

Policy Powerhouse Limited

INSURANCE PRODUCT INFORMATION DOCUMENT

Cancel Cover is an insurance policy arranged by Policy Powerhouse Limited. Policy Powerhouse is an appointed representative of Bennett Gould & Partners (Dorset) Limited which is authorised and regulated by the Financial Conduct Authority (firm Reference number 310780). You can check the regulatory status of Policy Powerhouse by visiting <http://www.fca.uk/register> or by telephoning 0800 111 6768.



This document is a summary of what this type of insurance does and doesn't cover. Complete individual pre-contractual and contractual information is provided in your policy documentation.

What is this type of insurance?

Cover for companies who wish to insure themselves against cancellations by customers of UK cottage holiday bookings.



What is insured? - Costs associated with a booking cancellation:

For a full list of what is and isn't covered please refer to the policy wording.

- ✓ Full cost of bookings cancelled within 60 to 2 days of the commencement of the insured booking
- ✓ The difference between the initial (cancelled) holiday cost and the value that the same holiday is resold for.



What is not insured?

- ✗ The first 5%, 10% or 15% of the booking cost (dependant upon your refund policy)
- ✗ Bookings that are subsequently resold for the same or greater value.
- ✗ Bookings cancelled outside of 60 to 2 days prior to the commencement of the insured booking.
- ✗ Cancellations arising from war, terrorism, epidemic or pandemic (including Covid 19) or any government advice relating to these.
- ✗ Any voluntary excess amount that you have selected as detailed in the schedule.
- ✗ Any booking with a value greater than £15,000 per week (or £2,143 per day for part week bookings)
- ✗ Any booking cost that relates specifically to non-holiday residential property such as wedding, conferencing or banqueting rooms.
- ✗ Any booking that is not a direct booking with you. Online Travel Agent bookings cannot be covered.



Are there any restrictions on cover?

This is not a full travel insurance policy. Customers should have their own travel insurance policy if they feel they need to.



Where am I covered?

- ✓ You are covered for bookings within the UK excluding the Isle of Man and the Channel Islands.



What are my obligations?

- Take care to answer any questions we ask you truthfully, accurately, and fully.
- Take this policy out as soon as the booking is made, or within 5 days
- Notify us of any insured cancellations within 2 days of the incident.
- Remarket any cancelled insured booking as quickly and effectively as possible.
- Apply cancellation terms from the point of booking.
- Collect a deposit at time of booking of no less than 25% of the total booking value
- Collect final balances no later than 30 days before check-in



When and how do I pay?

- Premium for all insured bookings during a month will be collected by credit/debit card directly by our payment provider (Trust Payments) within the first 5 days of the following month.
- You will automatically be emailed your statement a minimum of 3 days prior to the payment deduction date, showing the amount that will be taken.



When does cover start and end?

- This cover starts 60 days prior to the start date of the holiday booking and ends 2 days prior to the start date of the holiday booking.



How do I cancel the contract?

- The policy can be cancelled at any time through the member website and no further bookings will be registered or insured from that time. Insured bookings registered before notification of policy cancellation will be debited for payment and insured until the completion of the booking.