



Revolut & Revolut NewCo UK Ltd

# Ultra Plan holders

# Cancel for any reasons and Cancel for reasons

## Trip / Event Cancellation Insurance

## Master Policy Terms & Conditions

Revolut-gtc-CFAR UK-eng-  
06.12.2024-v6



Qover S.A./N.V., a public limited liability company registered with Crossroads Bank for Enterprises (BCE/KBO) in Belgium with registration number 0650.939.878 and with registered address Rue du Commerce 31, 1000 Brussels. Qover is a Belgian untied insurance agent registered with the Financial Services and Markets Authority of Belgium under the code 0650.939.878. Qover's UK branch is registered in England & Wales and with UK Establishment address: 8 Northumberland Ave - London WC2N 5BY. Authorised and regulated by the Financial Conduct Authority. Details about our authorisation can be found on the Financial Conduct Authority website (FRN 988985).

Effective January 1st 2025

## TABLE OF CONTENTS

<b>Introduction</b>	3
How to contact the <i>administrator</i>	3
Claims conditions and requirements	5
Eligibility	9
Insurance Benefits	9
<b>Policy Conditions</b>	20
Duration of cover	20
Taxes and costs	20
Assignment	20
Compliance with policy requirements	20
Rights of Third Parties	20
Reasonable precautions	20
Complaints	21
Economic and Trade Sanctions	21
Data Protection	22
Changes by Us	24
Law and Jurisdiction	24

Material Disclosure	24
Definitions	25

# Introduction

This *master policy* is an agreement between the *master policyholder(s)* and *us*, which has been arranged by the *master policyholder(s)* for *your* benefit. It contains details of the cover, conditions and exclusions applicable and is the basis on which all claims will be assessed under the *master policy* number: M-REVUK47691.

In return for having accepted the premium from the *master policyholder(s)*, *we* will provide the cover outlined in this *master policy* to the *master policyholder(s)* for *you* in accordance with the operative sections of this *master policy* as referred to in the *master policy* schedule.

This *master policy* Terms & Conditions, the *master policy* schedule, any endorsements and the Insurance product information document (IPID) all form part of the *master policy*. The *master policy* schedule shows which benefits the *master policyholder(s)* has chosen, who is covered under this *master policy* and when and where cover applies.

The *master policy* and all communications before and during the *period of insurance* will be provided in the languages of *your Revolut account*. In addition, all claim payments by *us* to *you* will be made by wire transfer in the currency of *your Revolut account*, with exchange rate utilised at the date of transaction.

Certain words have special meanings wherever they appear in *italic* type and are listed as "Definitions" at the end of this document.

The *master policyholder(s)* and *you* should keep a record (including copies of letters) of all information supplied to *us* in connection with this insurance.

## How to contact the *administrator*

This *master policy* is managed by the *administrator* who will be there to help *you* throughout the lifetime of this *policy*, answer any questions *you* might have about this *policy* and deal with *your* claim.

If *you* have any specific needs that make communication difficult, please tell the *administrator* who will be pleased to help.

If *you* wish to discuss this *master policy*, or *you* wish to make a claim or discuss an ongoing claim, *you* can contact the *administrator*, the contact details are below:

<p><b>By e-mail</b></p> <p>GENERAL ENQUIRIES  <a href="mailto:contact@qover.com">contact@qover.com</a></p>	<p><b>By telephone</b></p> <p>GENERAL ENQUIRIES  +44 (0)800 088 57 86</p>
<p><b>For claims</b></p> <p>Go to your Hub in the Revolut app -&gt; Insurance -&gt; Trip/Event Cancellation then tap on "Make a Claim"</p>	
<p><b>Via our website</b></p> <p><a href="http://www.qover.com">www.qover.com</a></p>	<p><b>By post mail</b></p> <p>Qover SA/NV  Rue du Commerce 31, 1000 Brussels – Belgium</p>
<p><b>Revolut Chat Assistance:</b></p> <p>Revolut App &gt; {profile} &gt; "Help" &gt; "New chat" &gt; {I need help with} Insurance"</p>	

# Claims conditions and requirements

## **Important note regarding trips:**

This contract contains a trip cancellation cover. It only applies from the date you purchase your *trip* to the date you depart from your *primary residence*. If you want to cancel your *trip* after you depart from your *primary residence*, this is a trip interruption cover, and it is not covered by this contract.

This also applies to multi-destination *trips* (See Part *Insurance Benefits* > 1. *Purpose of this insurance* > *Regarding trips*).

## 1. Regarding cancellation of the *event/trip*:

- You must notify all of your *event/trip suppliers* once you know that you will need to cancel your *event/trip* (this includes being advised to cancel your *event/trip* by a doctor). If you notify any *event/trip suppliers* later than two days after the date of circumstances leading you to cancel and get a smaller *refund* as a result, we will not cover the difference.
  - i. If your provider has an official cancellation process of the provider for both "Trip cancellation – listed reasons" and "Trip/Event cancellation – any reasons" coverages, we require you to follow the process and send to us the official cancellation confirmation statement (for example on "manage my booking" in Booking.com),
  - ii. If your provider cannot produce any cancellation confirmation, please contact Qover, as no show proof can be accepted.
  
- You will be compensated only if you notify your *event/trip suppliers*:
  - i. No later than 1 day before the *event/trip* for Trip/Event – Cancellation for any reason (CFAR)
  - ii. Up to the start of the event for Trip Cancellation for Reason (CFR)
  - iii. as soon as reasonably possible if a serious sickness, *Injury, Death* or medical condition prevents you from being able to notify us your *event/trip* supplier no later than those time limits

## 2. All claims and potential claims must be reported via your Revolut app:

- No later than 1 day before the *trip/event* for Trip/Event – Cancellation for any reason (CFAR) or
- Up to 30 days after the event for Trip Cancellation for Reason (CFR) or
- as soon as reasonably possible if a *serious sickness, Injury, Death* or medical condition prevents you from being able to notify us no later than those time limits.

3. We will reimburse you for your non-refundable event/trip payments, deposits, cancellation fees and change fees (less any available refund) up to the maximum benefit shown in your benefit schedule in chapter 1 Purpose of this insurance in the part "Insurance Benefits".
4. We will not pay any claim for any amounts covered by another insurance. You must inform us of these and assist us in seeking reimbursement where appropriate.
5. Should you be reimbursed by the provider after We reimbursed you, you must inform us and reimburse us the amount you received from the provider.
6. Interest will only be paid on claims if payment has been unreasonably delayed by us following our receipt of all the required information from you.
7. Please keep copies of all the information you send us.
8. You must give us all the information and documentation we ask for throughout the claims process.  
  
These must be provided at your own expense.
9. Claims are paid in the local currency of your Revolut account and only by wire transfer on the Revolut account.
10. All bookings/tickets related to the same event/trip are allocated as one claim. All transactions linked to the same event/trip are considered as one same claim.

Benefit	Information required
General	<ul style="list-style-type: none"> <li>● <b>All documents must be original</b></li> <li>● <b>Completed claim form</b></li> <li>● In all cases: <ul style="list-style-type: none"> <li>▪ Proof that you purchased the booking/ticket on your Revolut account: <ul style="list-style-type: none"> <li>- while being on Ultra plan</li> <li>- or you purchased the booking/ ticket one day prior to your upgrade to your Ultra plan,</li> <li>- or while being on Metal Plan</li> </ul> </li> </ul> </li> </ul>

	<p>(see paragraph "Important to know" in Part "Eligibility")</p> <ul style="list-style-type: none"> <li>▪ Original receipt from retailer. Purchases have to be made with an official merchant, no black market or purchases between individuals (peer to peer) are covered</li> <li>▪ In addition in case of <i>trip</i>: <ul style="list-style-type: none"> <li>- Your original trip booking invoice(s) and travel documents showing the dates and times of travel.</li> <li>- Original bills or invoices you are asked to pay</li> </ul> </li> <li>▪ Proof that you requested the booking/<i>ticket</i> cancellation to the retailer as well as the detail of all cancellation charges incurred / non-<i>refundable</i> fees by the retailer.</li> <li>▪ Proof of cancellation reason if applicable</li> <li>▪ Details of any other insurance you may have that may cover the same loss.</li> <li>▪ Any other information the claim adjuster reasonably requires you to provide in order to manage the claim.</li> <li>▪ Proof of <i>refund</i> if applicable.</li> </ul>
--	---

Benefit	Information required
<i>Trip – Cancellation for Reason (CFR)</i>	<p><b>1) Medical related:</b></p> <p>1.1. In case of <i>serious bodily injury or serious sickness</i>:</p> <p>a) Initial medical certificate specifying the date and nature of the <i>accident or sickness</i>.</p>



b) When it concerns *you or your trip companion*: a writing note of your *medical practitioner* advising against your *trip*.

1.2. In case of *contagious disease*:

a) Medical certificate specifying that *quarantine* is requested or copy of the results of the *contagious disease test*, and advising you against your trip.

1.3. In the event of death:

a) Copy of the death certificate.

1.4. In case of *quarantine*:

a) Copy of the official document (such as directive) specifically designating *you or your trip companion* as placed in *quarantine* due to an *epidemic or pandemic*.

1.5. In the event of a medical contraindication to receive the necessary vaccine for *your trip*:

a) Copy of the medical certificate specifying that the required vaccine (by the destination place) cannot be administrated to you because to do so would cause you serious sickness, and advising you against your trip.

1.6. In case of childbirth:

a) Copy of the birth certificate.

**2) Work related:**

2.1. In case of redundancy:

a) Copy of the notification by *your company* stating:

- reason of the redundancy, and
- Proof of the type of contract you held with *your* employer, and
- Proof of the date since when you were employed by the employer (exact date required)

2.2. In case of new permanent job:

- a) Copy of *your* permanent contract with start date.

2.3. In case of business relocation:

- a) proof that the company is relocated at least 150 kms from previous business premises,

2.4. if you are in the Armed Force,

- a) proof of the reassignment or change in personal leave status,

**3) if you are acting as a *first responder*:**

- a) proof of the notification to help on emergency.

**4) Transport related:**

4.1. In the event of a *traffic accident*:

- a) Copy of the breakdown/towing invoice/report for the vehicle.
- a) Copy of a medical report if any medical attention is required.

**5) Legal related:**

5.1. In the event of receiving a legal notice for an adoption proceeding:

- a) Copy of the official notice.

**6) Theft related:**

	<p>6.1. In the event of <i>theft</i> of identity papers or <i>theft</i> of the covered <i>ticket(s)</i>:</p> <p>a) Copy of the police report.</p> <p>b) Any document showing <i>your</i> efforts to replace the stolen documents.</p> <p><b>7) Disaster related:</b></p> <p>7.1. In case of damage to <i>primary residence</i>:</p> <p>a) Copy of the insurance claim for the damaged property or other documentary evidence of damage;</p>
<p><i>Trip/Event – Cancellation for any reason (CFAR)</i></p>	<p>Should the reason for the cancellation be different from the ones listed in “Trip Cancellation for Reason” (CFR) coverage, or should you not fall in the necessary requirements for the “Trip Cancellation for Reason” (CFR), you will automatically fall under the Trip/Event Cancellation for any reason (CFAR) cover and be reimbursed at 70% of the booking/ticket value,</p> <p>The only information you’ll need to provide is the one detailed in the Table “General – in all cases” above. Of course, please feel free to give <i>us</i> any information which may help <i>us</i> to manage the claim.</p>

## Eligibility

The benefits described in these *policy Terms and Conditions* are dependent upon:

- ✓ An *Ultra Plan* being purchased;
- ✓ The *Ultra Plan* being active (including at the loss date);
- ✓ The *Plan* fees having been paid in accordance with the *Plan* agreement at the time of any incident giving rise to a claim;
- ✓ The transactions have been paid to a merchant via *your* Revolut *account* while being on an *Ultra Plan* (peer-to-peer transfers are excluded), or within 1 day prior to *your* upgrade to *your Ultra Plan*; except if you had a Metal Plan (see below paragraph “Important to know”)

- ✓ You holding the *Ultra Plan* continuously (i.e. without interruption) from the time of the *event's* or *trip's* booking/*ticket* purchase (or 1 day after the purchase – whichever is earliest) until the claim notification;
- ✓ *Trips/Events* must occur at least 3 days or more in the future and up to a maximum of 12 months in the future from their purchase date;
- ✓ Should the *trip/event* be postponed by the provider/*retailer/organizer* within a 12-month period, *your* right to cancel is still applicable. Should the *trip/event* be postponed by the provider/*retailer/organizer* for more than 12 months from the original *trip/event* date, the cover is no longer granted.
- ✓ The booking must be made in the name of the *Ultra Plan holder* and through an official merchant; purchases between individuals is excluded.

#### Important to know :

- You will also be eligible for cover if you upgrade from a "Standard", "Plus", "Premium" *Revolut Plan* to the *Ultra Plan* within 1 day of the booking being purchased, provided you haven't purchased the *event* and *trip* bookings/*tickets* for business purposes.
- If you upgrade from a Metal *Revolut Plan* to a *Ultra Plan*, we will reimburse your purchase as long as you made it while on the Metal plan. Your Metal terms & conditions will apply.

## Insurance Benefits

**These Insurance benefits are secondary: we will only pay amounts under this *policy* if they are not covered by other insurance, and/or eligible *refunds*. You must inform us of any such insurance and assist any relevant third parties in seeking reimbursement where appropriate.**

**This insurance is not cumulative with the "Ticket cancellation protection" from "Purchase protection cover" which may or may not be provided as part of *your Ultra plan*. Should *your ticket* be eligible for both coverages, the most favourable coverage will apply.**

**You will find below the different types of coverages to which you are entitled. For each of them, we describe the conditions that must be met as well as the exclusions which may apply.**

**This benefit applies to bookings or *tickets* purchased in full on the *account* for personal use that have had no previous owner and were not purchased from a private buyer. You will be entitled to the benefits for *trips/events* around the world. But you will not be entitled to the benefits where an exclusion applies or where we would be in breach of a sanction (or similar) if we did so (see chapter "Economic and Trade sanctions"). *Your Ultra plan* must still be active at the claim notification date, without interruption. Reimbursement cannot be higher than the *purchase price*, less *refunds* and deductible.**

Coverages / limits are provided on an annual basis, with an annual reset. Should you downgrade/ upgrade from your *Ultra plan* but upgrade to Ultra again during the same year, *your* remaining annual balance will apply until the annual anniversary of your *Ultra plan*; For example: if you join Ultra in January, file a claim for a £500 *ticket* in February, downgrade *your plan* in March and in September, still within the same consecutive 12 months, *you* upgrade back to *your Ultra plan*: *you* will only be covered up to a maximum of £4,500 until December.

## 1. PURPOSE OF THIS INSURANCE

The purpose of this insurance product is to cover you in the case of a *trip/event* cancellation for the reimbursement of expenses not recoverable contractually by the retailer's conditions of sale. Should you notify the provider later than two days after the date of circumstances leading you to cancel, we will compensate you based on the amount the provider would have granted to you if you had informed it within two days.

The *trip/event* must be cancelled according to the deadlines specified in the "Claims conditions and requirements" Part at the beginning.

The *Plan holder* is exclusively *insured* for the amount attached to the cover of the *Ultra Plan*. If the *Ultra Plan Holder* is the holder of other "Revolut" plans issued by Revolut, the benefits for the *Plan holder* and for other *insureds* are not cumulative.

Cover is only granted if the *Plan holder* is meant to take part in the *trip/event* by buying the ticket in his name but end up cancelling its participation to it, in accordance with the terms and conditions of this insurance.

This product is made up of two coverages:

- "Trip cancellation – listed reasons" coverage
- "Trip/Event cancellation – any reasons" coverage

	<i>Trip cancellation – listed reasons</i>	<i>Trip/Event cancellation - any reasons</i>
Basis of benefits	100%	70%
Deductible	£50	30%
Minimum value covered, after deduction of <i>refunds</i>	£51	£25

Maximum per claim	£5 000	£2 500
Annual Maximum	£5 000	£5 000
Cancellation period	Up to the moment of the Trip	1 day prior to the start of the <i>trip/event</i>
<i>Waiting period</i>	3 days	3 days
The coverages above are not cumulative for the same claim.		

A claim is defined based on transactions made using the *Revolut account* while benefiting from the *Ultra Plan*; We will only cover a purchase associated with a *Trip/Event* where the purchase is made at least 3 days (*waiting period*) prior to the *Trip/Event*.

#### Regarding *Trips*

- The cover includes all relevant transportation and all *events* contemplated within one singular *trip*. This could include several transactions (e.g a flight *ticket*, a hotel and a car rental).
- For multi-destination *trips*, we will cover “legs” of the journey only if these are cancelled at least 1 day before leaving the *primary residence*
  - E.g. a customer has his primary residence in London and travels from London to visit 3 cities: London > Brussels > Paris > Amsterdam > London. The customer is spending 3 weeks in Brussels and 1 week in Paris. He decides, before leaving London, to cancel the Paris portion, and go directly to Amsterdam from Brussels, (at their own cost on all new bookings). The Paris portion would still be eligible for coverage, even though it does not start and end at a customer’s *primary residence*.

- Should the customer cancel both Paris and Amsterdam, both destinations would count as one "trip" and not two separate trips.

One trip may not exceed 90 consecutive days outside of the country of residence.

For specific cases, the following additional conditions to the cancellation are applicable:

Cancellation Reason	Duration
For serious damage to <i>your primary residence</i>	The coverage begins 10 days before the <i>trip/event</i>
In case of <i>theft</i> of identity papers or <i>theft</i> of the covered <i>tickets</i>	The coverage begins 30 days before the <i>trip/event</i>
Additional information for "business relocation"	Date of loss is the date on which the notification of the employer's decision to relocate is notified to the <i>Ultra Plan holder</i>

## **IMPORTANT**

- Except in the event of a *fortuitous event* or Force Majeure, the *Ultra Plan holder* must immediately take the necessary steps to cancel or modify his *trip* with the tour operator or the Airline, and at the latest within 2 days of the date of circumstances leading you to cancel. If the *Ultra Plan holder* does not respect this 2-day period, the reimbursement due will be limited to the amount of the costs which would have been borne by him on the date of the Claim in accordance with the cancellation scale (if any) appearing in the general terms and conditions of sale of the tour operator, the airline company or any other retailer.
- In the case of covered bodily *injury* or *serious sickness*, the compensation decision is subject to the medical opinion of the *insurer's medical* adviser. The latter reserves the right to request any additional medical documents and/or carry out any medical checks that are deemed useful.

- Under no circumstances will we be able to reimburse the *Ultra Plan holder* for the cancellation of the insurance premium that he would have paid to his tour-operator or travel agency if the *Ultra Plan holder* has forgotten to decline it, or if it is included automatically in a package accepted by the *Ultra Plan holder*.
- According to the regulations in force, the airline and airport taxes must be reimbursed to *you* by the tour operator or the airline company.

## General exclusions applicable to all benefits under these conditions:

### *External causes:*

- All costs already reimbursed or covered by another insurance;
- The modifiable or *refundable* part of the transport fees as well as the airline/airport taxes, visa costs, booking costs;
- Any *event* cancelled by the provider, retailer or organizer (for example a flight being cancelled by the airline company) or for which a *refund* is offered;
- Any *event* for which the tour operator may be held liable in application of the European council directive of 25 November 2015 on package travel and related travel services (Directive (UE) 2015/2302) and any related retained EU law in the UK;
- *Your event carrier bookings/tickets do not show event date(s).*
- *Trip bookings/tickets you have purchased for business purposes*
- Liquidation or bankruptcy of the performer, artist, company promoting or organising the *trip*, their agents or any person acting for you. This applies also to any organization such as travel agency, tour operator, website, etc.;

### *Illegal and similar actions:*

- Acts committed with the intent to cause loss;
- An act of gross negligence by *you* or *your event companion*;
- Any consequence due to fraud or attempt to defraud or suspicion of fraud are excluded;
- The consequences of criminal proceedings to which the *insured* is subject, or any illegal act, except when you, an *event companion*, a *family member* or *your service animal* is the victim of such an act;
- The use or abuse of alcohol or drugs, or any related physical symptoms. This does not apply to drugs prescribed by a *medical practitioner* and used as prescribed;
- *Your intentional self-harm or if you attempt or commit suicide.*



### **Systemic risk:**

- **Any claim based upon:**
  - **War (declared or undeclared) or acts of war;**
  - **Civil disorder or unrest, riots, popular movements;**
  - **Nuclear reaction, radiation, or radioactive contamination;**
  - **Natural disaster,**
  - **Air, water, or other pollution, or the threat of a pollutant release, including thermal, biological, and chemical pollution or contamination;**
  - **Political risk;**
  - **Cyber risk;**
  - **Terrorist events or their threats.**
- **Failure or delay of public transport caused by industrial action or strike, which was announced at least 24 hours before *you* left home or where *you* could have reasonably made other travel arrangements;**
- **Acts, prohibitions, orders or advices by any government or public authority;**
- **Situations of infectious risk as well as their consequences in an *epidemic* or *pandemic* context subject to *quarantine* or measures prevention or specific monitoring by the local and/or national health authorities of the country of origin (ex: if there's a lockdown, if the insured has to go into *quarantine* upon arrival because of the government measure);**
- **Military duty;**
- **Summons to trial, military service, academic- and/or professional examinations such as, but not limited to bar exams, which were known at the time of booking.**

## **2. "TRIP CANCELLATION – LISTED REASONS " COVERAGE**

If *you* are unable to attend a *trip* because of a sudden and unexpected covered circumstance (as per the list below), which *you* were unaware of at the time of purchasing the booking/*ticket*, we will pay up to the lesser of the face value of the booking/*ticket* or a maximum £5,000 for any one occurrence in any 12-month period beginning on the anniversary of *your Ultra Plan's* effective date. *You* are entitled to an aggregate annual limit at £5,000. The minimum value of the booking/*ticket* must be £51. The claim is calculated on 100% of the outstanding remaining amount (which means deduction from *refunds* already done by the retailer/Tour Operator/Tour Agency). There will be a £50 deductible applied.

### *Covered circumstances*

#### **Medical related:**

- *Serious Injury, sickness of your family member* if a *medical practitioner* considers the family member's life as threatened or requires *hospitalisation*.
- Death of:
  - *you*
  - *your trip companion*
  - *your family member*
  - *your service animal*

on and after the start date of the cover on the *Ultra Plan*.

**In all the cases below, a *medical practitioner* must advise *you* in writing to cancel *your trip* before you cancel it.**

- *Serious Injury, sickness of:*
  - *you*
  - *your trip companion*

This includes cases when *you* are diagnosed with an *epidemic* or *pandemic* such as Covid-19 by a *medical practitioner*.

- *Quarantine before your trip* for:
  - *you*
  - *your trip companion*

*Quarantine* must be linked to:

- a *contagious disease other than an epidemic or pandemic*
- an *epidemic or pandemic* with following specific cumulative conditions:
  - *you/your trip companion* are specifically designated by name in an official document (such as directive) to be placed in *quarantine* due to an *epidemic or pandemic*
  - the *quarantine* does not apply generally to:
    - a whole population or segment of it, a geographical area, building or vessel (even for example shelter in place, stay at home, safer at home)
    - based on to, from, or through where the person is travelling or participating to the *trip*.
- *You or your trip companion* are forbidden, from a medical point of view, to be immunized where this is required for the *trip*.

**Work related:**

- If *you* or *your trip companion* are laid off or terminated by *your* current employer after *your trip* booking date, as long as *you* or *your trip companion*:

- are not held responsible for this situation
- Had a permanent employment contract work with the company
- Had a permanent contract with the company for at least 12 continuous months prior to the date of termination;
- if *you* or *your trip companion* accept, after the *trip* booking date, a new permanent paid job for which *your* presence at work is mandatory during the *trip* date.
- if *you* or *your trip companion* are relocated by at least 150kms, after the *trip* booking date, due to a business reason from *your* current company. This also applies in the case of *your* spouse's relocation.
- if *you*, *your trip companion* or a *family member* working in the armed force are reassigned or change personal leave status, except if this is due to war or disciplinary action.

#### **Transport related:**

- If *you* or *your trip companion* is in a *traffic accident* on the departure date and that one of the following occurs:
  - *you* or *your trip companion* needs medical attention
  - *you* or *your trip companion's* vehicle needs to be repaired as its condition prevents *you* using it safely

#### **Legal related:**

- If *you* or *your trip companion* are called for:
  - Attending an adoption (mandatory legal proceeding or meeting required by law as prospective adoptive parent in order to adopt legally a minor child)

after having purchased a *trip* booking/*ticket*. This legal proceeding must not be in relationship with *your* business occupation.

#### **Theft related:**

- *Theft* of *your trip* documentation (*ticket*, identity papers if they are essential to get to or for admission to the *trip*), provided the *theft* occurs after the booking. You won't be covered if the *theft* happens more than 30 days before the trip. You must provide *us* with all information showing *your* efforts to replace the stolen document in order to keep *your* participation at the *trip* possible.

#### **Disaster related:**

- Serious damage to *your primary residence*, due to fire, vandalism, burglary leading it to be *uninhabitable*, maximum 24 hours preceding the date and time of the *trip* and which requires *your* presence to carry out the administrative procedures related to the damage or the restoration of the damaged property.

- *Natural disaster* or adverse weather resulting in the impossibility of transport to go to the *trip*, if the *travel carrier* cannot bring you over there for at least 24 consecutive hours from the original scheduled arrival time.

Should you be able to reach your *trip* by another way than the one planned originally, we will reimburse you up the maximum eligible claim amount for:

- cost of the alternative transportation, less available *refunds*
- cost of the lost prepaid accommodations (in case of late arrival), less available *refunds*

New transportation must be taken in the same or lower class of service than the one originally booked.

- If you or your *trip companion* acting as a *first responder* are called in for duty due to an *accident* or emergency to provide help or relief at the *trip's* date.

### Specific Exclusions for "Trip cancellation – listed reasons"

You will not be covered for:

*External causes:*

- Modification of the initial booking/*ticket* by the *Ultra Plan holder*;
- A *trip* supplier's restrictions on any baggage, including medical supplies or equipment;
- Ordinary wear and tear or defective materials or workmanship;

*Medical reasons:*

- Any *serious sickness* or *accident*, condition or set of circumstances known by *you* at the purchase of the *trip*, where such condition or set of circumstances could reasonably have been expected to give rise to cancellation of such event. This does not exclude unforeseeable relapses of *serious sickness* or *accidents*, which have been stable and without change in treatment for at least two months prior to purchase of the *trip*;
- Normal, complication-free pregnancy or childbirth;
- Fertility treatments or elective abortion;
- Spa treatment, aesthetical treatment and their consequences;
- Consequences linked to a depressive state, psychic, nervous, mental *sicknesses* leading to *hospitalisation* less than or equal to 3 consecutive days;
- You intend to receive health care or medical treatment of any kind while on *your trip*;
- Any *injury* or *sickness* which did not require treatment by a certified *medical practitioner*.

*Other reasons:*

- *Your* disinclination to attend the *trip*.
- The non-presentation, for any reason whatsoever, of documents essential to the *event*, such as passport, identity card, visa, transport *tickets*, vaccination (except in case in the event of *theft*-related circumstances as outlined above, maximum 24 hours prior to the *trip* beginning date).
- Participating in or training or trials for any professional or semi-professional sporting competition
- Participating in or training or trials for any amateur sporting competition while on *your trip*. This does not include participating in informal recreational sporting competitions and tournaments organized by hotels, resorts or cruise lines to entertain their guests.
- Participating in extreme, high-risk sports and activities and the following activities in particular:
  - Any high-altitude activity, BASE jumping, or free climbing,
  - Rafting/kayaking above Class V rapids or canoeing above Class III rapids,
  - Heli-skiing or skiing or snowboarding in an area designated unsafe by the resort management,
  - Personal combat or fighting sports, Running of the Bulls, or rodeo activities,
  - Racing any motorized vehicle or watercraft other than go-karts,
  - Free diving at a depth greater than 30 feet (10 meters) or scuba diving at a depth greater than 100 feet (30 meters) or, for uncertified divers, diving without a certified dive master.

For high-risk sports and activities that are not expressly excluded to be covered, they must be:

- Arranged as part of *your trip*;
- Provided by a company that is regulated or licensed where required; and

- Not otherwise prohibited by law.

You must wear all recommended safety equipment while participating in *your* sporting activities in order to be eligible for coverage.

- Any loss, condition, or event that was known, foreseeable, intended, or expected when *your trip* was booked; or of which *you* were aware before obtaining the Revolut card or opening *your Ultra Plan*;
- Operating or working as a crew member (including as a trainee or learner/student) aboard any aircraft or commercial vehicle or commercial watercraft;

### 3. "TRIP/EVENT CANCELLATION – ANY REASONS" COVERAGE

Should *you* be bound to cancel *your event/trip* for a sudden and unexpected reason, not listed above in the "Trip cancellation – listed reasons" section, and for which *you* were unaware of at the time of purchasing it, then *you* are entitled to this coverage. You are also entitled to this coverage if you don't fall in the necessary requirements for the "Trip Cancellation for Reason" (CFR).

We will pay up to the lesser of the face value of the booking/*ticket* or £2,500 for any one occurrence in any 12-month period beginning on the anniversary of *your Ultra Plan's* effective date. *You* are entitled to an aggregate annual limit at £5 000. The minimum value of the booking/*ticket* must be £25. The claim is calculated on the outstanding remaining amount (which means we first deduct *refunds* already done by the retailer/Tour Operator/Tour Agency) and then apply a 30% deductible on the booking/*ticket* value not reimbursed to *you*).

**Please make sure you read the general exclusion in the section "1 – Purpose of this insurance" above.**

## Policy Conditions

### Duration of cover

*You* are entitled to the insurance benefits under the *policy* from the moment the *Ultra Plan* is activated, or 1 day before the activation of the *Ultra Plan* if you upgraded your *Plan* to an *Ultra* one, and for as long as the eligibility criteria stated at the beginning of these *policy Terms and Conditions* continue to be met or until we withdraw or cancel the insurance benefits by notice to *you*.

## Taxes and costs

Other taxes or costs may exist or apply, which are not imposed by *us*.

## Assignment

*You* cannot transfer the insurance cover provided with *your Ultra Plan* to any other person.

## Compliance with policy requirements

Where *you* or *your* personal representatives do not comply with any obligation to act in a certain way specified in this *policy*, we reserve the right not to pay a claim.

## Contracts (Rights of Third Parties) Act 1999

Only the *insurer*, the *policyholder* and *you* can enforce the terms of this *policy*. No other party may benefit from this contract as of right or enforce any term of it. The *policy* may be varied or cancelled by the *insurer* and/or the *policyholder* without the consent of any other party.

## Reasonable precautions

*You* shall take all reasonable steps to avoid or minimise any loss or damage.

## Complaints

*Our* aim is to provide *you* with a high-quality service at all times, although we do appreciate that there may be instances where *you* may feel it is necessary to lodge a complaint.

Please follow the procedure below if *you* do wish to complain.

Any complaint should be addressed in the first instance to: [mediation@qover.com](mailto:mediation@qover.com)

## **QOVER SA Mediation Department**

8 Northumberland Avenue WC2N

5BY

London

Phone: +44 (0)800 088 57 86

If we have given you our final response and the matter has still not been resolved to your satisfaction, or you have not received a written offer of resolution within 8 weeks of the date we received your complaint, you may make a complaint to the **Financial Ombudsman Service (FOS)** at:

The Financial Ombudsman Service

Exchange Tower

London

E14 9SR

**Tel:** +44 (0)800 023 4567

**Email:** [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

**Website:** <https://www.financial-ombudsman.org.uk/>

## Economic and Trade Sanctions

We shall not be deemed to provide cover and we 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.

## Data Protection

### **Processing of your personal data**



In the context of the services and products that WAKAM, and its partners provide *you* with, *you* are required to communicate *your* personal data, such as: Data relating to *your* identity (last name, first name(s), postal address, telephone number, e-mail address, etc.) ; Beneficiary data (insurance *policy* number, bank account number, payment card details, billing, payment history, etc.) ; Customer complaint data (complaint number, date and reason for loss, call history, loss details, *policy* reference number and supporting documents); Data about the insured device (brand, model, serial number, registration number, identification number, date of purchase, etc.) ; Sensitive personal data, such as health data. We may collect this personal data from you directly or indirectly through our partners.

We may not be able to provide *you* with specific products or services if *you* do not provide *us* with certain data.

*Your* personal data is used for the following purposes: The management of *your* contract and insurance *policy*, the execution of contract guarantees (including claims management), customer complaint and disputes management, such processing being necessary for the execution of *your* contract; Risk control and monitoring, which enables *us* to prevent fraudulent activities and ensure the recovery of sums due and is therefore necessary based on *our* legitimate interests; The elaboration of statistics and actuarial studies, which enables *us* to improve the offers and services offered and is therefore necessary based on *our* legitimate interests; Preventing insurance fraud and money laundering in order to comply with *our* legal obligations.

This personal data will be kept for the duration strictly necessary for the provision of the service and the execution of the contract, in accordance with *our* data retention policy, or in accordance with the applicable legal provisions.

### **Disclosure of *your* personal data**

*Your* personal data may be disclosed to the following third parties: to *our* group companies such as *our* parent company and its affiliated companies; to *our* service providers and subcontractors, for the purposes of managing and executing the contract; to other insurance companies (intermediaries, reinsurers); to public authorities, in order to prevent or detect fraud or any other criminal activity and to meet *our* legal and regulatory obligations.

### **International transfers of *your* personal data**

We may transfer *your* personal data outside the European Union and the United Kingdom, particularly to countries that are not considered to provide a sufficient level of protection under the applicable data protection laws. In order to ensure an adequate level of security, such transfers will be governed by the Standard Contractual Clauses established by the European

Commission, or by other appropriate safeguards in accordance with the data protection regulations in force.

### **Your rights**

In accordance with the applicable data protection regulation, *you* can exercise *your* rights such as the right of access, rectification, deletion, limitation, portability, opposition to the processing of *your* personal data, as well as the right to give instructions regarding *your* personal data posthumously. If *you* consider that the processing of *your* personal data constitutes a violation of the applicable data protection regulations, *you* also have the right to file a complaint with the the *Information Commissioner's Office* at the following postal address: Wycliffe House Water Lane, Wilmslow, Cheshire SK9 5AF or email: [casework@ico.org.uk](mailto:casework@ico.org.uk).

### **Contact us**

Wakam is the controller of your personal data.

If *you* have any questions or queries regarding the use of *your* personal data, or to exercise *your* rights relating to such personal data, please contact *our* Data Protection Officer at the following address:

Délégué à la Protection des Données

WAKAM

120-122 rue Réaumur

75002 Paris, France

Or by email to: [dpo@wakam.fr](mailto:dpo@wakam.fr)

## Changes by Us

This is a contract between *us* and the *master policyholder(s)*. As such, *we* may change anything in these *Terms and Conditions* and/or the *master policy* schedule with the agreement of the *master policyholder(s)* at any time. *We/the master policyholder(s)/the administrator* will give *you* 30 days' advance notice of any such changes.

If changes to these *Terms and Conditions* are necessary for legislative or regulatory reasons which are outside *our* control, then the *master policyholder(s)/the administrator* may not be able to give *you* 30 days' notice.

If *you* object to any changes made or proposed by *us* *you* may cancel this insurance by cancelling *your Ultra Plan*.

## Law and Jurisdiction

It is agreed that this insurance shall be governed exclusively by the law and practice of England and Wales, and any disputes arising under, out of or in connection with this Insurance shall be exclusively subject to the jurisdiction of any competent court in England or Wales.

## Material Disclosure

It is *your* responsibility to provide full and accurate information to *us* throughout the life of the *policy*. It is important that *you* ensure all statements *you* make over the telephone, on claim forms and other documents are full and accurate. Failing to provide information when requested could affect *your* rights under this *policy* and may mean that all or part of a claim may not be paid.

# Definitions

*Whenever the following words or phrases appear in italic, they will have the meaning as described below:*

*£*

Shall mean the British Pound (GBP).

*ACCIDENT*

Any sudden, unexpected and non-deliberate external event occurred to the *Plan holder*.

*ACCOUNT OR REVOLUT ACCOUNT*

Means the payment account held with Revolut Bank UAB or a branch office of Revolut Bank UAB.

*ACCOUNT HOLDERS*

Means any individual who holds a Revolut *account*.

*ADMINISTRATOR*

Means QOVER S.A./N.V., a public limited liability company registered with Crossroads Bank for Enterprises (BCE/KBO) in Belgium with registration number 0650.939.878 and with registered address Rue du Commerce 31, 1000 Brussels. Qover is a Belgian untied insurance agent registered with the Financial Services and Markets Authority of Belgium under the code 0650.939.878. Qover's UK branch is registered in England & Wales and with UK Establishment address: 8 Northumberland Ave – London WC2N 5BY. Authorised and regulated by the Financial Conduct Authority. Details about our authorisation can be found on the Financial Conduct Authority website (FRN 988985).

*CLOSE RELATIVE*

Means any of the following persons: *your* husband or wife (or partner with whom *you* are living permanently at the same address), (step-)children, (step-)parent, (step-)grandparent, (step-)brother, (step-) sister, parent-in-law, son/daughter-in-law, grandchild or fiancé(e).

*CONTAGIOUS DISEASE*

Disease caused by any pathogenic agent (such as virus, bacteria, parasites, prions) and which has been declared, before the first date of diagnosis of an *insured*, as a "Public

Health Emergency of International Concern" (USPPI) by the World Organization for Health (WHO).

#### *EPIDEMIC*

A *contagious disease* recognized or referred to as an *epidemic* by a representative of the World Health Organisation (WHO) or an official government authority.

#### *EUROPE*

Austria, Belgium, Bulgaria, Croatia, Republic of Cyprus, Czech Republic, Denmark (excluding the Faroe Islands), Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Italy, Latvia, Lithuania, Luxembourg, Malta, Netherlands, Norway, Poland, Portugal, Romania, Slovakia, Slovenia, Spain, Sweden, United Kingdom (excluding Channel Islands, Isle of Man, Gibraltar).

#### *EVENT*

All planned occasions where bookings/tickets are sold in advance. *Events* include:

- Sports events
- Concert and shows, music festivals
- Tourist attractions and exhibitions
- Tours.

All other expenses than those listed above are excluded from the scope.

As a reminder, we do not cover *event* cancellation when it is caused by the retailer/provider/organizer.

#### *EVENT COMPANION*

A person or *service animal* travelling with *you* or travelling to accompany *you* on *your event*. A group or tour leader is not considered as an *event companion* unless *you* share the same room with the group or tour leader.

#### *FAMILY MEMBER*

*Your:*

- Spouse or Civil Partner;
- Cohabitants;
- Parents and stepparents;
- Children, stepchildren, foster children, adopted children, or children currently in the adoption process;
- Siblings;

- Grandparents and grandchildren;
- The following in-laws: mother, father, son, daughter, brother, sister, and grandparent;
- Aunts, uncles, nieces, and nephews;
- Legal guardians and wards;
- Paid, live-in caregivers;

#### *FIRST RESPONDER*

Emergency personnel (such as a police officer, emergency medical technician, or firefighter) who are among those responsible for going immediately to the scene of an *accident* or emergency to provide help and relief.

#### *FORTUITOUS EVENT*

An event of natural or human origin that could not have been reasonably foreseen or expected and is out of the control of the insured.

#### *HOSPITALISATION*

Stay in an establishment legally constituted and recognised as an establishment intended for the care and treatment of sick or *injured* persons as inpatients and which:

- has facilities for establishing diagnoses and performing surgical operations and,
- provides 24-hour nursing services provided by state-certified or registered nurses,
- is under the supervision of a team of *medical practitioners*. Not a hospital: a nursing home, a rest home, a convalescent home, a secure care facility, a home for the aged, a facility for the mentally or behaviourally impaired, a sanatorium, or a treatment center for alcoholics or drug addicts, even if it is located in the same place.

#### *INJURY / INJURED*

Any kind of physical bodily harm.

#### *LODGING*

Hotels, AirBnB or any type of "peer to peer" professional platform, short-term rental of holiday residences *you* booked or where *you* stay and incur expenses.

#### *MASTER POLICY*

Means combination of these Terms & Conditions, the *master policy* schedule, any endorsement(s), and the IPID attaching hereto.

### *MEDICAL PRACTITIONER*

Means a doctor or specialist who is registered or licensed to practice medicine under the laws of the country in which they practice other than

- *You*; or
- *Your close relative*.

### *NATURAL DISASTER*

Any large-scale extreme weather or geological *event* that damages property, disrupts transportation or utilities, or endangers people, including without limitation: earthquake, fire, flood, hurricane, or volcanic eruption.

### *OUR/US/WE/INSURER/WAKAM*

Means **Wakam UK Limited**, a company registered in England and Wales with company number 14778827, having its registered office at 18th & 19th Floors 100 Bishopsgate, London, United Kingdom, EC2N 4AG. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under Firm Reference Number 995565.

Details about the extent of our regulation by the Prudential Regulation Authority are available from us on request.

### *PANDEMIC*

An *epidemic* recognized or referred to as a pandemic by a representative of the World Health organisation (WHO) or an official government authority.

### *PERIOD OF INSURANCE*

Means the dates stated on the *master policy* schedule in which insurance benefits agreed under the *master policy* between the *master policyholder(s)* and *us* are in force and as long as *you* are an "Ultra" customer.

### *PLAN OR ULTRA PLAN*

Means the Ultra plan subscription offered by Revolut Bank UAB or the branch office of Revolut Bank UAB to *Revolut account holders*.

#### *PLAN HOLDER*

Means any individual who holds a *Revolut account* and a valid *Ultra Plan*

#### *POLICY*

Means the insurance cover provided under the *policy Terms and Conditions*.

#### *POLICYHOLDER OR MASTER POLICYHOLDER(S)*

Means Revolut having its registered seat and address in 7 Westferry Circus, Canary Wharf, London E14 4HD, United Kingdom, registered with the FCA under the identification number 08804411.

or

means Revolut NewCo UK Ltd having its registered seat and address in 7 Westferry Circus, Canary Wharf, London E14 4HD, United Kingdom, registered with the FCA under the identification number 12871051.

Unless otherwise notified, Your insurance is provided by Revolut in the first instance. If this changes, You will be notified in advance.

#### *POLICY TERMS AND CONDITIONS*

means these terms and conditions.

#### *PRIMARY RESIDENCE*

*Your permanent, fixed home address for legal and tax purposes. It must be located in Europe.*

#### *PURCHASE PRICE*

The price originally paid which can be found in the invoice and which takes into account all applicable taxes and any discount, voucher, balances, etc.

#### *QUARANTINE*

Mandatory involuntary confinement by order or other official directive of a government, public or regulatory authority, or the captain of a commercial vessel on which *you* are booked to travel during *your trip*, which is intended to stop the spread of a *contagious disease* to which *you* or an *event/trip companion* have been exposed.

#### *REFUND / REFUNDABLE*

Cash, credit, points or a voucher for future events that *you* are eligible to receive from a supplier, or any credit, recovery, or reimbursement *you* are eligible to receive from *your* employer, another insurance company, a credit card issuer, or any other entity.



### *SERIOUS SICKNESS*

An illness debilitating enough to prevent the patient from being able to carry out any of their usual daily activities and which has required the patient to consult a *medical practitioner*.

### *SERVICE ANIMAL*

Any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Examples of work or tasks include but are not limited to guiding people who are blind, alerting people who are deaf, and pulling a wheelchair. Other species of animals, whether wild or domestic, trained or untrained, are not considered service animals. The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship are not considered work or tasks under this definition.

### *TERRORIST EVENT*

An act carried out by an organized terrorist group recognized by the government authority and applicable law of your country of residence that injures people or damages property to achieve a political, ethnic, or religious result. It does not include general civil protest, unrest, rioting, or acts of war.

### *THEFT*

The permanent loss of the item after having been stolen by a third party.

### *TICKET*

A pre-purchased ticket or equivalent pass (including an e-ticket) guaranteeing entry to an *event* with a fixed performance or utilization date.

### *TRAFFIC ACCIDENT*

An unexpected and unintended traffic-related *event*, other than mechanical breakdown, that causes *injury*, property damage, or both.

### *TRAVEL CARRIER*

A company licensed to commercially transport passengers between cities for a fee by land, air, or water. It does not include:

- Rental vehicle companies;
- Private or non-commercial transportation carriers;

- Chartered transportation, except for group transportation chartered by *your* Tour operator; or
- Local public transportation.

#### TRAVEL SUPPLIER

A travel agent, tour operator, airline, cruise line, hotel, railway company, or other travel service provider/retailer/organiser.

#### TRIP

*Your* travel, for leisure purposes only, scheduled to begin from *your primary residence* on *your* departure date and end on *your* return date to or within a location:

- at least 100 km away from *your primary residence*; or
- abroad; or
- outside *your* city/town of residence, provided that *your* travel includes an overnight stay.

It includes:

- transportation: plane, train, bus, boat tickets, car and 2 wheels rentals
- *lodging*
- Transportation rentals (transportation between airport/railway station and the *lodging*)
- Sport rental
- All-in-One holidays

The benefits are provided during leisure trips only and are not valid during business trips, meaning any travel or stay undertaken for business/work purposes, including but not limited to, training, meetings, internships or voluntary work.

It cannot include travel with the intent to receive health care or medical treatment of any kind and it cannot last longer than 90 days. It must be scheduled to start and end at *your primary residence*.

#### TRIP COMPANION

A person or *service animal* travelling with *you* or travelling to accompany *you* on *your* trip. A group or tour leader is not considered as a *trip companion* unless *you* share the same room with the group or tour leader.

### UNINHABITABLE

A *natural disaster*, fire, flood, burglary, or vandalism has caused enough damage (including extended loss of power, gas, or water) to make a reasonable person find their home or destination inaccessible or unfit for use.

### YOU/YOUR/INSURED

Means *Revolut Ultra Plan holders* with Revolut or Revolut NewCo UK Ltd whose *primary residence* is in UK and who are the beneficiaries of the *master policy*.

### WAITING PERIOD

The period of time you need to wait after a booking in order to be covered.