



1 Tower View
Kings Hill
West Malling
Kent
ME19 4UY

0203 829 6765
www.holidaysafe.co.uk

Mr Ben Hastings
53 Cotebrook Drive
Upton
Chester
CH2 1RB

24 June 2016

Dear Mr Hastings,

RE: Travel Insurance Policy – HSST5761760

Welcome to Holidaysafe Travel Insurance.

We have pleasure in enclosing your travel insurance documents for your forthcoming trip.

It is important that you check all documentation carefully before you travel to make sure the details are correct and that the cover meets your needs. Should you find that the policy is not suitable, you have a 14 day cooling off period in which to return your documents and receive a full refund provided you have not travelled or made a claim.

We strongly recommend that you read the policy wording and policy schedule as these documents represent the contract of insurance between you and the insurer. It contains important terms and conditions of your insurance cover, and tells you what is, and what is not covered and what contribution you may have to make to a claim. It includes important medical information and tells you what to do in an emergency situation. If there is anything you are not sure about please contact our **Customer Service Department on 0203 829 6765** which is a lo-call number, or email website@holidaysafe.co.uk and we will be happy to answer your queries.

There are three things of particular importance to note:

- Please pay particular attention to the section headed **“Disclosure of your medical conditions”** on page of the policy wording. We can only provide cover for those whose names are listed on the policy schedule. If you have not yet informed us of any existing medical conditions of any traveller named on the policy please **call Travel Administration Facilities on 0203 829 6765** as soon as possible and we will be able to amend this for you. Unfortunately, we will not be able to consider any claims unless your medical conditions have been disclosed and accepted by us in writing and any additional premium paid.
- If the health of anyone named on the schedule changes, for example anything which necessitates a hospital appointment, investigations or treatment, between the date you bought the policy and the departure date then you must advise us immediately so that we can update our records accordingly to ensure the correct cover is in place.
- The contact details of the **appointed 24 hour Medical Emergency Service** are provided on the front cover of the wording and we suggest you add these into your mobile before travelling so they will be readily available in case of emergency. If you are travelling in an EU member state we recommend you apply for a free EHIC card as if you need to use this, we will waive your excess. **For further information, please refer to the ‘What to do on a medical emergency’ pages of your policy.**

Once again thank you for choosing Holidaysafe Travel Insurance, we wish you a safe and enjoyable trip.

Yours sincerely,

Customer Services Manager