

Cycle Hire Insurance Policy



Green, reliable
travel services





Thank you for choosing cycle insurance from the ETA.

You will have already noticed that we are different.

For a start, we have been around for longer than most; I am proud to say that the ETA is now 25, and as part of our commitment to the environment, we have always championed cycling at its grass roots.

When you buy a policy from us, you help fund campaigns such as Back on a Bike - a new road show that allows people to have a go on a comfortable bike without commitment, pressure, high-vis clothing or helmets. Our fleet of ten Pashley bicycles has already visited care centres, schools, town centres and businesses and we have high hopes for this campaign over the coming year.

As keen cyclists ourselves, we are passionate about promoting cycling as fun. Earlier this year, we were awarded two Guinness World Records for our unique custom bikes; projects that brought a good news story about cycling to a new audience of millions. These are exciting times for cycling. As a nation, our collective mileage is up by 25 per cent over the last 15 years, from 4 billion kilometres cycled in 1998 to over 5 billion kilometres in 2013. If you contributed to that total, well done. You will have done wonders for your health, the environment and sent a powerful message of encouragement to those who have yet to take up cycling.

We look forward to supporting you and millions of other cyclists over the next 25 years. On behalf of our team, I welcome you to the ETA and wish you many miles of happy cycling this year.

Yours sincerely

Andrew Davis
Managing Director

ETA Services Ltd

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Summary of benefits

Benefit	Covers up to	People covered	Where?
Theft & Damage	Insured value	Anyone on your bicycle	Worldwide
Personal Liability	£5,000,000	Anyone on your bicycle	Britain
Cycle Breakdown	25-mile radius	Anyone on your bicycle	Britain

Useful numbers

If you break down on your bicycle in Britain call: (Calls from mobiles or landlines charged as local rate calls)	0333 000 1234
If you are involved in a collision and would like legal advice call:	0345 389 1050
To make a claim, visit www.eta.co.uk to complete our online claim form or call	0333 000 1234

Key information

Please note this is just an overview of your cover. Please read the full policy wording for complete cover terms. Words in bold are defined on page 10.

Key changes to the cycle hire insurance policy you might have purchased last year are:

- Worldwide cover has been extended to 90 days
- The definition of an immoveable object has been amended to include posts that have a minimum height restriction of 3 metres
- Cover for injury is now included within the cycle breakdown cover
- The definition of insured value has been amended to mean the current recommended retail price of the bicycle
- Cover for professional cyclists has been excluded from the policy
- Where a claim for total loss has been made, policies will now be reinstated for the duration of the policy term
- Claims where the value of the bicycle is seen to be under insured will only be paid on a proportionate basis
- Personal liability is now covered up to £5 million

Key information

Your cycle hire insurance cover

This insurance covers your bicycle for theft, accidental loss or accidental damage occurring within Britain, and for up to 90 days outside of Britain, whilst left unattended, at any time provided you have complied with the following:

- The bicycle is secured through its frame by an approved lock to an immovable object, or;
- It is kept out of sight in a locked building where theft occurs because of forcible and / or violent entry

The policy also provides:

- Personal liability cover whilst somebody (with your consent) is using the bicycle
- Cycle breakdown cover
- Free legal advice, in the event of an accident or, for any personal legal problem

Making a claim

In order to process your claim, you must produce the following documents together with your claim form:

- Evidence of ownership of your bicycle
- Receipt for your approved lock
- Replacement quote from a VAT registered cycle shop
- Confirmation of your crime reference number

Significant Exclusions

(Full details within your cycle hire insurance policy wording)

- Theft following abandonment where your bicycle has been left in a location where public access could be achieved.
- Claims where the bicycle has been left unattended for more than 12 hours at any one time or 24 hours in respect of bicycles left at train stations to which there is public access.
- Claims where the bicycle has not been secured through its frame using an approved lock.
- Theft or attempted theft of the bicycle(s) whilst left unattended at any time unless:
 1. The bicycle is secured through its frame by an approved lock attached to an immovable object, or;
 2. It is in a building classified as
 - a) house,
 - b) garage/outbuilding,
 - c) flat,
 - d) room,
 - e) shed, where all external doors and windows are locked, and theft is occasioned by a forcible and/or violent entry. In this instance, the bicycle must be stored out of sight.
 3. It is in a building classified as
 - f) communal hallway,
 - g) communal outbuilding,
 - h) purpose-built bike container where all external doors and windows are locked and the bicycle has been secured through its frame to an immovable object.
 4. It is locked in a vehicle and stored out of sight where theft is occasioned by a forcible and/or violent entry.
 - The bicycle has suffered damage because of a manufacturing fault or is still covered under a manufacturer's warranty.
 - Loss or damage caused by depreciation in insured value, wear and tear, cleaning, alteration, adjusting, restoration, repair, maintenance, mechanical or electrical breakdown, scratching, misuse, atmospheric or climate conditions.
 - Loss or damage to tyres or accessories unless the bicycle is lost or damaged at the same time.
 - Claims where the bicycle has an insured value of more than £5,000 inclusive of any extra accessories.
 - Claims where you have insured your bicycle for less than its replacement value inclusive of any extra accessories. Note: The purpose of this exclusion is to prevent bicycles from being part/under-insured.
 - Loss or damage caused by insects, vermin, fungus, domestic pet or any gradually operating cause.

The legal bit

Please take time to read the attached full policy document to make sure you understand the cover provided. This summary does not form part of your contract of insurance. Your cover is valid until the date specified on your ETA documentation. Please refer to your ETA documents, which you are provided with when the policy is issued or amended - this will detail the type, level and period of insurance provided.

The insurance is underwritten by UK General Insurance Ltd, on behalf of Ageas Insurance Limited, registered in England number 354568; registered office

*Ageas House, Templars Way
EASTLEIGH
SO53 3YA.*

Policies and claims are administered by

*ETA Services Ltd
68 High Street
WEYBRIDGE
KT13 8RS.*

Cycle Breakdown claims are administered by

*Call Assist Ltd
Axis Court, North Station Road
COLCHESTER
CO1 1UX*

Cancellation right

You have the right to cancel this policy within 14 days of the start date of the policy without giving any reasons and you will receive a full refund unless a claim has been made. We may keep an amount that reflects the administrative costs of arranging and cancelling the policy. Should you cancel after 14 days we will credit your ETA customer account with an amount proportionate to the unexpired period remaining on the policy for a maximum of three years, after which it will not be recoverable. However, should a claim have been made, this credit will not apply.

The ETA reserves the right to withdraw and cancel insurances if you fail to pay premiums or installments of premiums on demand, or fail within seven days of a written request from us, to provide any documentation or information required by us. In the event of our cancelling a policy after its beginning or its renewal, our fees or commission will not be returnable.

The insurer shall not be bound to accept renewal of any insurance and may at any time cancel any insurance document by sending 14 days' notice to the insured at their last known address. In the event of our cancelling a policy after its beginning or its renewal, our fees or commission will not be returnable.

Compensation scheme

Ageas Insurance Limited is covered by the Financial Services Compensation Scheme (FSCS). You might be entitled to compensation from the scheme, if they cannot meet their obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim with no upper limit. You can get more information about compensation scheme arrangements from the FSCS or visit www.fscs.org.uk

Data protection act 1998

Please note that any information provided to us will be processed by us and our agents in compliance with the provisions of the Data Protection Act 1998, for the purpose of providing insurance and handling claims, if any, which may necessitate providing such information to third parties. We may also send the information in confidence for processing to other companies acting on their instructions including those located outside the European Economic Area.

What should I do if I am involved in a road traffic collision?

Be safe

Get yourself out of the road and to a footpath or kerbside or somewhere safe if you can. If you're unable to move, ensure you're visible and try to attract help from passers-by.

Call the police and ambulance

Always contact the police and call an ambulance if you are injured. The police can help with exchange of details and their reports could prove crucial. Get the details of the attending police officer and an incident reference number.

Exchange details

You must exchange personal and insurance details after a collision. You may not have insurance cover, but all motor vehicles on a public road should do. Get names and addresses, vehicle registration number as well as make, model and colour.

Get witnesses

Get details of any independent witnesses as well as the driver of the vehicle that hit you. If you can't do this yourself, ask a passer-by for help. If the vehicle that hit you didn't stop, still get witness statements as you can claim via the Motor Insurer's Bureau (MIB) who will pay out if the accident was a 'hit and run' or the driver cannot be traced.

Get photographic evidence

Take photos (ideally time and date stamped) on your phone of the vehicles and the scene (distances from junctions, road markings or signs) precisely as the accident happened. Don't let the driver of the vehicle that hit you move it before you take photos. Ask the police if there is CCTV footage showing your collision. If you have a helmet cam, video from that can also be used as evidence.

Put everything down on paper

When you can, write a full account of the accident and draw a sketch plan. It's always worth asking for a copy of the police reports too.

Get checked out by your GP

No matter how minor your injuries may seem, always visit your GP and get checked over at the earliest possible opportunity.

Keep all receipts

Keep receipts/bills/estimates for the cost of repair/replacement to your bike, clothing, helmet and accessories and the damaged bits of your bike. Keep records of costs you've incurred for treatment, travel to medical appointments or lost earnings.

Call a solicitor

If the collision wasn't your fault, you may be entitled to compensation. As you have cycle insurance with the ETA, you have access to a legal helpline on **0345 389 1050**

Cycle Hire Insurance Policy

CYCLE HIRE INSURANCE arranged by **ETA Services Ltd** with UK General Insurance Limited on behalf of Ageas Insurance Limited, registered in England No.354568; Registered office

Ageas House, Templars Way
EASTLEIGH
SO53 3YA.

ETA Services Ltd and UK General Insurance Ltd are authorised and regulated by the Financial Conduct Authority

Ageas Insurance Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority

This can be checked on the Financial Services Register at www.fca.org.uk/firms/systems-reporting/register or by calling them on **0800 111 6768**

Definitions

The words or expressions detailed below have the following meaning wherever they appear in this policy:

Abandonment means being left in a location for more than 12 hours at any one time or 24 hours in respect of **bicycles** left at train stations to which there is **public access**.

Accidental Damage means damage caused accidentally by violent and/or external means including vandalism.

Administrator / ETA means ETA Services Ltd, 68 High Street, Weybridge KT13 8RS

Approved Lock means

- a) a nominated **bicycle** lock from the appropriate category of the Sold Secure website www.soldsecure.com (bicycles inclusive of any **fixed accessories**, that have an insured value of less than £250 require a Bronze rated lock, **bicycles** inclusive of any fixed accessories, that have an **insured value** of less than £1,500 require a Silver rated lock and bicycles inclusive of any fixed accessories, that have an insured value of £1,500 or greater require a Gold rated lock);

or

- b) any other specified lock accepted by **us** and specified in an endorsement.

Bicycle means any **cycle**, adult tricycle or tandem, including component parts and **accessories** permanently fixed to the **bicycle**, specified in the schedule which is **your** property, or for which **you** are legally responsible, normally kept at the address described in the schedule. This definition includes any mechanically or electrically-assisted **bicycle** weighing less than 60 kg and with an output not exceeding 250 w/15.5 mph.

Britain means Great Britain and Northern Ireland, the Channel Isles and the Isle of Man.

Building means

- a) a brick, concrete or stone house of standard construction with a slate, tiled or multi-layered roof
- b) a privately-accessed brick, concrete or stone-built outbuilding or garage with a slate, tiled, corrugated steel, asbestos or multi-layered roof, attached to, or within the boundaries of, a private house
- c) a self-contained flat within a brick, concrete or stone building of standard construction with a slate, tiled or multi-layered roof
- d) a self-contained, lockable, private room in halls of residence
- e) a privately-accessed wooden shed within the boundaries of the property
- f) a communal hallway of a brick, concrete or stone building of standard construction with a slate, tiled or multi-layered roof within the building
- g) a brick, concrete or stone **communal** outbuilding of standard construction with a slate, tiled, corrugated steel, asbestos or multi-layered roof within the boundaries of the building
- h) a privately-accessed, metal, purpose-built bike container

Breakdown means a mechanical failure, which immediately renders the **bicycle** immobilised or dangerous to ride.

Communal means an area of shared use.

Corporate customer means an organisation or business that has become a customer of the **ETA**.

Endorsement means any terms and conditions additional to this certificate of insurance and specified on your **ETA** customer documents.

Europe means geographical Europe, to include all countries having a Mediterranean shoreline, Canary Isles, Madeira and Jordan (Europe does not include Azerbaijan, Armenia or Georgia, which are in Asia).

Evidence of ownership means original purchase receipt, showing the date, price paid, details of the **bicycle** and **approved lock**, name and address of seller, or other evidence, which clearly demonstrates ownership, or a valuation from a VAT-registered bicycle shop.

Family means parents, spouse, partner, son, daughter or siblings (aged 16 years or over) residing at the same address.

Fixed accessories means equipment added and fixed to the **bicycle** in addition to the manufacturer's original specifications, including trailers and passenger carrying trailers, which in order to remove would require the use of a tool.

Forcible and/or violent entry means

- a) entry evidenced by visible damage to the fabric of the **building** at the point of entry;
- b) damage caused to an **immovable object** or **approved lock**.

Frame or **bicycle frame** is considered to mean two triangles; a main triangle and a paired rear triangle, which together constitute the **bicycle frame** for the purpose of this policy. (If **your bicycle frame** is of a different design, and you would like to know how to secure it, please contact us for clarification).

Immovable object means

- a) any solid object fixed in, or on to, concrete or stone, which is not capable of being undone, removed with, or lifted under/over (a minimum of 3 metres high) the **bicycle**.
- b) a correctly fixed motor vehicle roof rack or correctly fitted vehicle **bicycle** rack .
- c) at train stations, a **bicycle** rack supplied by the train station expressly for the purpose of securing bikes, and within the jurisdiction of the transport police.

Injury means bodily injury directly and, solely caused by accidental external violent and visible means.

Insured value means the current recommended retail price (when purchased from a VAT – registered cycle shop based in **Britain**) inclusive of any **fixed accessories**.

Pay and Claim means **you** are initially responsible for any costs for which **we** will reimburse **you** for.

Period of insurance means the period specified on **your ETA** documents from the date of acceptance by **us** of the insurance, provided that the appropriate premium has been paid.

Permanent total disablement means a disability lasting at least 12 calendar months which entirely prevents **you** from attending to any business or occupation of any kind and at the end of that period being beyond the hope of improvement

Public access means an area (regardless of it being private property) to which the public can gain entry without force.

Professional use means cycling as a full or part time occupation with income earned through sponsorship, endorsement and prize winnings.

Other cyclists means any person using the **bicycle** with **your** permission.

Unattended means whilst the **bicycle** is not being held or used by **you**.

We/Our/Us/Insurers means UK General Insurance Ltd on behalf of Ageas Insurance Limited.

You/Your means the **ETA** customer as detailed on **your ETA** documents.

A – Theft & Damage

We will indemnify **you** against theft, accidental loss or **accidental damage** to your hire **bicycle(s)**.

Conditions applicable to theft and damage

1. The excess applicable to claims under this section shall be 10% of the amount being claimed with a minimum excess of £100.

Claims where the **bicycle** has been left **unattended** between the hours of 1:00am and 4:00am in a location where there is **public access**, or whilst left in a vehicle, will be subject to an excess of 20% of the amount being claimed with a minimum excess of £100.

Claims for theft of folding **bicycles**, when left unattended in a location where there is **public access** will be subject to an excess of 20% of the amount being claimed with a minimum excess of £100.

2. We will pay the cost of repair, or pay the cost of replacement as new, or, at our discretion, arrange for repair or replacement to be effected. **Our** liability shall not exceed the **insured value** detailed on **your ETA** documents, less any excess.

In the event of partial loss, **your** policy will be continued automatically, however, where a claim resulting in a total loss, and a replacement or cash payment has been provided, **your** policy will only be reinstated upon **your** notifying us of **your** replacement items. There will be no change to **your** scheduled renewal date. If the **insured value** of your replacement **bicycle** is higher than the previous sum insured, **you** will be asked to pay the proportionate additional premium.

Following a claim **we** reserve the right to decline cover under the terms and conditions of this policy or apply special terms.

3. When making a claim, **you** will need to produce evidence of proof of purchase of the **bicycle** and **fixed accessories** in the form of an original purchase receipt or valuation certificate.
4. Prior to the settlement of a claim for loss or damage where the **bicycle** is deemed a total loss, **we** have the right to take and keep possession of any part, or the entire **bicycle**, and deal with the salvage in a reasonable manner. Should the **bicycle** have been recovered, you shall not abandon any **bicycle** to **us**, but it is your responsibility to notify **us**.
5. Settlement for damaged parts or total write-off claims will be made once we are in possession of the bicycle or any parts that we have decided to salvage.
6. Claims for damage must be approved by **us** prior to repairs being carried out.
7. Claims for theft or damage must be reported to the police, and a crime reference number obtained, within 24 hours of the incident.

For insured values totalling £5000 or more, we may require further security requirements which will be assessed on a case by case basis.

Making a claim for theft or damage

Visit www.eta.co.uk to complete our online claim form, or call **0333 000 1234** and we'll be happy to send you a claim form by post.

You must notify **us** of all claims within 28 days of occurrence.

Which lock do I need?

In order to make a successful claim for cycle theft, **you** must use a Sold Secure lock with a rating of either Bronze, Silver or Gold, depending on the value of the bicycle.



BRONZE RATED LOCK

Bicycles, inclusive of any fixed accessories, that have an insured value of less than £250

SILVER RATED LOCK

Bicycles, inclusive of any fixed accessories, that have an insured value of less than £1,500

GOLD RATED LOCK

Bicycles, inclusive of any fixed accessories, that have an insured value of £1,500 or more

To find out the rating of your lock please visit www.soldsecure.com or call us on **0333 000 1234**

Exclusions applicable to theft and damage

1. Theft following **abandonment** where **your bicycle** has been left in a location where **public access** could be achieved.
2. Theft outside of **Britain** for cover exceeding 90 days during any one **period of insurance**.
3. Claims where the **bicycle** has been left **unattended** for more than 12 hours at any one time, or 24 hours in respect of **bicycles** left at train stations to which there is **public access**.
4. Any claim where **you** have declared the use of an **approved lock** but have been unable to prove ownership of an **approved lock**.
5. Theft where the **bicycle** has not been secured through its **frame** using an **approved lock**.
6. Loss or damage caused by depreciation in value, wear and tear, cleaning, alteration, adjusting, restoration, repair, maintenance, mechanical or electrical failure, scratching, misuse, or atmospheric or climatic conditions.
7. Loss or damage incurred to the bicycle through **professional use**.
8. Theft or attempted theft of the **bicycle(s)** whilst left **unattended** at any time unless:
 - a) The **bicycle** is secured through its **frame** by an **approved lock** to an **immovable object**, or;
 - b) It is in a **building** classified as **a) house, b) garage/outbuilding, c) flat, d) room, e) shed**, where all external doors and windows are locked and theft is occasioned by a **forcible and/or violent entry**. In this instance, the bicycle must be stored out of sight
 - c) It is in a **building** classified as **f) communal hallway, g) communal outbuilding, h) purpose-built** bike container where all external doors and windows are locked and the **bicycle** has been secured through its **frame** to an **immovable object**
 - d) It is locked in a vehicle and stored out of sight where theft is occasioned by a **forcible and/or violent entry**
9. Loss or damage to tyres or **fixed accessories** unless they are permanently fixed to the **bicycle** and the **bicycle(s)** are lost or damaged at the same time.
10. Loss or damage by confiscation or detention by customs or other authorised officials.
11. Damage to tyres by application of brakes or by punctures, cuts or bursts.
12. Claims where the **bicycle** has an **insured value** of more than £5,000 inclusive of any extra **fixed accessories**.
13. Theft by a person, or persons, to whom the bicycle is entrusted.
14. Claims where **you** have insured **your bicycle** for less than its **insured value** inclusive of any extra **fixed accessories**.

Note: The purpose of this exclusion is to prevent **bicycles** from being part/under-insured.

If, at the time of theft or damage, the amount insured is less than 80% of the value of the **cycle** shown in the schedule, the amount **we** pay will be reduced in the same proportion as the under insurance.

It is **your** responsibility to ensure that the **insured value** of **your bicycle** is correct (or its nearest equivalent if your **bicycle** is no longer available) as this may increase or decrease over time.
15. Claims where the **bicycle** has suffered damage because of a manufacturing fault or is still covered under a manufacturer's warranty.
16. Loss or damage caused by insects, vermin, fungus, domestic pet or any gradually operating cause.

B – Personal Liability

We will become legally liable to pay for accidental bodily injury, death, or **accidental damage** to any person or **accidental damage** to third party property, which arise from **your** use of any **bicycle**.

Conditions applicable to this section

1. The total amount payable includes reasonable defence costs and expenses incurred by **you** with **our** written consent.
2. The maximum amount **we** will pay under this section is £5 million.

Making a claim for personal accident

Please call us on **0333 000 1234**

You must notify **us** of all claims within 28 days of occurrence.

Exclusions applicable to this section

1. Any liability or accident outside of **Britain**
2. **You** when aged under 16 or over 85.
3. An excess of £250 for each and every claim arising from damage to third party property.
4. Liability arising from loss or damage to property which belongs to **you**, or is in **your** care, custody or control.
5. Any liability where **you** are entitled to indemnity from another source.
6. Any liability when punitive, exemplary or aggravated damages are awarded against **you**.
7. Indemnity under this section in respect of injury, loss, damage, cost or expenses, of whatsoever nature, directly or indirectly caused by, or resulting from, or in connection with, any act of terrorism.
8. Any liability for bodily injury, loss or damage a) to **your** employees or members of **your family** or household, or to their property;
 - b) arising out of, or in connection with, your trade, profession or business, or assumed under contract;
 - c) arising out of the ownership, possession, use or occupation of land or buildings;
 - d) arising out of the ownership, possession or use of motorised vehicles, yachts or motorised waterborne craft, airborne craft of any description, animals, or firearms or weapons
9. Any liability not involving the use of a **bicycle**.
10. Any liability arising from a contract where **you** would have been liable in any event.
11. Any liability whilst using the **bicycle** professionally or for any trade/business except commuting to and from work, or incidental use of the **bicycle** in the course of **your** work.
12. Any liability whilst using the **bicycle(s)** for racing, pacemaking, time or reliability trials or whilst practising and/or training for any of them.
13. Any liability whatsoever where any other insurance policy is in place.

C – Cycle Breakdown

If **you** suffer a breakdown to **your bicycle** (including punctures), which is irreparable by **you** at the scene, or if **you** are unable to complete **your** journey due to an injury, occurring one mile or more from **your** home, the ETA undertakes to pay for the transport of the bicycle and **you** (if appropriate) to:

- the nearest appropriate railway station; or,
- the nearest suitable bicycle repair shop; or,
- the nearest car rental agency; or,
- the nearest hotel accommodation; or,
- your vehicle; or,
- home, if nearer.

Exclusions applicable to this section

1. Any costs other than the initial call out charge and transportation of you and your bicycle to one of the above destinations within a 25-mile radius.
2. Any breakdown which occurs outside of Britain.

Making a claim for cycle breakdown

If you break down, please call our 24-hour emergency helpline number on **0333 000 1234**

Conditions applicable to all sections

1. **You** must be over 16 years of age and a permanent legal resident of Britain.
2. **You** must pay in sterling. Our settlements and reimbursements will also be in sterling.
3. **You** shall take all reasonable steps to safeguard against accident, injury, loss, and damage and shall maintain the **bicycle(s)** in an efficient and roadworthy condition. Failure to comply with this condition may invalidate **your** claim.
4. **We** will be entitled to take over and deal with, in **your** name, the defence or settlement of any claim at **our** discretion and to take proceedings at our expense to recover for **our** benefit the amount of any payment made under this policy.
5. Other Insurances - If any loss, destruction, damage or liability insured by this policy, other than by Section B, is covered by any other insurance we shall pay only its rateable portion.
6. **We** will void this policy in its entirety from the date of loss or alleged loss and no cover provided will apply if a claim made by **you**, or anyone acting on **your** behalf, to obtain any benefit is fraudulent or intentionally exaggerated; or a false declaration or statement is made in support of a claim under this policy.
7. Unless another law is agreed in writing, this policy is governed by English law. If there is a dispute, it will only be dealt with in the courts of England or of the country within Great Britain in which **your** main residence is situated.
8. In the event of a claim payment as a consequence of any insured event, **we** will deem that full liability has been met under the terms of this policy. In no circumstances shall the liability of the insurers exceed the insured value or claim limit.
9. It is possible that a claim may be made under a policy after its expiry so it is important that **you** keep such documents safely.
10. **We** cannot, in all cases, maintain a permanent record of information disclosed to **us** and therefore, it is **your** responsibility to ensure that all proposal forms and documents are correct. Any relevant changes in circumstances or in the risk must be notified to **us** as soon as **you** become aware of them and cover might, in certain circumstances, be invalid until **we** have accepted the changes.
11. **We** invite renewals on the understanding that there have been no changes in the risk.
12. The onus is upon **you** to ensure that all information supplied to **us** is accurate and **we** cannot accept any responsibility in the event of such information being inaccurate. **You** must, upon receipt of a policy document, check that the policy accurately reflects **your** instructions and changes required are notified to **us** immediately.
13. **You** have the right to cancel this policy within 14 days of the start date of the policy without giving any reasons and **you** will receive a full refund unless a claim has been made. **We** may keep an amount that reflects the administrative costs of arranging and cancelling the policy. Certain claim payments might cancel **your** policy.

Should **you** cancel after 14 days **we** will credit **your** **ETA** customer account with an amount proportionate to the unexpired period remaining on the policy for a maximum of three years upon when it will not be recoverable. However should a claim have been made, this credit will not apply.
14. The **ETA** reserves the right to withdraw and cancel insurances if **you** fail to pay premiums or installments of premiums on demand, or fail within seven days of a written request from **us**, to provide any documentation or information required by **us**. In the event of our cancelling a policy after its beginning or its renewal **our** fees or commission will not be returnable.
15. **We** shall not be bound to accept renewal of any insurance and may at any time cancel any insurance document 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) fraud
 - b) non-payment of premium
 - c) threatening and abusive behaviour
 - d) non-compliance with policy terms and conditions
Provided the premium has been paid in full, **you** will be entitled to a proportionate rebate of premium in respect of the unexpired period showing on the insurance.

16. The **administrators** may make the following charges, regardless of whether the policy has been cancelled or not: £5 for postal charges, £5 for contact charges, £10 for payment method charges. Any such fee will always be notified to **you** in advance and is non-refundable in the event of cancellation after the initial cancellation period has expired.
17. Claims payments will be made in favour of the name shown on the policy. If payment is required to a third party, **we** require a signed mandate instruction to make payment to a specific payee along with a brief explanation of the request.
18. Our files are confidential and **we** reserve the right to refuse to discuss matters relating to **your** insurance or other details held by **us** with any person other than **you** or **your** legal representative. The administrator will treat all **your** information as confidential (even when **you** are no longer a customer) except where the disclosure is made at your request or with **your** consent in relation to administering **your** insurance and except where law requires **us**. In accordance with data protection legislation, including the Data Protection Act 1998, **you** are entitled to copies of personal data held by **us** upon written application. If **you** do not wish to receive marketing material from **us** please let us know.
19. **You** are required by the provisions of the Consumer Insurance (Disclosure and Representations) Act to take care to:
- supply accurate and complete answers to all the questions **we** or the **ETA** may ask as part of **your** application for cover
 - to make sure that all information supplied as part of **your** application for cover is true and correct, and
 - tell **us** of any changes to the answers **you** have given as soon as possible.

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

20. UK General Insurance Ltd are an agent of Ageas Insurance Limited and in the matters of a claim act on behalf of Ageas Insurance Limited.

General exclusions applicable to all sections

- Any losses that are not directly covered by the terms and conditions of this policy. For example, **we** will not pay for **you** to collect **your bicycle** from a repairer or for any time that has to be taken off work because of a theft, accident or **breakdown**.
- This policy does not provide cover for any personal accident or personal liability of any nature, directly or indirectly caused, contributed to, by, or happening through, or in the consequence of:
 - Any liability in excess of the amount shown in **your** policy
 - War, invasion, terrorism, acts of foreign enemies, hostilities (whether or not war has been declared), civil war, rebellion, revolution, insurrection, military or usurped power
 - Ionising radiation or contamination by radioactivity from any nuclear fuel, or from any nuclear waste from burning of nuclear fuel, the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof, pressure waves from aircraft other aerial devices travelling at supersonic speeds
 - Wilful self-inflicted injury or illness, suicide or an attempt to commit suicide, wilful exposure to danger, except in an attempt to save a human life, solvent abuse, being under the influence of alcohol or drugs, except those prescribed by a registered doctor and not those drugs prescribed for a drug addiction, or drugs prescribed by a registered medical practitioner where a warning against riding has been given, your engagement in any illegal or criminal act prescribed for drug addiction, or drugs prescribed by a registered medical practitioner where a warning against riding has been given, **your** engagement in any criminal or illegal act

Complaints procedure

We do everything **we** can to make sure that **our** customers get the high standard of service they expect. If **you** feel **you** have cause for complaint regarding the information and advice about **your** policy, or a claim under **your** policy, **you** should contact:

*Customer Care Manager
ETA Services Ltd
68 High Street
WEYBRIDGE
KT13 8RS*

Tel: 0333 000 1234

Email: customercare@eta.co.uk

Please remember to always quote **your ETA** number in any correspondence. This can be found at the top of **your ETA** customer documents

If **your** complaint cannot be resolved by the end of the next working day, the **ETA** will pass it to:

*Customer Relations Department
UK General Insurance Limited
Gibraltar Island Road
LEEDS
LS10 1RJ*

Tel: 0345 218 2685

Email: customerrelations@ukgeneral.co.uk

If it is not possible to reach an agreement, **you** have the right to make an appeal to the Financial Ombudsman Service. This also applies if **you** are insured in a business capacity and have an annual turnover of less than €2 million and fewer than ten staff.

You may contact the Financial Ombudsman Service by letter:

*Financial Ombudsman Service
183 Marsh Wall
LONDON
E14 9SR*

*or telephone **0300 123 9123***

For more information on this visit

www.financial-ombudsman.org.uk. **Your** statutory rights are not affected if **you** choose to follow the complaints procedure above. For further information about **your** statutory rights contact **your** local authority Trading Standards Service or Citizens Advice Bureau.

Compensation scheme

Ageas Insurance Limited is covered by the Financial Services Compensation Scheme (FSCS). **You** may be entitled to compensation from the scheme, if they cannot meet their obligations. This depends on the type of business and the circumstances of the claim. Most insurance contracts are covered for 90% of the claim with no upper limit. **You** can get more information about compensation scheme arrangements from the FSCS or visit www.fscs.org.uk.

Data protection act 1998

Please note that any information provided to **us** will be processed by **us** and **our** agents in compliance with the provisions of the Data Protection Act 1998, for the purpose of providing insurance and handling claims, if any, which may necessitate providing such information to third parties. We may also send the information in confidence for processing to other companies acting on their instructions including those located outside the European Economic Area.

This policy wording relates to any policy purchased or renewed with a start date on or between:

1 April 2015 and 31 March 2016 inclusive.

We may monitor telephone conversations with the aim of improving our service.

At **ETA** our literature is printed on 100% recycled paper from post-consumer waste, is fully recyclable and biodegradable, totally chlorine free, elemental chlorine free, NAPM approved, long life archival usage approved, Nordic Swan environmental awarded and is produced in a mill that holds ISO 14001 certification.

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ETA Cycle Hire Insurance

1 April 2015 to 31 March 2016



**Green, reliable
travel services**