home or that of any of Your partners or any of Your directors or any Employee entrusted with keys, provided that Our maximum liability under this Extension as a result of any one event of such theft will not exceed £25,000 in the aggregate.

3 Removal of Debris of Tenants' Contents

Irrecoverable costs and expenses necessarily incurred by You with Our consent in removing from the Premises the debris of Contents (not being Your property) sustaining Damage by any of the Contingencies insured up to a limit of £25,000 any one Premises.

We will not pay for any costs or expenses:

- a incurred in removing debris except from the site of such Property sustaining Damage and the area immediately adjacent to such site; or
- b arising from pollution or contamination of Property not insured by this Section.

4 Loss of Metered Water and Heating Oil

The loss of metered water or heating oil contained in a fixed installation at the Premises following Damage up to a limit of £25,000 in any one Period of Insurance.

5 Alternative Accommodation Costs

Costs reasonably and necessarily incurred with Our consent in respect of alternative accommodation whilst the Building is uninhabitable following Damage resulting from an insured Contingency provided that the maximum period during which payment will be made under this Extension will not exceed 24 months from the date of the Damage and Our liability will not exceed £100,000 in total for all claims or series of claims, arising out of any one original clause.

6 Non-Invalidation

This insurance will not be invalidated by any act or omission or by alteration whereby the risk of Damage is increased unknown to You or beyond Your control provided that You immediately give notice to Us as soon as you become aware of the above and pay an additional premium if required.

Exclusions

This Section does not cover:

- 1 Property more specifically insured by You or on Your behalf;
- 2 Damage due to cessation of work or by confiscation or detention by customs or other officials or authorities;
- 3 Damage to any particular piece of plant or fittings of the electrical installation or appliances by self-ignition, short circuit, excessive pressure, self-heating or leakage of electricity unless more specifically insured under the Policy Extensions;
- 4 Damage to Glass and Sanitary Ware as defined under Sub Sections 1 and 2 of Section 5 of this Policy other than breakage by or arising out of Fire, Lightning or Explosion or salvage operations consequent thereon; or
- 5 Damage to any electrical sign or its installation.

Conditions

1 Index Linking

The Sums Insured by this Section are subject to Index Linking.

2 Limit of Liability

The maximum amount payable in respect of any Item insured under this Section is the Sum Insured stated in the Schedule for each Item plus Index Linking.

3 Basis of Claims Settlement

The Basis of Settlement for each and every Item under this Section will be on a Reinstatement Basis. We may at Our option reinstate or replace the property or any part thereof.

4 Automatic Reinstatement of Sum Insured

We will in the event of Damage under this Section automatically reinstate the Sum Insured unless there is written notice by Us to the contrary provided that:

- a You undertake to pay the appropriate additional premium; and
- b You will take immediate steps to carry out any alterations to the protections of the Premises which We may require.

5 Excess

This Section does not cover and We will not be liable for the amount of the Section Excess stated in the Schedule being the first part of each and every claim, for Damage caused by any of the following Contingencies:

- a Contingencies 6, 7, 8, 9, 12, and 15.
- b Contingency 10.

All claims or series of claims, arising out of any one original cause, will be treated as one claim.

Section 2: Landlords Contents continued

6 Roof

It is a condition precedent to Our liability that any:

- i** felt on timber roof; or
 - ii** flat roof; or
 - iii** roof with a pitch of 12.5 degrees or less,
- is subject to the following inspection periods by a competent roofing contractor and evidence of the inspections must be retained with any recommendations implemented within 28 days of the inspection.

Unless under a guarantee the roof must be inspected every two years and have been inspected no more than two years prior to the policy inception. If under a guarantee then following installation the inspection is to be undertaken every five years and then inspected every two years from the end of the guarantee.

Notwithstanding any other Excess applicable under this Section, We will not be liable for the first £500 of each and every claim for Damage to Property insured under this Section caused by Contingency 8 Storm, Tempest as defined within this Section in respect of any portion of the Premises with any roof listed within this Condition.

All claims or series of claims arising out of any one original cause will be treated as one claim

7 Subsidence

It is a condition precedent to Our liability in respect of any Damage insured under this Section caused by Contingency 14, that You will notify Us immediately of any demolition, groundwork, excavation or construction, being carried out on any adjoining site and We will then have the right to vary the terms or cancel this cover.

8 Illegal Cultivation of Drugs

It is a condition precedent to Our liability to pay the costs reasonably and necessarily incurred for Damage resulting from or relating to the illegal cultivation, harvesting or processing by any other method of drugs at Your Premises by Your tenant, lessee or licensee that You or a responsible person acting on Your behalf will:

- a** carry out internal and external inspections of the premises at least every 4 months and keep written records for at least 3 years;
- b** obtain and keep copies of formal photo identification such as a driving licence or passport of each tenant, lessee or licensee and each guarantor for at least three months after the termination of the tenancy;
- c** before the letting starts obtain and keep copies of the following documents for at least three months after the termination of the tenancy;
 - i** satisfactory written references for each tenant, lessee or licensees from:
 - a** the previous landlord or managing agent within the last 3 years; or
 - b** the current employer on company letter headed paper confirming the tenant's permanent and current employment; or
 - ii** a credit history check for each tenant, lessee or licensee and each guarantor from a licensed credit referencing agency with the individuals having given permission for this information to be released in the event of a claim; and
- d** have collected at least one payment from the tenant's, lessee's or licensee's bank account.

In addition and subject to the above requirements, We will pay the costs up to a maximum of £2,500 for all claims in any one Period of Insurance for Damage to the Premises caused by the police or persons acting under their control to gain access as a result of the actual or suspected illegal cultivation of drugs.

Section 3: Public Liability

Definitions

The definitions which apply to this Section are in addition to the General Definitions.

Business

The Business as shown in the Schedule includes:

- a** ownership maintenance and repair of the Premises;
- b** the provision and management of canteen sports social or welfare organisations for the benefit of Employees and fire, security, first aid, medical and ambulance services;
- c** private work undertaken with Your prior consent by Employees for any of Your directors or senior officials; and
- d** participation in trade shows or exhibitions.

Employee

Any person while working for You in connection with the Business who is:

- a** under a contract of service or apprenticeship with You;
- b** a person under a contract of service or apprenticeship with some other employer and who is hired to or borrowed by You;
- c** a labour master or person supplied by a labour master;
- d** a person engaged by a labour only sub contractor;
- e** a self employed person performing work under a similar degree of control and direction by You as a person under a contract of service or apprenticeship with You;
- f** a driver or operator of hired in plant;
- g** a trainee or person undergoing work experience; or
- h** a voluntary helper.

Territorial Limits

- a** The United Kingdom, the Channel Islands and the Isle of Man;
- b** elsewhere in the world for visits in connection with the Business undertaken by You or any of Your directors or Employees normally resident in **a** above, in respect of the performance of non-manual work.

Cover

In the event of the Contingency described below We will indemnify You against the following:

- a** all sums which You become legally liable to pay for compensation and claimants' costs and expenses in respect of the Contingency in connection with the Business;
- b** all costs and expenses of litigation incurred with Our written consent in respect of a claim against You to which the indemnity expressed in this Section applies; and
- c** the payment of the solicitor's fee incurred with Our written consent for representing You at proceedings in any Court of Summary Jurisdiction arising out of any alleged breach of statutory duty resulting in the Contingency which may be the subject of indemnity under this Section or at any Coroner's Inquest or Fatal Accident Inquiry in respect of such Contingency.

Contingency

1 Public Liability and Property Owners Liability

- a** accidental Bodily Injury to any person other than an Employee if such injury arises out of and in the course of their employment by You;
- b** accidental Damage to Property not belonging to You or in Your charge or under Your control or that of any Employee;
- c** accidental obstruction, trespass, nuisance or interference with any easement of air, light, water or way; or
- d** wrongful arrest, detention, imprisonment or eviction of any person, malicious prosecution or invasion of the right of privacy.

Occurring in connection with the Business during the Period of Insurance and within the Territorial Limits.

Our liability for all compensation (excluding costs) payable under Contingency 1 (Public Liability and Property Owners Liability) to any claimant or number of claimants in respect of or arising out of any one event or all events of a series consequent on one original cause will not exceed the Indemnity Limit stated in Section 3 of the Schedule.

Extensions

1 Cross Liabilities

Where You comprise more than one party, We will treat each party as if a separate Policy had been issued to each provided that nothing in this Extension will increase Our liability beyond the amount for which We would have been liable had this Extension not applied.

2 Motor Contingent Liability

Despite Exclusion 4 of this Section We will indemnify You in respect of liability arising out of the use of any motor vehicle not belonging to or provided by You and being used in the course of the Business anywhere in the United Kingdom Isle of Man or Channel Islands.

Provided that this indemnity will not apply:

- a** in respect of Damage to the vehicle or any property contained therein;
- b** whilst the vehicle is being driven
 - i** by You;
 - ii** with Your consent by any person who does not hold a licence to drive such a vehicle; or
 - iii** to liability which is insured or would but for the existence of this Section be insured under any other insurance.

3 Defective Premises Act 1972

The indemnity provided by this Section is extended to indemnify You under this Section in respect of legal liability incurred by You under Section 3 of the Defective Premises Act 1972 or Section 5 of the Defective Premises (Northern Ireland) Order 1975, in connection with any business premises or land, disposed of by You.

Section 3: Public Liability continued

Provided that this Extension will not apply to:

- a** the cost of rectifying any damage or defect, in the premises or land disposed of; or
- b** legal liability for which You are entitled to indemnity under any other policy.

4 Compensation for Court Attendance

In the event of any of the undermentioned persons attending court as a witness at Our request in connection with a claim in respect of which You are entitled to indemnity under this Section We will provide compensation to You at the following rates per day for each day on which attendance is required:

- a** £500 for You or any of Your directors or partners
- b** £250 for any Employee.

5 Additional Persons Insured

We will subject to the terms of this Section indemnify:

- a** in the event of the death of any person entitled to indemnity under this Section the deceased's legal personal representatives but only in respect of liability incurred by such deceased person; and

b at Your request:

- i** any principal in respect of liability arising out of the performance by You of any agreement entered into by You with the principal to the extent required by such agreement;
- ii** any of Your directors or Employees in respect of liability arising in connection with the Business;

provided that You would have been entitled to indemnity under this Section if the claim had been made against You;

- iii** any officer, committee or member of Your canteen, sports, social or welfare organisations fire, security, first aid, medical or ambulance services in their respective capacities as such; and
- iv** any of Your directors or senior officials in respect of private work undertaken by any Employee for that director or senior official.

Provided that:

- i** such persons are not entitled to indemnity under any other policy covering such liability;
- ii** each person will as though they were You observe fulfil and be subject to the terms of this Policy insofar as they can apply;
- iii** we will retain sole conduct and control of any claim; and
- iv** where We are required to indemnify more than one party Our total liability will not exceed the relevant Indemnity Limit.

6 Worldwide Personal Liability

We will subject to the terms of this Section indemnify any person mentioned in Extension 5 paragraph (b) above or his or her spouse/civil partner during temporary visits anywhere in the world in connection with the Business but excluding liability arising from such a person owning or occupying land or buildings, or carrying on any trade or profession.

7 Contractors' Contingent Liability

We will subject to the terms of this Section indemnify You in respect of liability arising out of minor work carried out by bona-fide contractors in the form of decorations, repairs and routine maintenance provided that:

- a** such persons are not entitled to indemnity under any other policy covering such liability; and
- b** Our maximum liability will not exceed the Limit of Indemnity stated in Section 3 of the Schedule.

8 Contractual Liability

If You, by agreement, assume liability which would not otherwise have attached, the cover under this Section will only apply if We have sole conduct and control of all claims but excluding liability:

- a** for liquidated damages or under any penalty clause;
- b** arising from any contract which involves work outside the United Kingdom, the Channel Islands and the Isle of Man; or
- c** for Damage to property caused by those risks against which You are required to effect insurance by reason of Clause 21.2.1. of the Standard Form of Building Contract issued by the Joint Contracts Tribunal or any other contract condition incorporating a similar requirement.

9 Health and Safety at Work etc. Act 1974

We will indemnify You and at Your request any of Your directors or partners or any Employee against legal costs and expenses incurred in defending prosecutions for a breach of the Health and Safety at Work etc. Act 1974 or similar legislation in Northern Ireland, the Channel Islands or the Isle of Man committed or alleged to have been committed in the course of the Business during the Period of Insurance.

We will also pay the prosecution costs You are legally liable to pay and any other costs in appealing against any judgment given.

Provided that:

- a** this indemnity will not apply to:
 - i** the payment of any costs or expenses incurred without Our written consent; or
 - ii** the payment of fines or penalties;
- b** the prosecution relates to the health safety and welfare of any person other than an Employee; and
- c** proceedings arise from an incident which relates to a claim or potential claim under this Section.

Section 3: Public Liability continued

10 Corporate Manslaughter and Corporate Homicide Act 2007

We will indemnify You against legal costs and expenses, incurred with Our prior written consent, in defence of any criminal proceedings (including any appeal against conviction arising from such proceedings) brought in respect of a charge, or investigations in connection with a charge, of corporate manslaughter or corporate homicide, under the Corporate Manslaughter and Corporate Homicide Act 2007 or any equivalent legislation in the Isle of Man or the Channel Islands, committed or alleged to be committed in the course of the Business during the Period of Insurance.

Provided that:

- a** Our liability under this Extension will be limited to a maximum amount of £1,000,000 in the aggregate and in any one Period of Insurance;
- b** this Extension shall only apply to proceedings brought in the United Kingdom, the Channel Islands or the Isle of Man;
- c** We must consent to the appointment of any solicitor or counsel, acting on Your behalf;
- d** You must immediately notify Us of receipt of any summons or other process, served upon You, which may give rise to proceedings arising from the cover under this Extension; and
- e** before We consent to fund any appeal, advice must have been received from Counsel that there is a strong probability that the appeal will be successful. Any information in support of this assertion requested by Us will be supplied by You.

It is understood that We will have no liability under this Extension:

- i** if You have committed any deliberate or intentional criminal act that gives rise to a charge of corporate manslaughter or corporate homicide;
- ii** for any fines or penalties, of any kind; or
- iii** where You can obtain indemnity for the costs of defending a criminal proceeding in relation to corporate manslaughter or corporate homicide, from any other source or insurance or where but for the existence of this Extension You would have obtained indemnity from any other source or insurance.

11 Data Protection Legislation 2018

We will indemnify You against any compensation claim in respect of material or non-material damage where such damage occurs during the Period of Insurance and happens in connection with the Business, provided that You:

- a** have complied in all respects with Your obligations under the Data Protection (Charges and Information) Regulations 2018;
- b** are not in business as a computer bureau; and
- c** were acting as a sole and independent controller in respect of the matter giving rise to the compensation claim.

Our liability under this Extension (including all compensation, costs and expenses) will be limited to a maximum amount of £500,000 in the aggregate and in any one Period of Insurance.

Provided that this indemnity will not apply to:

- i** any material or non-material damage caused by any deliberate act or omission, by You, where such material or non-material damage could reasonably have been expected by You having regard to the nature and circumstances of such act or omission;
- ii** any material or non-material damage caused by any act of fraud or dishonesty;
- iii** the costs and expenses of rectifying, rewriting or erasing data (including personal data);
- iv** liability arising from the recording, processing or provision of data for reward or to determine the financial status of any person;
- v** the payment by You of any regulatory fines or penalties; or
- vi** any material or non-material damage caused by:
 - a** any deliberate, reckless or negligent act of any of Your Employees; or
 - b** any failure by an Employee to act in accordance with Your internal policies, procedures and guidelines.

For the purposes of this Extension:

- i** "GDPR" means:
The General Data Protection Regulation (EU) 2016/679.
- ii** "compensation claim" means:
Any sums which You become legally liable to pay as compensation to any data subject under and in accordance with Article 82 of the GDPR, or any equivalent legislation in the Isle of Man or the Channel Islands, or any similar or successor legislation, including the Data Protection Act 2018 (as may be amended from time to time).
- iii** "controller" will have the meaning given to it in Article 4 of the GDPR.
- iv** "material or non-material damage" will be interpreted in accordance with Article 82 of the GDPR.

Section 3: Public Liability continued

Exclusions

This Section will not apply to liability in respect of:

- 1** the ownership, possession or use by You of any buildings not insured under Section 1 of this Policy unless otherwise stated in the Schedule;
- 2** the ownership, possession or use by You of any land unless We have agreed to provide cover in respect of such land;
- 3** accidental Bodily Injury or Damage arising out of manual work away from Your Premises, other than collection or delivery;
- 4** accidental Bodily Injury or Damage arising from the ownership, possession or use by You or on Your behalf of:
 - a** any mechanically propelled vehicle (including any type of machine on wheels or caterpillar tracks) licensed for road use or for which compulsory insurance or security is required by any road traffic legislation (except the loading or unloading of such vehicle or trailer or the delivery or collection of goods in connection with such vehicle or trailer when You are not entitled to indemnity under any other policy); or
 - b** any vessel or craft (other than hand propelled boats) made or intended to float on or in or travel through water or air or space or the loading or unloading of such vessel or craft;
- 5** accidental Bodily Injury or Damage arising from or caused by any professional negligence, wrongful or inadequate treatment, examination, prescription, advice by You or anyone acting on Your behalf;
- 6** any goods which You supply, install, erect, repair, alter or treat;
- 7** the cost of rectifying or replacing defective work;
- 8** 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 will be deemed to have occurred at the time such incident takes place.
- 9** Damage to any commodity article or thing supplied installed or erected by You if such Damage is attributable to any defect therein or the harmful nature or unsuitability thereof; or
- 10** We will not be liable for the amount of the Excess stated in the Schedule for each and every claim in respect of Damage to Property.
- 11** Accidental Bodily Injury, Damage or any loss or expense whatsoever resulting or arising from or any other costs directly or indirectly caused by such loss, destruction or damage, or any legal liability of whatsoever nature directly or indirectly caused by or contributed to by or arising from the illegal cultivation, harvesting or processing by any other method of drugs at Your Premises by Your tenant, lessee or licensee unless You or a responsible person acting on Your behalf have and will:
 - a** carry out internal and external inspections of the premises at least every 4 months and keep written records for at least 3 years;
 - b** obtain and keep copies of formal photo identification such as a driving licence or passport of each tenant, lessee or licensee and each guarantor;
 - c** before the letting starts obtain and keep copies of the following documents for at least three months after the termination of the tenancy:
 - i** satisfactory written references for each tenant, lessee or licensee from:
 - a** the previous landlord or managing agent within the last 3 years; or
 - b** the current employer on company letter headed paper confirming the tenant's permanent and current employment; or
 - ii** a credit history check for each tenant, lessee or licensee and each guarantor from a licensed credit referencing agency with the individuals having given permission for this information to be released in the event of a claim; and
 - d** have collected at least one payment from the tenant's, lessee's or licensee's bank account.

Our liability in respect of all Pollution or Contamination which is deemed to have occurred during the Period of Insurance will not exceed in the aggregate the Indemnity Limit shown in the Schedule.

For the purpose of this Exclusion "Pollution or Contamination" means:

- a** all pollution or contamination of buildings or other structures or of water or land or the atmosphere; and
- b** all Damage or Injury directly or indirectly caused by such pollution or contamination;

Section 4: Rent Receivable

Definitions

The definitions which apply to this Section are in addition to the General Definitions.

Indemnity Period

The period beginning with the occurrence of the Damage and ending not later than the number of months stated in the Schedule during which the Rent Receivable is affected as a result of the Damage.

Rent Receivable

The money including service charges paid or payable to You from the letting of Premises specified in the Schedule.

Additional Expenditure

The additional expenditure necessarily and reasonably incurred with Our consent.

Outstanding Debit Balances

The money owed to You by Your customers at the date of the Damage taking into account:

- a bad debts;
- b debit and credit amounts owed and not passed through the books during the period between the last record and the date of the Damage;
- c abnormal trading conditions affecting the Business; and
- d Your last record of amounts owed by customers.

Cover

1 Loss of Rent Receivable

If any property owned by You or for which You are responsible sustains Damage, for which liability has been admitted under Sections 1 or 2, causing an interruption of the Business which results in loss of Rent Receivable We will indemnify You for the:

- a amount by which the Rent Receivable during the Indemnity Period, as a result of Damage, falls short of the Rent Receivable which would have been received during the Indemnity Period had no Damage occurred;
- b Additional Expenditure for the sole purpose of avoiding or diminishing the reduction in Rent Receivable during the Indemnity Period as a result of the Damage, not exceeding the amount of Rent Receivable thereby avoided;

less any sum saved during the Indemnity Period in respect of charges or expenses payable out of Rent Receivable which cease or are reduced as a result of the Damage, and provided that Our liability in respect of each Item on Rent Receivable will not exceed 200% of the Sum Insured;

Extensions

Any loss in respect of Rent Receivable as insured by this Section is extended to include interruption of the Business as a result of:

1 Boiler Explosion

Damage resulting from the explosion of any boiler or economiser on the Premises belonging to You or under Your control.

2 Prevention of Access

Damage to property:

- a in the vicinity of the Premises caused by any of the Contingencies insured under Section 1 or Section 2 which prevents or hinders use of or access to the Premises;
- b at the premises of Your managing agents in the United Kingdom, the Channel Islands or the Isle of Man.

3 Loss of Book Debts

If Your account books or other Business books or records whilst on Your Premises or temporarily removed to any premises in the United Kingdom, Republic of Ireland, the Isle of Man or the Channel Islands or in transit between them, sustain Damage from any of the Contingencies insured under Section 1 of this Policy which results in Your inability to trace or establish the Outstanding Debit Balances We will pay You:

- a the difference between the Outstanding Debit Balances and the total of the amounts received or traced in respect thereof; and
- b the additional expenditure incurred with Our consent in tracing and establishing customers' debit balances after the Damage.

Provided that if the Sum Insured stated in the Schedule is less than the Outstanding Debit Balances the amount payable will be proportionately reduced.

This Loss of Book Debts Extension does not cover loss as a result of:

- i erasure or distortion of information on computer systems or other records:
 - a due to the presence of a magnetic flux or whilst mounted in or on any machine or data processing apparatus unless caused by Damage to said machine or apparatus;
 - b due to defects in such records;
- ii deliberate falsification of business records;
- iii mislaying or misfiling of tapes and records;
- iv the deliberate act of the public supply undertaking in restricting or withholding electricity supply;
- v wear and tear and gradual deterioration vermin rust damp or mildew; or
- vi dishonest or fraudulent acts by any of Your employees.

Section 4: Rent Receivable continued

Condition applicable to this Extension

You will record the total amount of Outstanding Debit Balances at least once every seven days and keep a copy;

- a** in a locked, fire-resistant safe or cabinet at the Premises; or
- b** away from the Premises.

4 Professional Accountants' Charges

Any particulars or details in Your books of account or other information or evidence which We may require under the conditions of this Policy for the purpose of investigating or verifying any claim may be produced by professional accountants if, at any time, they are regularly acting as such for You and their report will be prima facie evidence of the particulars and details to which such report relates.

We will pay the reasonable charges payable by You to the accountants for producing such information.

5 Automatic Rent Review

Where the Rent Receivable is subject to a rent review during the Period of Insurance the relevant Sum Insured will be automatically increased to reflect the revised Rent Receivable earned up to a maximum increase of 100% of the Sum Insured on Rent Receivable stated on the Schedule.

No additional premium will be charged for this increase in cover during the Period of Insurance provided that You advise Us, prior to renewal, of the revised Rent Receivable for the next Period of Insurance.

6 Waiver of Subrogation Rights

In the event of a claim arising under this Section We agree to waive any rights, remedies or relief to which We might become entitled by subrogation against:

- a** any company standing in the relation of parent to subsidiary (or subsidiary to parent) to You;
- b** any company which is a subsidiary of a parent company of which You are a subsidiary;

in each case as defined by current legislation.

- c** any tenant of the Buildings unless the Damage:
 - i** has been occasioned or contributed to the fraudulent or criminal or malicious act of such tenant;
 - ii** has been caused by impact by any road vehicle belonging to or under the control of the tenant or his employees; or
 - iii** has occurred to parts of the Premises not leased or rented by such tenant (other than common parts which may be used by all tenants).

7 Contingency Rent Extensions for Landlords Protection

Where there is provision in the lease agreed between You and lessee of the Premises for an abatement of rent in the event of any loss as described below or where the Rent Receivable is reduced as a direct consequence of the turnover of the lessee's business being reduced by any such loss or in respect of any Premises where there are no leases or licences in force at the date of any such loss the insurance by the item on Rent Receivable is extended to include the following subject to Our liability not exceeding £500,000 for all losses or series of losses arising directly from the same originating cause:

a Denial of Access

Loss as insured caused by prevention or hindrance of access to the Premises or prevention of use of the Premises in consequence of any property or rights of way in the immediate vicinity of the Premises being:

- i** occupied by terrorists or persons thought to be terrorists;
- ii** unlawfully occupied by third parties except in the course of a dispute between any employer and employee or group of workers;
- iii** thought to contain or actually containing a harmful device, provided that the police are immediately informed; or
- iv** closed down or sealed off in accordance with instructions issued by the police or by any other statutory body except where the cause of such closure or sealing is due to:
 - a** the condition of the Premises or the business carried on within the Premises;
 - b** Your or the lessee's non-compliance with a prior order of the police or any statutory body; or
 - c** action taken as a result of drought or diseases or other hazards to health.

Provided that:

- i** We will not be liable for loss arising from any cause within Your control or lessee or loss which is the direct result of repairs or maintenance being carried out to property as a result of inherent defect or wear and tear;
- ii** the cover provided by item **a i** of this Extension is not subject to General Exclusion 1 of this Policy in respect of terrorism; and
- iii** where Denial of Access is caused by the threat of terrorism Our limit of liability is £100,000 for all losses or series of losses arising directly from the same originating cause;

Section 4: Rent Receivable continued

b Disease, Vermin, Defective Sanitary Arrangements, Murder and Suicide

Loss as insured arising from the closure of the Premises or any part thereof on the order or advice of any local or governmental public authority due to any occurrence of the following at the Premises:

- i a** acute encephalitis, acute poliomyelitis, anthrax, chickenpox, cholera, diphtheria, dysentery, legionellosis, legionnaires disease, leprosy, leptospirosis, malaria, measles, meningococcal infection, mumps, ophthalmia neonatorum, paratyphoid fever, bubonic plague, rabies, rubella, scarlet fever, smallpox, tetanus, tuberculosis, typhoid fever, viral hepatitis, whooping cough or yellow fever;
- b** any discovery of an organism likely to result in the occurrence of a disease listed in **a** above; or
- c** a disease listed in **a** above attributable to food or drink supplied from the Premises;
- ii** the discovery of vermin or pests;
- iii** any accident causing defects in the drains or other sanitary arrangements; or
- iv** any occurrence of murder or suicide;

Provided that:

- i** for the purposes of this Extension the Indemnity Period will commence from the date on which the Premises or any part thereof is closed on the order or advice of the local or governmental public authority; and
- ii** We will not be liable under this Extension:
 - a** for any costs incurred in the cleaning, repair, replacement, recall or checking of property;
 - b** for loss arising at Premises which are not wholly or partially closed on the order or advice of the local governmental public authority;

c Failure of Utilities

Loss as insured caused by the failure of the supply of:

- i** electricity at the terminal ends of the supply authorities service feeders at the Premises;
- ii** gas at the supply authorities meters at the Premises;
- iii** water at the supply authorities main stop cock serving the Premises; or
- iv** land based telecommunications;

by any accidental cause other than the deliberate act of any supply authority or by any such authority exercising its power to withhold or restrict supply or by drought.

8 Loss of Attraction

Damage to buildings or other property in the immediate vicinity of the Premises which would have such an effect on the business carried on at the Premises that:

- a** an agreement to lease the Premises or any part of the Premises in course of negotiation or review is avoided or amended and the Rent Receivable is reduced; or
- b** the turnover of any lessees business is affected and Rent Receivable is reduced;

subject to Our liability not exceeding £250,000 for all losses or series of losses arising directly from the same originating cause.

Conditions

1 Limit of Liability

The maximum amount payable in any one Period of Insurance in respect of any Item insured under this Section is the Sum Insured stated under Section 4 in the Schedule for each Item.

2 Automatic Reinstatement of Sum Insured

Unless there is written notice by Us to the contrary in the event of Damage under this Section We will automatically reinstate the Sum Insured provided that You undertake to pay the appropriate additional premium.

3 First Financial Year

In the event of Damage occurring before expiration of the first financial year of the Business the results of the Business to date of the Damage will be used as a basis upon which to assess what the Rent Receivable for the first financial year would have been had the Damage not occurred.

4 Payment on Account

In the event of Damage We will if requested by You make monthly payments on account during the Indemnity Period.

5 Unoccupied Buildings

Where the Buildings or any part of them are unoccupied and sustain Damage during the Period of Insurance Our maximum liability will be the loss of Rent Receivable during the period of reinstatement or repair and will be calculated based solely upon any tenancy agreement in respect of such Building in existence at the time of the Damage occurring.

Section 5: Glass and Sanitary Ware

Sub Section 1 – Fixed Glass and Sanitary Ware

Definitions

The definitions which apply to this Sub-Section are in addition to the General Definitions.

Glass

All fixed glass external and internal glass (including shelves showcases and mirrors) forming part of the structure of the Premises excluding any such glass in shop, showroom, or office fronts.

Sanitary Ware

Fixed baths, washbasins, pedestals, bidets, shower trays, sinks, lavatory pans and cisterns.

Cover

In the event of breakage of Glass or Sanitary Ware for which You are responsible at the Premises We will replace such property or at Our option pay You the cost of replacement.

We will not be liable to replace or pay for the replacement of such property exactly but only as nearly as circumstances permit.

Sub Section 2 – Fixed Glass in Shop Fronts

Definitions

The definitions which apply to this Sub-Section are in addition to the General Definitions.

Shop Front Glass

All fixed glass external forming part of the shop, showroom, or office fronts of the Premises.

Cover

In the event of breakage of Shop Front Glass for which You are responsible at the Premises We will:

- a** replace such broken Shop Front Glass with glass of a similar manufacture and quality; or
- b** where required by legislation, replace with glass of a superior quality in accordance with the appropriate British Standard; or
- c** at Our option pay You the cost of replacement.

Extensions to Sub Sections 1 & 2

We will also indemnify You in respect of:

- 1** any boarding up costs reasonably incurred following breakage of Glass or Shop Front Glass;
- 2** damage to frames or framework following breakage of Glass or Shop Front Glass;
- 3** the cost of removal or replacement of fixtures and fittings necessarily incurred to effect replacement of Glass or Shop Front Glass as a result of breakage;
- 4** the cost of replacing alarm foil, lettering, painting, embossing, silvering or other ornamental work on Glass or Shop Front Glass following breakage of Glass or Shop Front Glass; and
- 5** accidental damage to goods incidental to the Business in display windows caused by breakage of Glass or Shop Front Glass.

Provided that Our total liability under Extensions 2, 3, 4 and 5 will not exceed the Sum Insured shown in the Schedule for any one incident.

Exclusions to Sub Sections 1 & 2

These Sub Sections do not cover breakage or Damage:

- 1** by or arising out of fire, lightning or explosion or preventive or salvage operations consequent thereon;
- 2** occurring during removal or installation or arising out of repairs or alterations being carried out at the Premises;
- 3** caused in connection with theft of property from the Premises unless We have agreed to indemnify You in respect of such theft under Section 1 or Section 2 of this Policy;
- 4** of any item flawed or broken at the commencement of this insurance; or
- 5** in any portion of the Building which is Vacant or Disused.

Condition Applicable to this Sub Sections 1 & 2

1 Excess

We will not be liable for the amount of the Excess stated in the Schedule for each and every claim.

2 Illegal Cultivation of Drugs

It is a condition precedent to Our liability to pay the costs reasonably and necessarily incurred for Damage resulting from or relating to the illegal cultivation, harvesting or processing by any other method of drugs at Your Premises by Your tenant, lessee or licensee that You or a responsible person acting on Your behalf will:

- a** carry out internal and external inspections of the premises at least every 4 months and keep written records for at least 3 years;
- b** obtain and keep copies of formal photo identification such as a driving licence or passport of each tenant, lessee or licensee and each guarantor for at least three months after the termination of the tenancy;
- c** before the letting starts obtain and keep copies of the following documents for at least three months after the termination of the tenancy;
 - i** satisfactory written references for each tenant, lessee or licensees from:
 - a** the previous landlord or managing agent within the last 3 years; or
 - b** the current employer on company letter headed paper confirming the tenant's permanent and current employment; or
 - ii** a credit history check for each tenant, lessee or licensee and each guarantor from a licensed credit referencing agency with the individuals having given permission for this information to be released in the event of a claim; and
- d** have collected at least one payment from the tenant's, lessee's or licensee's bank account.

Section 6: Employers Liability

Definitions

The definitions which apply to this Section are in addition to the General Definitions.

Business

The Business as shown in the Schedule includes:

- a** ownership maintenance and repair of the premises;
- b** the provision and management of canteen, sports, social or welfare organisations for the benefit of Employees and fire, security, first aid, medical and ambulance services;
- c** private work undertaken with Your prior consent by Employees for any of Your directors or senior officials; and
- d** participation in trade shows or exhibitions.

Territorial Limits

- a** The United Kingdom, the Channel Islands and the Isle of Man;
- b** elsewhere in the world for visits in connection with the Business undertaken by You or any of Your directors or Employees normally resident in **a** above, in respect of the performance of non-manual work.

Employee

Any person while working for You in connection with the Business who is:

- a** under a contract of service or apprenticeship with You;
- b** a person under a contract of service or apprenticeship with some other employer and who is hired to or borrowed by You;
- c** a labour master or person supplied by him;
- d** a person engaged by a labour only sub-contractor;
- e** a self-employed person performing work under a similar degree of control and direction by You as a person under a contract of service or apprenticeship with You;
- f** a driver or operator of hired-in plant;
- g** a trainee or person undergoing work experience; or
- h** a voluntary helper.

Cover

In the event of the Contingency described below We will indemnify You against the following:

- a** all sums which You become legally liable to pay for compensation and claimants' costs and expenses in respect of the Contingency in connection with the Business;
- b** all costs and expenses of litigation incurred with Our written consent in respect of a claim against You to which the indemnity expressed in this Section applies; and
- c** the payment of the solicitor's fee incurred with Our written consent for representing You at proceedings in any Court of Summary Jurisdiction arising out of any alleged breach of statutory duty resulting in the Contingency which may be the subject of indemnity under this Section or at any Coroner's Inquest or Fatal Accident Inquiry in respect of such Contingency.

Contingency

1 Employers Liability

Bodily Injury caused during the Period of Insurance to any Employee if such Injury arises out of and in the course of their employment by You.

Our liability for all compensation, legal costs and expenses and solicitors' fees payable under Contingency 1 (Employers Liability) to any claimant or number of claimants in respect of or arising out of any one event or all events of a series consequent on one original cause will not exceed the Indemnity Limit stated in Section 6 of the Schedule.

Extensions

1 Additional Persons Insured

We will subject to the terms of this Section indemnify:

- a** in the event of the death of any person entitled to indemnity under this Section the deceased's legal personal representatives but only in respect of liability incurred by such deceased person;
- b** at Your request:
 - i** any principal in respect of liability arising out of the performance by You of any agreement entered into by You with the principal to the extent required by such agreement;
 - ii** any of Your directors or Employees in respect of liability arising in connection with the Business provided that You would have been entitled to indemnity under this Section if the claim had been made against You;
 - iii** any officer, committee or member of Your canteen, sports, social or welfare organisations fire, security, first aid, medical or ambulance services in their respective capacities as such; and
 - iv** any of Your directors or senior officials in respect of private work undertaken by any Employee for that director or senior official.

Provided that:

- i** such persons are not entitled to indemnity under any other policy covering such liability;
- ii** each person will as though they were You observe fulfil and be subject to the terms of this Policy insofar as they can apply;
- iii** We will retain sole conduct and control of any claim; and
- iv** where We are required to indemnify more than one party Our total liability will not exceed the relevant Indemnity Limit.

Section 6: Employers Liability continued

2 Health and Safety at Work etc. Act 1974

We will indemnify You and at Your request any of Your directors or partners or any Employee against legal costs and expenses incurred in defending prosecutions for a breach of the Health and Safety at Work etc. Act 1974 or similar legislation in Northern Ireland, the Channel Islands or the Isle of Man committed or alleged to have been committed in the course of the Business during the Period of Insurance.

We will also pay the prosecution costs You are legally liable to pay and any other costs in appealing against any judgment given.

Provided that:

- a** this indemnity will not apply to:
 - i** the payment of any costs or expenses incurred without Our written consent; or
 - ii** the payment of fines or penalties;
- b** the prosecution relates to the health safety and welfare of Employee(s); and
- c** proceedings arise from an incident which relates to a claim or potential claim under this Section.

3 Unsatisfied Court Judgements

In the event of a judgement for damages being obtained by any Employee in respect of Injury caused during any Period of Insurance and arising out of and in the course of employment by You in the Business against any company or individual operating from premises within the United Kingdom, the Channel Islands or the Isle of Man in any Court situate in those territories and remaining unsatisfied in whole or in part six months after the date of such judgement We will at Your request indemnify up to the Indemnity Limit the said Employee or their personal representative up to the amount of any such damages and any awarded costs to the extent that they remain unsatisfied.

Provided that:

- a** there is no appeal outstanding; and
- b** if any payment is made hereunder the Employee or the personal representative of the Employee will assign the judgement to Us

4 Injury to Working Partners

In respect of Bodily Injury sustained by any working partner named in the Schedule We will deem such partner to be an Employee provided that We will only be liable under this Extension where:

- a** the Bodily Injury is sustained whilst such partner is working in connection with the Business; and
- b** the Bodily Injury is caused by the negligence of another partner or Employee whilst working in the Business.

Compensation for Court Attendance

In the event of any of the undermentioned persons attending court as a witness at Our request in connection with a claim in respect of which You are entitled to indemnity under this Section

We will provide compensation to You at the following rates per day for each day on which attendance is required:

- a** £500 for You or any of Your directors or partners; and
- b** £250 for any Employee.

6 Corporate Manslaughter and Corporate Homicide Act 2007

We will indemnify You against legal costs and expenses, incurred with Our prior written consent, in defence of any criminal proceedings (including any appeal against conviction arising from such proceedings) brought in respect of a charge, or investigations in connection with a charge, of corporate manslaughter or corporate homicide, under the Corporate Manslaughter and Corporate Homicide Act 2007 or any equivalent legislation in the Isle of Man or the Channel Islands, committed or alleged to be committed in the course of the Business during the Period of Insurance.

Provided that:

- a** Our liability under this Extension will be limited to a maximum amount of £1,000,000 in the aggregate and in any one Period of Insurance;
- b** this Extension will only apply to proceedings brought in Great Britain, Northern Ireland, the Isle of Man or the Channel Islands;
- c** We must consent to the appointment of any solicitor or counsel, acting on Your behalf;
- d** You must immediately notify Us of receipt of any summons or other process, served upon You, which may give rise to proceedings arising from the cover under this Extension; and
- e** before We consent to fund any appeal, advice must have been received from Counsel that there is a strong probability that the appeal will be successful. Any information in support of this assertion requested by Us will be supplied by You.

It is understood that We will have no liability under this Extension:

- i** if You have committed any deliberate or intentional criminal act that gives rise to a charge of corporate manslaughter or corporate homicide;
- ii** for any fines or penalties, of any kind; or
- iii** where You can obtain indemnity for the costs of defending a criminal proceeding in relation to corporate manslaughter or corporate homicide, from any other source or insurance or where but for the existence of this Extension You would have obtained indemnity from any other source or insurance.

Section 6: Employers Liability continued

7 Cross Liabilities

Where You comprise more than one party We will treat each party as if a separate Policy had been issued to each provided that nothing in this Extension will increase Our liability beyond the amount for which We would have been liable had this Extension not applied.

Conditions

1 Right of Recovery

The Indemnity granted by this Section is deemed to be in accordance with the provisions of any law relating to compulsory insurance of liability to employees in the United Kingdom, the Channel Islands or the Isle of Man.

However, You will repay Us all sums paid by Us which We would not have been liable to pay but for the provisions of such law.

2 Certificate of Employers Liability Insurance

If this Policy or Section is cancelled, any Certificate of Employers Liability Insurance will be cancelled from the same date.

Exclusions

We will not be liable under this Section in respect of Bodily Injury:

- 1 caused to any Employee (other than the driver) being carried in or upon a vehicle or entering or getting onto or alighting from a vehicle where Bodily Injury is caused by or arises out of the use by You of a vehicle on a road. For the purpose of this Exclusion the expressions "vehicle", "use" and "road" will have the same meanings as in Part VI of the Road Traffic Acts 1988; or
- 2 arising in connection with any visits to or work on any offshore rig or platform. A visit to or work on any offshore rig or platform will be deemed to commence at the time of embarkation onto a conveyance at the point of final departure to such rig or platform and continue until the time of disembarkation from a conveyance onto land on return from an offshore rig or platform.

Section 7: Personal Accident

Definitions

The definitions which apply to this Section are in addition to the General Definitions.

Permanent Total Disablement

A disablement which permanently and continuously disables the Insured Person totally and absolutely from attending to their usual occupation, not being disablement following Loss of Limbs or Loss of Sight.

Temporary Total Disablement

A disablement which prevents the Insured Person from continuously attending to their usual occupation.

Person-insured

You or Your partners, directors or employees aged not less than 16 years nor more than 75 years when named in the Schedule.

Accident

Accidental bodily injury caused solely by violent accidental external and visible means.

Cover

In the event of any Accident happening to any Person Insured during the Period of Insurance which within 24 months of such Accident is the sole cause of any of the Contingencies, We will pay under this Section the benefit stated in the Schedule (unless otherwise stated in this Section), to the Person Insured or their legal representative.

Contingencies

- 1** Death (which will not be presumed by disappearance of the Person Insured).
- 2** Permanent Disablement being:
 - a** Total loss by permanent loss of all sight in one or both eyes;
 - b** Total loss by physical severance or total and permanent loss of use of one or both hands or feet;
 - c** Total Permanent Disablement.
- 3** Temporary Total Disablement.

Conditions

1 Limit of Liability

Compensation for Contingency 3 will:

- a** not exceed normal weekly net earnings;
- b** be payable for a period not exceeding 104 weeks from the beginning of the second week after the commencement of the Contingency; or
- c** be payable when the total amount has been agreed or at Your request at intervals of not less than four weeks (but not in advance) commencing eight weeks after receipt by Us of Your written notice of the Accident.

When Compensation is payable for Contingency **c** We will also pay up to 15% of the amount of such Compensation in respect of charges of a qualified and registered medical practitioner for professional treatment reasonably incurred by the Person Insured.

Compensation will not be payable for more than one of the Contingencies described under 1 or 2 and when payable for one of those Contingencies will not be payable for Contingency 3 caused by the same Accident nor for any of the Contingencies caused by any subsequent Accident.

- 2** In the event of death of a Person Insured, We will be entitled to have a post mortem examination at Our expense.
- 3** In the event of disablement of a Person Insured, the Person Insured must immediately place himself under the care of a qualified medical practitioner and, as often as may be required, submit to medical examination at Our expense.
- 4** All certificates, information and evidence, required by Us, will be furnished at Your expense, under this section and will be in such form and of such nature as We prescribe.
- 5 Change in Circumstances**

You will give immediate written notice to Us of any change in the business or duties or habits or pursuits of any Person Insured and pay any additional premium that may be required by Us and before each renewal of this Section will give written notice to Us of any injury or disease with which any Person Insured has been or is affected and of which You have become aware.

We will not be bound to notice or be affected by any notice of trust charge or alienation relating to this Section and Your receipt or that of Your legal personal representatives will in all cases effectually discharge Us.

Section 7: Personal Accident continued

Exclusions

We will not be liable under this Section in respect of an Accident or Contingency:

- 1** consequent upon the Person Insured being in or on or entering into or descending from any aircraft other than a fully licensed passenger carrying aircraft in which the Person Insured is travelling as a passenger other than as a member of the crew and not for the purpose of undertaking any trade or technical or sporting activity therein or thereon.
For the purposes of this Exclusion the term "aircraft" means any vessel craft or thing made or intended to float in or travel through the air other than a hovercraft;
- 2** consequent upon the Person Insured engaging in:
 - a** winter sports, mountaineering requiring the use of guides or ropes, sub-aquatic or subterranean pursuits, aeronautic sports; or
 - b** riding or driving in or practising for any race, polo playing, steeplechasing, hunting, showjumping, motor cycling (the term "motor cycling" includes motor scooters but not motor-assisted pedal cycles), pillion riding of any kind;
- 3** consequent upon the Person Insured suffering from illness or disease not resulting from bodily injury or suffering from bodily injury;
- 4** contributed to or accelerated by the influence of intoxicating liquor or drugs taken by the Person Insured (other than for drugs taken under medical supervision unless for the treatment of drug or alcohol addiction) or insanity (whether temporary or otherwise) or any sexually transmitted or communicable disease;
- 5** arising from or attributable to intentional self-injury, suicide or attempted suicide, provoked assault, fighting (except in bona fide self-defence), or wilful exposure to needless peril (except in an attempt to save human life);
- 6** attributable to or accelerated by any Person Insured suffering from any pre-existing physical or mental condition; or
- 7** Person Insured failing to obtain and follow proper medical or surgical advice as soon as practicable.

Section 8: Commercial Legal Expenses

Definitions

The definitions which apply to this Section are in addition to the General Definitions.

Appointed Representative

The Preferred Law Firm or tax consultancy, law firm, accountant or other suitably qualified person ARAG will appoint on the Insured Person's behalf.

ARAG

ARAG Legal Expenses Insurance Company Limited.

ARAG 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 on Your behalf the amount is currently £100 per hour. This amount may vary from time to time.

Costs and Expenses

- a** All reasonable, proportionate and necessary costs chargeable by the Appointed Representative and agreed by ARAG in accordance with the ARAG Standard Terms of Appointment.
- b** The costs incurred by opponents in civil cases if the Insured Person has been ordered to pay them, or the Insured Person pays them with the agreement of ARAG.

Countries Covered

- a** For Insured Incidents B Legal Defence (excluding 5 Statutory Notice Appeals), and H Personal injury:
The United Kingdom of Great Britain and Northern Ireland, the European Union, the Isle of Man, the Channel Islands, Albania, Andorra, Bosnia Herzegovina, Gibraltar, Iceland, Liechtenstein, Macedonia, Monaco, Montenegro, Norway, San Marino, Serbia, Switzerland and Turkey.
- b** For insured incident K – Rent Guarantee, The United Kingdom of Great Britain and Northern Ireland.
- c** For all other Insured Incidents:
The United Kingdom of Great Britain and Northern Ireland, the Isle of Man, the Channel Islands.

Date of Occurrence

- a** For civil cases (other than as specified under **c** to **f** below). The date of the event that leads 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 or an Insured Person first became aware of it.)
- b** For criminal cases, the date the Insured Person began, or is alleged to have begun, to break the law.
- c** For Insured Incident C. Statutory Licence Appeal, the date when You first became aware of the proposal by the relevant licensing or regulatory authority to suspend, alter the terms of, refuse to renew or cancel Your licence, mandatory registration or British Standard Certificate of Registration.

- d** For Insured Incident I. Tax Protection, the date when HM Revenue & Customs, or the relevant authority, first notifies You of its intention to carry out an enquiry. For VAT or Employer Compliance Disputes, the date the dispute arises during the Period of Insurance following the issue of an assessment, written decision or notice of a civil penalty.
- e** For Insured Incident B. Legal Defence 5. Statutory Notice Appeals, the date when the Insured Person is issued with the relevant notice and has the right to appeal.
- f** For Insured Incident K Rent Guarantee the Date of Occurrence is the first date that any of the rent due under the terms of the tenancy agreement (or any other amount agreed between You and Your tenant) is not paid, unless this event and any other event leading to a claim have arisen from the same originating cause, in which case the Date of Occurrence will be the first of these events

Employer Compliance Dispute

A dispute with HM Revenue & Customs concerning Your compliance with Pay As You Earn, Social Security, Construction Industry or IR35 legislation and regulations.

Holiday Home

A property used as a furnished holiday home and hired by third parties for leisure use for a fee and for a period used by third parties not exceeding 30 consecutive days.

Insured Incident

As set out in sub-sections A to K under the heading "Insured Incidents" of this Section 8 (Commercial Legal Expenses).

Insured Person

- a** You and Your directors, partners, managers, employees and any other individuals declared to Us by You.
- b** A person contracted to work for You, who works for You on the same basis as Your employees, and performs that work under Your supervision and direction.

Let Property

The property or properties which are owned by You or are Your responsibility and insured as declared to us and let under a tenancy agreement which is in writing, properly executed and containing an enforceable forfeiture clause.

Preferred Law Firm

A law firm, barrister or tax expert ARAG choose to provide legal or other services. These specialists are chosen as they have the proven expertise to deal with the Insured Person's claim and must comply with the ARAG agreed service standard levels, which ARAG audit regularly. They are appointed according to the ARAG Standard Terms of Appointment.

Section 8: Commercial Legal Expenses continued

Reasonable Prospects

- a** For civil cases, the prospects that the Insured Person will recover losses or damages or a reduction in tax or National Insurance liabilities (or obtain any other legal remedy that ARAG have agreed to, including an enforcement of judgment), or make a successful defence must be at least 51%. A Preferred Law Firm or tax consultancy on ARAG's 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 civil and criminal appeals the prospects of a successful outcome must be at least 51%.

Rent Arrears

Unpaid rent that is owed to You under a tenancy agreement, or would have been owed to You but for the breach of a tenancy agreement to let Your property: where ARAG have accepted Your claim under insured incident J (b) Repossession.

Short Term Let

A property let under a short term tenancy agreement of less than 6 months either electronically or in writing and properly executed.

Tax Enquiry

A written notice of enquiry, issued by HM Revenue & Customs, to carry out an Income Tax or Corporation Tax compliance check which either:

- i** includes a request to examine any aspect of Your books and records; or
- ii** advises of a check of Your whole tax return.

Value Added Tax (VAT) Dispute

A dispute with HM Revenue & Customs following the issue of an assessment, written decision or notice of a civil penalty relating to Your VAT affairs.

Making a Commercial Legal Expense Claim

Please refer to the Helpline Services section in this Policy booklet for the legal advice services which are available.

If the Insured Person wishes to speak to ARAG about:

- Legal Advice – the Insured Person can get telephone legal advice on any legal issue affecting the Business.
- Insurance Claims – the Insured Person can report a claim 24/7.
- Tax Advice – dedicated tax advisors can provide advice on tax issues affecting the Business.

Please phone ARAG on 0345 878 5033. ARAG will ask the Insured Person about their legal issue and if necessary call them back to deal with their query.

Important information

Please do not ask for help from a lawyer, accountant or anyone else before ARAG have agreed that the Insured Person does so. If they do, We will not pay the costs involved even if ARAG accept the claim.

Report the claim

- Call ARAG on 0345 878 5033, available 24 hours a day, 7 days a week
- Have the policy number ready and ARAG will ask the Insured Person about their claim

ARAG will assess the claim

- To check the Insured Person's claim is covered by the policy
- And, if it is, ARAG will send it to a lawyer who specialises in that type of claim

The lawyer will

- Assess the Insured Person's case and tell them how likely it is they will win

If the Insured Person is more likely than not to win, the lawyer will

- Manage the case from start to finish

Please note this is an overview of the claims process for guidance purposes only. ARAG's claims handlers can answer any questions the Insured Person may have when they receive the claim; alternatively the Insured Person can visit www.arag.co.uk/legal-protection/how-to-claim

Cover

Claims under this Section are administered and managed by ARAG on Our behalf.

We agree to provide the insurance described in this Section for You (or where specified, the Insured Person) in respect of any Insured Incident arising in connection with the Business shown in the Schedule, subject to the terms, conditions, exclusions and limitations set out in this Section and Policy.

Provided that:

- 1** Reasonable Prospects exist for the duration of the claim;
- 2** the Date of Occurrence of the Insured Incident is during the Period of Insurance; or;
- 3** during the currency of a previous equivalent legal expenses insurance, provided that:
 - i** the previous legal expenses insurance policy required You to report claims during its currency;
 - ii** You could not have notified a claim previously as You could not have reasonably been aware of the insured incident;
 - iii** cover has been continuously maintained in force;
 - iv** ARAG will not cover any claim that should have been covered under a previously operative legal expenses insurance policy;
 - v** the available limit of indemnity will be limited to the lesser of the sums payable under this or Your previous policy;
- 4** any legal proceedings will be dealt with by a court, or other body which ARAG agree to, within the Countries Covered;
- 5** the Insured Incident happens within the Countries Covered.

Section 8: Commercial Legal Expenses continued

What We Will Pay

We will pay an Appointed Representative, on Your behalf Costs and Expenses incurred following an Insured Incident, and any compensation awards that ARAG have agreed to, 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, for Costs and Expenses and compensation awards, is £250,000;
- 2** the most We will pay for the total of all compensation awards under Insured Incident A Employment Disputes and Compensation Awards 2 Compensation awards in any one period of insurance shall not exceed £1,000,000;
- 3** the most We will pay in Costs and Expenses is no more than the amount ARAG would have paid to a Preferred Law Firm or tax consultancy. The amount We will pay a law firm (where acting on Your behalf) is currently £100 per hour. This amount may vary from time to time;
- 4** in respect of an appeal or the defence of an appeal, You must tell ARAG as soon as possible and within the statutory time limits allowed that You want to appeal. Before We pay the Costs and Expenses for appeals, ARAG must agree that Reasonable Prospects exist;
- 5** for an enforcement of judgment to recover money and interest due to You after a successful claim under this Section, ARAG must agree that Reasonable Prospects exist;
- 6** 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;
- 7** in respect of Insured Incident B Legal Defence 6. Jury Service and Court Attendance the maximum We will pay is the Insured Person's net salary or wages for the time that the Insured Person is attending court or tribunal, less any amount You, the court or tribunal pays; and
- 8** We will pay Your Rent Arrears, payable by Us 30 days in arrears as shown under Insured Incidents K1 and K2 Rent Guarantee of this Section.

What We will not pay

- 1** In the event of a claim, if You decide not to use the services of a Preferred Law Firm or tax consultancy, You will be responsible for any costs that fall outside the ARAG Standard Terms of Appointment and these will not be paid by Us.
- 2** If the Insured is registered for VAT We will not pay the VAT element of any Costs and Expenses.

- 3** The first £500 of any contract dispute claim where the amount in dispute exceeds £5,000 (including VAT). 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 may be withdrawn.
- 4** We will not pay any Costs and Expenses under Insured Incidents J. Commercial and Residential Leased or Let Property and K. Rent Guarantee arising from the use of the Premises as a Holiday Home and/or Short Term Let.

Insured Incidents

A Employment Disputes and Compensation Awards

1 Employment Disputes

We will pay Costs and Expenses to defend Your legal rights:

- a** before the issue of legal proceedings in a court or tribunal:
 - i** following the dismissal of an employee; or
 - ii** where an employee or ex-employee has contacted ACAS ('Advisory, Conciliation and Arbitration Service') to commence the Early Conciliation procedure; or
- b** in unfair dismissal disputes under the ACAS Arbitration Scheme; or
- c** in legal proceedings in respect of any dispute relating to:
 - i** a contract of employment with You; or
 - ii** an alleged breach of the statutory rights of an employee, ex-employee or prospective employee under employment legislation.

Exclusions

We will not pay any claim relating to the following:

- 1** unless equivalent legal expenses insurance was continuously in force before:
 - a** any dispute where the originating cause of action arises within the first 90 days of the commencement of cover under this Section;
 - b** any dispute with an employee who was subject to a written or oral warning (formal or informal) within 180 days immediately preceding the commencement of cover under this Section, if the Date of Occurrence was within the first 180 days of the commencement of cover under this Section and the dispute relates directly to the same matter(s) which gave rise to that warning; or
 - c** any notice of redundancy or alleged redundancy or unfair selection for redundancy which occurs within the first 180 days of the commencement of cover under this Section;

Section 8: Commercial Legal Expenses continued

- 2 employee internal disciplinary or grievance procedures.
- 3 damages for personal injury.
- 4 Transfer of Undertakings (TUPE) or the Transfer of Employment (Pension Protection) Regulations; or
- 5 pursuing Your legal rights.

2 Compensation Awards

In respect of a claim ARAG have accepted under insured incident AI Employment disputes, We will pay:

- a any basic and compensatory award; and/or
- b an order for compensation or damages following a breach of Your statutory duties under employment legislation.

Provided that:

- a in cases relating to performance and/or conduct, You have throughout the employment dispute:
 - i followed the ACAS Code of Disciplinary and Grievance Procedures; or
 - ii followed equivalent codes of practice issued by the Labour Relations Agency in Northern Ireland; or
 - iii sought and followed advice from ARAG legal advice service (telephone 0345 878 5024);
- b for an order of compensation following Your breach of statutory duty under employment legislation You have at all times sought and followed advice from ARAG legal advice service since the date when You should have known about the employment dispute (telephone 0345 878 5024);
- c for any compensation award for redundancy or alleged redundancy or unfair selection for redundancy, You have sought and followed advice from the ARAG legal advice service before starting any redundancy process or procedure with Your employees (telephone 0345 878 5024);
- d any sum of money in settlement of a dispute is awarded by a court, tribunal or through the ACAS Arbitration Scheme, under a judgment made after full argument and otherwise than by default, or is payable under settlement approved in writing in advance by ARAG;

The total amount payable by Us for all compensation awards and sums of money in settlement of a dispute, in aggregate and in any one Period Of Insurance is £1,000,000.

Exclusions

We will not pay any claim relating to the following:

- 1 Any compensation award relating to the following:
 - a trade union activities, trade union membership or non-membership;
 - b pregnancy or maternity rights, paternity, parental or adoption rights;
 - c health and safety related dismissals brought under section 44 of the Employment Rights Act 1996; or
 - d statutory rights in relation to trustees of occupational pension schemes;
- 2 non-payment of money due under a contract;
- 3 any award ordered because You have failed to provide relevant records to Employees under National Minimum Wage legislation;
- 4 a compensation award or increase in a compensation award relating to failure to comply with a current or previous recommendation made by a tribunal;
- 5 a settlement agreed and payable following conciliation under the ACAS Early Conciliation procedure.

3 Employee Civil Legal Defence

We will pay Costs and Expenses to defend the Insured Person's (other than Your) legal rights if:

- a an event arising from their work leads to civil action being taken against them under legislation for unlawful discrimination; or
- b civil action is being taken against them as trustee of a pension fund set up for the benefit of Your Employees.

We will only provide cover under this Insured Incident for an Insured Person (other than You) at Your request.

4 Service Occupancy

We will pay Costs and Expenses to recover possession of premises owned by, or for which You are responsible from Your employee or ex-employee.

Exclusion

We will not pay any claim relating to defending Your legal rights other than defending a counter-claim that is an Insured Incident under this policy.

Section 8: Commercial Legal Expenses continued

B Legal Defence

We will pay Costs and Expenses to defend the Insured Person's legal rights for:

(provided that for each of the following sections of Legal defence cover 1-6 You request Us to provide cover for the Insured Person.)

1 Criminal Pre-proceedings Cover

Prior to the issue of legal proceedings, when dealing with the Police, Health and Safety Executive and/or Local Authority Health and Safety Enforcement Officer where it is alleged that the Insured Person has or may have committed a criminal offence.

Provided that for claims relating to the Health and Safety at Work etc Act 1974 the Territorial Limits shall be any place where the Act applies.

Please note that We will only cover criminal investigations and/or prosecutions which arise in direct connection with the activities of the Business. See Cover section of this wording.

Exclusions

We will not pay any claim relating to the following:

- 1 any criminal investigation or enquiry by, with or on behalf of HM Revenue & Customs; or
- 2 investigations due to alleged infringement of road traffic laws or regulations in connection with the ownership, driving or use of a motor vehicle.

2 Criminal Prosecution Defence

Following an event which leads to the Insured Person being prosecuted in a court of criminal jurisdiction.

Provided that:

- a for claims relating to the Health and Safety at Work etc Act 1974 the Countries Covered will be any place where the Act applies; and
- b We will only cover criminal investigations and/or prosecutions which arise in direct connection with the activities of the Business shown in the schedule. See Cover section of this wording.

Exclusion

We will not pay any claim relating to the prosecution due to alleged infringement of road traffic laws or regulations in connection with the ownership, driving or use of a motor vehicle.

3 Data Protection

If civil action is taken against You for compensation under data protection legislation, when handling personal data in Your capacity as a data controller and/or a data processor by:

- a an individual. We will also pay any compensation award in respect of such a claim; or
- b a data controller and/or data processor, which arises out of, or relates to, a claim made by an individual for compensation against that data controller and/or data processor. We will not pay any compensation award in respect of such a claim.

Provided that in respect of **B 3 a** any sum of money in settlement of a dispute is awarded by a court under a judgment made after full argument and otherwise than by consent or default, or is payable under settlement approved in advance by ARAG.

Please note that We will not cover the cost of fines imposed by the Information Commissioner, or any other regulatory and/or criminal body. Please see General Exclusion 3 Court awards and fines under this Section.

Exclusions

We will not pay any claim relating to:

- 1 the loss, alteration, corruption or distortion of, or damage to stored personal data, or
- 2 a reduction in the functionality, availability, or operation of stored personal data, resulting from hacking (unauthorised access), malicious or negligent transfer (electronic or otherwise) of a computer program that contains any malicious or damaging code, computer virus or similar mechanism.

4 Wrongful Arrest

If civil action is taken against the Insured Person for wrongful arrest in respect of an accusation of theft alleged to have been carried out during the Period of Insurance.

5 Statutory Notice Appeals

In an appeal against the imposition or terms of any statutory notice issued under legislation affecting Your business.

Exclusion

We will not pay any claim relating to the following:

- 1 an appeal against the imposition or terms of any statutory notice issued in connection with Your licence, mandatory registration or British Standard Certificate of Registration; or
- 2 a statutory notice issued by an Insured Person's regulatory or governing body.

6 Jury Service and Court Attendance

In the event of an Insured Person's absence from work:

- a to perform jury service; or
- b to attend any court, tribunal or at the request of the Appointed Representative.

Section 8: Commercial Legal Expenses continued

The maximum We will pay is the Insured Person's net salary or wages for the time that they are absent from work less any amount You, the court or tribunal, have paid them.

We will reimburse You for net salary or wages that You have paid the Insured Person for that time, less any amount they have been paid by, or can recover from, the court or tribunal.

Exclusions

We will not pay any claim relating to:

- 1 any claim if You or the Insured Person are unable to prove the loss.

C Statutory Licence Appeal

We will pay Costs and Expenses in an appeal to the relevant statutory or regulatory authority, court or tribunal following a decision by a licensing or regulatory authority to suspend, or alter the terms of, or refuse to renew, or cancel Your licence, mandatory registration or British Standard Certificate of Registration.

Exclusion

We will not pay any claim relating to the following:

- 1 the original application or renewal application of a statutory licence, mandatory registration or British Standard Certificate of Registration;
- 2 the ownership, driving or use of a motor vehicle.

D Contract Disputes

We will pay Costs and Expenses in a contractual dispute arising from an agreement or an alleged agreement which has been entered into by You or on Your behalf for the purchase, hire, sale or provision of goods or services.

Provided that:

- a the amount in dispute exceeds £100 (including VAT).
- b If the amount in dispute exceeds £5,000 (including VAT), You must pay the first £500 of any claim. 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 may be withdrawn;
- c if the amount in dispute is payable in instalments, the instalments due and payable at the time of making the claim exceed £100 (including VAT); and
- d if the dispute relates to money owed to You, the claim is made under this Section within 90 days of the money becoming due and payable.

Exclusions

We will not pay any claim relating to the following:

- 1 a dispute arising from an agreement entered into prior to inception of cover under this Section if the Date of Occurrence is within the first 90 days of inception of cover under this Section unless equivalent legal expenses insurance was continuously in force immediately prior to inception of the cover provided by this Section;
- 2
 - a a dispute relating to an insurance policy, other than when Your insurer refuses Your claim;
 - b the sale, purchase, terms of a lease, licence, or tenancy of land or buildings other than a dispute with a professional advisor in connection with these matters;
 - c a loan, mortgage, pension, guarantee or any other financial product. However, We will cover a dispute with a professional advisor in connection with these matters;
 - d a motor vehicle owned by, or hired or leased to You other than agreements relating to the sale of motor vehicles where You are engaged in the business of selling motor vehicles;
- 3 a dispute with an employee or ex-employee which arises out of, or relates to, a contract of employment with You (Please refer to insured incident A1 Employment disputes and compensation awards.)
- 4 a dispute which arises out of the:
 - a sale or provision of computer hardware, software, systems or services; or
 - b the purchase or hire of computer hardware, software, systems or services tailored by a supplier to Your own specification;
- 5 a dispute arising from a breach or alleged breach of professional duty by an Insured Person; or
- 6 the recovery of money and interest due from another party, other than disputes where the other party indicates that a defence exists.

E Tenancy Disputes

We will pay Costs and Expenses in a civil dispute between You and Your landlord relating to premises leased or rented by You.

Exclusions

We will not pay any claim relating to the following:

- 1 the negotiation, review or renewal of the lease or tenancy agreement; or
- 2 a dispute arising from or relating to rent or service charges.

Section 8: Commercial Legal Expenses continued

F Debt Recovery

We will pay Costs and Expenses in a dispute relating to the recovery of money and interest due from the sale or provision of goods or services, including enforcement of judgements.

Provided that:

- a the debt exceeds £100 (including VAT);
- b a claim is made within 90 days of the money becoming due and payable; and
- c ARAG have the right to select the method of enforcement, or to forego enforcing judgement if ARAG are not satisfied that there are, or will be, sufficient assets available to satisfy judgement.

Exclusions

We will not pay any claim relating to the following:

- 1 any debt arising from an agreement entered into prior to inception of cover under this Section if the debt is due within the first 90 days of inception of cover under this Section unless equivalent legal expenses insurance was continuously in force immediately prior to inception of the cover provided by this Section;
- 2
 - a the settlement payable under an insurance policy;
 - b the sale, purchase, terms of a lease, licence, or tenancy of land or buildings;
 - c a loan, mortgage, pension, guarantee or any other financial product. However, We will cover a dispute with a professional advisor in connection with these matters;
 - d a motor vehicle owned by, or hired or leased to You other than agreements relating to the sale of motor vehicles where You are engaged in the business of selling motor vehicles;
- 3 a dispute which arises out of the supply, hire, sale or provision of computer hardware, software, systems or services;
- 4 the recovery of money and interest due from another party where the other party indicates that a defence exists; or
- 5 any dispute which arises from debts You have purchased from a third party.

G Property Protection

We will pay Costs and Expenses in a civil dispute relating to physical property which is owned by You, or is Your responsibility following:

- 1 any event which causes physical damage to such physical property; or
- 2 a legal nuisance (meaning any unlawful interference with Your use or enjoyment of Your land, or some right over, or in connection with it); or
- 3 a trespass.

Please note that You must have, or there must be reasonable prospects of establishing You have, the legal ownership or right to the physical property that is the subject of the dispute.

Exclusions

We will not pay any claim relating to the following:

- 1 a contract You have entered into (please refer to insured incident D Contract Disputes);
- 2 physical property which is in transit or which is lent or hired out;
- 3 goods at premises other than those occupied by You unless the goods are at the premises for the purpose of installations or use in work to be carried out by You;
- 4 mining subsidence;
- 5 defending Your legal rights but We will cover defending a counter-claim that is an insured incident under this policy;
- 6 a motor vehicle owned or used by, or hired or leased to an Insured Person (other than damage to motor vehicles where You are in the business of selling motor vehicles); or
- 7 the enforcement of a covenant by or against You.

H Personal Injury

At Your request, We will pay Costs and Expenses for an Insured Person's and their family members' legal rights following a specific or sudden accident that causes the death of, or bodily injury to them.

Exclusions

We will not pay any claim relating to the following:

- 1 any illness or bodily injury that happens gradually;
- 2 psychological injury or mental illness unless the condition follows a specific or sudden accident that has caused physical bodily injury;
- 3 defending an Insured Person's or their family members' legal rights other than in defending a counter-claim; or
- 4 clinical negligence.

I Tax Protection

We will pay Costs and Expenses following:

- 1 a Tax Enquiry;
- 2 an Employer Compliance Dispute;
- 3 a VAT Dispute.

Provided that:

- a You have taken reasonable care to ensure that all returns are complete and correct and are submitted within the statutory time limits allowed; and
- b any tax claim arises in direct connection with the activities of the Business. See the Cover section of this wording.

Section 8: Commercial Legal Expenses continued

Exclusions

We will not pay any claim relating to the following:

- 1 a tax avoidance scheme;
- 2 any failure to register for Value Added Tax or Pay As You Earn;
- 3 any investigation or enquiries by, with or on behalf of HM Revenue & Customs Special Investigations Section, Special Civil Investigations, Criminal Investigations Unit, Criminal Taxes Unit, under Public Notice 160 or by the Revenue & Customs Prosecution Office;
- 4 import or excise duties and import VAT; or
- 5 any investigation or enquiry by HM Revenue & Customs into alleged dishonesty or alleged criminal offences.

J Commercial and Residential Leased or Let Property

a Dilapidations & Maintenance

We will pay Costs and Expenses to pursue Your legal rights:

- 1 In a dispute with a tenant arising from a breach or alleged breach of the tenancy agreement which relates to the use or maintenance of the Let Property, excluding repossession, recovery of money and dilapidations; or
- 2 In a dispute relating to dilapidations to the Let Property.

Provided that:

- a the amount in dispute relating to dilapidations exceeds £1,000;
- b prior to the tenancy beginning, a detailed inventory, which notes the condition of all items on the inventory is prepared by You; and
- c after the tenant has vacated the Let Property, a detailed Schedule of Dilapidations is prepared by You.

b Repossession

We will pay Costs and Expenses to:

- 1 obtain possession of the Let Property, provided that, where appropriate, all statutory and contractual notices have been correctly served by You on the tenant;
- 2 with the prior agreement of ARAG, to cover:
 - a the costs of Your hotel accommodation for a maximum of 30 days up to £150 per day;
 - b storage costs up to £10 per day for storage of Your personal possessions for a maximum of four weeks after termination of the tenancy agreement,

while You are seeking possession of and are unable to reoccupy the Let Property.

c Rent Recovery

We will pay Costs and Expenses to pursue Your legal rights to recover money and interest due from a lease, licence or tenancy of the Let Property, including enforcement of judgment.

Provided that:

- a a claim is made within 90 days of the money becoming due and payable or, if it is rent that is owed, it must have been overdue for at least one calendar month;
- b if You accept payment (or part payment) of any Rent Arrears from the tenant, You must provide proof You have warned the tenant this does not prevent You taking further action against them to recover monies owed;
- c where the tenant is a limited company, You must have sought and followed advice from the Appointed Representative before accepting payment of Rent Arrears; and
- d the other party does not intimate that a defence exists.

d Nuisance and Eviction of Squatters

We will pay Costs and Expenses to pursue Your legal rights:

- 1 In defending any allegation of nuisance arising from the Let Property used solely for residential purposes.
- 2 To evict anyone who is not Your tenant or ex-tenant from the Let Property and who has not got Your permission to be there.

Please note, for England, Wales and Scotland squatting in residential properties is a criminal offence and therefore please contact the police in the first instance.

Exclusions

We will not pay any claim under this Insured Incident J (a to d inclusive) relating to the following:

- 1 Unless equivalent legal expenses insurance was continuously in force immediately prior to inception of this Section, any claim where the originating cause of action arises within 90 days of the start of this cover.
- 2 A dispute arising from or relating to:
 - a the negotiation, review or renewal of the lease or tenancy agreement;
 - b the use of the Let Property as a Holiday Home and/or Short Term Let;
 - c any matter relating to service charges;
 - d rent, tax or building regulations or decisions or compulsory purchase orders or restrictions or controls placed on Your material property by any government or public or local authority;

Section 8: Commercial Legal Expenses continued

- e** any claim relating to registering rents, reviewing rents, buying the freehold of the Let Property or any matter that relates to rent tribunals, the leasehold valuation tribunal, land tribunals or rent assessment committees;
 - f** any planning application, review or decision;
 - g** mining subsidence.
- 3** Any claim relating to:
- a** land or premises used for agricultural purposes;
 - b** any arbitration or Agricultural Land Tribunal hearing relating to any dispute arising out of a contract of tenancy or lease regulated by the 1986 Agricultural Holdings Act or 1995 Agricultural Tenancies Act or at hearings of the Scottish Land Court relating to disputes arising out of a contract of tenancy or lease regulated by the 1991 Agricultural Holdings (Scotland) Act or 2003 Agricultural Holdings (Scotland) Act under the terms of the tenancy or lease or as directed by statute.

The following Insured Incident is only operative if stated as operative in the Schedule.

K Rent Guarantee

This element of cover is only available if stated as operative in the Schedule for a residential Let Property in the UK You have let under the following specific agreements;

- a** an assured shorthold tenancy or assured tenancy under the Housing Act 1988; or
 - b** a standard contract under the Renting Homes (Wales) Act 2016; or
 - c** an assured tenancy or short assured tenancy under the Housing (Scotland) Act 1988: or
 - d** a private residential tenancy under the Private Housing (Tenancies) (Scotland) Act 2016; or
 - e** a private residential tenancy to which the Private Tenancies (Northern Ireland) Order 2006 applies; or
 - f** any equivalent tenancy agreement created due to any amending legislation in the future applying to this definition.
- 1** We will pay Your Rent Arrears while Your tenant or ex-tenant still occupies the Let Property up to a maximum of 12 months for any one claim.
- 2** if after vacant possession the Let Property needs damage repaired to enable You to re-let it We will pay 50% of Your Rent Arrears for a maximum of three months or until the Let Property is re-let, whichever happens first. Provided that:
- in both **1** and **2** You have

- i** obtained a satisfactory reference* for each tenant and each guarantor from a referencing service before the tenancy started; and
- ii** kept clear and up-to-date rental records; and provided that ARAG have accepted Your claim under J (b) Repossession.

*The reference must include: written references from a previous managing agent or landlord; an employer (or any other financial source); and a credit history check (including the Enforcement of Judgments Office, County Court Judgments and bankruptcy).

Please note that:

If You receive payment or part payment of Rent Arrears from the tenant at any time following the notification of a claim, ARAG must be notified. Any part payments received must be applied against the earliest Rent Arrears. If We have already made a payment in respect of Rent Arrears You must repay the sum received to Us immediately

Exclusions

We will not pay any claim under this Insured Incident K relating to the following:

- 1** any claim for Rent Arrears which accrue during a period where any legislation, government or court guidance, court systems or court rules result in:
 - i** any or part of the possession proceedings relating to the Let Property being halted or delayed; or where
 - ii** any court action for possession of the Let Property is prevented from being started.
- 2** Any Rent Arrears or any rent deferred prior to the start of this Section, and any reduction in rent agreed at any time.
- 3** Rent Arrears once the Let Property is re-let.
- 4** Rent Arrears for any Let Property in the Isle of Man and Channel Islands.
- 5** A claim for Rent Arrears reported to ARAG more than 90 days after the date You should have known about the Insured Incident.
- 6** Any dispute arising from or relating to the use of the Let Property as a Holiday Home and/or Short Term Let.
- 7** Unless equivalent legal expenses insurance was continuously in force immediately prior to the start of cover under Insured Incident K, any disagreement with Your tenant when the Date of Occurrence is within the first 90 days of the first Period of Insurance and the tenancy agreement started before the start of this Section.
- 8** Any claim relating to registering rents, reviewing rents, rent control, buying the freehold of the Let Property or any matter that relates to rent tribunals, rates tribunals, land tribunals, rent assessment committees and rent officers.

Section 8: Commercial Legal Expenses continued

- 9** Any claim relating to someone legally taking Your Let Property from You, whether You are offered money or not, or restrictions or controls placed on Your Let Property by any government or public or local authority unless the claim is for accidental physical damage caused by any of the above.
- 10** Any claim relating to subsidence, mining or quarrying.

General Exclusions applicable to this Section

We will not pay any claim relating to the following:

1 Late reported claims

any claim reported to ARAG more than 180 days after the date the Insured Person should have known about the Insured Incident;

2 Costs ARAG have not agreed

Costs and Expenses incurred before expressed acceptance of a claim by ARAG;

3 Court awards and fines

fines, penalties, compensation or damages which the Insured Person is ordered to pay by a court or other authority, other than compensation awards covered under Insured Incidents A1 Employment disputes and Compensation awards and B Legal defence;

4 Legal action ARAG have not agreed

legal action an Insured Person takes which ARAG or the Appointed Representative have not agreed to, or where the Insured Person does anything that hinders Us, ARAG or the Appointed Representative;

5 Intellectual property rights

any claim relating to patents, copyrights, trademarks, merchandise marks, registered designs, intellectual property, secrecy and confidentiality agreements;

6 Wilful acts

Any wilful act or omission of an Insured Person deliberately intended to cause a claim under this section;

7 Franchise or agency agreements

any claim relating to rights under a franchise or agency agreement entered into by You;

8 A dispute with ARAG

Any claim under this policy for a dispute with ARAG. For disagreements with ARAG about the handling of a claim, refer to policy Condition 8, under this section;

9 Shareholding or partnership disputes

any claim relating to a shareholding or partnership share, in the business;

10 Judicial review, coroner's inquest or fatal accident inquiry

Costs and Expenses arising from or relating to judicial review, coroner's inquest or fatal accident inquiry;

11 Bankruptcy

any claim where either at the start of, or during the course of a claim:

- a** You are declared bankrupt;
- b** You have filed a bankruptcy petition;
- c** You have filed a winding-up petition;
- d** You have made an arrangement with Your creditors;
- e** You have entered into a deed of arrangement;
- f** You are in liquidation; or
- g** part or all of Your affairs or property are in the care or control of a receiver or administrator;

12 Defamation

any claim relating to written or verbal remarks that damage the Insured Person's reputation;

13 Litigant in person

any claim where an Insured Person is not represented by a law firm, barrister or tax expert.

Conditions applicable to this Section

1 Your representation

- a** On receiving a claim, if representation is necessary, ARAG will appoint a Preferred Law Firm or tax consultancy 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 or tax consultancy 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, if You prefer, choose a law firm or tax expert of Your own choice to act as the Appointed Representative. ARAG will choose the Appointed Representative to represent You in any proceedings where We are liable to pay a compensation award or Rent Arrears.
- c** If You choose a law firm as Your own Appointed Representative who is not a Preferred Law Firm or tax consultancy, ARAG will give Your choice of law firm the opportunity to act on the same terms as a Preferred Law Firm or tax consultancy. However, if Your Appointed Representative refuse to act on this basis, the most We will pay is the amount ARAG would have paid if they had agreed to the ARAG Standard Terms of Appointment. The amount We will pay a law firm (where acting on Your behalf) is currently £100 per hour. This amount may vary from time to time.
- d** The Appointed Representative must co-operate with ARAG at all times and must keep ARAG up to date with the progress of the claim.

2 Your responsibilities

It is a condition precedent to Our liability that an Insured Person must:

- a** co-operate fully with Us, ARAG and the Appointed Representative;
- b** give the Appointed Representative any instructions that ARAG ask You to.

Section 8: Commercial Legal Expenses continued

3 Offers to settle a claim

- a An Insured Person must tell ARAG if anyone offers to settle a claim and must not negotiate or agree to any settlement without ARAG expressed consent.
- b If an Insured Person does not accept a reasonable offer to settle a claim, We will not pay further Costs and Expenses.
- c ARAG may decide to pay an Insured Person the reasonable value of the claim that the Insured Person is claiming or is being claimed against them instead of starting or continuing legal action. In these circumstances an Insured Person must allow ARAG to take over and pursue or settle a claim in their name. An Insured Person must allow ARAG to pursue at their expense and for ARAG's benefit, any claim for compensation against any other person and an Insured Person must give ARAG all the information and help ARAG need to do so.

4 Assessing and recovering costs

- a An Insured Person must instruct the Appointed Representative to have Costs and Expenses taxed, assessed or audited if requested by ARAG.
- b An Insured Person must take every step to recover Costs and Expenses and court attendance and jury service expenses that ARAG have to pay and must pay ARAG any amounts that are recovered.

5 Cancelling an Appointed Representative's appointment

If the Appointed Representative refuses to continue acting for an Insured Person with good reason or if an Insured Person dismisses the Appointed Representative without good reason, the cover We provide will end at once, unless ARAG agree to appoint another Appointed Representative.

6 Withdrawing cover

- a If an insured Person settles a claim or withdraws their claim without Our agreement, or does not give suitable instructions to the Appointed Representative, We can withdraw cover and will be entitled to reclaim any Costs and Expenses ARAG on Our behalf have paid.
- b If during the course of a claim Reasonable Prospects no longer exist the cover We provide will end at once. We will pay any Costs and Expenses and compensation awards We have agreed to, up to the date cover was withdrawn.

7 Expert opinion

If there is a disagreement between an Insured Person and ARAG on the merits of the claim or proceedings, or on a legal principle, ARAG may suggest the Insured Person obtains at their own expense an opinion on the matter from an independent and appropriate expert. The expert must be approved in advance by ARAG and the cost expressly agreed in writing between the Insured Person and ARAG.

Subject to this We will pay the cost of obtaining the opinion if the expert's opinion indicates that it is more likely than not that the Insured Person will recover damages (or obtain any other legal remedy that ARAG have agreed to) or make a successful defence. This does not affect the Insured Person's rights under Condition 8, under this section.

8 Arbitration

If there is a disagreement between the Insured Person and ARAG about the handling of a claim and it is not resolved through ARAG's internal complaints procedure, the Insured Person can contact the Financial Ombudsman Service for help. This is a free arbitration service for eligible consumers, small businesses, charities and trusts. (Details available from www.financial-ombudsman.org.uk.)

If the dispute is not covered by the Financial Ombudsman Service, there is a separate arbitration process available. The arbitrator will be a barrister, solicitor or other suitably qualified person chosen jointly by the Insured Person and ARAG. If there is a disagreement over the choice of arbitrator, ARAG 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 Insured Person and ARAG or may be paid by either the Insured Person or ARAG.

9 Keeping to the Section terms

An Insured Person must:

- a keep to the terms and conditions of this Section and Policy;
- b take reasonable steps to avoid and prevent claims;
- c take reasonable steps to avoid incurring unnecessary costs;
- d send everything We or ARAG ask for in writing; and
- e report to ARAG full and factual details of any claim as soon as possible and give ARAG any information that is needed.

10 Other insurances

If any claim covered under this Section is also covered by another policy, or would have been covered if this Section did not exist, We will only pay Our share of the claim even if the other insurer refuses the claim.

11 Applicable Law

Notwithstanding General Condition E Choice of Law of this Policy, this Section is governed by the law that applies in the part of the United Kingdom, Channel Islands or Isle of Man where the Insured Person's business is registered. Otherwise the law of England and Wales applies.

All Acts of Parliament mentioned in this Policy include equivalent laws in Scotland, Northern Ireland, the Isle of Man and the Channel Islands as appropriate.

Section 8: Commercial Legal Expenses continued

Privacy

ARAG will process personal information about you and anyone else whose details are provided to ARAG to provide you with a service or a claim.

ARAG process your personal information in accordance with ARAG's Privacy Notice. You can find ARAG's Privacy Notice online at www.arag.co.uk/privacy. Alternatively you can make a request for a printed copy to be sent to you by contacting dataprotection@arag.co.uk

How to make a complaint

ARAG will always aim to give the Insured Person a quality service. If the Insured Person thinks ARAG have let them down, You can contact ARAG by:

- phoning **0344 893 9013**.
- emailing customer-relations@arag.co.uk.
- writing to the Customer Relations Department at: ARAG Legal Expenses Insurance Company Limited, Unit 4a, Greenway Court, Bedwas, Caerphilly CF83 8DW
- completing the ARAG online complaint form at www.arag.co.uk/complaints.

Further details of the ARAG internal complaint-handling procedures are available on request.

If the Insured Person is not happy with the complaint outcome or if ARAG have been unable to respond to their complaint within 8 weeks, they can, provided You are an eligible small business, charity or trust, ask the Financial Ombudsman Service for a free and independent review of their complaint.

The Insured Person can contact them by:

- phoning **0800 023 4567** (free from mobile phones and landlines) or **0300 123 9123**.
- emailing: complaint.info@financial-ombudsman.org.uk.
- writing to:

The Financial Ombudsman Service Exchange Tower
London E14 9SR

Further information is available on their website: www.financial-ombudsman.org.uk.

Using this service does not affect the Insured Person's right to take legal action.

The Financial Ombudsman's role is to assess the ARAG handling of a claim in light of the policy terms. It is not to assess the quality of legal advice. If the Insured Person is unhappy with the service provided by an Appointed Representative, the relevant complaint-handling procedure is available on request.

ARAG Regulatory Information

ARAG Head and Registered Office:

ARAG Legal Expenses Insurance Company Limited,
Unit 4a, Greenway Court, Bedwas, Caerphilly CF83 8DW

Registered in England and Wales, company number 103274.

Website: www.arag.co.uk

ARAG Legal Expenses Insurance Company Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority (FRN202106) and the Prudential Regulation Authority.

Financial Services Compensation Scheme

ARAG are covered by the Financial Services Compensation Scheme (FSCS).

Compensation from the scheme may be claimed if ARAG cannot meet their obligations. This will be dependent on the type of business and the circumstances of the claim. More information on the compensation scheme arrangements can be found on the FSCS website, www.fscs.org.uk

Section 9: Terrorism

Definitions

The definitions which apply to this Section are in addition to the General Definitions.

Act of Terrorism

Acts of persons acting on behalf of, or in connection with, any organisation which carries out activities directed towards the overthrowing or influencing, by force or violence, of Her Majesty's Government in the United Kingdom or any other Government de jure or de facto.

Computer Systems

A computer or other equipment or component or system or item which processes stores transmits or receives data.

Covered Loss

All losses:

- a arising under any of the Heads of Cover (other than Non-Damage Business Interruption Head of Cover) as a result of damage to or the destruction of Property insured in the Territory, the proximate cause of which is an Act of Terrorism;
- b arising under the Non-Damage Business Interruption Head of Cover.

Data

Data of any sort whatever, including without limitation, tangible or intangible data and any programs or software, bandwidth, cryptographic keys, databases, documents, domain names or network addresses or anything similar, files, interfaces, metadata, platforms, processing capability, storage media, transaction gateways, user credentials, websites, or any information whatever.

Denial of Service Attack

Any actions or instructions constructed or generated with the ability to damage, interfere with or otherwise affect the availability or performance of networks, network services, network connectivity or Computer Systems. Denial of Service Attacks include, but are not limited to, the generation of excess traffic into network addresses, the exploitation of system or network weaknesses, the generation of excess or non-genuine traffic between and amongst networks and the procurement of such actions or instructions by other Computer Systems.

Hacking

Unauthorised access to any Computer System whether or not Your property.

Head of Cover

Any of the following five types of insurance cover:

- a buildings and completed structures;
- b other property (including contents, engineering, contractors and computers);
- c business interruption;
- d book debts;
- e Non-Damage Business Interruption.

Provided always that each Head of Cover will be deemed to be a separate Head of Cover whether the item insured is insured under this or separate policies, under separate terms of a policy or under separate sections of combined or package policies.

Non-Damage Business Interruption

All losses arising as a result of interruption or interference with Your Business in consequence of:

- a access to, exit from or use of any Premises located within the Territory occupied by You, being impaired or prevented due to the actions of the police, competent authority or any other statutory authority, the proximate cause of which is an Act of Terrorism; or
- b an Act of Terrorism in the vicinity of, but in no event further than one mile from, any Premises within the Territory occupied by You which results in the Business having a diminished attraction to customers and solely in consequence of thereof, an identifiable reduction in Your Business, provided that the Indemnity Period in no event irrespective of what is shown in the Schedule shall exceed three months.

Nuclear Installation

Any installation of such class or description as may be prescribed by regulations made by the relevant Secretary of State from time to time by statutory instrument, being an installation designed or adapted for:

- a the production or use of atomic energy;
- b the carrying out of any process which is preparatory or ancillary to the production or use of atomic energy and which involves or is capable of causing the emission of ionising radiations; or
- c the storage, processing or disposal of nuclear fuel or bulk quantities of other radioactive matter, being matter which has been produced or irradiated in the course of the production or use of nuclear fuel.

Nuclear Reactor

Any plant (including any machinery equipment or appliance whether affixed to land or not) designed or adapted for the production of atomic energy by a fission process in which a controlled chain reaction can be maintained without an additional source of neutrons.

Phishing

Any access or attempted access to Data made by means of misrepresentation or deception.

Private Individual

Any person other than a:

- a beneficiary, trustee or body of trustees where insurance is arranged under the terms of a trust;
- b person who owns or is otherwise insured in respect of Residential Property for the purpose of a business as a sole trader;
- c person who owns or is otherwise insured in respect of Residential Property of which in excess of 20% is commercially occupied.

Section 9: Terrorism continued

Provided that if the property is a private dwelling house or a self-contained unit insured as part of a block of flats, is subject to a trust or executorship of a will and is occupied as a private residence by a beneficiary or a trustee of the trust in question or sole trader or by a beneficiary or an executor of the will in question or the property is located in premises owned by any such person the property insured will be deemed to be insured in the name of a Private Individual.

The definition of Private Individual will include two or more persons where insurance is arranged in their several names and/or the Insured Name on the Schedule includes the name of a bank or building society or other financial institution for the purpose of noting their interest in the property insured.

Residential Property

Private dwelling houses and flats (including household contents and personal effects as insured).

Territory

England and Wales and Scotland but not the territorial sea adjacent thereto as defined by the Territorial Sea Act 1987.

Terrorism

Insurance for Acts of Terrorism under the terms of this insurance.

Virus or Similar Mechanism

Program code, programming instruction or any set of instructions constructed with the purpose and ability, or purposely used to damage, interfere with, adversely affect, infiltrate or monitor computer programs, Computer Systems, Data or operations, whether involving self-replication or not. The definition of Virus or Similar Mechanism includes but is not limited to trojan horses, worms and logic bombs and the exploitation of bugs or vulnerabilities in a computer program to damage, interfere with, adversely affect, infiltrate or monitor as above.

Cover

- 1 all losses under any of the Heads of Cover (other than Non-Damage Business Interruption Head of Cover) as a result of damage to or destruction of the Property insured and loss consequent on interruption to or interference with the Business, in the Territory caused by or resulting from an Act of Terrorism; and
- 2 all losses arising under the Non-Damage Business Interruption Head of Cover within the Territory; as insured by this Policy.

Provided that Our liability shall not exceed in any one Period of Insurance:

- 1 in all, the total Sum Insured; or
- 2 for any item its sum insured or any other stated limit of liability stated in the Schedule or elsewhere in the Policy, whichever is the less.

Conditions

- 1 We will not indemnify You unless and until:
 - a HM Treasury has certified that an event or events have been an Act of Terrorism; or
 - b a Tribunal constituted under the terms of Schedule 3 to a Retrocession Agreement between Pool Reinsurance Company Ltd and HM Treasury has determined that an event or events have been an Act of Terrorism.
- 2 Any conditions or terms which provide for adjustments of premium based on declarations on expiry of the Period of Insurance will not apply to Terrorism insurance.
- 3 Any long term agreement applying to this Policy will not apply to Terrorism insurance.

Subject otherwise to all the terms and conditions of this Policy.

Exclusions

The insurance provided by this Section is not subject to any of the exclusions of this Policy, however We will not be liable under this Section for:

- 1 any loss whatsoever directly or indirectly caused by or contributed to by or arising from riot, civil commotion, war, invasion, act of foreign enemy, hostilities (whether war be declared or not) civil war, rebellion, revolution, insurrection or military or usurped power;
- 2 any loss whatsoever directly or indirectly caused by contributed to by or arising from or occasioned by or resulting from:
 - a Damage to or the destruction of any Computer System; or
 - b any alteration, modification, distortion, erasure or corruption of data;

in each case whether or not Your property, where such loss is directly or indirectly caused by or contributed to by or arising from or occasioned by or resulting from Virus or Similar Mechanism or Hacking or Phishing or Denial of Service Attack.

Provided that Covered Loss (other than any loss arising under the Non-Damage Business Interruption Head of Cover) otherwise falling within this Exclusion 2 will not be treated as excluded by Exclusion 2 solely to the extent that such Covered Loss:

- i results directly (or, solely as regards ii) c) below, indirectly) from fire, explosion, flood, escape of water from any tank, apparatus or pipe (including any sprinkler system), impact of aircraft or any aerial devices or articles dropped from them, impact of any sea-going or water-going vessel or of any vehicle whatsoever or of any goods or cargo carried in or on such vessel or vehicle, destruction of, damage to or movement of buildings or structures, plant or machinery other than any Computer Systems; and

Section 9: Terrorism continued

- ii** comprises;
 - a** the cost of reinstatement, replacement or repair in respect of damage to or destruction of Property insured by You; or
 - b** the amount of business interruption loss suffered directly by You itself by way of loss of or reduction in profits, revenue or turnover or increased cost of working as a direct result of either damage to or destruction of Property insured by You or as a direct result of denial, prevention or hindrance of access to or use of the Property insured by You by reason of an Act of Terrorism causing damage to other Property within one mile of the Property insured by You to which access is affected; or
 - c** the amount of loss caused by the cancellation, abandonment, postponement, interruption, curtailment or relocation of an event as a result of damage to or destruction of Property and any additional costs or charges reasonably and necessarily paid by You to avoid or diminish such loss;
 - iii** is not proximately caused by an Act of Terrorism in relation to which the relevant organisation or any persons acting on behalf of or in connection with that organisation are controlled by, acting on behalf of or in part of any de jure or de facto government of any nation, country or state;
 - iv** The meaning of “Property” for the purposes of this Proviso will (additionally to those exclusions in the definition of “Property” below and anywhere else) exclude:
 - a** any money (including “Money” as defined or otherwise in any insurance policy), currency, electronic cryptographic or virtual currency including Bitcoin or anything similar, negotiable or non-negotiable instruments, financial securities or any financial instrument of any sort whatsoever; and
 - b** any Data;
 - v** Notwithstanding the exclusion of Data from Property, to the extent that damage to or destruction of Property within the meaning of sub-paragraph ii) above indirectly results from any alteration, modification, distortion, erasure or corruption of Data, because the occurrence of one or more of the matters referred to in sub-paragraph i) above results directly or indirectly from any alteration, modification, distortion, erasure or corruption of Data, that will not prevent cost or business interruption loss directly resulting from damage to or destruction of such Property and otherwise falling within sub-paragraphs i) and ii) above from being recoverable under this Terrorism Insurance. In no other circumstances than the previous sentence, however, will any loss or losses directly or indirectly caused by, contributed to by or arising from or occasioned by or resulting from any alteration, modification, distortion, erasure or corruption of Data be recoverable under this Terrorism insurance; and
 - vi** For the avoidance of doubt, the burden of proof will be on You to prove or establish all matters referred to in sub-paragraphs i) to ii) above.
- 3** Damage or any consequential loss arising from any such Damage to Nuclear Installation or Nuclear Reactor and all fixtures and fittings situated thereon and attached thereto and all pipes, wires, cables, drains or other conduits or service media of any description which are affixed or connected to or in any way serve such Nuclear Installation or Nuclear Reactor, but this Exclusion shall not exclude loss arising from Damage to other types of property arising from an Act of Terrorism occurring at the site of a Nuclear Installation or Reactor;
 - 4** Any Residential Property insured in the name of a Private Individual.

Section 10: Landlord Emergency

Definitions

The definitions which apply to this Section are in addition to the General Definitions.

Authorised Person(s)

Individuals or businesses given permission by You to claim directly in the event of an insured incident.

ARAG

ARAG Legal Expenses Insurance Company Limited.

Emergency Assistance Limit

The amount shown in the Schedule including VAT to cover the call-out charge, labour costs, parts and materials for each insured incident. This does not include any amount payable in respect of Hotel Accommodation.

Guest(s)

Person(s) using the Holiday Home under an agreement, either electronically or in writing or with Your permission.

Holiday Home

A property used as a furnished Holiday Home and used by You, Your family or Your Guests for leisure use for a fee and where let to Your Guests this should not be for a period exceeding 30 consecutive days.

Hotel Accommodation

The room-only cost of accommodation for You and/or Your Tenant(s) and/or Your Guest(s) if the Insured Property remains uninhabitable following an insured incident. The most We will pay for Hotel Accommodation is £300 (including VAT).

Insured Incident

As set out in sub-sections A to H under the heading "Insured Incidents" of this Section 10 (Landlord Emergency).

Insured Person

You and/or Your Tenant(s) and/or Your Guest(s) and/or Authorised Person(s).

Insured Property

The property or properties shown in the Schedule belonging to You or for which You are responsible, classed as a private residence(s) used for domestic purposes and let under a tenancy agreement of 6 months or more, as a Short Term Let of less than 6 months' or Holiday Home having no more than 12 bedrooms in each property or flat. This includes attached, integral or detached garages and outbuildings but does not include walls, gates, hedges, fences, sheds, or anything outside the legal boundary of the property.

Main Heating System

The main hot-water or central-heating system in the Insured Property. This includes pipes that connect components of the system.

Plumbing and Drainage

The cold-water supply and drainage system in the boundary of the Insured Property and for which You are legally responsible.

Short Term Let

A property let under a short term tenancy agreement of less than 6 months either electronically or in writing and properly executed.

Tenant(s)

The person(s) to whom You are letting the Insured Property under an agreement.

Vermin

- a wasps' and/or hornets' nests;
- b rats;
- c mice;
- d grey squirrels; or
- e bed bugs.

Making a Landlord Emergency Claim

Once the Insured Person has checked that the emergency is an insured incident, it's important ARAG is told about it as soon as possible by ringing ARAG on **0800 197 1016**. ARAG will ask the insured Person to confirm:

- Your name and the Insured Property address including postcode;
- the nature of the problem.

ARAG phone lines are open 24 hours a day, 365 days a year. To help ARAG check and improve their service standards, ARAG may record all calls.

ARAG ask that the Insured Person does not arrange for a contractor because We won't pay for this or for any work that ARAG haven't agreed to in advance. Someone aged 18 or over must be at the Insured Property when the ARAG contractor arrives.

If ARAG accept the claim, ARAG will arrange, and We will pay for, a contractor to resolve the insured incident taking into account what would be fair and reasonable in the circumstances. ARAG will either:

- i carry out a temporary repair (or a permanent repair if this is no more expensive); or
- ii take other action, such as isolating a leaking component or gaining access to the Insured Property.

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

Cover

Claims under this Section are administered and managed by ARAG on Our behalf.

We agree to cover the costs of the assistance described in this Section in respect of the insured incidents in return for payment of the premium and subject to the terms, conditions, exclusions and limitations set out in this Section, Policy and the Schedule.

Provided that:

- 1 the insured incident is sudden, unexpected and requires immediate corrective action to:

Section 10: Landlord Emergency continued

- a prevent damage or further damage to the Insured Property;
 - b make the Insured Property secure; or
 - c relieve unreasonable discomfort, risk to health or difficulty to You and/or Your Tenant(s) and/or Your Guest(s).
- 2 the insured incident happens during the Period of Insurance and within the United Kingdom of Great Britain and Northern Ireland, the Isle of Man or the Channel Islands.

If We are unable to cover Your claim, ARAG will try (if You wish) to arrange assistance at Your expense. The terms of such a service are a matter for You and the supplier.

What We Will Pay

- 1 ARAG will arrange, and We will pay for a contractor to take action up to the Emergency Assistance Limit for each insured incident.
- 2 If the Insured Property remains uninhabitable overnight following an Insured Incident, We will reimburse You and/or Your Tenant(s) and/or Your Guest(s) for Hotel Accommodation. You and/or Your Tenant(s) and/or Your Guest(s) must send ARAG all relevant invoice(s) before We will reimburse You and/or Your Tenant(s) and/or Your Guest(s). The decision on whether the Insured Property is uninhabitable will take into account whether it would be fair and reasonable for You and/or Your Tenant(s) and/or Your Guest(s) to remain in the Insured Property.

What We will not pay

- 1 Any costs over and above the Emergency Assistance Limit for each insured incident as shown in the Schedule.
- 2 Any costs of overnight accommodation over and above the amount shown under Hotel Accommodation.

When Landlord Emergency Cover can't help

- The Insured Person should immediately contact the fire, ambulance or police service in a situation that could result in serious personal risk or substantial damage to the Insured Property.
- If the Insured Person thinks there is a gas leak, they should contact the National Gas Emergency Service on 0800 111 999.
- If there is an emergency relating to a service such as the mains water or electricity supply, the Insured Person should contact Your supplier.

ARAG will always try to get to the Insured Property as soon as possible but sometimes it may take longer because the weather is bad, or it is a remote location.

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

Insured Incidents

Your Landlord Emergency Cover Section gives You 24-hour assistance in the Insured Property if You suffer one of the following insured incidents:

Please note that under this Section You are agreeing to allow the Tenant(s), Guest(s) or Authorised Person(s) to contact the 24-hour assistance phone line and claim directly in the event of an Insured Incident.

A Roof damage

Any damage to the roof of the Insured Property where internal damage has been caused or is likely, excluding any roof You do not have sole responsibility for.

B Plumbing and drainage

Damage to, or blockage, breakage or leaking of, the drains or plumbing system that You are responsible for in the Insured Property.

Exclusions

We will not pay any claim relating to pipes for which Your water supply or sewerage company are responsible and rainwater drains and soakaways.

C Heating failure

The failure of the Main Heating System in the Insured Property.

Exclusions

We will not pay any claim relating to the following:

- a Cold-water supply or drainage pipes, non-domestic heating or non-domestic hot water systems;
- b any form of solar heating or warm air system.

D Power supply failure

The failure of the domestic electricity or gas supply, in the boundaries of the Insured Property.

Exclusions

We will not pay any claim relating to the failure of the mains supply.

E Toilet unit

Impact damage to, or mechanical failure of, a toilet bowl or cistern that results in the complete loss of function of any toilet in the Insured Property whether or not there are other working toilets.

F Property security

The failure of or damage to key operated internal lockable doors to access each Tenant(s) or Guest(s) exclusive room in shared occupancy residence(s), or external doors, windows or locks resulting in the Insured Property becoming insecure.

G Keys

The only available set of keys to the Insured Property is lost, stolen or damaged and the Insured Person can't replace them or can't gain normal access to each Tenant(s) or Guest(s) exclusive room in shared occupancy residence(s) or to the Insured Property. If You are not able to provide a set of keys, a Tenant, Guest or Authorised Person can contact the 24-hour assistance phone line directly.

Section 10: Landlord Emergency continued

H Vermin

An infestation by Vermin in the Insured Property which prevents the use of the loft or one or more rooms in the Insured Property.

General Exclusions

The exclusions which apply to this Section are in addition to the General Exclusions.

We will not pay any claim relating to the following:

1 Waiting period

If You have added an additional Insured Property during the Period of Insurance of this section, any claim following an insured incident relating to that additional Insured Property which arises during the first 7 days of their addition.

2 Unoccupied property

An incident that happens when the Insured Property has been left unoccupied for 60 or more consecutive days. Please note this applies to this Section, instead of General Condition G: Unoccupancy.

3 Costs ARAG have not agreed

Costs incurred by an Insured Person before ARAG have accepted a claim.

4 Property maintenance

Normal day-to-day maintenance of the Insured Property that an Insured Person should carry out or pay for.

5 Communal areas

An incident that would require ARAG to undertake repairs or any other remedial action to:

- a shared roofs or communal areas of a property not owned by You or for which You do not have sole responsibility; or
- b any shared fixtures and fittings, facilities or services outside the legal boundary of the Insured Property.

6 Nobody at the Insured Property

Costs incurred where the ARAG contractor has attended at an agreed time, but nobody aged 18 or over was at the Insured Property.

7 Replacement boilers or appliances

The costs, or any contribution towards the costs, of replacing a boiler, storage heater or any other heating or domestic appliance.

8 Repair is uneconomical

Any repair to a boiler, storage heater or any other heating or domestic appliance that is more than the cost of replacing it.

9 Failure to carry out previously recommended repairs

An incident which happens because an Insured Person failed to carry out work or repairs that they were advised to undertake which would have

meant the incident didn't happen.

10 Guarantee and warranty

Equipment or facilities that are under guarantee or warranty from the maker, supplier or installer.

11 Risk to health and safety

An incident that cannot be resolved safely by the ARAG contractor (or which requires specialist assistance) because there are dangerous substances or materials or where conditions make attempting a repair dangerous.

12 Incorrect installation or repairs

An incident resulting from a design fault or the incorrect installation, repair, modification, or maintenance of equipment or facilities.

13 Deliberate acts

An incident arising from a deliberate act or omission by an Insured Person.

14 Damage caused during repairs

Damage caused by gaining access to carry out repairs.

15 Mains supplies

An incident relating to the interruption, failure or disconnection of the mains electricity, mains gas or mains water supply, or an Insured Person's failure to buy or provide enough gas, electricity or other fuel.

16 Connected homes

The failure or other issues with the working of connected home devices.

17 Septic tanks, cess pits and fuel tanks

An incident arising from the malfunction or blockage of septic tanks, cess pits or fuel tanks.

18 Subsidence, landslip and heave

An incident arising from subsidence, landslip or heave.

Conditions

The conditions which apply to this Section are in addition to the General Conditions.

1 Maintenance

The Insured Person must maintain the Insured Property 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 the Insured Property.

2 Keeping to the policy terms

An Insured Person must:

- a keep to the terms and conditions of this Section and Policy;
- b take reasonable steps to avoid and prevent claims; and
- c take reasonable steps to avoid incurring unnecessary costs.

Section 10: Landlord Emergency continued

3 Replacement parts

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

4 Circumstances beyond ARAG control

ARAG will make every effort to provide the service at all times, but ARAG will not be responsible for any liability arising from their inability to provide assistance as a result of circumstances beyond their control.

5 Losses not directly covered by this Section

We will not pay for losses that are not directly covered by this Section.

6 Other insurances

If any claim covered under this Section is also covered by another policy or would have been covered if this Section did not exist, We will only pay Our share of the claim even if the other insurer refuses the claim.

7 Law that applies

This Section is governed by the law that applies in the part of the United Kingdom, Channel Islands or Isle of Man where You normally live. Otherwise, the law of England and Wales applies.

Privacy

ARAG will process personal information about you and anyone else whose details are provided to ARAG to provide you with a service or a claim.

ARAG process your personal information in accordance with ARAG's Privacy Notice. You can find ARAG's Privacy Notice online at www.arag.co.uk/privacy. Alternatively you can make a request for a printed copy to be sent to you by contacting dataprotection@arag.co.uk

How to make a complaint under this section

- ARAG always aim to give You a high-quality service. If You think ARAG have let You down, You can contact ARAG by:
- phoning 0344 893 9013
- emailing customer-relations@arag.co.uk
- writing to the Customer Relations Department, ARAG Legal Expenses Insurance Company Limited, Unit 4a, Greenway Court, Bedwas, Caerphilly CF83 8DW
- completing the ARAG online complaint form at www.arag.co.uk/complaints

Further details of the ARAG internal complaint-handling procedures are available on request.

If You are not happy with the complaint outcome or if ARAG have been unable to respond to Your complaint within 8 weeks, You can ask the Financial Ombudsman Service for a free and independent review of Your complaint.

You can contact them by:

- phoning 0800 023 4567 (free from mobile phones and landlines) or 0300 123 912
- emailing complaint.info@financial-ombudsman.org.uk
- writing to The Financial Ombudsman Service, Exchange Tower, London E14 9SR

Further information is available on their website: www.financial-ombudsman.org.uk

Using this service does not affect Your right to take legal action.

ARAG Head and Registered Office:

ARAG Legal Expenses Insurance Company Limited, Unit 4a, Greenway Court, Bedwas, Caerphilly CF83 8DW

Registered in England and Wales, Company Number 103274.

Website: www.arag.co.uk

ARAG Legal Expenses Insurance Company Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority (FRN2002106) and the Prudential Regulation Authority.

Financial Services Compensation Scheme

ARAG are covered by the Financial Services Compensation Scheme (FSCS). Compensation from the scheme may be claimed if ARAG cannot meet their obligations. This will be dependent on the type of business and the circumstances of the claim. More information on the compensation scheme arrangements can be found on the FSCS website, www.fscs.org.uk

Policy Extensions

The following Policy Extension(s) automatically apply:

Policy Extension 1: Equipment Breakdown

Definitions

The definitions which apply to this Extension are in addition to the General Definitions.

Accident

Means:

- a** electrical or mechanical Breakdown, including rupture or bursting caused by centrifugal force;
- b** artificially generated electrical current, including electric arcing, that disturbs electrical devices, appliances or wires;
- c** Explosion or Collapse of Covered Equipment operating under steam or other fluid pressure;
- d** Damage to Covered Equipment operating under steam or other fluid pressure caused by or resulting from any condition or event (not otherwise excluded) occurring inside such boilers or equipment;
- e** loss or damage to hot water boilers other water heating equipment oil or water storage tanks caused by or resulting from any condition or event (not otherwise excluded) occurring inside such equipment; or
- f** Damage caused by or due to operator error that results in the overloading of Covered Equipment.

If an initial Accident causes other Accidents, all will be considered one Accident. All Accidents that are the result of the same event will be considered one Accident.

Additional Expenses

Expenses incurred to clean up or dispose of the Covered Equipment resulting from contamination by a Hazardous Substance.

Biomass and Biogas Installations

Any equipment and machinery used in connection with running a biomass or biogas heating or power generation plant, including anaerobic digesters, storage tanks, augers, screeners, scrubbers, boilers, gas engines, generators, heat exchangers, pumps and motors.

Breakdown

- a** the actual breaking failure distortion or burning out of any part of the Covered Equipment whilst in ordinary use arising from defects in the Covered Equipment causing its sudden stoppage and necessitating repair or replacement before it can resume work; or
- b** fracturing of any part of the Covered Equipment by frost when such fracture renders the Covered Equipment inoperative; or
- c** the actual and complete severance of a rope but not breakage or abrasion of wires or strands even though replacement may be necessary.

Collapse

The sudden and dangerous distortion (whether or not attended by rupture) of any part of the Covered Equipment caused by crushing stress by force of internal steam or other fluid pressure (other than pressure of chemical action or ignited flue gases or ignition of the contents).

Computer Equipment

- a** electronic, computer or other data processing equipment;
- b** peripherals used in conjunction with **a**; or
- c** software or programs licensed to You and installed on **a** above.

Covered Equipment

Equipment at the Premises owned by You or for which You are responsible built to operate under vacuum or pressure, other than weight of contents, or used for the generation, transmission or utilisation of energy including but not limited to:

- a** heating systems and hot water heaters;
- b** air circulation, ventilation, air conditioning and refrigeration systems (other than blast freezers);
- c** electrical panels, emergency generators and electrical distribution systems;
- d** security, alarm and sound systems;
- e** lifts and escalators;
- f** office equipment including telephone systems, Computer Equipment, fax machines, copiers and printers;
- g** retail equipment, bar code scanners, credit and debit card payment systems and cash registers;
- h** forklift trucks on the Premises;
- i** domestic kitchen and food preparation equipment, laundry and cleaning equipment and audio visual equipment.

Excluding:

- i** any structure, foundation, masonry, brickwork, cabinet, compartment or air supported structure or building;
- ii** any insulating or refractory material;
- iii** any sewer piping, underground vessels or piping, or piping forming a part of a sprinkler system;
- iv** any water piping other than boiler firewater piping, boiler condensate return piping or water piping forming a part of a refrigerating or air conditioning system;
- v** any vehicle, mobile equipment, aircraft, floating vessel including any equipment mounted on such vehicle, mobile equipment, aircraft or floating vessel;
- vi** any construction plant or equipment;
- vii** any tool, die, cutting edge, crushing surface, trailing cable, non metallic lining, driving belt, or band, or any other part requiring periodic renewal;
- viii** any equipment manufactured by You for sale;

Policy Extensions continued

- ix** Production or Process equipment;
- x** any electricity generating equipment other than emergency back-up power equipment or wind turbines less than 10kw or photovoltaic equipment less than 50kw;
- xi** any Biomass or Biogas Installation;
- xii** any Hydroelectric Installation; or
- xiii** equipment owned by Your tenants.

Cyber Event

- a** a failure of electronic equipment to correctly recognise, process or store any data;
- b** a hostile, malicious, illegal or transgressive act committed through electronic systems or, including but not limited to:
 - i** a virus (a program, code, programming instruction or any set of instructions, intended to damage, interfere with or have a negative effect on computer programs, data or operations);
 - ii** hacking (unauthorised access to any computer or other electronic equipment);
 - iii** a denial of service attack (any actions or instructions intended to damage, interfere with or affect the availability or performance of networks, network services, network connectivity or telecommunication systems).

Electronic Derangement

Malfunction of the Computer Equipment or electronic circuitry controlling or operating the Covered Equipment that is not accompanied by visible damage and requires replacement of one or more insured components of the Covered Equipment in order to restore it to its normal operation.

Electronic Derangement does not include:

- i** the rebooting, reloading or updating of software or firmware;
- ii** the incompatibility of Covered Equipment with any software or equipment installed, introduced or networked, within the previous 30 days;
- iii** the Covered Equipment being of insufficient size, specification or capacity;
- iv** malfunction resulting from causes excluded under Exclusion 2 Cyber Event of this Section.

Explosion

The sudden and violent rending of the Covered Equipment by force of internal steam or other fluid pressure (other than pressure of chemical action or ignited flue gases or ignition of the contents) causing bodily displacement of any part of the Covered Equipment together with forcible ejection of the contents.

Hazardous Substance

Any substance other than ammonia that has been declared to be hazardous to health by a governmental agency.

Hydroelectric Installations

Any equipment, machinery, dam and weir used in connection with running a hydroelectric-power station, including turbines, sluice gates, screens, screeners, pumps, motors, generators, gearboxes, engines, alternators and associated equipment. Hydroelectric Installations also include any substation and distribution transformer, switchgear, meter, cabling, telecommunication and monitoring device, building and converter housing (including fixtures and fittings), and security equipment.

Media

All forms of electronic, magnetic and optical tapes and discs for use in any electronic computer or electronic data processing equipment.

Production or Process Equipment

Any machine or apparatus (other than kitchen and food preparation and laundry equipment) which processes, forms, cuts, shapes, grinds or conveys raw materials, materials in process or finished product, including any equipment forming a part of the driving or controlling mechanism for such machine or apparatus.

Perishable Goods

Any perishable good which it is normal practice to place into a refrigeration unit for purposes of preservation.

Cover

The insurance by Sections 1 and 2 (if operative) of the Policy is extended to include cover for direct physical damage caused to Covered Equipment resulting from an Accident, subject to the terms, conditions, limitations and exclusions of the Policy and this Extension.

Additional Cover and Sub Limits

The following Additional Covers also apply under this Extension. These Additional Covers do not increase the Limits or Sums Insured shown in the Schedule.

1 Hazardous Substances

We will cover You for Damage to Covered Equipment caused by contamination by a hazardous substance, including any Additional Expenses incurred.

Our maximum liability under this Additional Cover will not exceed £10,000 any one Accident.

2 Computer Equipment

We will be liable for Damage caused by or resulting from an Accident to Computer Equipment whilst at the Premises. Our maximum liability will not exceed £250,000 any one Accident. Also this additional Cover applies to any portable computer equipment insured under Section 2 of this policy. Where the latter section is also extended in respect of such equipment to apply whilst the portable computer equipment is anywhere in the world then any Accident occurring worldwide will also be insured by this extension.

Our liability for portable computer equipment will not exceed £5,000 any one Accident.

Policy Extensions continued

Cover is also extended to include Damage caused by or resulting from an Accident to Computer Equipment occurring whilst such Equipment is at any situation in the United Kingdom, the Channel Islands, the Isle of Man or in any member country of the EU, including whilst in transit to and from. Our maximum liability will not exceed £5,000 in total for all claims or series of claims arising out of any one original Accident, including if shown as operative, any actual loss under Section 4: Rent Receivable in respect of Damage to Computer Equipment whilst away from the Premises.

3 Reinstatement of Data

Unless otherwise excluded, We will be liable under this Additional Cover for costs incurred in reinstating data lost or damaged in consequence of an Accident to Covered Equipment.

Provided that:

- a** liability is limited solely to the cost of reinstating data onto Media;
- b** We will not be liable for any losses discovered later than six months after the loss was initiated;
- c** We will not be liable for Damage to software;
- d** We will not be liable under this Additional Cover for costs more specifically described under the Increased Costs Of Working Additional Cover.

Our maximum liability in respect of this Additional Cover will not exceed £25,000 in any one Period of Insurance.

4 Increased Costs of Working

Unless otherwise excluded, We will be liable to pay reasonable costs necessarily incurred in consequence of an Accident to Covered Equipment in minimising or preventing the resulting interruption or interference to Your computer operations.

Our maximum liability under this Additional Cover will not exceed £25,000 any one Accident.

5 Rent Receivable

If cover is shown as operative in Your Schedule, We will cover You for loss as described under Section 4: Rent Receivable caused by an Accident to Covered Equipment.

For the purposes of this cover Accident will not include any Accidents insured under Additional Cover 11 – Damage to Own Surrounding Property.

Our maximum liability under this Additional Cover will not exceed £30,000 in the aggregate during any one Period of Insurance.

6 Perishable Goods

We will cover You for Damage to Perishable Goods owned by You or for which You are responsible in any refrigeration unit owned by You due to change in temperature caused by an Accident or failure of the electricity supply.

We will not cover Damage caused:

- a** by the deliberate act of any electricity undertaking in terminating disconnecting restricting or withholding the supply of electricity;

- b** by neglect or misuse;
- c** by wear, tear, deterioration of the cabinet or other gradually operating cause; or
- d** as a result of incorrect setting of thermostats or automatic controlling devices.

We will not be liable for 20% of any loss where the refrigeration unit is over 10 years old. Our maximum liability in respect of this Additional Cover will not exceed £15,000 for frozen or chilled foods and £5,000 in respect of any other Perishable Goods for any one Accident.

7 Expediting Expenses

With respect to damaged Covered Equipment, We will pay for any reasonable costs necessarily incurred to make temporary repairs and expedite permanent repairs or permanent replacement.

Our maximum liability under this Additional Cover will not exceed £20,000 any one Accident.

8 Public Authorities/Law or Ordinance

If an Accident to Covered Equipment damages a building that is covered under this policy; and the loss is increased by enforcement of any public authority, ordinance or law in force at the time of the Accident that regulates the construction or repair of buildings, or establishes zoning or land use requirements, We will be liable for the following additional costs to comply with such ordinance or law:

- a** Your actual expenditures for the cost to demolish and clear the site of undamaged parts.
- b** Your actual expenditures for increased costs to repair, rebuild or construct the building. If the building is repaired or rebuilt, it must be intended for similar use or occupancy as the current building, unless otherwise required by zoning or land use ordinance or law.

We will not be liable for:

- i** any fine or penalty;
- ii** any liability to a third party;
- iii** any increase in loss due to a hazardous substance (other than as specifically insured under Additional Cover 1); or
- iv** increased construction costs until the building is actually repaired or replaced.

This Additional Cover is within and does not increase the Sum Insured shown in the Schedule.

9 Hire of Substitute Item

If Covered Equipment is damaged as a result of an Accident We will also indemnify You against the cost of hire charges actually incurred by You during the Period of Insurance for the necessary hire of a substitute item of similar type and capacity during the period of repair or until permanent replacement of the item lost or damaged.

Our maximum liability under this Additional Cover will not exceed £5,000 any one Accident.

10 Storage Tanks and Loss Of Contents

This Additional Cover extends to include loss or damage caused by an Accident to storage tanks or water tanks (other than sprinkler system tanks) including connected pipework belonging to You or for which You are responsible at the Premises. In addition this Additional Cover covers loss of the contents of storage tanks caused by:

- a escape of contents leakage discharge or overflow from the storage tanks caused by or resulting from an Accident;
- b contamination of the contents of the storage tanks caused by or resulting from an Accident; including cleaning costs incurred as a result of such loss.

This Additional Cover excludes:

- 1 loss caused by fire howsoever the fire may have been caused;
- 2 loss resulting from corrosion erosion or wasting;
- 3 contamination of the contents resulting from:
 - a the natural settling separation or accumulation of fluids or materials constituting the normal contents;
 - b the deliberate use of fluids or materials in the storage for cleaning flushing or similar purposes;
- 4 loss sustained whilst storage tanks are in transit between Premises; and
- 5 costs or expenses arising from pollution or contamination of property not covered by this Additional Cover.

Our maximum liability under this Additional Cover will not exceed £7,500 any one Accident.

11 Damage To Own Surrounding Property

We will be liable for Damage to property belonging to You or in Your custody and control and for which You are responsible directly resulting from Explosion or Collapse of any steam boiler, steam generator, economiser, superheater, steam pipework or steam vessel.

Our maximum liability under this Additional Cover will not exceed £1,000,000 any one Accident.

Additional Conditions

1 Precautions

You will exercise due diligence in:

- a complying with any statute or order;
- b ensuring that insured items are properly maintained and used in accordance with manufacturers recommendations and in taking reasonable precautions to prevent loss or damage.

2 Back Up Records

You must back up original data at least every 7 days
You must take precautions to make sure that all data is stored safely.

If You fail to keep to this condition, We may still pay a claim if You can show that formal procedures are in place to keep to this condition and that the failure was an accidental oversight or as a result of circumstances beyond Your control.

3 General Definitions, Claims Conditions or General Conditions

Where there is any conflict between the General Definitions, General Conditions, Claims Conditions or General Exclusions, of this Policy, and the terms, definitions, conditions, clauses and exclusions, under this Extension, the interpretation under this Extension will take precedence.

Exclusions

The following Exclusions apply in respect of this Policy Extension:

We will not be liable for:

- 1 Damage caused by or resulting from:
 - a a hydrostatic, pneumatic, or gas pressure test of any boiler or pressure vessel;
 - b an insulation breakdown test of any type of electrical equipment; or
 - c depletion, deterioration, corrosion, erosion, wear and tear, or other gradually developing conditions, unless such Damage results from an Accident;
- 2 Loss or Damage of any kind caused by a Cyber Event;
- 3 Damage to data or Media caused by or resulting from:
 - a programming error or programming limitation;
 - b loss of data other than for the reinstatement of data lost or damaged, as provided for under Additional Cover 3 Reinstatement of Data;
 - c loss of access;
 - d loss of use; or
 - e loss of functionality;
- 4 Damage recoverable under maintenance agreement or any warranty or guarantee or which would be recoverable but for breach of Your obligations under the agreement; or
- 5 any costs incurred due to a delay in resuming operations resulting from the need to reconstruct or re-input data or programs on Media, where You have not fully complied with Additional Condition 2 Back Up Records.

Excess

This Section does not cover and We will not be liable for the amount of the first £200 of each and every claim.

All claims or series of claims, arising out of any one original cause, will be treated as one claim.

Important Information

Your right to cancel

If, after buying your policy, You decide that the cover does not meet your needs, You may cancel the Policy by contacting Us on **0345 301 5066** or sending Us written notice, within 14 days of receiving your policy documents or the start date of the policy (whichever is later). We will refund any premium you have paid in full providing that you have not made any claim. If you cancel your policy after that time, you will receive a pro rata refund less an administration fee, providing that you have not made a any claim during the current period of insurance. The administration fee will be one twelfth of the annual premium up to a maximum chargeable amount of £50 plus the Insurance Premium Tax applicable to the chargeable amount.

Details about our Regulator

U K Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under registration number 202810.

The Financial Conduct Authority website, which includes a register of all regulated firms, can be visited at **www.fca.org.uk**, or the Financial Conduct Authority can be contacted on **0800 111 6768**.

Automatic Renewals

We may automatically renew your policy on the renewal date. If we plan to automatically renew your policy, we will let you know we are planning to do this before your cover ends together with sending you details of the renewal premium. If you do not want to renew this policy, you should let us know before the renewal date.

Details of Financial Services Compensation Scheme

Under the Financial Services and Markets Act 2000, should the company be unable to meet all its liabilities to policyholders, compensation may be available. Insurance advising and arranging is covered for 90% of the claim without any upper limit. For compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim, without any upper limit. Information can be obtained on request, or by visiting the Financial Services Compensation Scheme website **www.fscs.org.uk**

Need to claim?

Need to make a claim, or find out if you can?
Do it online.

You can do this at any time by scanning the
QR code below or by visiting:

directlineforbusiness.co.uk/claims



if you'd prefer to speak to us, you can call the
telephone numbers below:

General Claims

0345 303 1753

Monday to Friday, 8am to 6pm

Commercial Legal Expenses Claims

included with Section 8

0345 878 5033

24 hours a day, 7 days a week

Landlord Emergency Claims

included with Section 10

0800 197 1016

24 hours a day, 7 days a week



Direct Line

**If you would like a Braille, large
print or audio version of your
documents, please let us know.**

Direct Line insurance policies are underwritten by U K Insurance
Limited, Registered office: The Wharf, Neville Street, Leeds, LS1 4AZ.

Registered in England and Wales No.1179980. U K Insurance Limited
is authorised by the Prudential Regulation Authority and regulated
by the Financial Conduct Authority and the Prudential Regulation
Authority.

Calls may be recorded.

DLFB400 0626

Can we help?

Find answers online by scanning the QR
code below or by visiting:

directlineforbusiness.co.uk/contact-us



**To make a change or to talk to
us about your policy**

0345 303 1760

Monday to Friday 8am to 6pm,
Saturday 9am to 3pm,
Sunday closed