



National Express (Coach) Travel Insurance

POLICY SUMMARY

Some important facts about your insurance are summarised below. This summary does not describe all the terms and conditions of your policy, so please take time to read the policy document to make sure you understand the cover it provides. The link to the full information is www.nationalexpress.com/insurance

Insurer: Holiday Extras Limited on behalf of Allianz Global Assistance.

This policy is designed to offer protection for your travel arrangements as described in this policy summary.

Summary of cover

The following table shows the maximum amount **we** will pay and policy **excesses** for each section of cover. **You** should read the rest of this booklet for the full terms and conditions.

Section/Cover	Cover limits (up to)	Excess
1. Personal possessions	£750	£30
Single, article pair or set (where receipts held)	£100	
Single, article pair or set (*where receipts not held)	£50	
Valuables	£100	
Sports equipment	£100	
Tobacco/alcohol/ fragrances	£50	
2. Personal money	£50	£30
3. Personal accident		Nil
Death (18 years and over)	£10,000	
Death (17 years and under)	£1,000	
Loss of limb / sight	£20,000	
Permanent total disablement	£20,000	
4. Personal liability	£1 million	Nil

*Note

The most **we** will pay for all items where **you** cannot provide a receipt or proof of purchase is **£200**.

IMPORTANT CONTACT NUMBERS

For claims, please call our Claims Helpline on 020 8666 9326. When contacting the claims handlers to request a claim form, please state your insurance is provided by Allianz Global Assistance and quote scheme reference HX020.

CANCELLATION RIGHT

We hope you are happy with the cover this policy provides. However, you have the right to cancel it within 14 days of receiving the policy. See the enclosed policy document and the section headed "Your Right to Cancel."

MAKING A CLAIM

See full policy document online. The link to the full information is www.nationalexpress.com/insurance

HOW TO MAKE A COMPLAINT

We hope you will be pleased with the service we provide. However, if you have a complaint about our service or about a claim, please follow the complaints procedure, which can be found on page 7 of your policy booklet.

COMPENSATION SCHEME

In the event that Allianz Global Assistance is unable to meet their liabilities, you may be entitled to compensation from the Financial Services Compensation Scheme (FSCS). Further information can be found in your policy under the "Compensation Scheme."