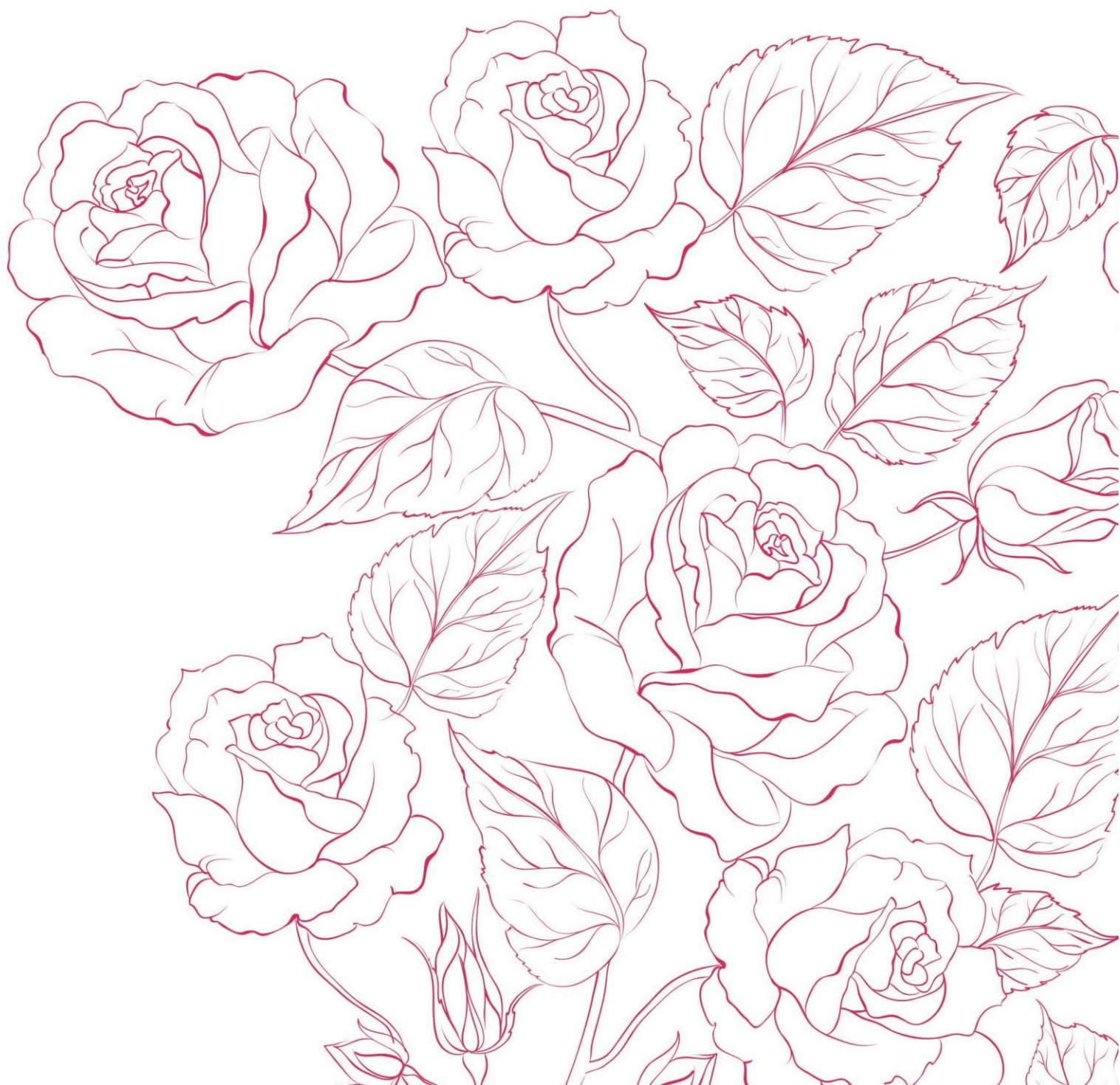




## Your policy wording



# Contents

Summary of Your Cover .....	2
How to Make a Claim .....	2
Important Information .....	3
Definition of Words .....	5
Your Policy Cover .....	7
Section 1   Cancellation or Rearrangement of Your Wedding and/or Receptions .....	7
Section 2   Ceremonial Attire .....	8
Section 3   Wedding Gifts .....	8
Section 4   Rings, Flowers, Attendants Gifts and Wedding Cake .....	9
Section 5   Cars & Transport .....	9
Section 6   Photography & Videos .....	10
Section 7   Financial Failure of Suppliers .....	10
Section 8   Personal Liability for the Marrying Couple .....	11
Section 9   Overseas Essential Documents .....	11
Section 10   Optional Marquee Hire .....	12
Section 11   Optional Public Liability for Guests.....	12
General Conditions Applicable to all Sections of Your Policy.....	13
General Exclusions Applicable to all Sections of Your Policy.....	14
What To Do If You Have A Complaint.....	15
The Compensation Scheme.....	15
Governing Law.....	15
Your Privacy.....	15
Your Right to Cancel.....	16
Cancellation by Us.....	17
Fraudulent Claims .....	17

# Summary of Your Cover

Cover is shown per **Marrying couple**.

There may be sub limits within certain sections of cover. Please refer to the specific sections in "Your Policy Cover" for full terms and conditions.

Section of Cover	BRONZE	SILVER	GOLD	DIAMOND	DIAMOND +	PLATINUM	PLATINUM +	PREMIER	PREMIER +
1. Cancellation	£2,500	£7,000	£10,000	£12,500	£17,000	£22,000	£27,000	£32,000	£65,000
1. Rearrangement	£2,000	£5,000	£7000	£9,000	£12,500	£16,000	£20,000	£25,000	£50,000
2. Ceremonial Attire	£1000	£2,500	£4,000	£5,000	£6,000	£7,000	£8,000	£10,000	£10,000
3. Wedding Gifts	£750	£2000	£3000	£3000	£4000	£6000	£6000	£10,000	£16,000
Cash & Voucher Limit	£100	£175	£250	£300	£400	£750	£750	£1250	£2000
4. Rings, Flowers, Attendants Gifts & the Wedding Cake	£1000	£1,500	£2500	£3,000	£4,000	£5,000	£7,000	£8,000	£13,000
5. Cars and Transport	£750	£2,500	£4,000	£5,000	£6,000	£8,000	£10,000	£12,000	£22,000
6. Photography and Video	£750	£2,500	£4,000	£5,000	£6,000	£8,000	£10,000	£12,000	£22,000
7. Financial Failure of Suppliers	£1,000	£3,500	£6,000	£7,000	£8,500	£11,000	£14,000	£16,000	£35,000
8. Personal Liability for the Marrying Couple	£2m	£2m	£2m	£2m	£5m	£5m	£5m	£5m	£5m
9. Overseas Essential Documents	£125	£250	£250	£250	£500	£500	£1,000	£1,000	£1,000
Optional Covers   Available upon payment of an additional premium									
10. Optional Marquee Hire	Option 1: Up to £25,000   Option 2: Up to £50,000								
11. Optional Public Liability for Guests	Option 1: Up to £2m   Option 2: Up to £5m								
An EXCESS is applicable to most sections of the policy; Section 8: Personal Liability for the Marrying Couple £250 Section 9: Overseas Essential Documents £0 Section 10: Optional Marquee Hire £100 Section 11. Optional Public Liability for the Guests £250   All All other sections £50									

## How to Make a Claim

If **you** need to make a claim, please let **us** know as soon as possible by contacting **us** in one of the following ways;

- Call **us** on **0161 495 6114**
- Email **us** at [Wedding.claims@davies-group.com](mailto:Wedding.claims@davies-group.com)
- Write to **us** at **WeddingPlan Insurance, Davies Building, PO BOX 1329, Preston, PR2 0XE**

### For Liability Claims

- Call **us** on **0800 223 0383**
- Email **us** at [claims@acastaeurope.co.uk](mailto:claims@acastaeurope.co.uk)
- Write to **us** at **Wedding Liability Claims, Acasta Europe Limited, 4 Station Road, Cheadle Hulme, Cheadle, SK8 5AE**

On all correspondence please tell **us** **you** are insured by **Acasta European Insurance Company Limited** for **WeddingPlan Insurance** and provide the reference number **WEDP22** along with the unique policy number from **your schedule**. This will help **us** to validate **your** policy details and deal with **your** claim as quickly as possible.

# Important Information

**Please take time to read the full policy document to make sure you understand the cover provided.**

In return for the payment of **your** premium we will provide the insurance cover detailed in **your** policy schedule and this policy document, subject to the terms, conditions, and limitations shown in this document. Your cover is valid from and until the dates specified on **your policy schedule**.

Please refer to the policy documents provided to **you** when the policy was purchased or amended, for details of the type of and level of cover **your** policy provides.

## Information you have provided

**You** must take reasonable care to supply accurate and complete answers to all the questions **you** are asked when you take out or make changes to this policy.

**You** must notify WeddingPlan Insurance as soon as possible if any of the information in **your** policy documents is incorrect or if **you** wish to make a change to **your** policy. If **you** do not provide accurate and complete answers to the questions **you** are asked, or **you** fail to notify WeddingPlan Insurance of any incorrect information or changes **you** wish to make **your** policy may not operate in the event of a claim, **we** may not pay any claim in full or **your** policy could be invalid.

**You** must tell WeddingPlan Insurance as soon as possible about any changes to the information **you** provided when **you** purchased this policy, for example:

- If the cost of **your wedding** changes
- If the date of **your wedding** and/or **wedding reception** changes (Please note in these instances there will be a fee applicable if your new **wedding** date is within 24 months of the date of purchase. If the new date is within 24-36 months of the date of purchase, there will be a fee plus an additional premium applicable).

This is not an exhaustive list and any changes you tell us about may affect your cover or result in a change to **your** premium. If **you** are unsure whether a change may affect **your** cover, please contact WeddingPlan Insurance.

## Your Insurer

WeddingPlan Insurance is a trading name of PlanProtect Limited, registered office Brookfield Court, Selby Road, Leeds, LS25 1NB, registered in England and Wales (Registered company number 14519486). PlanProtect Limited is an appointed representative (FRN 988654) of Bspoke Commercial Limited, a company authorised and regulated by the Financial Conduct Authority (FRN 709456).

This insurance is arranged by PlanProtect Limited (Trading as WeddingPlan Insurance) and underwritten by Acasta European Insurance Company Limited.

Acasta European Insurance Company Limited, registered office 5/5 Crutchett's Ramp, Gibraltar, GX11 1AA is authorised and regulated by the Gibraltar Financial Services Commission (Incorporation number 96218) and subject to limited regulation by the Financial Conduct Authority (FRN 456936) and the Prudential Regulation Authority. Details about the extent of their regulation by the Financial Conduct Authority

and the Prudential Regulation Authority are available on request.

Website: [www.acastainsurance.gi](http://www.acastainsurance.gi) Tel: 00350 2007 4684

PlanProtect Limited is an appointed representative (FRN 988654) of Bspoke Commercial Limited, a company authorised and regulated by the Financial Conduct Authority (FRN 709456). Bspoke Commercial Limited is part of Bspoke Insurance Group Limited.

## Your Claims Administrator

Davies Group, Davies Building, PO BOX 1329, Preston, PR2 0XE

## Complaints Procedure

If **you** have any cause for complaint regarding this insurance, please refer to the complaint section on page 16.

## Your Right to Cancel

If **you** are unhappy with **your** policy for any reason **you** have the right to cancel within 14 days of receiving **your** policy and have **your** full premium refunded providing the **wedding** has not taken place and/ or no claims have been made or are pending. Thereafter **you** may cancel the insurance policy at any time by informing **us** however no refund of premium will be payable.

Full details regarding **your** right to cancel are available on page 16.

## Policy Limits

All sections of **your** policy have limits on the amount **we** will pay under that section. Sometimes there are limits within the section for specific items. Please refer to the Summary of Cover table on Page 2 for full details.

## Policy Excesses

Under most sections of the policy, claims will be subject to an excess. The excess will be applied per section and per incident under which a claim is made. This means that **you** will be responsible for the first part of the claim. Please refer to the Summary of Cover table on Page 2 for full details.

**Geographical Limits** – This policy applies to Weddings taking place anywhere in the world except for the following circumstances;

There is no cover for weddings or wedding receptions taking place in the USA or Canada under the following section;

- Section 8 - Personal Liability for the Marrying Couple

There is no cover for weddings or wedding receptions taking place outside of the UK under the following sections;

- Section 10 – Optional Marquee Hire
- Section 11 – Optional Public Liability for Guests

## Accessibility & Alternative Formats

This policy and other documentation are also available in large print, audio and Braille. If you require any of these formats, please contact WeddingPlan Insurance.

## Care & Unattended Property

**You** must exercise care to prevent illness or injury and prevent loss or damage to **your** property. There is no cover for property left unattended in a place to which the general public has access.

## Pre-Existing Medical Conditions

The policy does not cover any claims caused by or arising from any of the following situations relating to the **Marrying**

**couple**, their

**close relative** or any person upon whom the cost of the **wedding** or **wedding services** depends if, at the point when **you** buy the policy;

- a) anyone has been given a terminal prognosis.
- b) anyone is acting against medical advice.
- c) anyone is on a waiting list for hospital treatment
- d) anyone is awaiting the results of any tests or medical investigations.

### **IMPORTANT NOTE ON CORONAVIRUS**

**We** draw **Your** attention to the exclusions detailed in the 'General Exclusions' section, in particular exclusion 30 on page 14 as this policy will not provide cover for any loss, damage, claim, cost(s) expense or other sums, directly or indirectly caused by, arising or resulting from, or in connection with any pandemic, epidemic, outbreak of disease or public health emergency, as declared by the World Health Organisation (WHO), a national government agency/ body, local authorities, or any officially recognised body. This policy also offers no cover for any disease, illness or conditions that is caused by or transmitted by means of any substance or agent from any organism to another organism (human or otherwise) where the substance or agent includes, but is not limited to any pathogen, virus, bacterium, parasite, fungus or other organism, micro-organism or any mutation or variation thereof, whether deemed living or not, and whether transmitted directly or indirectly by means of airborne transmission, bodily fluid transmission, transmission from or to any surface or object, solid, liquid or gas or between organisms.

**WEDDING CLAIMS HELPLINE:**  
**0161 495 6114**

**Full details of how to make a claim are shown on Page 2**



## Conditions & Exclusions

General conditions and general exclusions will apply to the whole of your policy. These are detailed in full on pages 13 and 14 but some of the key points are highlighted here;

This insurance does not cover:

- Any actual or alleged loss, damage, liability, injury, sickness, cost or expense, regardless of any other cause contributing concurrently or in any sequence, in any way caused by or resulting directly or indirectly from Infectious or contagious disease
- Deciding not to proceed with the marriage or register the civil partnership and/or associated celebrations are not circumstances covered by this policy.
- Any claims caused by or arising from any of the following situations relating to the **marrying couple**, their **close relative** or any person upon whom the cost of the **wedding** or **wedding services** depends if, at the point when **you** buy the policy;
  - a) anyone has been given a terminal prognosis.
  - b) anyone is acting against medical advice.
  - c) anyone is on a waiting list for hospital treatment
  - d) anyone is awaiting the results of any tests or medical investigations.
- This policy does not cover claims arising from incidents involving;
  - a) bouncy castles or other inflatables
  - b) fireworks or other pyrotechnic devices or effects If you are intending to arrange this type of entertainment, we would recommend that you consider additional specialist liability insurance.
- This policy does not offer cover when **you** know, when buying this policy, that there is already a problem that may lead to a claim.
- This policy does not offer cover for **your** financial circumstances or those of any person or company on whom the wedding arrangements depend, except as provided for in Part 1 | Cancellation Point 7.
- Either one of the **Marrying couple** must be resident in the UK, have been living permanently in the UK for at least six months prior to the purchase of this policy and be registered with a local medical practitioner.
- In the event of a claim, contracts for goods and services must be evidenced in writing directly between **you** and **your** individual suppliers. For example, there is no cover for wedding planning services where the planner is responsible for paying on monies to other suppliers.

## Definition of Words

Wherever the following words or phrases appear in **bold** within this policy they will always have the same meaning.

### Additional Costs/Additional Premium

Any extra charges incurred due to the rearrangement of **wedding services** and/or **wedding reception**. These costs represent the financial difference between the original cost of the planned **wedding services** and/or **wedding reception**, and the cost associated with their rearrangement.

### Adverse Weather

Weather conditions that are such that they cause major disruption to travel services i.e. rail, road or bus, thus severely affecting the ability of **you** and/or **your close relatives** to reach the **wedding** or **wedding reception**.

### Ancillary Equipment

Staging, chairs, tables and portable toilets. (for marquee cover only)

### Attendants

Non-professional participants in the **wedding**, traditionally assistants of the **marrying couple**.

### Bodily Injury

Injury caused by external and visible means.

### Ceremonial Attire

Clothing and accessories of the **marrying couple**, **attendants** and the parents of the **marrying couple**, whether hired or owned, including ceremonial swords and associated regalia.

### Close Relative

**Your** spouse, partner, fiancé(e), parent, parent-in-law, step-parent, son, son-in-law, step-son, daughter, daughter-in-law, step-daughter, grandparent, grandson, granddaughter, brother, brother-in-law, stepbrother, sister, sister-in-law or step-sister.

### Consequential Loss

Any other costs that are directly or indirectly caused by the event which led to **your** claim. An example of such loss would be the loss of earnings following **Bodily Injury** or illness.

### Deposits

Means the initial amount paid to secure the services of a **wedding service** supplier. This is the minimum amount required by the supplier as part of the contractual agreement to ensure their services for your **wedding**.

### Home

**Your** permanent residential address in the **UK**

### Marquee

Shall mean the hired marquee, tent, gazebo, tepee, wigwam, papakata or summer house arrangement and any **ancillary equipment** hired to use alongside the marquee.

### Marrying Couple

The couple entering into the contract of marriage, blessing, renewal of vows or civil partnership.

### Medical Practitioner

A UK registered practising member of the medical profession who is not related to **you**.

### Period of Insurance

As specifically defined on **your** policy **schedule**

### Property Insured

The **marquee** as defined, together with **ancillary equipment** hired or leased by **you**, solely for the purpose of **your wedding** and for which **you** are responsible.

### Relevant Authority

Any official body that possesses the legal right to order the closure of your booked **wedding** and/or **wedding reception** venue due to specific, unforeseen circumstances at the venue itself (e.g., the Fire Brigade in case of fire safety concerns). However, this definition does not extend to cover mass venue closures or temporary service suspensions ordered by government legislation or decrees.

### Resident

**Your** main residence must be in the **UK**, **you** must have been living permanently in the **UK** for at least six months prior to the purchase of this policy and **you** must be registered with a local **medical practitioner** in the **UK**.

### Schedule

The document which shows **your** unique policy number, the names of those insured and the date/s of **your wedding** and/or **wedding reception**. It attaches to and should be read in conjunction with this policy wording.

### United Kingdom

England, Wales, Scotland, Northern Ireland, and the Isle of Man

### We, Our, Us

Acasta European Insurance Company Limited.

### Wedding(s)

A ceremony which creates a contract of marriage or civil partnership which is legally enforceable within the **United Kingdom** occurring on the **wedding date**. Or, for the purposes of this insurance, a similar single, specific event/ceremony/blessing arranged to celebrate a marriage or renewal of vows conducted by an officiating minister.

### Wedding Date

The day specified to **us** and shown in the **schedule** for the **wedding** to take place.

### Wedding Gifts

Gifts for the **marrying couple** presented for the purposes of celebrating the **wedding**.

### Wedding Reception(s)

The social gathering held in celebration of the **wedding**. This can include, but is not limited to, room hire, catering, and entertainment.

Please note: The final **wedding reception** must conclude within 21 days of the wedding date. However, this period can be extended to 56 days if the appropriate **additional premium** has been paid, and this extension is clearly stated on **your** policy **schedule**.

### Wedding Rings

The ring(s) exchanged by the **marrying couple** at the **wedding**.

### Wedding Services

Shall mean the providers of professional photography and/or professional video operation; floral arrangements; wedding planning services (excludes responsibility for paying suppliers on **your** behalf), venue dressers and decorators, hired cars or transport; toastmaster; venue; **wedding** cake; **ceremonial attire**; catering; DJ/disco; band/musician or paid entertainment contracted directly by **you** to provide services at the **wedding** or **wedding reception**

### You, Your(s)

The **marrying couple** named in the **schedule** or, for the purposes of certain sections, and where appropriate, the person upon whom the cost of the **wedding** or **wedding services** depends.

# Your Policy Cover

## Section 1 | Cancellation or Rearrangement of Your Wedding and/or Receptions

If **your wedding** can no longer go ahead, **you** will need to choose whether to cancel **your wedding** or to rearrange it. If **you** choose to cancel the **wedding**, the intention of the policy is to pay for any costs that **you** have incurred to date which cannot be recovered from any other source. If **you** choose to re-arrange **your wedding**, **we** will pay reasonable **additional costs** incurred to amend **your** existing arrangements to meet **your** new requirements. **We** cannot consider claims made under both the cancellation and rearrangements parts of this section of cover.

Cover under Section 1 commences;

i. from the date the premium is paid and applies until the completion of the **wedding** and/or **wedding reception**, as detailed on **your schedule**, or a claim being made under Section 1, whichever occurs first.

### IMPORTANT:

If you make a claim in relation to part 1 below, then this policy is used and you will no longer be covered for any future wedding(s).

If you make a claim in relation to part 2 below, then this section of the policy is used and you can no longer use this section for the rearranged wedding(s) or any future wedding(s). All other sections will remain in force until the date of the rearranged wedding(s).

## Part 1 | Cancellation

### What you are covered for:

**We** will pay up to the amount stated in the Summary of Cover on page 2, for any irrecoverable expenses incurred by **you** in respect of **ceremonial attire**, flowers, photographs, caterers, transport, accommodation for **you** and **your close relatives** and the services from any other **wedding services** supplier booked but not used as a direct result of the unavoidable cancellation of the **wedding** or **wedding reception** as a result of:

- 1) closure by a **relevant authority** which prevents your **wedding** or **wedding reception** taking place.
- 2) damage to the venue
- 3) murder or suicide at the venue
- 4) the death, injury or sickness of **you** or **your close relative** which would make continuance of the **wedding** inappropriate.
- 5) the total non-appearance on the **wedding** day of any booked and paid for professional **wedding services** which prevents **your wedding** or **wedding reception** from taking place.
- 6) Accidental complete loss of or damage to **ceremonial attire** to be worn by the **marrying couple** which renders the items unwearable and the purchase or hire of alternatives is not possible.
- 7) redundancy, where consultation commences or notice is received at least 8 weeks after the issue of the policy and qualifying for payment under the current redundancy legislation, of **you** or any of **your** relatives who would have made proven, significant, financial contributions on which the **wedding** arrangements depend. For clarification, any redundancy directly or indirectly arising from an enforced government lockdown is not covered.

8) the unforeseen posting overseas of **you** or your **close relative** which occurs during the **period of insurance** as a result of being a serving member of the UK armed forces or unavoidable and necessary duty for the Ambulance Service or health service, Coastguard, Fire Brigade or Police Personnel.

9) the non-appearance of the officiating minister or registrar

10) the inability of the **wedding** party and guests to reach the **wedding** or **wedding reception** venue due to **adverse weather** conditions.

## Part 2 | Rearrangement

In the event of cancellation of the **wedding**, **wedding reception/s** or **wedding services** for reasons specified in Part 1 above, **we** will pay up to the amount detailed in the Summary of Cover on page 2 to reimburse **you** for reasonable **additional costs** incurred in rearranging the **wedding** and/or **wedding reception** and/or **wedding services** to a similar standard to that catered for by the original budget. **We** would expect services of a similar standard to not exceed the original invoiced costs by more than 25%. For example if your wedding was £10,000 we would expect the difference in costs to not exceed £2,500.

### WHAT YOU ARE NOT COVERED FOR:

**We** will not pay for the following in connection with claims made under this section:

- 1) the first £50 of each and every claim
- 2) any **additional costs** and expenses that have not been notified to **us** and agreed in advance of the rearranged **wedding**
- 3) any claim arising directly or indirectly from
  - a) financial losses recoverable from any other source government regulation or act in regard to mass venue closures or temporary suspension of goods and/or services provided by the booked venue and **wedding services** suppliers.
  - b) strikes or labour disputes
  - c) unemployment, other than redundancy as specified in Part 1 | Cancellation Point 7
  - d) **your** financial circumstances or those of any person or company on whom the **wedding** arrangements depend, except as provided for in Part 1 | Cancellation Point 7
  - e) **wedding** arrangements not honoured by **your** employer, other than as provided in section Part 1 | Cancellation Point 8
  - f) deciding not to continue with the contract of marriage or civil partnership as agreed or failure to comply with legal requirements or **your** failure to obtain the relevant legal documentation
  - g) failure to notify the provider of any goods or service immediately it is found necessary to cancel the **wedding** or **wedding reception**
  - h) claims made under both parts of this section of cover
  - i) wilful and malicious acts and any acts of vandalism by persons invited to the **wedding** or **wedding reception** by **you**



## Section 2 | Ceremonial Attire

### WHAT YOU ARE COVERED FOR:

**We** will pay up to the amount stated in the Summary of Cover on page 2 for:

- 1) the repair or replacement (at **our** discretion) of **ceremonial attire**, that has been purchased by **you**, if such attire is lost or damaged whilst in **your** possession or that of a **close relative** within 1 month prior to the **wedding**, and for a subsequent 48 hours thereafter
- 2) loss or damage to **ceremonial attire**, that has been hired by **you**, within 48 hours before and after the **wedding**
- 3) loss or damage to ceremonial swords and associated regalia worn and/or used by **you** and **your attendants** within 48 hours before and after the **wedding**

### IMPORTANT:

In respect of point 2) above, an amount will be deducted in respect of hired attire to reflect previous wear and tear.

### WHAT YOU ARE NOT COVERED FOR:

**We** will not pay for the following in connection with claims made under this section:

- 1) the first £50 of each and every claim
- 2) loss or damage arising from wear or tear, moth, vermin, atmospheric or climatic condition, deterioration, depreciation, confiscation, detention or any process of cleaning, restoration or repair
- 3) loss or damage which, but for the existence of this policy, would be otherwise insured
- 4) any loss (other than by damage) not reported to the police within 24 hours of discovery
- 5) loss or damage by theft or attempted theft of any **ceremonial attire** left in any unattended vehicle, unless the property is left in the locked boot or locked glove compartment of the vehicle, concealed from view and there is evidence of visible and forcible entry which is confirmed in a Police report
- 6) financial failure of any service providers. This cover is provided in Section 7
- 7) wilful and malicious acts and any acts of vandalism by persons invited to the **wedding** or **wedding reception** by **you**

## Section 3 | Wedding Gifts

### WHAT YOU ARE COVERED FOR:

**We** will pay up to the amount stated in the Summary of Cover on page 2 (subject to a maximum of £250 for any one item) for loss of or damage to **wedding gifts** due to accident, fire or theft whilst being stored by **you** or **your close relative**. This cover also applies whilst gifts are in transit or on display at the **wedding reception**. Cover applies one month prior to the **wedding** and for a subsequent 24 hours after the **wedding reception**. If the **wedding reception** does not take place on the same day as the wedding, wedding gifts are covered on the date of the **wedding reception** and for a subsequent 24 hours after.

### WHAT YOU ARE NOT COVERED FOR:

**We** will not pay for the following in connection with claims made under this section:

- 1) the first £50 of each and every claim
- 2) any loss (other than by damage) not reported to the police within 24 hours of discovery
- 3) loss or damage arising from wear or tear, moth, vermin, atmospheric conditions, deterioration, depreciation, confiscation, detention or any process of cleaning, restoration or repair
- 4) loss or damage which but for the existence of this policy would be otherwise insured
- 5) loss or damage by theft or attempted theft of any **wedding gifts** left in any unattended vehicle, unless the property is left in a locked boot or locked glove compartment of the vehicle, concealed from view and there is evidence of visible and forcible entry which is confirmed in a Police report
- 6) loss or damage by theft or attempted theft of any **wedding gifts** left in the **home** or ceremony venue or **wedding reception** venue, unless there is evidence of visible and forcible entry which is confirmed in a Police report
- 7) wilful and malicious acts and any acts of vandalism by persons invited to the **wedding** or **wedding reception** by **you**

## Section 4 | Rings, Flowers, Attendants Gifts and Wedding Cake

### WHAT YOU ARE COVERED FOR:

We will pay up to the amount stated in the Summary of Cover on page 2 for loss of or damage to:

- 1) **wedding** rings
- 2) flowers
- 3) **attendants'** gifts
- 4) the **wedding** cake

Cover under this section commences;

- 1) 7 days prior to the **wedding** and expires 24 hours after the **wedding**, or when a claim is made under this section of the policy, whichever occurs first, in respect of **wedding rings**
- 2) 36 hours prior to the **wedding** and expires 24 hours after the **wedding**, or when a claim is made under this section of the policy, whichever occurs first, in respect of flowers and **attendants'** gifts
- 3) 36 hours prior to the **wedding reception** and expires 24 hours after the **wedding reception**, or when a claim is made under this section of the policy, whichever occurs first, in respect of the flowers, **attendant's** gifts and **wedding** cake.

### WHAT YOU ARE NOT COVERED FOR:

We will not pay for the following in connection with claims made under this section:

- 1) the first £50 of each and every claim
- 2) theft of **wedding ring(s)**, flowers and **attendants'** gifts unless such items were removed by visible and forcible means, which is confirmed in a Police report
- 3) any loss not reported to the police within 24 hours of discovery
- 4) loss or damage which but for the existence of this policy would be otherwise insured
- 5) contracts which are not in writing
- 6) claims for loss of or damage to floral arrangements, or to the **wedding** cake, that may effectively be claimed under section 1 of this policy
- 7) loss or damage by theft or attempted theft of any **wedding ring(s)**, flowers, **attendants'** gifts or the **wedding** cake, left in any unattended vehicle, unless the property is left in the locked boot or locked glove compartment of a motor vehicle, concealed from view and there is evidence of visible and forcible entry which is confirmed in a Police report
- 8) financial failure of any service providers. This cover is provided in Section 7
- 9) wilful and malicious acts and any acts of vandalism by persons invited to the **wedding** or **wedding reception** by you

## Section 5 | Cars & Transport

### WHAT YOU ARE COVERED FOR:

We will pay up to the amount stated in the Summary of Cover on page 2 if the private hire firm or individual with whom the transport arrangements have been made fails to meet its/their contractual obligation(s). Cover under this section commences from the date the premium is paid and applies until completion of the **wedding** and **wedding reception** or a claim being made under this section of the policy, whichever occurs first.

### WHAT YOU ARE NOT COVERED FOR:

We will not pay for the following in connection with claims made under this section:

- 1) the first £50 of each and every claim
- 2) losses recoverable from any other source
- 3) losses which may be claimed under section 1 of this policy
- 4) contracts which are not in writing
- 5) any costs which would have been incurred had the original supplier not failed to meet their contractual obligations
- 6) financial failure of any service providers. This cover is provided in Section 7
- 7) wilful and malicious acts and any acts of vandalism by persons invited to the **wedding** or **wedding reception** by you

## Section 6 | Photography & Videos

### WHAT YOU ARE COVERED FOR:

**We** will pay up to the amount stated in the Summary of Cover on page 2 to reimburse **you** for unforeseen expenses necessarily incurred to take/re-take **wedding** photographs or videos or refund any non-recoverable amount which **you** originally contracted to pay as a direct and necessary consequence of:

- 1) non-appearance at the **wedding** of the professional photographer or professional video operator contracted for the **wedding**
- 2) loss of or damage to the original film or negatives, or loss or damage to whatever digital media on which the photographic images are being stored, by the professional photographer or professional video operator contracted for the **wedding**, before copies are made
- 3) non-development of the original film or negatives or non-development of whatever digital media on which the photographic images are stored (other than as a result of under or over exposure) by the professional photographer or professional video operator contracted for the **wedding**. Cover under this section commences from the date the premium is paid and applies until delivery of the photographs or video not exceeding 12 months after the **wedding** date or a claim being made under this section of the policy, whichever occurs first.
- 4) If it is planned to take photographs of the **marrying couple** cutting the **wedding** cake, **we** will pay up to the amount stated in the Summary of Cover to arrange an alternative photographic session necessitated by damage to the **wedding** cake occurring within 48 hours before the conclusion of the **wedding reception**.

### IMPORTANT:

- a) In respect of points 1), 2) and 3) above, cover will only apply if more than 75% of the photographs or video originally commissioned and paid for are not provided by the professional photographer or professional video operator contracted for the **wedding**.
- b) Any event that may lead to a claim being made for re-taking the photographs of the cake-cutting ceremony must be notified to the claims service within 48 hours of the occurrence.

### WHAT YOU ARE NOT COVERED FOR:

**We** will not pay for the following in connection with claims made under this section:

- 1) the first £50 of each and every claim
- 2) losses recoverable from any other source
- 3) losses which may effectively be claimed under section 1 of this policy
- 4) contracts which are not in writing
- 5) costs for travel and accommodation for attendees other than the **marrying couple** and their **close relatives**
- 6) The cost of retaking photos that have already been successfully developed and delivered
- 7) financial failure of any service providers. This cover is provided in Section 7
- 8) wilful and malicious acts and any acts of vandalism by persons invited to the **wedding** or **wedding reception** by **you**

## Section 7 | Financial Failure of Suppliers

### WHAT YOU ARE COVERED FOR:

**We** will pay up to the amount stated in the Summary of Cover (page 2) if **your** chosen **wedding service** suppliers face financial difficulties like administration, insolvency, liquidation, or bankruptcy. **We** will reimburse **you** for any **deposits** **you** have directly paid to them that cannot be recovered.

Cover under this section starts from the date **you** pay the premium and remains in effect until the completion of your **wedding** and **wedding reception** or until a claim is made under this section of the policy, whichever happens first. Please note that any claims made within the initial eight weeks following the payment of the premium will not be covered under this section of the policy.

**We** will only cover one claim per **wedding service** in relation to the financial failure of suppliers.

### WHAT YOU ARE NOT COVERED FOR:

**We** will not pay for the following in connection with claims made under this section:

- 1) the first £50 of each and every claim
- 2) Any amounts recoverable from other sources
- 3) Costs that would have been incurred if the original supplier had not ceased trading
- 4) Costs resulting from the financial failure of a **wedding gifts** supplier or any supplier not contracted by and pre-paid by **you**.
- 5) Costs arising from the financial failure of a professional **wedding** planner beyond the fees paid solely for their services. **We** will not reimburse any costs paid to the **wedding services** planner to pay other **wedding service** providers not directly contracted by **you**.
- 6) Costs incurred when there is no valid written contract clearly outlining the costs, terms, and conditions between **you** and the **wedding services** supplier. Please note that verbal agreements or agreements made with a third party on **your** behalf will not be considered valid for claims purposes. It is essential to have a comprehensive written contract in place to ensure coverage.
- 7) Willful and malicious acts, as well as acts of vandalism by individuals invited to the **wedding** or **wedding reception** by **you**
- 8) Any company that enters into a Company Voluntary Agreement (CVA).

## Section 8 | Personal Liability for the Marrying Couple

### WHAT YOU ARE COVERED FOR:

We will pay up to the maximum amount shown on your policy schedule for any one claim, or series of claims occurring during, and being directly related to **your Wedding or Wedding Reception**.

We cover claims made against **You**, because of **Your** proven negligence, which result in **You** being legally responsible for causing:

1. accidental **bodily injury** or death to any person, or
2. accidental loss of, or damage to, third party property

The total amount payable includes reasonable defence costs and expenses. By this we mean costs incurred with our prior written agreement to investigate, settle or defend a claim against you. All claims which arise from the same single or original cause or source will be regarded as one claim.

### IMPORTANT:

- a) This section does not provide cover for claims arising from the actions of anyone other than the **marrying couple**, except where the **marrying couple** would be held liable for them in law, for example, their child.
- b) This section does not include any additional liability accepted under a hiring or booking contract.
- c) Please note cover under this section does not apply to weddings taking place in the USA or Canada

### WHAT YOU ARE NOT COVERED FOR:

- 1) an excess of £250 for each and every claim arising from damage to third party property.
- 2) any liability incurred more than 24 hours before or more than 24 hours after **your Wedding or Wedding Reception**.
- 3) damage to any property belonging to **you**, or which at the time of the loss or damage is in your care, custody or control.
- 4) **bodily injury** to any of **your** employees or to **your** partner or to any of **your** relatives that permanently live with **you**.
- 5) that part of any claim where **your** right of recovery is restricted by any contract.
- 6) fines and contractual penalties, punitive or exemplary damages. By this we mean additional damages awarded by way of punishment when the defendant's behaviour was found to be particularly harmful.
- 7) any **bodily injury**, death or accidental damage to property occurring outside of the United Kingdom.
- 8) **your** liability under any contract which is greater than the liability **you** would have at law without the contract.
- 9) claims where **you** are entitled to financial assistance or compensation, also known as indemnity, from another source.
- 10) claims arising out of the ownership, possession or use of motorised vehicles, yachts or motorised waterborne craft, airborne craft or aerial device of any description, animals or firearms and weapons.
- 11) any defective erection, used or dismantled by **you** or on your behalf, or any staging, marquees or temporary structures.
- 12) Loss or damage caused to flooring of any kind.
- 13) claims arising from any act, breach, omission or infringement you deliberately, spitefully, dishonestly or recklessly commit, condone or ignore which could reasonably be expected to cause injury or damage to another party.

## Section 9 | Overseas Essential Documents

### WHAT YOU ARE COVERED FOR:

We will pay up to the amount stated in the Summary of Cover on page 2 in respect of reasonable costs for travel, accommodation and fees which arise as a result of the necessity to obtain replacement copies of the **essential documents** which are necessary to **your wedding** taking place outside the **UK**, and which, during the period defined in 2) below, are lost or damaged for reasons beyond **your** control. Cover under this section:

- 1) applies only in respect of **weddings** taking place outside the **UK**;
- 2) commences from the date of issue of this policy and applies until the **wedding** takes place or a claim is made under this section of the policy, whichever occurs first.

### IMPORTANT:

When travelling, **essential documents** must be kept with **you** on **your** person or in **your** hand luggage. There is no cover for loss of documentation that has been checked in and/ or placed in the custody of an airline or any other transport provider.

### WHAT YOU ARE NOT COVERED FOR:

We will not pay for the following in connection with claims made under this section:

- 1) loss or damage
  - a) arising from confiscation or detention by customs officials or other authorities
  - b) due to wear and tear
  - c) not reported to the consular representatives of the relevant issuing country within 24 hours of discovery of the loss, and a written report obtained
- 2) loss or theft from any unattended motor vehicle
- 3) claims which arise from **your** lack of care, or from reasons within **your** control
- 4) loss of documents when stored in suitcases or other like receptacles whilst in the custody of the airline or other carriers
- 5) wilful and malicious acts and any acts of vandalism by persons invited to the **wedding or wedding reception** by **you**

## Section 10 | Optional Marquee Hire

### WHAT YOU ARE COVERED FOR:

We will pay up to the amount stated in the Summary of Cover on page 2 in the event of loss of or damage to the **property insured** by any cause not specifically excluded occurring during the period of hire. Cover under this section includes cancellation and rearrangement as a direct result of loss of or damage to the **marquee**. There is a single item limit of £2,000 for any **ancillary equipment**.

### IMPORTANT:

This section applies only where the appropriate premium has been paid and is stated on your policy schedule.

### WHAT YOU ARE NOT COVERED FOR:

We will not pay for the following in connection with claims made under this section:

- 1) the first £100 of each and every claim
- 2) erection and/or dismantling of any hired equipment
- 3) audio visual entertainment equipment unless specifically mentioned
- 4) Any claim in respect of owned or hired generators
- 5) loss or damage suffered by **you** as a result of being deceived into knowingly parting with property
- 6) damage to flooring caused by footwear
- 7) **consequential loss** of any kind or description
- 8) financial losses recoverable from any other source
- 9) loss or theft from unattended venues or vehicles
- 10) theft or attempted theft of Property Insured unless involving visible and forcible entry or exit, which is confirmed in a Police report
- 11) any loss, damage, liability, cost or expense of any kind caused by or resulting from poor or faulty design, workmanship or materials
- 12) wilful and malicious acts and any acts of vandalism by persons invited to the wedding or wedding reception by you

## Section 11 | Optional Public Liability for Guests

### WHAT YOU ARE COVERED FOR:

We will pay up to the maximum amount shown on your policy schedule for any one claim, or series of claims occurring during, and being directly related to, **your Wedding or Wedding Reception**, which guests invited by **you** to **your wedding** and/or **wedding reception** become legally liable for;

1. accidental **bodily injury** or death to any person, or
2. accidental loss of, or damage to, third party property.

The total amount payable includes reasonable defence costs and expenses. By this we mean costs incurred with our prior written agreement to investigate, settle or defend a claim against you. All claims which arise from the same single or original cause or source will be regarded as one claim.

**IMPORTANT:** Cover under this section does not apply to weddings taking place outside the UK.

### WHAT YOU ARE NOT COVERED FOR:

- 1) an excess of £250 for each and every claim rising from damage to third party property.
- 2) any liability incurred more than 24 hours before or more than 24 hours after **your Wedding or Wedding Reception**.
- 3) damage to any property belonging to **you**, or which at the time of the loss or damage is in your care, custody or control.
- 4) **bodily injury** to any of **your** employees or to **your** partner or to any of **your** relatives that permanently live with **you**.
- 5) that part of any claim where **your** right of recovery is restricted by any contract.
- 6) fines and contractual penalties, punitive or exemplary damages. By this we mean additional damages awarded by way of punishment when the defendant's behaviour was found to be particularly harmful.
- 7) any **bodily injury**, death or accidental damage to property occurring outside of the United Kingdom.
- 8) **your** liability under any contract which is greater than the liability **you** would have at law without the contract.
- 9) claims where **you** are entitled to financial assistance or compensation, also known as indemnity, from another source.
- 10) claims arising out of the ownership, possession or use of motorised vehicles, yachts or motorised waterborne craft, airborne craft or aerial device of any description, animals or firearms and weapons.
- 11) any defective erection, used or dismantled by **you** or on **your** behalf, or any staging, marquees or temporary structures.
- 12) loss or damage caused to flooring of any kind.
- 13) claims arising from any act, breach, omission or infringement you deliberately, spitefully, dishonestly or recklessly commit, condone or ignore which could reasonably be expected to cause injury or damage to another party.



# General Conditions Applicable to all Sections of Your Policy

## CONDITIONS WHICH APPLY TO ALL SECTIONS OF THIS INSURANCE

- 1) **You** must take care to:
  - a) supply accurate and complete answers to all the questions **we** may ask as part of **your** application for cover under the policy;
  - b) make sure that all information supplied as part of **your** application for cover is true and correct;
  - c) tell **us** of any changes to the answers **you** have given as soon as possible!

Failure to provide accurate answers may mean that **your** policy is invalid and that it does not operate in the event of a claim.

- 2) Written evidence of any event which may give rise to a claim shall be given to **us** (or **our** claims service) as soon as is practical. All documents required in support of a claim, including items being claimed for if required by **us**, shall be produced by **you**, and at **your** expense. Additional action then depends on the type of claim:

- a) theft, loss or malicious damage or vandalism – tell the police immediately and obtain a police report
- b) legal liability for injury or damage – forward to **us** immediately upon receipt any writ, summons or other legal process issued or commenced against **you**. **You** must not negotiate, admit or repudiate any claim without **our** consent
- c) **You** must provide **us**, at **your** expense, with all reasonable details and evidence which **we** ask for concerning the cause and amount of loss, damage or injury (including receipts for **wedding gifts**, money and vouchers).

- 3) Except with **our** written consent, no person is entitled to admit liability on **our** behalf or give any representation or other undertakings binding upon **us**. **We** shall be entitled to conduct all proceedings arising out of or in connection with claims in **your** name, and to instruct solicitors of **our** own choice for this purpose.

- 4) The due observance and fulfilment of all the terms and conditions of this insurance by **you**, or anyone acting on **your** behalf, in so far as they relate to anything to be done or complied with by **you**, or anyone acting on **your** behalf, shall be a condition precedent to **our** liability to make any payment under this insurance.

- 5) No refund of premium is allowed, other than in respect of the cooling off period, once the insurance has been purchased.

- 6) **You** must exercise due care and attention at all times for the safety of **your** property and take all reasonable steps to prevent accident, loss or damage.

- 7) **Our** liability shall be conditional upon the observance by **you** of the terms and conditions of this insurance and the truth and completeness of the statements and answers supplied by **you** and on **your** behalf. If a claim is in any respect false or if any fraudulent means or devices are used by **you** or anyone acting on **your** behalf to obtain benefits from this insurance, all benefits under this insurance shall be forfeited and no return of premium shall be due.

- 8) If at the time of any loss, damage, or liability arising under this insurance there is any other insurance covering the same loss, damage or liability, **we** will pay only **our** rateable proportion.

- 9) **You** may not transfer **your** interest in this insurance.

- 10) **Our** total liability shall not exceed the respective sums

- 11) **You** shall agree to medical examination at **your** own expense except post mortem which **we** reserve the right to have undertaken at **our** own expense.

- 12) **We** may, at **our** own expense, take proceedings in **your** name to recover compensation or secure an indemnity from any third party in respect of any loss or damage covered by this insurance, and any amount so recovered shall belong to **us**.

- 13) In the event of a claim, **you** must produce written documentation to show that original contractual obligations with suppliers were evidenced or that ownership of goods existed.

- 14) **You** may not claim under more than one section or part of this policy for the same financial loss.

- 15) This policy may be cancelled without the consent of a third party.

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

## General Exclusions Applicable to all Sections of Your Policy

The Insurance policy does not cover:

- 1) claims caused by or arising from any of the following situations relating to the **marrying couple**, their **close relative** or any person upon whom the cost of the **wedding or wedding services** depends if, at the point when **you** buy the policy;
  - a) anyone has been given a terminal prognosis
  - b) anyone is acting against medical advice
  - c) anyone is on a waiting list for hospital treatment
  - d) anyone is awaiting the results of any tests or medical investigations.
- 2) notwithstanding any other provision herein, this insurance does not cover;  
Any actual or alleged loss, damage, liability, injury, sickness, cost or expense, regardless of any other cause contributing concurrently or in any sequence, in any way caused by or resulting directly or indirectly:
  - a) Infectious or contagious disease;
  - b) any fear or threat of (a) above; or
  - c) any action taken to minimise or prevent the impact of (a) above.Infectious or contagious disease means any disease capable of being transmitted from an infected person, animal or species to another person, animal or species by any means.
- 3) this policy does not offer cover when **you** know, when buying this policy, that there is already a problem that may lead to a claim.
- 4) any direct or indirect consequence of war, civil war, invasion, acts of foreign enemies (whether war be declared or not), rebellion, revolution, insurrection, military or usurped power, or confiscation, nationalisation, requisition, destruction of or damage to property by or under the order of any government, local or public authority.
- 5) any direct or indirect consequence of terrorism as defined by the Terrorism Act 2000 and any amending or substituting legislation.
- 6) losses directly or indirectly occasioned by pressure waves caused by aircraft or other flying devices travelling at a sonic or supersonic speed.
- 7) losses directly or indirectly occasioned by, happening through, or in consequence of alcoholism, the use of intoxicating drink or drugs (other than drugs taken in accordance with treatment prescribed by a registered **medical practitioner**, but not for drug addiction) or self exposure to needless peril (except in an attempt to save human life).
- 8) any direct or indirect consequence of:
  - a) Irradiation, or contamination by nuclear material; or
  - b) The radioactive, toxic, explosive or other hazardous or contaminating properties of any radioactive matter; or
  - c) Any device or weapon which employs atomic or nuclear fission or fusion or other comparable reaction or radioactive force or matter.
- 9) any loss whereby any period of disability or loss whatsoever is increased through **your** own act or omission.
- 10) any property more specifically insured.
- 11) incidents which may give rise to a claim not notified in writing to **us** (or **our** claims service) within a reasonable timeframe.
- 12) losses arising as a result of **consequential loss** of any kind.
- 13) any claim arising directly or indirectly from injury, illness, death, loss, expense or other liability attributable to sexually

transmitted disease.

- 14) losses arising as a result of any unlawful act by **you** or criminal proceedings against **you** or any other person on whom the **wedding** plans depend (other than in the event of **your** obligation to attend a court of law under subpoena as a witness, unless such obligation to attend falls within **your** occupation or professional or other similar capacity).
- 15) in respect of persons who are not **resident** in the **UK**, where such liability would not have existed had those persons been **resident** in the **UK** and not elsewhere, unless specifically agreed by **us**.
- 16) wilful and malicious acts and any acts of vandalism by persons invited to the **wedding or wedding reception** by **you**.
- 17) any circumstance manifesting itself after the date of the **wedding** and/or **wedding reception** booking but prior to the date of issue of this policy.
- 18) third party rights and no party other than **you** may claim benefit under the terms of this insurance.
- 19) any claim or expense of any kind caused directly or indirectly by pollution or contamination other than caused by a sudden, identifiable, unintended and unexpected incident which takes place in its entirety at a specific time and place during the **period of insurance**. All pollution or contamination which arises out of one incident shall be deemed to have occurred at the time such incident takes place.
- 20) loss or theft from unattended venues or vehicles unless involving visible and forcible entry to or exit of.
- 21) theft or attempted theft unless involving visible and forcible entry to or entry from a building.
- 22) bouncy castles and other inflatables.
- 23) fireworks or other pyrotechnic devices or effects.
- 24) any costs where no written contractual agreement exists directly between **you** and the **wedding services** supplier.
- 25) any claims caused by or arising from court mourning or the death of a member of the royal family or head of state.
- 26) loss of or damage due to or arising from:
  - a) wear and tear, inherent defect
  - b) rot, mildew, rust, corrosion, frost
  - c) insects, woodworm, vermin, moth
  - d) dyeing, cleaning, repair, renovation
  - e) electronic, electrical or mechanical breakdown, failure or derangement
  - f) faulty manipulation, design, plan, specification or materials
  - g) gradual deterioration, market depreciation
  - h) normal atmospheric conditions
  - i) shrinkage or change of colour.
- 27) any part of a claim which is unproven or unsubstantiated.
- 28) losses, whether directly or indirectly, arising out of **your** management of **your** finances.
- 29) Any consequence, howsoever caused, including but not limited to Computer Virus of Electronic Data being lost, destroyed, distorted, altered, or otherwise corrupted. For the purposes of this Policy, Electronic Data shall mean facts, concepts and information stored to form useable data for communications, interpretations, or processing by electronic or electromechanical data processing or other electronically controlled hardware, software and other coded instructions for the processing and manipulation of data, or the direction and manipulation of such hardware. For the purposes of this Policy, Computer Virus shall mean a set of corrupting, harmful, or otherwise unauthorised instructions or code, whether these have been introduced maliciously or otherwise, and multiply themselves through a computer system or network of whatsoever nature.
- 30) any loss, damage, claim, cost(s) expense or other sums, directly or indirectly caused by, arising or resulting from, or in connection with any pandemic, epidemic, outbreak of disease or public health emergency, as declared by the World Health

Organisation (WHO), a national government agency/ body, local authorities, or any officially recognised body. This policy also offers no cover for any disease, illness or conditions that is caused by or transmitted by means of any substance or agent from any organism to another organism (human or otherwise) where the substance or agent includes, but is not limited to any pathogen, virus, bacterium, parasite, fungus or other organism, micro-organism or any mutation or variation thereof, whether deemed living or not, and whether transmitted directly or indirectly by means of airborne transmission, bodily fluid transmission, transmission from or to any surface or object, solid, liquid or gas or between organisms. 31) Weddings and/or Receptions taking place in an area where the Travel Advice from the Foreign, Commonwealth & Development Office (FCDO) has advised the public against all or all but essential travel.

## What To Do If You Have A Complaint

It is our intention to give you the best possible service however if you do have cause for complaint about this insurance or the handling of a claim you should follow the complaints procedure below:

- If **you** have a complaint regarding the sale or service of **your** policy, please contact;

Customer Relations Department PlanProtect Limited,  
Brookfield Court, Selby Road, Leeds LS25 1NB  
Tel: 0345 218 2685  
Email: [CustomerRelations@bspokeunderwriting.co.uk](mailto:CustomerRelations@bspokeunderwriting.co.uk)

- If **you** have a complaint about the handling of a liability claim, please contact:

Claims Department, Acasta Europe Limited, 4 Station Road,  
Cheadle Hulme, Cheadle, SK8 5AE  
Tel: 0800 223 0383  
Email: [claims@acastaeurope.co.uk](mailto:claims@acastaeurope.co.uk)

- If **you** have a complaint about the handling of any other claim, please contact:

Customer Relations Team, PO BOX 2801, Stoke on Trent, ST4 9DN  
Tel: 0344 856 2015  
Email: [Customer.Care@davies-group.com](mailto:Customer.Care@davies-group.com)

**In all correspondence please state that your insurance is underwritten by Acasta European Insurance Company Limited Insurance and quote your unique policy number from your policy schedule.**

Following **our** complaints procedure does not affect **your** legal rights as a consumer. For further information **you** can contact the Citizens Advice Bureau or Trading Standards.

If we have not completed our investigations into **your** complaint within 8 weeks of receiving **your** complaint or if **you** are not happy with **our** Final Response, **you** may ask the Financial Ombudsman Service (FOS) to look at **your** complaint.

If **you** decide to contact them, **you** should do so within 6 months of receiving **our** Final Response Letter.

For more information regarding the scope of the Financial Ombudsman Service please refer to:  
[www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk).

The Financial Ombudsman Service, Exchange Tower, London E14 9SR  
Tel: 0800 023 4567

Get in touch on lin:

<https://www.financial-ombudsman.org.uk/contact-us/complain-online>

## The Compensation Scheme

If Acasta European Insurance Company Limited. cannot meet their obligations, **you** may be entitled to compensation from the Financial Services Compensation Scheme (FSCS). **You** can get more information about compensation scheme arrangements from the FSCS or visit [www.fscs.org.uk](http://www.fscs.org.uk).

## Governing Law

This policy is governed by English law.

## Your Privacy

### Acasta European Insurance Company Limited - Privacy & Data Protection Notice

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

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

**We** and other organisations may use these records to:

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

**We** process all data in the UK but where **We** need to disclose data to parties outside the European Economic Area (EEA) **We** will take reasonable steps to ensure the privacy of **Your** data. In order to protect **Our** legal position, **We** will retain **Your** data for a minimum of 7 years. **We** have a Data Protection regime in place to oversee the effective and secure processing of **Your** data. Under GDPR legislation, **You** can ask **Us** for a copy of the data **We** hold, have it corrected, sent to a third party or deleted (subject to **Our** need to hold data for legal reasons). We will not make **Your** personal details available to any companies to use for their own marketing purposes. If **You** wish to complain about how **We** have handled **Your** data, **You**

can contact **Us** and **We** will investigate the matter. If **You** are not satisfied with **Our** response or believe **We** are processing **Your** data incorrectly **You** can complain to the Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire SK9 5AF Tel: 0303 123 1113.

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

**We** and other organisations may use these records to:

- Help make decisions on insurance proposals and insurance claims, for **You** and members of **Your** household
  - Trace debtors, recover debt, prevent fraud, and manage **Your** insurance policies
  - Check **Your** identity to prevent money laundering, unless **You** furnish **Us** with satisfactory proof of identity
  - This may involve the transfer of **Your** information to countries which do not have Data Protection laws
- Under Data Protection legislation, **You** can ask **Us** in writing for a copy of certain personal records held about **You**. A charge will be made for this service. **We** may use **Your** details to:
- Send **You** information about other products and services that may interest **You**.
  - Carry out research

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

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

#### Data Protection Representatives

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

The contact details of **Our** UK representative:  
Acasta Europe Limited, 4 Station Road, Cheadle,  
SK8 5AE  
Email: [info@Acastaeurope.co.uk](mailto:info@Acastaeurope.co.uk)

#### **PLANPROTECT LIMITED**

We are PlanProtect Limited, our data controller registration number, issued by the Information Commissioner's Officer, is ZB497527.

This information is relevant to anyone who uses our services, including policyholders, prospective policyholders, and any other individuals insured under a policy.

We are dedicated to being transparent about what we do with the information that we collect about you and we process your personal data in accordance with the relevant data protection

legislation.

Why do we process your data?

The provision of your personal data is necessary for us to administer your insurance policy and meet our contractual requirements under the policy. You do not have to provide us with your personal data, but we may not be able to proceed appropriately or handle any claims if you decide not to do so.

What information do we collect about you?

Where you have requested a quote for one of our insurance policies, or you have purchased an insurance policy from us, you will be aware of the information that you have provided. We may also collect information about you from other sources. This includes information where you are a joint or additional insured party and we collect information about you from the policyholder. We may also collect information about you from fraud prevention, law enforcement or government agencies and HM Treasury and other authorities in relation to regulatory issues. Information may also be collected about you from credit reference agencies when you choose to pay by Direct Debit instalments.

Do we collect special personal data?

For specific types of insurance policies, for example when offering you a Personal Accident policy, we may process some special categories of your personal data, such as information about your health. We collect this data as we are required to use this information as part of your insurance quotation or insurance policy with us. We may also process the data where it is necessary for a legal obligation, or as part of the establishment or defence of a legal claim.

We also process special categories of your personal data as it is in the substantial public interest and it is necessary: i) for administering your insurance policy; or ii) to prevent and detect an unlawful act (e.g. fraud).

#### **privacy notice**

You can get more information about this by viewing our full Privacy Notice by visiting [weddingplaninsurance.co.uk](http://weddingplaninsurance.co.uk) or request a copy by emailing us at [enquiries@planprotect.co.uk](mailto:enquiries@planprotect.co.uk). Alternatively, you can write to us at: Data Protection, PlanProtect Limited, Brookfield Court, Selby Road, Leeds, LS25 1NB

## **Your Right to Cancel**

**You** have the right to cancel this policy within 14 days of the date **you** purchased the policy or when **you** received the policy documents if this is later. **You** may cancel without needing to provide a reason, and **we** will provide a full refund of any premium paid less any administration fees notified in **your** terms of business agreement with WeddingPlan Insurance which is issued to **you** when **you** purchase **your** policy. If **you** have made a claim or there has been an incident likely to result in a claim, no refund of premium will be payable.

After this initial 14-day period, **you** may cancel the insurance policy at any time by informing **us**. However, please note that no refund of premium will be payable for any remaining coverage period.



## Cancellation by Us

We may at any time cancel any insurance policy by giving 14 days' notice in writing, where there is a valid reason for doing so. A cancellation letter will be sent to you at your last known address. Valid reasons may include but are not limited to:

- a) non-payment of premium
- b) threatening and abusive behaviour
- c) failure to provide documents
- d) non-compliance with policy terms and conditions.
- e) a change in your circumstances means that we can no longer provide cover
- f) where we identify your involvement in, or association with, insurance fraud or financial crime
- g) where you have misrepresented or provided false information to the questions asked you when purchased, renewed or amended your policy

If we cancel your policy, we will provide a refund of your premiums less a charge for the cover already provided, unless the reason for cancellation relates to fraud, which is detailed below.

## Fraudulent Claims

If **you** or anyone acting for **you** makes a false or fraudulent claim, which includes but is not limited to;

- makes a statement to **us** or anyone acting on **our** behalf, knowing the statement to be false;
- sends **us** or anyone acting on **our** behalf a document, knowing the document to be forged or false;
- makes a claim for any loss or damage **you** caused deliberately or
- acts dishonestly or exaggerates a claim

**We;**

- a) are not liable to pay the claim; and
- b) may recover from **you** any sums paid by **us** to **you** in respect of the claim; and
- c) may by notice to **you** treat the contract as having been terminated with effect from the time of the fraudulent act.

If **we** exercise our right under (c) above, **we** shall not be liable to **you** in respect of a relevant event occurring after the time of the fraudulent act. A relevant event is whatever gives rise to our liability under the insurance contract, such as the occurrence of a loss, the making of a claim, or the notification of a potential claim.

**We** will not return any of the premiums paid.

## Other insurances

If there is any other insurance policy covering the same loss, damage or liability **We** will not pay more than **Our** rateable share.

## Subrogation

If a third party is believed to be responsible for any claim, **We** may take over, defend or settle the claim, or take up any claim in **Your** name for **Our** own benefit. This is known as exercising **Our** right of subrogation. **You** must give **Us** all the help and information **We** reasonably require for the purpose of exercising this right. **You** will take no action or make any agreements that may weaken or remove **Our** rights under this clause without **Our** prior written permission. **We** will pay any costs or expenses involved in exercising **Our** right of subrogation.