

## What is a policy summary?

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This document provides key information about the Cyclesure cycle insurance policy, underwritten by Hiscox. If you have any additional questions, then please contact your insurance broker, Butterworth Spengler.

**Policy name:** Cyclesure cycle insurance policy

**Type of insurance:** Individual cycles insurance

**Underwritten by:** Hiscox Underwriting Ltd for and on behalf of Hiscox Insurance Company Limited

## Significant features and benefits

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The policy is specifically designed for cycle owners who value their cycles and cover extends to include all permanent members of your household including domestic employees who live at your home. All communications, including the policy wordings, are written in plain English with no jargon to ensure that you know exactly what is and, as importantly, what is not covered.

**The following features and benefits are included as standard:**

**Property which covers the following:**

- accidental damage to and theft of your cycles anywhere in the world;
- accidental damage to and theft of upgraded parts and components and equipment fixed to your cycle;
- accidental damage to and theft of any articles of specialist cycling clothing, including eyewear, footwear and headgear;
- accidental damage to and theft of any luggage designed specifically for the carriage of your cycle;
- the necessary and reasonable costs that you incur to return directly to your home by a registered taxi or by public transport following an insured loss under this section;
- the necessary and reasonable costs of hiring an alternative cycle following an insured loss under this section;
- non-refundable fees in respect of an organised competitive cycling event if you are no longer able to attend the race as a sole and direct result of a cause which is entirely beyond your control.

**Repair or replacement on the following basis:**

- for current cycles and accessories, other than clothing and headgear, the cost of repair or replacement as new;
- for discontinued cycles and accessories, other than clothing and headgear, the cost of repair or replacement with an item of a similar type or equivalent specification;
- for vintage or antique cycles and accessories, other than clothing and headgear, which are of particular value due to their age, style or collectability, the cost of repair or the value shown in any valuation you provide to us;
- for clothing and headgear, the cost of repair or replacement taking into account wear and tear.

**Legal expenses which covers the following:**

- your legal costs to recover your uninsured losses resulting from a cycle accident which causes injury to you or your family or damage to your insured cycle.

**You can also combine the following tailored covers to suit your needs:**

**Public liability which covers the following:**

- your liability to others for injury or damage arising from the ownership or use of your cycle, where this cover is not already provided for you through membership of a recognised cycling association.

**Personal accident which provides the following:**

- a capital benefit following death or permanent disablement to you or your family resulting from a cycle accident;
- cover for the cost of dental treatment following damage to your or your family's teeth resulting from a cycle accident;
- cover for the cost of physiotherapy treatment following injury to you or your family resulting from a cycle accident;
- cover for the cost of medical and surgical treatment in connection with a valid claim under this section;
- cover for the cost of counselling and psychotherapy treatment in connection with a valid claim under this section.

## Significant or unusual exclusions or limitations

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You have an obligation to protect your property against loss or damage and to keep any property insured under this policy in good condition and repair. You must also take reasonable steps to prevent accident or injury and make every reasonable effort to minimise any loss, damage or liability.

You will normally have to pay an initial amount for each claim made against you under the policy. These excesses may vary and your policy wording will show the specific excesses applicable to you.

Any special conditions, limitations or terms that may apply to an individual risk will be clearly shown in your individual quotation and policy schedule.

**Property does not cover:**

- any claim under £100;
- theft from your home unless the normal security protections are fully operative and in force and the theft is a direct result of violent or forcible entry or exit by the thieves;
- theft away from your home unless the cycle is secured through the frame by an approved lock to an immovable object;
- any theft or damage where you cannot provide us with evidence of ownership;
- any cycle or accessories being used for trade or business purposes, other than commuting;
- any cycle or accessories being used to participate in any stunts or using equipment specifically designed for undertaking stunts;
- any cycle or accessories being used for any competition involving a massed start or a triathlon or duathlon unless you have purchased the competitive events extension;
- any theft or damage to mobile phones or PDAs fixed to your cycle;
- unexplained loss, disappearance or abandonment of your cycle or accessories;
- any costs of hiring an alternative cycle which we have not agreed before you have incurred them or which are more than the replacement or repair cost of the cycle;
- any clothing and headgear which is more than seven years old.

**Legal expenses does not cover:**

- any costs and expenses incurred before DAS have agreed to pay them;
- any claim of less than £300 where the driver at fault cannot be traced or does not have valid motor insurance.

**Public liability and Personal accident do not cover:**

- any claim or loss directly or indirectly arising from the use of any cycle to participate in any competition involving a massed start or a triathlon or duathlon unless you have purchased the competitive events extension;
- any claim or loss directly or indirectly arising from the use of any cycle being used for trade or business purposes, other than commuting;
- any claim or loss directly or indirectly arising from the use of any cycle being used to participate in any stunts or the use of equipment specifically designed for undertaking stunts.

**Personal accident also does not cover:**

- any person under 16 or over 85 years old at the start date of the period of insurance;

## Your obligations

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Remember, your premium and insurance cover will be based specifically on the details you provide to us. So the information you give us will form a record of your unique combination of demands, needs and circumstances.

Please make sure the information you send us is complete and accurate, and inform us immediately of any changes in circumstances that may affect the services provided by us or the cover provided by your policy. This is particularly important before taking out a policy, but it also applies throughout the life of a policy.

**You need to bear in mind:**

- if you fail to disclose any information material to the insurance you could invalidate the policy and claims may not be paid;
- you should read and check all insurance documents to ensure that you are aware of the cover, limits and other terms that apply;
- please be aware of all terms and conditions of your policy as failure to comply with them could invalidate it;
- in the event of a claim, you should take note of the required procedures, such as prompt notice to us of the claims, as stated in the policy documentation;
- as with any insurance, you have an obligation to take reasonable steps to mitigate any loss.

## Policy length

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Insurance contracts normally run for a period of 12 months and your contract period will be clearly shown in your schedule of insurance. We strongly urge our customers to review their contract each year to ensure they have adequate cover in place.

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## Cancellation rights

If you decide within the first 14 days of taking out this policy that this policy does not meet your requirements, you may cancel this policy and, provided that no claim has been made, receive a full refund of your premium.

After 14 days you may cancel the policy at any time by giving us 30 days' written notice. We can also cancel the policy by giving you 30 days' written notice at any time.

In both cases, we will return to you the amount of premium which relates to the unexpired period, provided that no claims have been notified under the insurance. If a claim or claims have been notified, then we will only return any premium if we (and not you) are cancelling the policy. However, we will not refund any premium under ten pounds.

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## Claims service

If you suffer a loss and need to make a claim you should request a claim form and follow any instructions relating to the claim from the following claims team:

Hiscox Property Claims, 25 London Road, Sittingbourne, Kent, ME10 1PE, United Kingdom

Tel no: +44 (0) 845 213 8899

Fax no: +44(0) 20 1448 6923

Email address: [property.claims@hiscox.com](mailto:property.claims@hiscox.com)

Within 28 days of the notification of a claim you must provide, at your own expense, full details of your claim in writing together with any documentation, information, and proof of ownership which may be requested from you.

Hiscox prides itself on its fast, efficient, fair and sensible claims service. It is when you make a claim that you really find out how good your insurer is and we are confident that you will not find a better service in the UK.

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## Questions and complaints

If you have any questions or concerns about the sale of your policy or the service offered by your broker, please contact your insurance broker in the first instance at:

The Managing Director, Butterworth Spengler Facilities Ltd, 20-24 Faraday Road, Wavertree Technology Park, Liverpool, L13 1EH, United Kingdom

or by telephone on +44 (0) 151 427 9529

or by email at [info@butterworthinsurance.co.uk](mailto:info@butterworthinsurance.co.uk)

If you have any questions or concerns about the terms of your policy or the decisions regarding the settlement of a claim, please contact our Customer Relations team at:

Hiscox Customer Relations, The Hiscox Building, Peasholme Green, York, YO1 7PR, United Kingdom

or by telephone on +44 (0)1904 681198 or 0800 116 4627

or by email at [customer.relations@hiscox.com](mailto:customer.relations@hiscox.com)

Our Customer Relations team will do all they can to put things right, but if you're still not satisfied, we'll tell you how to take your case to the Financial Ombudsman.

If for any reason we can't meet our obligations to you, you may be entitled to compensation. In that case, rest assured we're fully covered by the Financial Services Compensation Scheme (FSCS). For further information visit [www.fscs.org.uk](http://www.fscs.org.uk).