

# Caravan & Lodge Insurance

## Insurance Product Information Document

### Company: Plum Underwriting Limited

Plum Underwriting Limited on behalf of AXA Insurance UK plc who are authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority with registered number 202312. Registered address 20 Gracechurch Street, London EC3V 0BG.

# GoldPark

### Product: GoldPark Caravan and Lodge Insurance - Structures and Contents

The information provided in this document is a summary of the key features and exclusions of the policy and does not form part of the contract between us. Complete pre contract and contractual information about the product is provided in your policy documents.

## What is this type of Insurance?

Structures and contents insurance for caravan holiday homes and lodges and the liability associated with their ownership and use. This includes cover while the holiday home is occupied by commercial paying guests.



### What is insured?

- ✓ Loss or damage caused by fire, smoke, explosion, lightning, earthquake, storm, flood, theft, escape of water (e.g. from burst pipes or tanks) or oil, malicious people, riot, subsidence, collision by vehicles or animals, falling trees, collapse of aerials or satellite dishes up to the Sum Insured for relevant section of the policy
- ✓ Accidental damage
- ✓ Debris removal up to £10,000
- ✓ Lock replacement up to £1,000
- ✓ Loss of hiring charges and alternative accommodation up to 20% of Structures Sum Insured
- ✓ Trace and access up to £5,000
- ✓ Emergency entry
- ✓ Contracting Purchaser
- ✓ Liability to domestic staff up to £10,000,000
- ✓ Property Owner's Liability up to £5,000,000
- ✓ Liability to the public up to £5,000,000
- ✓ Accidental loss of oil and metered water up to £1,000
- ✓ Loss or damage to frozen food
- ✓ Loss or damage to garden plants up to £500

#### Optional Covers

- Money, Personal effects, and Valuables



### What is not insured?

- ✗ Loss or damage to gates, hedges, fences, gazebos, pergolas and awnings caused by storm or flood
- ✗ Loss or damage by escape of water occurring after the holiday home has been unoccupied or unfurnished (see policy book for definitions of unoccupied and unfurnished) for 72 consecutive hours or more between 1st November and 15th March inclusive
- ✗ Loss or damage caused by theft or attempted theft whilst the holiday home is unfurnished or has been unoccupied for more than 60 consecutive days unless there has been forcible and violent entry to, or exit from, the holiday home



### Are there any restrictions on cover?

- ! You will need to pay an amount of each claim, known as the excess
- ! The compulsory excess is a minimum of £50
- ! The escape of water excess is a minimum of £50
- ! Any loss or damage caused by wear and tear, depreciation, the effects of light or the atmosphere, mould, dry or wet rot or fungus and costs that arise from the normal use, maintenance and upkeep of your buildings
- ! Any loss or damage by vandalism or malicious damage caused by you, your family or guests or any other persons that you, your family or guests have allowed into your holiday home



### Where am I covered?

- ✓ The cover provided is for private residences in England, Scotland, Wales, Northern Ireland, Channel Islands and Isle of Man.



### What are my obligations?

- When taking out, renewing or making changes to your policy, you must take reasonable care to provide accurate and complete answers to all questions.
- You must tell us of any changes e.g. change of address or structural alteration to your holiday home.
- You must pay the premium on time.

### **If you make a claim**

- You must provide us with all relevant information about the claim to assist us in validating it.
- You should take steps to prevent further damage and not dispose of any damaged items or conduct permanent repairs as we may need to inspect the damage.



### **When and how do I pay?**

You can pay your premium as a one-off payment or by monthly instalments where available.



### **When does the cover start and end?**

This contract will start on the date you select when you purchase the policy, and will end on the date shown on your policy schedule. This will be a minimum of 3 months and a maximum of 15 months.



### **How do I cancel the contract?**

- You can cancel this policy within 14 days of receipt of the policy documents whether for new business or at the renewal date.
- If cover has not started, we will refund the full premium to you. If cover has started, we will keep an amount of premium in proportion to the time you have been on cover and refund the rest to you provided no claims have occurred.
- You may also cancel this policy at any time by giving us prior written notice to Cherish Insurance Services, Carlson House, Bradfield Road, Wix, CO11 2SP.
- You will not receive a refund of premium if any claims have been made.

# Additional Information about your Policy



Plum Underwriting Limited

## GoldPark Caravan & Lodge insurance

Please note the following in addition to the enclosed Insurance Product Information Document

### Making a claim

<b>To make a claim</b>	<b>0800 197 2770</b> option 1 Or email <a href="mailto:enquiries@goldparkinsurance.co.uk">enquiries@goldparkinsurance.co.uk</a>
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### Making a complaint

We hope you will be pleased with the service provided. However, if you need to make a complaint about the service you have received, please contact us on 01255 871965 or write to The Compliance Officer, Cherish Insurance Services, Carlson House, Bradfield Road, Wix, Essex CO11 2SP or email us at [enquiries@cherishinsurance.co.uk](mailto:enquiries@cherishinsurance.co.uk).

If you remain dissatisfied with your complaint, you may be able to refer the matter to the Financial Ombudsman Service.

Further details about making a complaint can be found in the Policy Wording.

### Compensation

We and the insurers of the policy are covered by the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme in the unlikely event that either of us are not able to meet our obligations. This will depend on the type of insurance and the circumstances of the claim.

Further information is available from the FSCS at [www.fscs.org.uk](http://www.fscs.org.uk).