

Travel Insurance made simple

Combined Financial Services Guide and Product Disclosure Statement (PDS) including policy wording

Effective 30 October 2023



Sales and General Enquiries
1300 409 322
fastcover.com.au

Claims Enquiries
1300 409 322
fastcover.com.au

fastcover
Travel Insurance made simple

Coverholder at **LLOYD'S**

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Contacting us

To get the most out of your policy when you are travelling, contact us:

For General Enquiries

 fastcover.com.au

 1300 409 322

 info@fastcover.com.au

In an Emergency 24/7

 In Australia: (02) 8320 7999

 From overseas: +61 2 8320 7999

 emergency@fastcover-assist.com.au

For Non-Emergency Claims

 fastcover.com.au/claims

 claims@fastcover.com.au

 In Australia: 1300 409 322

 From overseas: +61 2 8215 7239

Here are some important things you must know when considering this insurance.

Travel insurance is there to protect **you** against unexpected circumstances like medical emergencies, **trip** cancellation and **lost** baggage.

Each travel insurance policy is different, and **we** want to ensure **you** understand how **our** travel insurance **policies** work so that **you** can choose the right cover for **your** circumstances.

1. Important note on COVID-19:

This policy provides cover for some claims that **arise** from **COVID-19**. Not all circumstances related to **COVID-19** are covered. The cover we provide specific to **COVID-19** is found under [Benefit 27](#) and [Benefit 28](#) on pages 82 to 86. Please carefully read these benefit sections to ensure the cover we offer is right for **you**.

Here is a summary of key circumstances related to **COVID-19** that **you** are covered for under this **policy**:

- **Medical expenses:** **You** are covered for **your** overseas emergency medical, hospital and medical evacuation expenses related to **COVID-19**.

- **Trip cancellation or rearrangement:** You are covered if **you** have to cancel or rearrange **your trip** because **you** or someone else named on the **certificate of insurance** is diagnosed with COVID-19.
- **Additional travel expenses:** You are covered for **your** additional travel expenses if **you** are diagnosed with COVID-19 during **your trip**. This includes **your** additional accommodation costs where **you** are directed by a government authority to isolate or quarantine.
- **Family emergency:** You are covered for **your** cancellation or rescheduling expenses if a **close relative** residing in Australia is unexpectedly hospitalised or dies from COVID-19 during **your trip**.
- **Emergency childcare:** You are covered for **your** reasonable additional costs of caring for **your dependants** travelling with **you** if **you** are unable to care for them because **you** have been diagnosed with COVID-19 during **your trip**.

Cover is subject to and can be affected by other **policy** terms, conditions, exclusions and limits of cover described in this PDS. Cover specific to COVID-19 is found on pages 82 to 86.

Here are some examples of claims that are excluded under this policy:

- There is no cover if **you** are diagnosed with COVID-19 or develop symptoms of COVID-19 within 72-hours of purchasing **your** policy.
- There is no cover for claims related to border closures, lockdowns, lockouts or other travel restrictions imposed within Australia or overseas. However, under this circumstance we may provide **you** with a partial or full refund of **your** premium.
- There is no cover if **you** cannot go on **your trip** or **your trip** is disrupted because someone else is diagnosed with COVID-19 or becomes unwell because of COVID-19 unless that person is named on the **certificate of insurance**. For example, there is no cover if **you** cannot travel or wish to cut **your trip** short because a family member or business partner tests positive or becomes unwell with COVID-19 if that person is not named on the **certificate of insurance**. However, under this circumstance **we** may provide **you** with a partial or full refund of **your** premium.
- There is no cover if **you** cannot go on **your trip** or **your trip** is disrupted because **you** are deemed to be a close contact of someone who has been diagnosed with COVID-19 unless the person who tested positive is named on the **certificate of insurance**. For example, if **you** are a close contact of a family member who is not named on the **certificate of insurance**, there is no cover. However, under this circumstance we may provide **you** with a partial or full refund of **your** premium.
- There is no cover for claims related to cruises unless the optional Cruise cover has been purchased by **you** and is listed on **your certificate of insurance**. In some circumstances the optional Cruise cover may not be available.
- There is no cover for the cost of COVID-19 testing other than during **your** hospitalisation.

Please carefully read the exclusions to Benefits [27](#) and [28](#) on pages 82 to 86 and the [General Exclusions that apply to all benefits](#) on pages 87 to 91 to ensure the cover we offer is right for **you**.

2. This policy is only available:

For Australian citizens and permanent residents of Australia cover is available, if:

- ✓ **You** currently reside in Australia; and
- ✓ **You** hold a valid Australian Medicare card beyond the period of **your policy**; and
- ✓ **You** purchase **your policy** before **you** commence **your trip** or **you** satisfy all of the requirements for purchasing a **policy** while **you** are already **overseas**; and
- ✓ **Your trip** starts and ends in Australia; and
- ✓ **You** meet any other eligibility criteria **we** apply in the application process.

For temporary residents of Australia, cover is available if:

- ✓ **You** are a non-permanent resident who holds a valid Medicare card or are covered by an Australian Private Health Insurance policy that satisfies the government health insurance requirements for **your** visa type and remains valid beyond the period of **your policy**; and
- ✓ **Your** visa remains valid beyond the period of **your** return; and **you** have a **home** in Australia to which **you** intend to return; and
- ✓ **Your trip** starts and ends in Australia; and
- ✓ **You** hold a return ticket to Australia; and
- ✓ **You** meet any other eligibility criteria **we** apply in the application process.

For all travellers on this policy

- In the event of a medical repatriation from **overseas**, **we** will return **you** to Australia.
- Medical expenses incurred once **you** have returned to Australia are not covered on this **policy**.
- It is therefore important that **you** ensure **you** have access to long term medical care in Australia.

3. If you are already overseas

If **you** left Australia without travel insurance or if **your** travel insurance policy has expired (even if it was issued by another insurer), **we** may be able to help.

You may be able to purchase a Standard Saver, Comprehensive or a Snow Sport Plus policy if **you** are already **overseas** at the time **you** purchase the **policy**, provided **you** meet all of the following requirements:

- **You** have been **overseas** for less than 14 days, or have been insured under a travel insurance **policy** since **you** left Australia that is current or has been expired for no more than 14 days; and
- **You** are an Australian citizen or permanent resident normally residing in Australia. Individuals on an Australian temporary resident visa including those on a working holiday visa or

temporary visitors including those on a tourist visa, are not eligible to purchase this policy after departing Australia; and

- You hold a valid Australian Medicare card; and
- You have a **home** to which **you** intend to return; and
- **Your trip** ends in Australia; and
- You are aged 65 years and under at time of purchase; and
- You declare to **us** at the time of purchase that **you** are already **overseas**; and
- We agree to issue **you** a **policy** and specify **your** status as already **overseas** in the **certificate of insurance**.

Due to the ongoing **COVID-19 pandemic** there may be circumstances where **we** are not able to offer **you** a **policy** if **you** are already **overseas**. **You** will be covered if **you** meet each the above criteria and **your certificate of insurance** specifies that **you** were **overseas** at the time of purchase.

Our Basics Policy and Frequent Traveller Saver Policy are not eligible for purchase under any circumstance if **you** are already **overseas**.

Policies purchased while **you** are already **overseas** are subject to:

- A 48-hour no-cover period which applies to all benefits (there is no cover under any section of the **policy** for any event that **arises** within the first 48 hours of purchasing **your policy**).
- A \$500 **excess** for all claims.
- The other applicable policy terms, conditions, exclusions and limits of cover described in this PDS.

4. It is your responsibility to read this Product Disclosure Statement (PDS) and decide whether this insurance suits your needs

Before **you** buy this **policy** **you** must (and **we** rely on **you** to) read this PDS in full to decide if the cover **we** offer is right for **you**. **You** must carefully consider:

- When **you** are covered;
- What **you** are covered for;
- Any limits to the cover; and
- Whether this **insurance** is right for **you** and **your** circumstances.

Your policy is made up of this PDS, the **certificate of insurance** and any other change to the terms of the **policy** otherwise advised by **us** and agreed to with **you** in writing (such as an endorsement or a Supplementary PDS) which may vary or modify the above documents. Together they form **our** agreement with **you**. All benefits are subject to the **policy** terms, conditions, exclusions and limits of cover described in this PDS.

5. Medical conditions, pregnancy, changes to health and medical screening

Overview

By way of basic overview, we do not cover any claims under the **policy** benefits arising from any **medical condition** or **pregnancy condition** that existed during:

- the period of 3 years prior to **your policy** issue date; or
- the period between the time of **your policy** issue date and the date of departure for **your trip** (other than for a claim under Benefit 5: Trip Cancellation Expenses, relating to the cancellation or rescheduling of **your trip** between the time of **your policy** issue date and the date of departure for **your trip**),

unless **we** agree to list the relevant **medical condition** or **pregnancy condition** as covered on **your certificate of insurance**. If any **changes to health** occur after **we** have listed any **medical condition** or **pregnancy condition** as covered and before the date of departure for **your trip**, the cover for those listed conditions is automatically excluded from the time the **change in health** occurred, unless **you** undertake an additional **medical screening** and **we** agree to list them as covered.

Any cover is subject to the other terms and conditions (including exclusions and limits) of the **policy** which may otherwise affect cover. Any rights **we** have will only be exercised to the extent permitted by applicable law. See [General Exclusions that apply to all benefits](#) on pages 87 to 91.

After the date of departure for **your trip**, **we** will not agree to list a **medical condition** as covered on your **certificate of insurance**.

No cover is provided under this **policy** for any claims arising from, related to, or associated with the **medical condition** or **pregnancy condition** of any person who is not named on **your certificate of insurance**, except as provided under Benefit 5: Trip Cancellation Expenses, Benefit 6: Trip Disruption Expenses and Benefit 7: Trip Resumption Expenses.

What is a medical condition?

A **medical condition** means any bodily or physical injury, physical defect, illness, disease or other medical or dental condition or sign or symptom of these things, the applicable person:

- required prescription medication for or has been prescribed medication from a **medical practitioner** in writing for,
- sought or received medical advice from a **medical practitioner** or other health care professional for,
- had tests, investigations, care, treatment or medical attention including surgery for,
- been admitted to hospital for (including emergency department or day surgery procedure), or
- became aware of or which a reasonable person in the circumstances would have been aware of.

It includes but is not limited to:

- the suffering or treatment of **mental illness**,
- a brain, heart (such as any cardiovascular or coronary heart disease or any condition related to a heart or blood vessels), kidney, liver, respiratory, circulatory (such as high blood pressure, stroke, or transient ischaemic attack), cancer or cancerous condition,
- reduced or deficient immune system,
- a sign or symptom of the above matters,
- a persistent and lasting health condition such as constant pain or long-suffering pain or pain with a pattern of relapse and remission, or
- any conditions related to previous and current pregnancy as detailed in “What is a **Pregnancy Condition**” and “Pregnancy Cover” on page 35

What is a pregnancy condition?

A **pregnancy condition** means **you** are pregnant and any of the following circumstances apply to **you**:

- **You** are experiencing complications with the pregnancy that fall within the definition of Complications of pregnancy and childbirth in Table 1.1 on page 36,
- **You** experienced complications with any previous pregnancy that fall within the definition of Complications of pregnancy and childbirth in Table 1.1 on page 36, or
- **You** are having multiple children (e.g. twins, triplets or more), or
- **Your** conception was medically assisted (e.g. hormone therapy or IVF).

Our screening process

To apply for cover in relation to any **medical condition** and/or **pregnancy condition** you need to do the following:

Step 1 - When you apply for cover

If **you** have or have had any such conditions during the period of 3 years prior to **your policy** issue date **you** need to complete **our** online or over the phone **medical screening** process as part of **your** application for cover. The **medical screening** may also include questions about **your** general health.

If **we** are able to provide cover in relation to the conditions **you** disclose, **we** will tell **you**, and if **you** want the cover **you** will need to pay the additional premium **we** apply for the cover by the time required, and **we** will list the conditions as covered on **your certificate of insurance**.

If **we** do not list such conditions as covered (or **you** do not disclose any such condition to **us**), there is no cover provided in relation to it (to the extent permitted by applicable law).

Step 2 – After purchase and any change in health occurs

If any **change in health** occurs (see explanation below) after **your policy** issue date and before the date of departure for **your trip**, **you** need to contact **us** and undertake a further screening process to determine what premium adjustment may be required.

This is because **we** automatically exclude cover for:

- any new **medical conditions** or **pregnancy conditions** that occur after **your policy** issue date and before the date of departure for **your trip**, and
- all conditions **we** have listed as covered on the **certificate of insurance** where a **change in health** occurs after this and before the date of departure for **your trip** (other than for a claim under Benefit 5: Trip Cancellation Expenses, relating to the cancellation or rescheduling of **your trip** between the time of **your policy** issue date and the date of departure for **your trip**).

See **General Exclusions** that apply to all benefits, in particular General Exclusion 20.

Based on the rescreening **we** may (to the extent permitted by applicable law):

- Agree to provide cover for some or all of the existing listed conditions and/or add some or all of the new listed conditions as covered. **You** may choose to accept this cover or not. If **you** do not **you** will not be covered in relation to the conditions not listed, or
- Not agree to provide cover, where based on the changes, **our** underwriting rules require **us** to do so.

On being advised of the changes **we** will adjust the premium payable (up or down) to reflect the premium that is payable by reason of the changes in accordance with **our** underwriting rules.

Remember, if further **changes in health** occur before the date of departure for **your trip** **you** may need to undertake this screening process more than once as the above **change in health** exclusion would automatically apply again from the time any further **changes in health** occur.

In all of the above cases, if **you** are not happy with **our** decision **you** may exercise **your** cooling off rights where applicable or cancel the **policy** before the date of departure for **your trip** and obtain a refund in accordance with the **policy** terms.

What is a change in health?

See **change in health** definition for details, but by way of limited example a **change in health** includes:

- advice from a **medical practitioner** that **you** or a **relevant person** are not fit to travel, including on **your trip**,
- the stated answers in **your certificate of insurance** regarding any **medical condition** or **pregnancy condition** listed on **your certificate of insurance** are no longer correct or up to date,
- any change in the diagnosis, prognosis, treatment or medication (including dose) of a **medical condition** or **pregnancy condition** listed on **your certificate of insurance**, or
- any change in the diagnosis, prognosis, treatment or medication (including dose) of a **medical condition** which you had more than 3 years prior to the **policy** purchase date, or

- any unexpected admissions to hospital or surgery for any **medical condition** or **pregnancy condition** listed on **your certificate of insurance**.

What we need from you to complete a medical screening

You will need reasonable knowledge of all **your medical conditions**, changes to **your health** or **pregnancy condition**, which includes but is not limited to, the names of all of **your medical conditions** or **pregnancy conditions**.

Check with **your medical practitioner** if **you** are unsure of the name because **you** will not be able to complete the **medical screening** if **you** only know the medication **you** are taking or the treatment **you** are receiving.

You must declare all of **your medical conditions**, changes to **your health** or **pregnancy conditions**, regardless of whether or not **you**:

- Want cover for them, or
- Consider them treated, dormant or under control, or
- Do not consider them important or related to any of **your** other conditions.

6. You must take all care to protect your possessions

There are times when **we** will not pay if **you** have not reasonably looked after **your luggage and personal effects**. For example, **we** will not pay if **you** transport **your** jewellery, computer or certain other items in the cargo hold of the airplane or other modes of transportation. Similarly, **we** will not pay if **your** items are left **unsupervised** in a **public place** such as a beach or café or in a motor vehicle overnight. This is not a complete list of circumstances when **we** will not pay if **you** do not reasonably protect **your** possessions. See [Benefit 14: Luggage and Personal Effects](#) (page 58) for other ways **you** must reasonably protect **your** possessions.

You must report a theft as soon as practicable, but preferably within 24 hours to the police or an office of the bus line, airline, shipping line or rail authority **you** were travelling on when the theft occurred. **You** must prove that **you** made a report by providing **us** with a written statement from whomever **you** reported it to.

7. Changing dates, cooling off, cancellation & refund policy

We are flexible when it comes to **you** changing or cancelling **your policy**. However, **you** cannot change or cancel **your policy** if:

- **you** have made a claim or intend to make a claim, or
- **you** have started the **trip**, even within the 25 day cooling off period, or
- **you** have exercised any of **your** rights or powers under the **policy** such as using **your** travel insurance policy to obtain a visa or entry into a country.

Change of travel dates

You can change **your** travel dates before **you** depart or whilst on **your trip**. **We** do not charge a 'change fee' for changing travel dates. Additional costs may apply for additional days of cover (including pre-departure days).

25-day money back guarantee

We offer a money back guarantee up to 25 days if **you** have not started **your trip** and have not used any of **your** rights under the **policy** (e.g. **you** have not made a claim or used **your policy** to obtain a visa). We have extended this money back guarantee to circumstances where **you** cannot go on **your trip** for a reason related to **COVID-19** that is not covered under this **policy**.

You have a full 25 days from the purchase date of the **policy** (as set out in the **certificate of insurance**) to make sure **you** are happy with every aspect of **your** Fast Cover Travel Insurance **policy** and in accordance with **our** regulatory obligations. This is known as the “cooling off” period. During this time, **you** may cancel the **policy** simply by contacting **us** and **we** will give **you** a full refund. If **you** decide to cancel **your policy** outside of this cooling off period, **you** may be eligible for a partial refund as described below.

Cancellation and refunds

How much **you** are refunded if **you** cancel **your policy** depends on when **you** cancel and what type of **policy** **you** have.

If you cancel:	Basics policy	Domestic, Standard Saver, Comprehensive, Snow Sports Plus & Frequent Traveller Saver policies
Within 0 to 25 days provided your trip has not started	100% refund	100% refund
Within 26 to 366 days provided your trip has not started*	70% refund *	60% refund *
After your trip has started*	No refund *	No refund *

* Special cancellation rules apply if **your trip** is affected by **COVID-19**:

COVID-19 cancellations

If **you** are unable to start **your trip** due to a reason related to **COVID-19** that is not covered by this **policy**, **you** can change **your** travel dates or cancel **your policy** at any time for a full refund provided **you** have not made a claim for some other reason.

Case by case considerations

Should **your** circumstances not fit neatly into the scenarios **we have** outlined, **you are** welcome to email info@fastcover.com.au or call us on [1300 409 322](tel:1300409322) to discuss what **we** may be able to do assist **you**.

8. Your policy is issued by Fast Cover

Fast Cover Pty Ltd (ABN 98 143 196 098) is an Australian Financial Services Licensee (AFS license 538708) and is authorised by Australian Securities and Investments Commission (“ASIC”) to issue, deal in and provide general advice on general insurance products. Fast Cover issues insurance certificates under a binding authority with Certain Underwriters at Lloyd’s.

Fast Cover has a binding authority which means it can enter into, cancel or vary these products without reference to the Underwriters provided it acts within the binding authority. Fast Cover acts for the Underwriters and not You.

9. Your Duty to take reasonable care not to make a misrepresentation

Before **you** enter into this contract of insurance, **you** have a duty to take reasonable care not to make a misrepresentation. **You** have a similar duty when **you** ask **us** to vary, extend or reinstate the insurance. What that means is that **you** need to take reasonable care to provide honest, accurate and complete answers to any questions that **we** ask.

Specifically, when **you** ask **us** to vary, extend or reinstate **your** insurance, **you** need to take reasonable care to review any information that **we** provide to **you** for **your** confirmation and to inform **us** of any changes, where the information is no longer honest, accurate and complete.

If **you** are not sure of the answers to any of **our** questions, or whether the information **you** previously provided remains honest, accurate and complete, **you** should take the time to check and find out. It is also important to understand that, in answering the questions and checking the information, **you** are answering for **yourself** and anyone else to whom the questions apply.

As **we** use **your** answers to decide what insurance **we** will offer, to calculate **your** premium, and to assess any claim **you** make, it is essential that **you** contact **us** if **you** have any doubts.

If **you** do not take reasonable care in answering **our** questions, or to inform **us** of any changes, **you** may breach **your** duty. If that happens, to the extent permissible by law, **your** policy may be cancelled, or treated as if never existed, and any claim may be denied or not paid in full.

If **your** circumstances make it difficult for **you** to work out how to answer any of **our** questions, or **you** are not clear how to explain **your** situation to **us**, **you** should contact **us**.

10. Important notice regarding your obligations and our rights

If you do not meet **your** obligations under **your policy** terms or an exclusion or limitation applies, **we** may refuse or reduce what **we** pay in relation to a claim and/or cancel **your policy**, subject to applicable law which may restrict **our** rights in certain circumstances. The result can depend on the circumstances as the law can be complex.

Of note, **our policy** terms (including exclusions and limits) and rights in relation to them are subject to and will be applied in accordance with the Insurance Contracts Act 1984 (Cth). Other laws can also apply such as the Corporations Act 2001 (Cth) and the Australian Securities and Investment Commissions Act 2001 (Cth) and **you** need to seek **your** own advice regarding all relevant legal

rights **you** may have. A term (or part of a term) of **your policy** will be applied to the extent it is not unenforceable under applicable law.

11. General advice

Any advice provided in this PDS is general only and does not take into account **your** individual needs, objectives or financial situation. **You** should carefully read this document before buying to decide if the product is right for **you**.

About this policy

Your certificate of insurance

When **you** take out travel insurance with Fast Cover **you** will be issued with a **certificate of insurance**. The **certificate of insurance** forms part of **your policy**. It will, amongst other things, detail the insured travellers and **dependants**, the type of **policy you** have purchased, **your** destination and dates of travel, any Optional Benefits selected by **you**, including any **Specified High Value Items** that **you** choose to cover, the premium, and any variations to the standard terms and conditions that apply specifically to **you** or **your policy**.

Period of insurance

The period **you** are insured for is set out in the **certificate of insurance** and varies depending on the length of **your trip** and the **policy** type that **you** have purchased.

If **you** have purchased **your policy** before **you** departed Australia:

For Comprehensive, Snow Sports Plus, Standard Saver and Domestic policies:

- The cover for [Benefit 5: Trip Cancellation Expenses](#) begins from the time the **policy** is issued.
- Cover for all other benefits begins on the date of departure as stated on **your certificate of insurance**.

For Basics policies:

- Cover for all benefits begins on the date of departure as stated on **your certificate of insurance**.

For Frequent Traveller Saver policies:

- The cover for [Benefit 5: Trip Cancellation Expenses](#) begins from the start date as specified on **your certificate of insurance**.
- Cover for all other benefits begins on the date of departure for each **trip**.

If **your policy** was purchased while **you** are already **overseas**:

- There is no cover under any benefit for the first 48 hours from the time the **policy** is issued. This is **your** “no-cover period”. This means there is no cover **arising** from events that happen within the 48 no-cover period for all benefits under the policy, except under Benefit 27 and Benefit 28
- . Cover for all benefits begins immediately following **your** no- cover period.

For all policies:

- Cover ends on the date of return set out on **your certificate of insurance**, or the time the **policy** otherwise ends in accordance with its terms, whichever happens first. The state listed on **your certificate of insurance** determines the time zone **we** use to determine **your policy's** purchase date, departure date and end date.
- If **you** return **home** early for any reason, cover from **your policy** will be suspended from the time **you** return to **your home** until the time **you** leave **your home** to continue **your trip**. **You** must have 14 days remaining of the **period of insurance** as noted on **your certificate of insurance**. Following the resumption of **your trip your policy** will remain valid until the end date shown on **your certificate of insurance** or **your** permanent return **home**, whichever comes first. **We** will not pay any costs in relation to **your** return to Australia unless the costs are covered by this **policy**.
- If **you** return **home** early for any reason and do not intend to do any further travel, **we** will not refund the unused portion of **your policy**.

Extending your cover

Except as described below, **you** can apply to extend **your** cover by contacting **us** on or before **your** original **policy** expiry date. **We** will determine whether to extend **your policy** by (acting reasonably) considering all information available to **us** at the time of the request.

Where **your trip** is necessarily extended due to an event that entitles **you** to make a claim under this **policy**, **we** will extend **your** cover free of charge until **you** are able to travel **home** by the quickest and most direct route or for a period of six (6) months, whichever happens first. Please contact **us** (see below) to notify **us** of the event and extension.

Unless approved by **us**, cover will not be extended:

- For any new **medical condition** **you** suffered during the term of **your** existing **policy** or change to any **medical condition** which is listed on **your certificate of insurance** as a covered **medical condition**, or **pregnancy condition**, if **we** reasonably determine that **you** should return to Australia for treatment (based on the information that is available to **us** at the time) and **you** do not agree to do so, or;
- For any new **medical condition** **you** suffered during the term of **your** existing **policy** or change to any **medical condition** which is listed on **your certificate of insurance** as a covered **medical condition**, or **pregnancy condition**, unless:
 - **you** agree to take a further screening process, **we** agree to provide cover and **you** pay the additional premium (if applicable), and;
 - **you** agree that any ongoing medical treatment/advice, medication, test, investigation and or related expense beyond the original return date that **you** or a reasonable person is aware of, will not be covered as listed in General Exclusion 22 (e),
- Where **you** have not advised **us** of any circumstances that have given (or may give) rise to a claim under **your** original **policy**; or
- Where at the time of extension **you** are aged 90 years or over.

Where **we** have agreed to extend cover, **we** will issue **you** with a new **certificate of insurance**. The **period of insurance** on **your** original **certificate of insurance** and **your** new **certificate of insurance** cannot exceed a maximum combined period of 24 months.

To extend your policy

 fastcover.com.au/your-policy

 info@fastcover.com.au

 1300 409 322

 +61 2 8215 7239 (from overseas)

What you pay

The premium **you** pay is shown on the **certificate of insurance**. **We** tell **you** the premium payable when **you** purchase the **policy** and if **you** vary or extend cover. The premium payable can also be affected by any **change in health** that occurs after **your policy** issue date and before **you** start **your trip**. The premium is calculated based on a number of factors, including the **policy you** have chosen, **your** age, where **you** are going to, the length of **your trip**, the time between purchase and departure, any covered **medical condition**, **pregnancy conditions** plus any options **you** have chosen. The amount **you** pay includes allowances for government fees, taxes and charges (including stamp duty and GST) and may include administration fees, which, if charged, will be listed on the **certificate of insurance**.

Our Policies Explained

Fast Cover believes in making insurance fast and simple while providing **our** travellers with great cover and value. **We** have put together a range of policies that can cover a year-long adventure in Canada down to a weekend road **trip** in Australia.

If **you** are the kind of person who likes to have broad cover, the **Comprehensive Policy** offers **our** highest level of cover. For travellers who are more budget conscious but still want a high level of cover, **our Standard Saver Policy** is a great choice. If **you** just want the essentials, then **our Basics Policy** provides the necessary emergency assistance and medical cover with the option of adding luggage cover.

For travellers who love to ski and snowboard, **our Snow Sports Plus Policy** includes cover for **advanced terrain**, **off-piste**, cat skiing, heli-skiing, **backcountry** & snow mobiling. Some limits and conditions apply, see the [Snow Sports](#) section (page 22) for a full description.

If **you** are travelling in Australia, **our Domestic Plus Policy** covers Cancellation, Luggage and Rental Vehicle Excess cover. It also covers **you** for **snow sports** in Australia.

If **you** travel multiple times a year **our Frequent Traveller Saver Policy** allows **you** to take an unlimited number of **trips** in a 12-month period up to a specified number of days for each **trip**. **You** can choose from 15, 25, 40 or 63 days and **you** have the option of adding cover for **your** spouse and **dependant** children. Cover for travelling on **cruise ships** is automatically included with the **Frequent Traveller Saver Policy**.

Selecting countries you are travelling to

Enter the country **you** are travelling to. If **you** are travelling to more than one country, **you** will need to list all of those countries. Alternatively, **you** can choose one of our four (4) regions: South Pacific, Asia, Europe and/or Worldwide. Refer to the website to see the list of countries covered in each region at fastcover.com.au/regions. A copy of the Countries/Destinations list can be downloaded from fastcover.com.au/regions, or obtained from Fast Cover, on request, at no extra charge. Cover is only available for the countries or region **you** have selected at the time of purchase and listed on **your certificate of insurance**. If **you** are in **transit** through another country or region, **you** automatically have cover for up to 48 hours. If **you** plan to stay in any country or region for more than 48 hours **you** must select that country or region at the time **you** purchase **your policy**.

If **you** change your travel plans, **you** can apply to **us** to add a country or region to **your policy**.

Cover Types

You can choose one of the following cover types:

Single	Covers traveller and their dependants travelling with them. Limits apply to the combined total of all claims made by the travellers (including dependants) listed on the certificate of insurance .
Duo	Covers traveller and another person they are travelling with on the same itinerary for at least 75% of the trip who is listed in the certificate of insurance . No cover is provided for dependants . We issue one certificate of insurance , however, both persons have cover as if they are each insured under separate policies with Single benefit limits* per insured person. * Except for Benefit 19: Rental Vehicle Excess
Family	Covers traveller and their spouse or partner or son and daughter who are travelling together for at least 75% of the trip itinerary, and dependant children travelling with at least one of the adults listed on the certificate of insurance for 100% of the person travelling's itinerary. Dependant children may be the relevant adult's children or grandchildren. The benefit limits for Family Policies are equal to double the Single policy benefit limit (except for as listed below) and apply to the combined total of all claims made by the travellers (including dependants) listed on the certificate of insurance . The benefit limit is not doubled for the following benefits and optional covers: <ul style="list-style-type: none"> • Benefit 13: Theft of Cash • Benefit 18: Personal Liability • Benefit 19: Rental Vehicle Excess • Benefit 23: Snow Resort Closure • Benefit 26: Bicycle Pack

Age Limits

Your age may affect **your** eligibility to purchase a **policy**, which **policies you** can purchase, the amount of cover **you** have and the **excesses** that apply to **you**. All **age-related limits** are based on **your** age as at the date **you** purchase **your policy**. Because of this, **we** will advise **you** at the time **you** apply to purchase a **policy** whether the **policy** or optional benefit that **you** have selected is available to **you**. Any changes to age limits we make after **you** purchase **your policy** will not apply to **you**.

Sports and leisure activities

Subject to terms and conditions of **your policy**, **you** are covered for a number of non-contact sports and leisure activities. If **you** are taking a **trip** that involves more adventurous activities, **we** offer an optional [Adventure Pack](#) (page 21) that includes cover for a wide range of adventurous activities.

Covered Sports and Leisure Activities

- Aqua zorbing
- Archery
- Ballooning (*with a regulated and licensed operator*)
- Bicycling, **recreational mountain biking** and bicycle tours with a licensed tour operator (*but not racing, motor cross, BMX, cross country or downhill mountain biking*)
- Bungee jumping or canyon swinging
- Camel, donkey or elephant riding (*under appropriate supervision*)
- Dancing
- Dog sledding
- Diving underwater using an artificial breathing apparatus at a depth no greater than 10 metres (*you must hold an open water diving licence recognised in Australia or dive with an instructor licensed for these activities; for 1 or more overnight stays in Australia or 4 or more nights overseas on a cruise ship, you must specify cruise cover*)
- Fencing
- Fishing (*on land or within 2 nautical miles of a land mass*)
- Go-karting
- Golf
- Gym activities (*but not powerlifting*)
- Gymnastics (*but not competitions*)
- Hiking, trekking or tramping, peaking at altitudes below 3,000 metres, where specialist climbing equipment is not required. Expeditions to or on the Kokoda Track/Trail are not automatically covered. Choose the [Adventure Pack](#) option (page 21) for higher altitudes and Kokoda expeditions.
- Horse riding (*but not competitions, equestrian events, steeple chasing, jumping, or polo*)
- Ice skating on a rink (*but not including competitive skating, racing, speed skating, and tour skating*)
- Indoor rock climbing (*under appropriate supervision*)
- Jet boating (*must be with a licensed operator, no competition or racing, no stunts or jumping off ramps*).

- Leisure activities (*meaning any activities involving minimal physical exertion that is undertaken for relaxation or pleasure. For example, sight-seeing, picnics, photography and museum or art gallery visits*)
- Orienteering
- Paintball (*with eye protection*)
- Water polo
- Racing on foot for distances up to and including full marathon (*42.2 kilometres or 26.2 miles*)
- Racquet and ball sports not involving physical contact: badminton, baseball, bowling, bowls, cricket, croquet, golf, netball, snooker, soccer, softball, table tennis, tennis, touch football, volleyball.
- Rafting, kayaking or canoeing in rivers or rapids graded I, II or III under the International Scale of River Difficulty, or lakes or canals (*choose the [Adventure Pack](#) option (page 21) for rivers or rapids graded IV or V under the International Scale of River Difficulty*)
- Safari (*under appropriate supervision*) but not hunting
- Sailing up to 10 nautical miles off any land mass
- Shark cage diving (*subject to diving restrictions listed above*)
- Shooting (*fixed target only, only at a licensed commercially operated shooting range, choose the [Adventure Pack](#) option on page 21 option for shooting moving targets*)
- Skateboarding, roller skating, inline skating (*but not including vert skating or acrobatics*)
- Snorkelling
- **Surface water activities** (*other than sailing*) up to 2 nautical miles off any land mass
- Track and field athletics
- Ultimate frisbee
- Weightlifting and body building

Important

All other sports and leisure activities are excluded from cover under **your policy**, except for the adventure activities covered under the optional **Adventure Pack** if **you have** paid the additional premium for the **Adventure Pack**, and it is listed on **your certificate of insurance**.

From time to time **we** may add covered activities. If **you** cannot see the activity **you** want cover for in this list, check the list on **our** website at fastcover.com.au/activities.

Note that it is a condition of cover for all activities that **you** act in a reasonable way to protect yourself. The best way that **you** can do this is to enjoy **your** activities with a properly licensed outdoor pursuits or sports organisation and to follow their instructions.

Please also read the [General Exclusions that apply to all benefits](#) on pages 87 to 91.

Travelling on Cruise Ships

Cover for travelling on **cruise ships** is available provided **you** specify this at the time **you** purchase **your policy**. Due to the ongoing **COVID-19 pandemic** the optional Cruise cover may not be available in some circumstances.

When **you** specify Cruise cover, **your policy** includes all the benefits of a non-cruise **policy** and is extended to allow cover for certain medical expenses, transfer and repatriation benefits that **you** may need if **you** are **injured** or become **sick** and **you** have to be treated on-board or at an **overseas hospital**, if that happens to be the nearest medical facility.

If **you** will be travelling on a river **cruise ship**, **you** do not need Cruise cover.

If travelling on a **cruise ship** within:

- Australian waters, the New Zealand or the South Pacific Region for 1 night or more **you** must specify Cruise cover at time of purchase.
- Asia, Europe or Worldwide Regions for 4 nights or more **you** must specify Cruise cover at time of purchase.

Travelling only within Australia

Only certain benefits of cover are available when **you** travel within Australia. Provided that **your** destination is at least 200km from **home**, **you** have cover under the following benefits:

- [Benefit 5: Trip Cancellation Expenses](#)
- [Benefit 6: Trip Disruption Expenses](#)
- [Benefit 7: Trip Resumption Expenses](#)
- [Benefit 9: Accidental Death](#)
- [Benefit 14: Luggage and Personal Effects](#)
- [Benefit 16: Travel Delay Expenses](#)
- [Benefit 17: Special Event Transport Expenses](#)
- [Benefit 18: Personal Liability](#)
- [Benefit 19: Rental Vehicle Excess](#)
- [Benefit 28: COVID-19 Trip Cancellation and Disruption](#)

There is no cover under any **policy** if **your** destination is less than 200km from **home**.

There is no medical cover within Australia as **your** medical expenses are covered by Medicare and/or **your** private health insurance.

Accompanying Dependants

Cover is available for up to 10 **accompanying dependants** under the Single and Family policies. Note that the benefit limits for Single and Family cover types apply to the combined total of all claims made by the travellers (including **dependants**) listed on the **certificate of insurance**.

There is no cover available for **accompanying dependants** under the Duo policies.

Cover for **accompanying dependants** is optional under the Frequent Traveller Saver policies.

Benefit Summary

The type of policy purchased determines the level of cover that applies.

- **Single Policies:** The benefit limits in the Benefit Summary apply to the combined total of all claims made by the travellers (including **dependants**) on a Single **Policy** that are listed on the **certificate of insurance**.
- **Duo Policies:** The benefit limits in the Benefit Summary apply separately (except as noted) to each traveller that is listed on the **certificate of insurance**.
- **Family Policies:** The benefit limits in the Benefit Summary are doubled for Family Policies (except as noted) and apply to the combined total of all claims made by the travellers (including **dependants**) listed on the **certificate of insurance**.

This table of benefits is a summary only. Please read the PDS for full terms and conditions, limitations and exclusions that apply.

*Sub limits in monetary and/or time limits apply.

Benefit name and number	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
1. Overseas 24/7 Emergency Medical Assistance Refer to page 37.	Unlimited*	Unlimited*	Unlimited *	Unlimited *	No Cover	Unlimited *
2. Overseas Emergency Medical and Hospital Expenses Refer to page 39.	Unlimited	Unlimited	Unlimited	Unlimited	No Cover	Unlimited
3. Overseas Emergency Dental Refer to page 41.	\$1000	\$750	\$500	\$1000	No Cover	\$1000
4. Overseas Emergency Evacuation and Repatriation Refer to page 42.	Unlimited	Unlimited	Unlimited	Unlimited	No Cover	Unlimited
5. Trip Cancellation Expenses Refer to page 44.	Unlimited*	\$25,000*	No Cover	Unlimited *	Unlimited *	Unlimited *
6. Trip Disruption Expenses Refer to page 47.	\$50,000*	\$30,000*	No Cover	\$50,000*	\$50,000*	\$50,000*

Benefit name and number	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
7. Trip Resumption Expenses Refer to page 50.	\$3,000*	\$2,000*	No Cover	\$3,000*	\$3,000*	\$3,000*
8. Overseas Hospital Cash Payment Refer to page 51.	\$5,000*	No Cover	No Cover	\$5,000*	No Cover	\$5,000*
9. Accidental Death Refer to page 52.	\$25,000*	No Cover	No Cover	\$25,000*	\$25,000*	\$25,000*
10. Permanent Disability Refer to page 53.	\$50,000*	No Cover	No Cover	\$50,000*	No Cover	\$25,000*
11. Loss of Income Refer to page 54.	Max 26 weeks up to \$10,400*	No Cover	No Cover	Max 26 weeks up to \$10,400*	No Cover	Max 26 weeks up to \$10,400*
12. Passports, Credit Cards & Credit Card Fraud Refer to page 55.	\$5,000	\$2,000	No Cover	\$5,000	No Cover	\$5,000
13. Theft of Cash Refer to page 56.	\$250	No Cover	No Cover	\$250	No Cover	\$250
14. Luggage and Personal Effects Refer to page 58.	\$15,000*	\$5,000*	Optional up to \$2,000*	\$15,000*	\$7,500*	\$15,000*
15. Delay of Luggage and Personal Effects Refer to page 62.	\$750*	No Cover	No Cover	\$750*	No Cover	\$750*
16. Travel Delay Expenses Refer to page 64.	\$2,000*	No Cover	No Cover	\$2,000*	\$2,000*	\$2,000*
17. Special Event Transport Expenses Refer to page 65.	\$5,000	No Cover	No Cover	\$5,000	\$5,000	\$5,000
18. Personal Liability Refer to page 66.	\$5 million	\$2.5 million	\$1 million	\$5 million	\$5 million	\$5 million
19. Rental Vehicle Excess Refer to page 68.	Optional up to \$8,000	Optional up to \$8,000	No Cover	Optional up to \$8,000	\$5,000	Optional up to \$8,000

Benefit name and number	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
20. Snow Sport Equipment Refer to page 69.	No Cover	No Cover	No Cover	\$1,500	\$1,500	No Cover
21. Snow Equipment Replacement Hire Refer to page 72.	No Cover	No Cover	No Cover	\$1,500	\$1,500	No Cover
22. Snow Prepaid Expenses Refer to page 73.	No Cover	No Cover	No Cover	\$750	\$750	No Cover
23. Snow Resort Closure Refer to page 74.	No Cover	No Cover	No Cover	\$1,000*	\$1,000*	No Cover
Optional Add On Packs						
24. Adventure Pack Refer to page 75.	Optional	Optional	Not available	Optional	Optional	Optional
25. Motorcycle Pack Refer to page 77.	Optional	Optional	Optional	Optional	Not available	Optional
26. Bicycle Pack Refer to page 79.	Optional up to \$15,000*	Optional up to \$15,000*	Not available	Optional up to \$15,000*	Optional up to \$15,000*	Optional up to \$15,000*
COVID-19 Benefits						
27. COVID-19 Overseas Emergency Medical, Hospital and Medical Evacuation Expenses Refer to page 82.	Unlimited	Unlimited	Unlimited	Unlimited	No Cover	Unlimited
28. COVID-19 Trip Cancellation and Disruption Refer to page 84.	\$5,000*	\$3,000*	No Cover	\$5,000*	\$3,500*	\$5,000*

Optional Cover

Adventure Pack

In addition to the Covered Sports and Leisure Activities that are covered (see page 15), the following listed amateur sports and activities are covered if **you** select this option.

Available for purchase with:

Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
✓	✓	Not available	✓	✓	✓

Important

If **you** do not purchase the Adventure Pack and participate in the following activities, **you** will not have cover.

You must be aged 74 and under at the date of **policy** issue to purchase the Adventure Pack.

Refer to [Benefit 24: Adventure Pack](#) (page 75) for the full list of conditions.

Additional Activities Covered by the Adventure Pack

- Abseiling
- Animal conservation and handling (*under appropriate supervision*)
- Animal / Sealife encounters (*in a controlled, enclosed environment with a licensed operator, no killer whales and no free diving*)
- Battle re-enactment (*not with firearms*)
- Boxing (*basic training only, no sparring, no competition*)
- Cave/river tubing
- Caving/potholing
- Contact sports: basketball, rugby, Australian Rules football, American football, dodgeball, field hockey, water polo, hurling, Gaelic football, lacrosse, roller derby, and squash.
- Deep sea fishing with a licensed commercial operator up to 15 nautical miles off any land mass (*for 1 or more overnight stays in Australia or 4 or more nights overseas on a cruise ship, you must specify cruise cover*)
- Diving underwater using an artificial breathing apparatus at a depth no greater than 30 metres (**you** must hold an open water diving licence recognised in Australia or dive with an instructor licensed for these activities; *for 1 or more overnight stays in Australia or 4 or more nights overseas on a cruise ship, you must specify cruise cover*)
- Expeditions to or on the Kokoda Track/Trail
- Flying fox/zip lining

- Hiking, trekking or tramping, peaking at altitudes between 3,000 metres up to 6,000 metres (*not higher*) but only where specialist climbing equipment is not required
- Martial arts (*basic training only, no sparring, no competition*)
- Outdoor rock climbing (*only with a licensed commercial operator and ropes and appropriate safety gear but not free solo climbing*)
- Quad biking & **recreational all-terrain vehicles** (*only single rider and no jumping, racing or competition*)
- Rafting or kayaking in rivers or rapids graded IV or V under the International Scale of River Difficulty (*but no competition or racing*)
- Sandboarding
- Sailing from 10 nautical miles up to 15 nautical miles off any land mass (*but not competition or racing*)
- Segway tours
- Shooting moving targets such as clay pigeons, only at a licensed commercially operated shooting range (*not including any live targets, game hunting or safaris*)
- Tandem parachuting, tandem sky diving, tandem hang gliding, tandem gliding and tandem paragliding (*you must be in tandem with an instructor licensed for these activities*)
- Water skiing, jet skiing, speedboating, wakeboarding & tubing (*must be with a licensed operator; no competition or racing; no stunts or jumping off ramps*)

From time to time **we** may add additional covered activities, if **you** cannot see the activity **you** want cover for in this list check the list on **our** website at fastcover.com.au/activities.

Activities are not covered by **your policy** unless listed here or listed in the Covered Sports and Activities on page 15 or on **our** website at fastcover.com.au/activities.

Please also refer to [General Exclusions](#) 36 to 40 on pages 91.

Snow Sports

Important

If **you** do not purchase the Snow Sports Plus Policy and participate in the following snow sport activities, **you** will not have cover.

You must be aged 69 and under at the date of **policy** issue to purchase the Snow Sports Plus Policy.

The Snow Sports Plus Policy provides cover for the following activities:

- Recreational skiing and snowboarding
- Big foot skiing and snowboarding
- Cross-country skiing and snowboarding (*along a designated cross-country ski route only*)
- Ice hockey (*not competitive*)
- Ice skating
- Lugeing (*on ice provided by a commercial operator and available to the general public only*)
- Mono skiing

- Snowmobiling
- Snowshoeing
- **Terrain park** skiing and snowboarding (*areas available to the general public only*)
- Tobogganing

The following activities are covered but must be done with a **professional snow sports instructor**:

- **Off-piste** skiing or snowboarding
- **Backcountry** skiing and snowboarding
- Cat skiing and snowboarding
- Glacier skiing and snowboarding
- Heli-skiing and snowboarding (*provided by a commercial operator and available to the general public only*)

We will not pay any claim or loss even if **you** have purchased the Snow Sports Plus Policy:

- Related to or **arising** from ski or snowboard racing (including training); ski or snowboard acrobatics, freestyle skiing or snowboarding
- **Backcountry**, cat, glacier or heli-skiing or snowboarding without a **professional snow sport instructor**; Cross-country skiing outside of a designated cross-country ski route; bobsleighbing; parascenting (over snow)
- If **you** ski or snowboard in violation of the regulations published by the ski resort.
- If **you** are participating in a professional capacity
- That **arises** outside the period 15th December to 15th April in Northern Hemisphere resorts, and 15th June to 30th September in Southern Hemisphere resorts. This exclusion will not apply to those resorts and heli-skiing operators which are open outside these time periods and have sufficient snow for normal skiing activities.
- That is excluded by any [General Exclusions](#) that apply to all benefits on pages 87 to 91.

Motorcycle Pack

The Motorcycle Pack covers **you** for being the rider or passenger on a **motorcycle, moped or scooter**. **You** must be aged 74 and under at the date of **policy** issue to purchase the Motorcycle Pack.

Available for purchase with:

Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
✓	✓	✓	✓	Not available	✓

Important

If **you** do not purchase the Motorcycle Pack and are the rider or passenger on a **motorcycle, moped or scooter** you will not have cover.

You must be aged 74 and under at the date of **policy** issue to purchase the Motorcycle Pack. Conditions apply, including restrictions for engine size, licence types, see [Benefit 25: Motorcycle Pack](#) (page 77) for the full list of conditions.

Cover is available when riding on both sealed and unsealed public roads only. There is no cover for riding off road. There is no cover for motocross, off road, jumping, racing or competition of any sort.

Bicycle Pack

Available for purchase with:

Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
✓	✓	Not available	✓	✓	✓

Important

If **you** do not purchase the Bicycle Pack **you** will not have cover for the bicycle(s) that **you** take with **you** on **your** trip.

No cover is provided for bicycles under [Benefit 14: Luggage & Personal Effects](#).

Refer to [Benefit 26: Bicycle Pack](#) (page 79) for the full list of conditions.

The Bicycle Pack only covers bicycles if, at the time the **certificate of insurance** is issued, they are:

- less than three (3) years old; and
- valued at \$1,500 or more; and
- free of defects.

The maximum amount **we** will pay for any one bicycle is \$5,000 and \$15,000 for all bicycles combined.

Please note: No cover is provided under this benefit for any bicycle accessories (including but not limited to tools, bicycle pumps, lights, helmets, etc.). These items are covered under [Benefit 14: Luggage and Personal Effects](#).

Rental Vehicle Excess

This benefit covers the **rental vehicle** excess component of the **rental vehicle** insurance that you have with **your** car hire company.

You can purchase the Rental Vehicle Excess cover for either up to \$5,000 or \$8,000 with the Standard Saver, Comprehensive, Snow Sports Plus, Frequent Traveller Saver policies by paying additional premium. Rental Vehicle Excess cover of \$5,000 is automatically included in the Domestic Plus Policy. This option is not available with the Basics Policy.

Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
Either \$8,000 or \$5,000	Either \$8,000 or \$5,000	Not available	Either \$8,000 or \$5,000	Automatically included	Either \$8,000 or \$5,000

Important

This cover does not take the place of **rental vehicle** insurance and only provides cover for the excess component up to the applicable benefit limit.

See [Benefit 19: Rental Vehicle Excess](#) (page 68) for the full list of conditions.

Excess Removal

An **excess** applies to all claims that you make, unless explicitly stated under each benefit. You can choose to reduce or remove your standard **excess**.

The standard **excess** on our policies is as follows:

Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
\$200	\$200	\$200	\$200	\$200	\$200

Important

By paying an additional premium you can reduce the **policy excess** to either \$100 or \$0.

If you have purchased your policy while already **overseas**, the **excess** is \$500, and you cannot reduce this **excess**.

Frequent Traveller Saver: Cover for Spouse & Dependants

This optional cover applies to the Frequent Traveller Saver Policy only.

A traveller can purchase this option under the Frequent Traveller Saver Policy to cover their **accompanying** spouse or partner and their **dependant** children or grandchildren, provided they are travelling with the primary Frequent Traveller Saver traveller listed on the **certificate of insurance** on the same itinerary for 100% of any of the **trips** within the 12-month **policy period**. Any **dependants** covered will be listed on the **certificate of insurance**.

The benefit limits for the Frequent Traveller Saver Policy apply to the combined total of all claims made by all covered travellers (including **accompanying** spouse/partner and **dependants**) listed on the **certificate of insurance**.

Words with Special Meaning

In this PDS certain words have the special meaning explained below. These words will appear bolded.

Accompanying

means the person will be travelling with **you** for 100% of the **trip** itinerary.

Advanced terrain

means areas and terrain designated for expert skiers and snowboarders. Only applies to skiing or snowboarding.

Adventure activities

means any activity listed as covered under [Adventure Pack](#) on page 21 where additional premium has been paid by **you** and 'Adventure' Pack appears on **your certificate of insurance**.

Age-related limits

means the limits that apply to **your** cover based on **your** age at the time of **policy** purchase.

AICD/ICD

means an implantable cardioverter-defibrillator (ICD), also known as an automated implantable cardioverter- defibrillator (AICD).

Arise, Arises or Arising

means directly or indirectly arising from, attributable to or in any way connected with.

Backcountry

means any area inside or outside a ski resort's boundaries that is NOT monitored or patrolled by resort authorities.

Carrier(s)

means an aircraft, vehicle, train, tram, **cruise ship**, ferry, vessel or any other public transport operated under a license for the purpose of transporting passengers. The definition excludes taxis.

Certificate of insurance

means a separate document, which shows certain insurance details relevant to **you**. It may include additional terms, conditions, exclusions and limitations that amend the standard terms of this PDS.

Changes in health

means:

- the occurrence of any new **medical condition**,
- advice from a **medical practitioner** that **you** are not fit to travel, including on **your trip**,
- the stated answers in the **certificate of insurance** regarding any listed **medical condition** are no longer correct or up to date,
- any change in the diagnosis, prognosis, treatment or medication (including dose) of a listed **medical condition**,
- any change in the diagnosis, prognosis, treatment or medication (including dose) of a **medical condition** which you had more than 3 years prior to the **policy** purchase date, or
- any unexpected admissions to hospital or surgery for any listed **medical condition**.

Close relative

means **your** or **your travelling companion's** spouse, de facto partner, parent, parent-in-law, children (including adopted or fostered children), brother, sister, brother-in-law, sister-in-law, son-in-law, daughter-in-law, grandchild, grandparent, step-parent, step-son, step-daughter, fiancé or fiancée or guardian, that meets all of the following criteria:

- they are aged 84 years of age or younger at the time of the claimable event,
- they reside in Australia at the time of **policy** issue,
- they are not a person listed as covered in the **certificate of insurance**.

Close relative conditions

means all of the following:

- immediately before the **sickness** or **injury** that has resulted in **your** need to cancel **your trip** or return, the **close relative**:
 - is living independently at home, in a retirement home or retirement village, with independent living arrangements and does not need home care or flexible care provisions,
 - is not living in a nursing home, aged care centre, residential aged care home, a high and/or low care facility, Supported Residential Services (SRS), Supported Residential Facilities (SRF) or any form of residential care facility,
 - is not on a waiting list or aware that they required surgery, inpatient treatment or medical tests at a hospital or clinic,
 - if pregnant, has not had complications with their pregnancy and have not had complications with their pregnancy and childbirth for any previous pregnancy, and
- during 3 years prior to issue of **your policy**, the **close relative**:
 - has not been hospitalised (including for day surgery or emergency department) for the **sickness** or **injury** that has resulted in **your** need to cancel **your trip** or return home early,
 - has not had a drug or alcohol addiction, and
 - has not been diagnosed with a terminal condition.

COVID-19

means the SARS-CoV-2 virus, the COVID-19 disease, or any mutation of either.

Cruise ship

means a commercially operated ocean-going vessel that is licensed to carry paying passengers, has on-board accommodation and a trained **medical practitioner** or staff trained and accredited in advanced first aid (or the equivalent level in the country that **you** are travelling in).

Dependant (s)

means **your** children or grandchildren or children or grandchildren of whom **you** are the legal guardian, not in full time employment who are aged 20 and under and travelling together with **you** for 100% of the **trip** itinerary.

Depreciation

means the deduction from the original purchase price of an amount calculated to be the reduction in value because of wear and tear and/or the passing of time. The amount of such depreciation will be reasonably determined by **us**.

Dollar or \$

means Australian dollars.

Downhill Mountain Biking

means mountain biking where **you** travel (usually by ski lift or car) to the top of a hill or mountain with the specific intent of riding a marked or unmarked downhill trail. The descent is on steep, rugged and challenging terrain with obstacles such as rocks, boulders, jumps, drops, tree roots and other vegetation.

Drone

means any unmanned aircraft or ship that is guided remotely.

Epidemic

means a sudden development and rapid spreading of a contagious disease in a region where it developed in a simply endemic state or within a previously unscathed community.

Excess(es)

means the first amount which **you** must pay or is deducted for each claim **arising** from the one event.

Family

means:

- **you, your** spouse (or someone legally recognised in Australia as **your** de facto partner) and **your** dependants; or
- **you, your** spouse (or someone legally recognised in Australia as **your** de facto partner) and **your** grandchildren; or
- **you, your** son or daughter and **your** grandchildren.

Financial collapse

means:

- a) bankruptcy;
- b) entry into any official or unofficial scheme of arrangement;
- c) Insolvent;
- d) applying for or filing for insolvency protection;
- e) liquidation or provisional liquidation;

- f) a person or company conducting business under statutory protection under the law of any jurisdiction;
- g) winding up;
- h) presentation of a petition for the compulsory winding up of;
- i) restructuring or composition with creditors;
- j) stopping the payment of debts; or
- k) something having a substantially similar effect to any of (a) to (j) above happens in connection with the person or company under the law of any jurisdiction.

For the purpose of this definition only, 'Insolvent' means a person or company under administration or deemed insolvent (each as defined in the Corporations Act 2001 (Cth)).

General Exclusion(s)

means events or situations in which **you** would not have cover under any benefit.

Home

means the place where **you** permanently live in Australia and is the base from where **you** carry out the ordinary course (day to day activities) of **your** life for the purposes of **family**, employment, living and financial considerations.

Hospital

means an established hospital registered under any legislation that applies to it, that provides in-patient medical care.

Injury

means bodily injury caused solely and directly by violent, accidental, visible and external means, which happens at a definite time and place and does not result from any illness, sickness, disease, or self-harm.

Injury date

means the earlier of the date:

- **your medical practitioner** reasonably diagnoses as the most likely date of the **injury**;
- **our medical practitioner** reasonably diagnoses as the most likely date of the **injury**;
- **you** first became aware of the **injury** or a reasonable person in the circumstances would have been aware of the **injury**;
- **you** first received medical treatment for the **injury**; and
- the **injury** is first diagnosed by a **medical practitioner**.

Locked storage compartment

means, but not limited to a glove box, enclosed centre console, or concealed cargo area of a car, station wagon, hatchback, van or motorhome. For a **motorcycle, moped or scooter** this means but not limited to, storage units, saddlebags, and under seat storage.

Lost

means any personal items owned by **you**, that are no longer in **your** possession and cannot be found or recovered.

Luggage and personal effects

means any personal items owned by **you** and that **you** take with **you**, or buy, on **your trip** and which are designed to be worn or carried about with **you**. This includes items of clothing, personal jewellery, photographic and video equipment, personal computers, electrical devices or portable equipment. However, it does not mean a bicycle, any business sample, passports, travel documents, cash, bank notes, currency notes, unset precious or semi-precious stones, watercraft of any type (except surfboards), furniture, furnishings, household appliances, hired items or items that **you** intend to trade.

Medical condition

has the meaning defined in [What is a Medical Condition?](#) on page 5

Medical practitioner

means a qualified doctor of medicine or dentist (other than **you** or another person listed as covered in the **certificate of insurance, your travelling companion or a close relative** with these qualifications) registered to provide the relevant service in the place where **you** receive the services acting within the scope of their registration and pursuant to the relevant laws.

Mental illness

means any illness, disorder or condition recognised or provided for in the edition of the Diagnostic and Mental Illness Statistical Manual of Mental Disorders current immediately before issue of **your policy**.

Moped or scooter

means any two-wheeled or three-wheeled motor vehicle with an engine capacity of not greater than 50cc.

Motorcycle

means any two-wheeled or three-wheeled motor vehicle with an engine capacity greater than 50cc.

Natural disaster

means an extraordinary natural phenomenon such as floods, earthquakes, tsunamis, landslides, volcanic eruptions, atypical cyclonic storms, falling objects from space and aerolites, and in general any extraordinary atmospheric, meteorological, seismic or geological phenomenon.

Overseas

means in any country other than Australia.

Off-piste

means any area away from prepared ski runs that:

- a) is outside of resort boundaries; and
- b) is where skiing or snowboarding is allowed.

Pandemic

means a geographically widespread outbreak of an infectious disease that causes serious illness in humans.

Permanent disability and permanently disabled

means:

- a) **you** have totally lost all of the sight in one or both eyes; or the use of a hand or foot at or above the wrist or ankle; and
- b) the loss is for at least 12 months; and
- c) in **our** opinion after consultation with an appropriate medical specialist, will continue indefinitely.

Period of insurance

is the period **you** are insured for as defined under the heading [Period of insurance](#) on page 11.

Policy

means this document, the **certificate of insurance** and any other change to the terms of the **policy** otherwise advised by **us** in writing (such as endorsement).

Pregnancy Condition

has the meaning defined in What is a pregnancy condition?

on page 6.

What is a pregnancy condition?**Professional Snow Sport Instructor**

means the holder of an Alpine Level 4 certification recognised by the International Ski Instructors Association (ISIA) or the holder of a Canada Ski Guide (CSGI) Level 3 Certification (or ISIA recognised equivalent). Such guides have a minimum of 2 years' experience as a trainee guide and have completed the required training to lead groups in **backcountry** areas without supervision. They have been trained in all aspects of **backcountry** and avalanche safety and are familiar with the areas they are guiding and instructing in. They hold the required insurances and permits to guide groups in **backcountry** areas on a commercial basis.

Public place

means any place that the public has access to, including but not limited to planes, trains, trams, **cruise ships**, taxis, buses, air or bus terminals, stations, wharves, streets, museums, galleries, hotels, hotel foyers and grounds, beaches, restaurants, private car parks, public toilets and general access areas.

Reasonable

means for:

- medical or dental expenses: the standard level of care given in the country **you** are in, or
- other expenses: the equivalent level **you** have booked and pre-paid for the rest of **your** trip.

Recreational all-terrain vehicle

means a small, open motor vehicle having three or more wheels fitted with large tyres designed chiefly for recreational use over roadless terrain. They are sometimes referred to as quad-bikes, trikes or buggies.

Recreational mountain biking

means riding a bike in a forest and on mountain trails, up and down hills, but not competing, racing or jumping or **downhill mountain biking**.

Relevant area

means any:

- a) area, region, state, territory or country; or
- b) part of an area, state, territory, region, or country

where **you** usually reside, have recently travelled to, are planning to travel to or are currently travelling in.

Rental vehicle

means a sedan, hatchback or station wagon, four-wheel drive or minibus/people mover, or a campervan/motorhome that does not exceed 4.5 tonnes, rented from a licensed motor vehicle rental company.

Sick or sickness

means a **medical condition** (including but not limited to any illness, disease or **mental illness**) that is not an **injury**.

Sickness date

means the earlier of:

- a) the date **your medical practitioner** reasonably diagnoses as the most likely date the sickness or symptoms of the sickness first occurred or manifested, whichever is the earlier;
- b) the date **our medical practitioner** reasonably diagnoses as the most likely date the **sickness** or symptoms of the sickness first occurred or manifested, whichever is the earlier;
- c) the date **you** first became aware of the sickness or symptoms of the **sickness**, whichever is the earlier;
- d) the date a reasonable person in the circumstances would have been aware of the sickness or symptoms of the sickness, whichever is the earlier; or
- e) the date the sickness or symptoms of the sickness, were first diagnosed by a **medical practitioner**, whichever is the earlier.

Snow sports

means:

- a) recreational skiing and snowboarding;
- b) big foot skiing and snowboarding;
- c) cat skiing and snowboarding;
- d) cross-country skiing and snowboarding (along a designated cross-country ski route only);
- e) glacier skiing and snowboarding;
- f) heli-skiing and snowboarding (provided by a commercial operator and available to the general public only);
- g) ice hockey (socially and not competitive);
- h) ice skating;

- i) lugeing (on ice and provided by a commercial operator and available to the general public only);
- j) mono skiing;
- k) **off-piste** skiing and snowboarding;
- l) **backcountry** skiing and snowboarding;
- m) snowmobiling;
- n) snowshoeing;
- o) **terrain park** skiing or snowboarding;
- p) tobogganing.

Important: Cat skiing and snowboarding, glacier skiing and snowboarding, heli-skiing and snowboarding, **off-piste** skiing and snowboarding and **backcountry** skiing and snowboarding must be done with a **professional snow sport instructor**.

Snow sports equipment

means skis, poles, ski boots and bindings, ski helmets, snowboards, snowboard boots and bindings

Sound and Natural Teeth

means whole or properly restored teeth with fillings only, where there is no other impairment to the teeth or periodontal disease and are not in need of treatment other than for accidental dental injury.

Special Events

means pre-booked, pre-paid and pre-arranged wedding, funeral, conference, sporting event, cruise or tour package.

Specified High Value Items

means **luggage and personal effects** that have been listed as covered on **your certificate of insurance** with a nominated sum insured.

Sub limit(s)

means the maximum **dollar** amount **we'll** pay to cover a specific item, event or loss which **we** have described under a broader section benefit limit.

Surface water activity

body boarding, body surfing, paddle boarding, surfing, skim boarding, windsurfing.

Terrain Park

means an area containing terrain that allows skiers and snowboarders to perform tricks.

Terrorism

means any act which may or may not involve the use of, or threat of, force or violence where the purpose of the act is to further a political, religious, ideological aim or to intimidate or influence a government (whether lawfully constituted or not) or any section of the public or to put any section of the public in fear. Terrorism will also include any act that is verified or recognised by the (relevant) government as an act of terrorism or defined under any relevant legislation as an act of terrorism.

Transit

means any connection between flights where **you** need to change aircraft to enable **you** to continue to **your** planned destination, and where **you** do not leave the airport.

Travel restriction(s)

means any restriction or rule affecting a **relevant area**, including but not limited to the following: border closures, or imposition of a lockdown, lockout, closure, travel restriction, curfew, entry requirement, border pass or travel permit system, mandatory isolation or quarantine requirements ordered by a government authority (local, country or otherwise).

Travelling companion

means a person with whom **you** have made arrangements to travel with for at least 75% of **your trip** itinerary before **your policy** was issued. It does not include anyone named on **your certificate of insurance**.

Trip

means for all **policies** other than **policies** purchased while **you** are **overseas**, the time when **you** leave **your home** to go directly to the place **you** depart from on **your** travels, and ends when **you** return to **your home**, provided however that for Domestic Plus **policies** **you** must be more than 200 kms from **your home**. For **policies** purchased while **you** are **overseas**, trip means **your** travel from the time when the **policy** is issued when **you** are **overseas** to the time when **you** return to **your home**.

Unattended motor vehicle

means **your** vehicle, **your rental vehicle**, or **your travelling companion's** vehicle, where **you** or **your travelling companion** are not inside.

Unspecified items

means **luggage and personal effects** that have not been listed as covered on **your certificate of insurance** with a nominated sum insured.

Unsupervised

means:

- a) when **you** do not leave **your luggage and personal effects** in a secure place; or
- b) leaving **your luggage and personal effects** with a person **you** did not know prior to commencing your trip; or
- c) leaving **your luggage and personal effects** with a person not named on your **certificate of insurance**; or
- d) leaving **your luggage and personal effects** where they can be taken without **your** knowledge, including but not limited to on the beach, poolside while **you** swim, in the seat pocket of your plane seat and includes if **you** are asleep and your belongings are taken without **you** knowing; or
- e) leaving **your luggage and personal effects** at such a distance from **you** that **you** are reasonably unable to prevent them from being taken; or
- f) forgetting or misplacing **your luggage and personal effects**, leaving them behind or walking away from them.

We, our and us

Means Certain Underwriters at Lloyd's acting through its agent Fast Cover Pty Ltd.

You and your

means the person(s) whose name(s) are set out on the **certificate of insurance**, and if **you** have a Single or Family cover type, **your dependants**.

Pregnancy cover

We cover for **your** unexpected serious complications of pregnancy and childbirth (see Table 1.1 below for **our** definition of Complications of pregnancy and childbirth) that occur:

- Up to the end of the 23rd week of pregnancy if **you** are pregnant with a single child; or
- Up to the end of the 19th week of pregnancy if **you** are pregnant with twins or multiple children.

Cover is subject to the conditions and exclusions described below and all other applicable terms and conditions, exclusions and limitations of the **policy**.

We do not cover any claims under the **policy** benefits arising from a **pregnancy condition** that existed during:

- the period of 3 years prior to **your policy** issue date; or
- the period between the time of **your policy** issue date and the date of departure for **your trip** (other than for a claim under Benefit 5: Trip Cancellation Expenses, relating to the cancellation or rescheduling of your trip between the time of **your policy** issue date and the date of departure for **your trip**),

unless **we** agree to list the relevant **pregnancy condition** as covered on **your certificate of insurance**. If any **changes to health** occur after **we** have listed any **pregnancy condition** as covered and before the date of departure for **your trip**, the cover for those listed conditions is automatically excluded from that time unless **you** undertake an additional **medical screening** and **we** agree to list them as covered. Such cover is subject to the other terms and conditions (including exclusions and limits) of the **policy** which may otherwise affect cover. Any rights **we** have will only be exercised to the extent permitted by applicable law.

Whether or not **we** list a **pregnancy condition** as covered or not, **we** will not pay any claim or loss directly or indirectly related to or **arising** from:

- **Your** pregnancy or the pregnancy of any other person after the end of the:
 - 23rd week of pregnancy with a single child or
 - 19th week of pregnancy with multiple children,
- Childbirth unless it is due to the listed complications of pregnancy in Table 1.1 that either it is listed on **your certificate of insurance** as a covered condition, or **you** have been diagnosed for these complications during **your trip**,
- The health or care of a newborn child whatever the cause of the claim is (if **you** deliver **overseas** for any reason, including premature birth, there is no cover for costs related to caring for the child or children),
- Antenatal care, including medications and vitamins.

Also see [General Exclusions that apply to all benefits](#) on pages 87 to 91.

Any rights **we** have will only be exercised to the extent permitted by applicable law.

Table 1.1 Complications of pregnancy and childbirth

Complications of Pregnancy and Childbirth means:

Any condition **you** have been diagnosed with or treated for in the past or any secondary diagnosis, occurring prior to, during the course of, concurrent with, or as a result of the pregnancy, which may adversely affect the pregnancy outcome including but not limited to the following:

- Toxemia (toxins in the blood)
- Gestational diabetes (diabetes **arising** because of pregnancy)
- Gestational hypertension (high blood pressure **arising** because of pregnancy)
- Pre-eclampsia (where **you** develop high blood pressure, carry abnormal fluid and have protein in **your** urine during the second half of pregnancy)
- Ectopic pregnancy (a pregnancy that develops outside of the uterus)
- Molar pregnancy or hydatidiform mole (a pregnancy in which a tumour develops from the placental tissue)
- Post-partum haemorrhage (excessive bleeding following childbirth)
- Retained placenta membrane (part or all the placenta is left behind in the uterus after delivery)
- Placental abruption (part or all the placenta separates from the wall of the uterus)
- Hyperemesis gravidarum (excessive vomiting because of pregnancy)
- Placenta previa (when the placenta is in the lower part of the uterus and covers part or all the cervix)
- Stillbirth
- Miscarriage
- Emergency caesarean section
- A termination needed for medical reasons

Benefits

This section outlines what “we will pay” and what “we will not pay” under each benefit in the event of a claim.

Each benefit includes a Benefit Summary that identifies which **policies** the benefit applies to, sets out the benefit limits and **sub limits**, and details any changes to **age-related limits** and **excesses**. Your **policy** type will appear in your **certificate of insurance**.

Cover is only provided where the relevant covered event occurs during the **period of insurance** and is subject to the terms and conditions of the **policy**.

Benefit 1: Overseas 24/7 Emergency Medical Assistance

This benefit provides **you** with medical support services arranged by **our** Emergency Assistance team and/or first approved by **us** if **you** experience a medical emergency while **you** are **overseas**.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Frequent Traveller Saver	Domestic Plus
This benefit applies to	✓	✓	✓	✓	✓	No cover
Benefit limit 69 years of age & under	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	No cover
Benefit limit 70 to 75 years of age	Unlimited	Unlimited	Unlimited	Not available	Unlimited	No cover
Benefit limit 76 to 89 years of age	Unlimited	Unlimited	Unlimited	Not available	Not available	No cover
Sub limits	Funeral or cremation overseas and/or of bringing your remains back to your home in Australia: \$20,000.					No Cover
Excess *	\$200	\$200	\$200	\$200	\$200	No cover
* Excess applies for each claim unless you paid for the excess removal option when you purchased your policy . Your excess amount is shown on your certificate of insurance .						

We will pay

If, while on a **trip overseas**, you **injure yourself** or become **sick** we will arrange for:

- Access to a **medical practitioner** for emergency medical treatment while **overseas**.
- Any messages which need to be passed on to **your family** or employer in the case of an emergency.
- The provision of any written guarantees for payment of **reasonable** expenses for emergency hospitalisation while **overseas**.
- The return to Australia of **your dependants** if they are left without supervision following **your** hospitalisation or evacuation.
- If **you** die as a result of an **injury** or a **sickness** during **your trip overseas**, we will pay for the reasonable cost of either a funeral or cremation **overseas** and/or of bringing **your** remains back to **your home** in Australia. The maximum amount **we** will pay is \$20,000 in total for each insured person named in the **policy**.

We will not pay

- If **you** didn't select the 'Adventure Pack', 'Cruise', 'Motorcycle Pack' or 'Snow Sports' at the time **you** took out **your** policy or prior to **your** departure date, and pay the appropriate additional premium.
- For medical evacuation, funeral services or cremation or bringing **your** remains back to Australia unless it has been first approved by **us**.
- If **you** decline to promptly follow **our** reasonable medical advice (and **we** also will not be responsible for subsequent medical, **hospital** or evacuation expenses).
- For medical evacuation or the transportation of **your** remains from Australia to an **overseas** country.
- For medical treatment or ambulance transportation which is provided in Australia.
- For any claim under a Domestic Plus Policy.

Please also read [General Exclusions that apply to all benefits](#) on pages 87 to 91.

Benefit 2: Overseas Emergency Medical and Hospital Expenses

This benefit provides cover for **your** unexpected medical and **hospital** expenses incurred while **you** are **overseas**.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Frequent Traveller Saver	Domestic Plus
This benefit applies to	✓	✓	✓	✓	✓	No cover
Benefit limit 69 years of age & under	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	No cover
Benefit limit 70 to 75 years of age	Unlimited	Unlimited	Unlimited	Not available	Unlimited	No cover
Benefit limit 76 to 89 years of age	Unlimited	Unlimited	Unlimited	Not available	Not available	No cover
Excess	\$200	\$200	\$200	\$200	\$200	No cover
* Excess applies for each claim unless you paid for the excess removal option when you purchased your policy. Your excess amount is shown on your certificate of insurance.						

We will pay

- For the reimbursement of the **reasonable** medical or **hospital** expenses incurred by **you** until **you** get back to Australia if **you** are **injured** or become **sick overseas**.

The medical or **hospital** expenses must have been incurred due to a claimable event and confirmed in writing by a **medical practitioner**. **You** must make every effort to keep **your** medical or **hospital** expenses to a minimum.

If **we** reasonably determine that **you** should return to Australia for treatment (based on the information that is available to **us** at the time) and **you** do not agree to do so, then **we** will pay **you** the amount that **we** determine would cover **your** **overseas** medical expenses and/or related costs had **you** agreed to **our** recommendation. **You** will then be responsible for any ongoing or additional costs relating to or **arising** out of the event **you** have claimed for.

We will only pay for **overseas** treatment received and/or **hospital** accommodation for a maximum of 12 months from the **sickness date** or from the **injury date**.

We will not pay

- For any claims arising from activities listed under **Adventure Activities**, Cruise, **Motorcycle**, **moped** or **scooter** or **Snow Sports** unless the additional cover is selected at the time **you** took out **your policy** or prior to **your** departure date, and **you** pay the appropriate additional premium.
- For planned medical procedures, cosmetic treatments, or other non-emergency medical treatments or for any complications or other claims **arising** from such procedures or treatments.
- For the continuation or follow up of medical treatment (including medication and ongoing immunisations) that started prior to **your trip**.
- For more than the applicable limits set out in the Benefit Summary above.
- When **you** have not notified **us** as soon as practical of **your** admittance to **hospital**.
- If **you** do not take **our** advice.
- After 2 weeks of treatment by a chiropractor or physiotherapist unless approved by **us**.
- For medical treatment or ambulance transportation which is provided in Australia.
- For routine medical check-ups.
- If **you** have received medical care that is covered by a Reciprocal Health Care Agreement between Australian and another country. The list of countries that Australian has a Reciprocal Health Care Agreement with can be found at smartraveller.gov.au.

Please also read [General Exclusions that apply to all benefits](#) on pages 87 to 91.

Benefit 3: Overseas Emergency Dental

This benefit provides cover for unexpected dental expenses while you are overseas.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Frequent Traveller Saver	Domestic Plus
This benefit applies to	✓	✓	✓	✓	✓	No cover
Benefit limits all ages	\$1,000	\$750	\$500	\$1,000	\$1,000	
Excess*	\$200	\$200	\$200	\$200	\$200	
* Excess applies for each claim unless you paid for the excess removal option when you purchased your policy. Your excess amount is shown on your certificate of insurance.						

We will pay

- Up to the limits set out in the Benefit Summary above, for the cost of **overseas** emergency dental treatment for dental costs incurred which the treating dentist certifies in writing is for the relief of sudden and acute pain to **sound and natural teeth**.

We will not pay

- For planned medical procedures, cosmetic treatments, or other non-emergency medical treatments or for any complications or other claims **arising** from such procedures or treatments.
- For damage to dental prostheses, bridges or crowns.
- For dental treatment involving the use of precious metals.
- For any costs after 2 weeks of treatment by a dentist unless approved by **us**.
- For any costs incurred in Australia.
- For routine dental check-ups.
- For more than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 87 to 91.

Benefit 4: Overseas Emergency Medical Evacuation and Repatriation

This benefit provides for **your** medical evacuation to a medical facility and repatriation to Australia if **you** are seriously **injured** or **sick** while **overseas**.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Frequent Traveller Saver	Domestic Plus
This benefit applies to	✓	✓	✓	✓	✓	No cover
Benefit limit 69 years of age & under	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited	
Benefit limit 70 to 75 years of age	Unlimited	Unlimited	Unlimited	Not available	Unlimited	
Benefit limit 76 to 89 years of age	Unlimited	Unlimited	Unlimited	Not available	Not available	
Excess	\$200	\$200	\$200	\$200	\$200	
* Excess applies for each claim unless you paid for the excess removal option when you purchased your policy. Your excess amount is shown on your certificate of insurance.						

We will pay

- Up to the limits set out in the Benefit Summary above, for **your overseas** medical transfer, evacuation (medivac) or repatriation if **you** must be transported to the nearest **hospital** for emergency medical treatment or be brought back to Australia with appropriate medical supervision, if **you** are seriously **injured** or **sick** while **overseas** on the **trip**.
- If determined by a **medical practitioner** to be medically required, in writing, and with **our** prior approval, the reimbursement of **reasonable** accommodation and travel expenses of **your close relative, your travelling companion** or any other nominated person to travel to **you**, stay near **you** or escort **you** if **you** cannot travel because of an **injury** or **sickness** which occurred or manifested itself while on the **trip**, resulting in a life-threatening or other serious condition. They must travel, stay with **you** or escort **you** for 100% of **your** repatriation to Australia.

We will not pay

- If **you** decline to promptly follow **our** reasonable medical advice based on the information that is available to **us** at that time (and **we** also will not be responsible for subsequent medical, **hospital** or evacuation expenses).
- For medical evacuation or the transportation of **your** remains from Australia to an **overseas** country.
- For the reimbursement of any accommodation or travel expenses of **your close relative, your travelling companion** or any other nominated person to travel to **you**, stay near **you** or escort **you** if **you** cannot travel because of an **injury** or **sickness** which occurred or manifested itself on the **trip**, resulting in a life threatening or other serious condition, unless it is determined by a **medical practitioner** to be medically required, in writing and with **our** prior approval.
- For more than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 87 to 91.

Benefit 5: Trip Cancellation Expenses

This benefit reimburses **you** for **your** pre-paid **trip** bookings (e.g. flights, accommodation or tours), if **you** are required to cancel or re-schedule prior to departure, or shorten **your trip** at any time, as a direct result of circumstances neither reasonably expected nor intended by **you** prior to the issue of the **certificate of insurance**.

	Comprehensive	Standard Saver	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver	Basics
This benefit applies to	✓	✓	✓	✓	✓	No cover
Benefit limit 69 years of age & under	Unlimited	\$25,000	Unlimited	Unlimited	Unlimited	
Benefit limit 70 to 75 years of age	Unlimited	\$25,000	Not available	Unlimited	Unlimited	
Benefit limit 76 to 89 years of age	Unlimited	\$25,000	Not available	Unlimited	Not available	
Sub limits	Travel agent's cancellation fees: \$1,500 Cancellation due to a close relative's unexpected sickness or injury that does not meet the close relative's conditions listed on page 27, the most we will pay is 25% of your non-refundable claim expenses up to a maximum of \$2,000, whichever is the lesser.					
Excess*	\$200	\$200	\$200	\$200	\$200	
* Excess applies for each claim unless you paid for the excess removal option when you purchased your policy . Your excess amount is shown on your certificate of insurance .						

Important Cover Conditions

Cover under this benefit is subject to the following conditions:

- This benefit is only available on **our** Comprehensive, Standard Saver, Snow Sports Plus, Domestic Plus and Frequent Traveller Saver policies.
- Once a claim is made under this benefit for the cancellation or re-scheduling of **your trip** prior to departure, all benefits will be exhausted and you will need to purchase a new **policy** for a new **trip**. However, if **you** are already on **your trip**, and **you** have to shorten **your trip**, **your** benefits are exhausted once **you** return home, unless **you** meet the conditions for cover under [Benefit 7: Trip Resumption Expenses](#) (page 50).
- Wherever claims are made by **you** under this benefit and [Benefit 6: Trip Disruption Expenses](#) (page 47) for cancelled or alternative travel arrangements for the same or similar expense, **we** will pay for the greater of the two amounts, but not both.
- This benefit does not provide cover for claims that **arise** from **COVID-19**. The cover we provide specific to **COVID-19** is found under [Benefit 27](#) and [Benefit 28](#) on pages 82 to 86.

We will pay

Up to the limits set out in the Benefit Summary above, this benefit reimburses **you** for **your** pre-paid **trip** bookings (e.g. flights, accommodation or tours), if **you** are required, to cancel or re-schedule prior to departure, or shorten **your trip** at any time, as a direct result of circumstances neither reasonably expected nor intended by **you** prior to the issue of the **certificate of insurance**.

We will pay the cost of:

- **Your** cancellation, rescheduling and lost deposits for travel and accommodation arrangements that **you** have paid in advance and cannot recover in any other way. **We** will pay the lesser of cancellation or rescheduling costs. Where **your** cancellation costs are recovered (i.e. a refund or credit), **we** will pay the difference between the recovered amount and the new re-scheduling costs.
- The travel agent's cancellation fees up to \$1,500 where all monies have been paid or the maximum amount of the deposit has been paid at the time of the cancellation. However, **we** will not pay more than the level of commission or service fees normally earned by the agent, had **your trip** not been cancelled. **We** will require written evidence of the travel agent's fee.
- **Your** cancellation, rescheduling and lost deposits for travel and accommodation arrangements that **you** have paid in advance and cannot recover in any other way if **you**, **your close relative** or **travelling companion** are a member of the armed forces, police, fire, nursing or ambulance services and **you** must stay in Australia because of an emergency or **you** are posted **overseas** unexpectedly. **We** will pay the lesser of cancellation or rescheduling costs. Where **your** cancellation costs are recovered (i.e. a refund or credit), **we** will pay the difference between the recovered amount and the new re-scheduling costs.
- **Your** cancellation, rescheduling and lost deposits for travel and accommodation arrangements that **you** have paid in advance and cannot recover in any other way due to the unexpected **sickness, injury** or death of your **travelling companion**, where **you** can

reasonably show that **you** were not aware of the likelihood of their **sickness, injury** or death at the time **you** purchased **your policy**.

- **Your** loss of frequent flyer or similar air travel points **you** used to purchase an airline ticket following the cancellation of that airline ticket, if **you** cannot recover the lost points from any other source. **We** calculate the amount **we** pay **you** as follows:
 - the cost of an equivalent class airline ticket based on the quoted retail price at the time the ticket was issued, less **your** financial contribution; multiplied by:
 - the total value of the points lost, divided by the total number of points used to obtain the ticket.
- **Your** cancellation, rescheduling and lost deposits for travel and accommodation arrangements that **you** have paid in advance and cannot recover in any other way due to the unexpected **sickness, injury** or death of **your close relative**, and **you** were not aware of the likelihood of their **sickness, injury**, or death at the time **you** purchased **your policy** and the **close relative** meets the **close relative conditions**.
- If **you** need to cancel or reschedule **your trip** due to an unexpected **sickness, injury** or death of a **close relative** who does not meet the **close relative conditions**, the most **we** will pay under this benefit and Benefit 6: Trip Disruption Expenses is 25% of **your** non-refundable claim expenses up to maximum of \$2000, whichever is the lesser.

We will not pay

- For any claims related to **COVID-19** except as described in Benefit 28: COVID-19 Trip Cancellation and Disruption.
- For any claims directly or indirectly related to or **arising** from the death, **injury** or **sickness** of your **close relative** except as specified under 'We will pay'.
- For any claims directly or indirectly related to or **arising** from the death, **injury** or **sickness** of your **travelling companion** except as specified under 'We will pay'.
- If **you** were aware of any reason, before **your period of insurance** commenced, that causes **your trip** to be cancelled or re-scheduled.
- As a result of **you** or **your travelling companion** changing plans or deciding not to continue with the intended **trip**.
- If **your** claim relates to the **financial collapse** of any travel agent, airline or other **carrier**, tour or accommodation provider.
- As a result of a tour operator or wholesaler being unable to complete arrangements for any tour because there were not enough people to go on the tour.
- For any claim or loss **arising** out of any business, financial or contractual obligations. This exclusion does not apply to claims where **you** or **your travelling companion** are made redundant from full-time employment in Australia provided **you** or they were not aware that the redundancy was to occur before **you** purchased **your policy**.
- As a result of cancellation, delays or rescheduling by a bus line, airline, shipping line or rail authority unless it is due to a strike, riot, hijack, civil protest, severe weather or **natural disaster**.
- As a result of the breakdown of any means of transport.

- As a result of an act or threat of **terrorism**.
- If **you** can claim **your** additional travel and accommodation expenses from anyone else.
- For costs which **you** have paid on behalf of any other person, unless that person is also an insured person named on **your certificate of insurance**.
- For **overseas cruise ship** deposits if **you** didn't select 'Cruise' cover when **you** purchased **your policy**.
- For a return flight **home** if **you** didn't have a prepaid return flight **home** when the unexpected event occurred.
- For alternative travel arrangement costs if **we** have paid **your** cancelled or unused pre-paid costs.
- For travel or accommodation that was upgraded to a different nature and/or class that **you** originally booked, unless approved by **us**.
- For more than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 87 to 91.

Benefit 6: Trip Disruption Expenses

This benefit reimburses **you** for reasonable additional travel and accommodation expenses which **you** incur whilst **you** are still on **your trip** if it is interrupted due to circumstances out of **your** control.

	Comprehensive	Standard Saver	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver	Basics
This benefit applies to	✓	✓	✓	✓	✓	No cover
Benefit limit all ages	\$50,000	\$30,000	\$50,000	\$50,000	\$50,000	
Sub limits	Cost of your return to Australia if you shorten your overseas trip due to your close relative's unexpected sickness, injury or death that does not meet the close relative's conditions listed on page 27: the most we will pay is 25% of your non-refundable claim expenses up to a maximum of \$2,000, whichever is the lesser.					
Excess*	\$200	\$200	\$200	\$200	\$200	
* Excess applies for each claim unless you paid for the excess removal option when you purchased your policy . Your excess amount is shown on your certificate of insurance .						

Important Cover Conditions

Cover under this benefit is subject to the following conditions:

- If **you** need to return to Australia and did not have a return ticket booked to Australia before the circumstances giving rise to a claim under this benefit happened, **we** will reduce the amount of **your** claim by the price of the fare to Australia from the place **you** planned to return to Australia from. The fare will be at the same fare class as the one **you** left Australia on.
- Wherever claims are made by **you** under this benefit and Benefit 5: Trip Cancellation Expenses for cancelled or alternative travel arrangements for the same or similar expense, **we** will pay for the greater of the two amounts, but not both.
- The claim must **arise** during **your trip**.
- This benefit does not provide cover for claims that **arise** from **COVID-19**. The cover we provide specific to **COVID-19** is found under [Benefit 27](#) and [Benefit 28](#) on pages 82 to 86.

We will pay

Up to the limits set out in the Benefit Summary above:

- For the reimbursement of the reasonable additional travel, accommodation and meal expenses if a disruption to **your trip** (whether domestic or **overseas**) **arises** from the following reasons:
 - **your** scheduled or connecting transport is cancelled, delayed, shortened or diverted because of a strike, riot, hijack, civil protest, severe weather or **natural disaster**. The event must have begun after **we** issued the **certificate of insurance**.
 - **you** unknowingly break any quarantine rule.
 - **you** lose **your** passport, travel documents or credit cards or they are stolen.
 - An accident occurs involving **your** mode of transport. **You** must have written confirmation of the accident from an official body in the country where the accident happened.
 - **your home** is rendered uninhabitable by fire, explosion, earthquake or flood.
- If **you** cannot travel because of an **injury** or **sickness** which occurred or manifested itself while on the **trip** and which needs immediate treatment from a **medical practitioner** who certifies that **you** are unfit to travel. **We** will also reimburse **your** reasonable additional accommodation and travel expenses for **you** to be with another person named on the **certificate of insurance** as covered or **your travelling companion** if they cannot continue their **trip** for the same reason.
- For the reimbursement of the reasonable cost of **your** return to Australia if **you** shorten your overseas trip due to the unexpected **sickness, injury** or death of your **travelling companion**, where **you** can reasonably show that **you** were not aware of the likelihood of their **sickness, injury** or death at the time **you** purchased **your policy**.
- For the reimbursement of the reasonable cost of **your** return to Australia if it is medically necessary for **you** to shorten **your overseas trip**. **You** must obtain written advice from a **medical practitioner**. **We** will only pay the cost of the fare class that **you** had planned to

travel at (unless otherwise authorised by us) and **you** must take advantage of any pre-arranged return travel to Australia.

- For the reimbursement of the reasonable cost of **your** return to Australia if **you** shorten **your overseas trip** due to the unexpected **sickness, injury** or death of **your close relative**, and **you** were not aware of the likelihood of their **sickness, injury**, or death at the time **you** purchased **your policy** and provided they meet the **close relative's conditions** listed on page 27.
- For the reimbursement of the reasonable cost of **your** return to Australia if **you** shorten **your overseas trip** due an unexpected **sickness, injury** or death of a **close relative** which does not meet the **close relative's conditions** listed on page 27, the most **we** will pay under this benefit and Benefit 5: Trip Cancellation Expenses is 25% of **your** non-refundable claim expenses up to maximum of \$2000, whichever is the lesser.

We will not pay

- For any claims related to **COVID-19** except as described in [Benefit 28: COVID-19 Trip Cancellation and Disruption](#).
- If **you** were aware of any reason, before **your period of insurance** commenced, that may cause **your trip** to be cancelled or disrupted or delayed.
- For any claims directly or indirectly related to or **arising** from the death, **injury** or **sickness** of your **close relative** except as specified under 'We will pay'.
- For any claims directly or indirectly related to or **arising** from the death, **injury** or **sickness** of your **travelling companion** except as specified under 'We will pay'.
- As a result of **you** or **your travelling companion** changing plans or deciding not to continue with the intended **trip**.
- If **your** claim relates to the **financial collapse** of any travel agent, airline or other **carrier**, tour or accommodation provider.
- If **you** can claim **your** additional travel and accommodation expenses from anyone else.
- For costs which **you** have paid on behalf of any other person, unless that person is also an insured person named on **your certificate of insurance**.
- As a result of cancellation, delays or rescheduling by a bus line, airline, shipping line or rail authority unless it is due to a strike, riot, hijack, civil protest, severe weather or **natural disaster**.
- Any additional expenses caused by planned medical procedures, cosmetic treatments, or other non-emergency medical treatments.
- Additional expenses relating to telephone calls and mobile data (other than calls to notify **us** of **your** emergency).
- For more than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 87 to 91.

Benefit 7: Trip Resumption Expenses

This benefit provides cover for **you** to continue **your trip** after it was interrupted due to circumstances out of **your** control.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
This benefit applies to	✓	✓	No cover	✓	✓	✓
Benefit limit all ages	\$3,000	\$2,000		\$3,000	\$3,000	\$3,000
Excess*	\$200	\$200		\$200	\$200	\$200

* **Excess** applies for each claim unless **you** paid for the **excess** removal option when **you** purchased **your policy**. **Your excess** amount is shown on **your certificate of insurance**.

We will pay

- Up to the limits set out in the Benefit Summary above, to reimburse the reasonable airfares for **you** to return to the place **you** were when **your overseas trip** was interrupted if:
 - during **your trip** **your close relative** in Australia dies unexpectedly or is hospitalised following a serious **injury** or a **sickness**, **you** were not aware of the likelihood of their **sickness, injury**, or death at the time **you** purchased **your** policy, and the **close relative** meets the **close relative conditions**;
 - and
 - at the date **you** return to Australia there is more than 14 days remaining of the **period of insurance**, as noted on **your certificate of insurance**; and
 - you** resume **your trip** within 6 months of **your** return to Australia.

If **your close relative** does not meet the **close relative conditions**, then the most **we** will pay under this benefit in total is \$1,500.

We will not pay

- For any claims related to **COVID-19** except as described in [Benefit 28: COVID-19 Trip Cancellation and Disruption](#).
- For any claims directly or indirectly related to or **arising** from the death, **injury** or **sickness** of your **close relative** except as specified under 'We will pay'.
- If **you** were aware of any reason, before **your period of insurance** commenced, that may cause **your trip** to be cancelled or disrupted or delayed.
- For more than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 87 to 91.

Benefit 8: Overseas Hospital Cash Payment

This benefit reimburses **you** for **your** out-of-pocket non-medical expenses (e.g. phone calls, magazine, newspapers, TV hire and internet access) if **you** have been hospitalised during **your** overseas trip.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
This benefit applies to	✓	No cover	No cover	✓	No cover	✓
Benefit limit all ages	\$5,000			\$5,000		\$5,000
Excess	\$0			\$0		\$0

We will pay

- Up to the limits set out in the Benefit Summary above, if **you** suffer an **injury** or **sickness** on an **overseas trip**, \$50 for each 24-hour period **you** are in **hospital** after **you** are in **hospital** for more than 48 continuous hours.

We will not pay

- For the first 48 continuous hours **you** are in **hospital**.
- If **you** cannot claim for **overseas** medical expenses in [Benefit 2: Overseas Emergency Medical and Hospital Expenses](#).
- For any claims related to **COVID-19**.
- For more than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 87 to 91.

Benefit 9: Accidental Death

This benefit pays a lump sum payment to **your** estate if **you** pass away during **your trip** due to an unexpected injury.

	Comprehensive	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver	Standard Saver	Basics
This benefit applies to	✓	✓	✓	✓	No cover	No cover
Benefit limit 79 years of age and under	\$25,000	\$25,000	\$25,000	\$25,000		
Benefit limit 80 to 89 years of age	\$20,000	\$20,000	\$20,000	\$20,000		
Sub limits	Death of any one accompanying dependant: \$5,000					
Excess all ages	\$0	\$0	\$0	\$0		

We will pay

- **Your** estate, up to the limits set out in the Benefit Summary above, if:
 - **You** are **injured** during **your trip** and **you** die because of that **injury** within 12 months of the **injury date**; or
 - During **your trip**, the mode of transport **you** are travelling on disappears, sinks or crashes and **you** are presumed dead and **your** body is not found within 12 months.

We will not pay

- For more than the applicable limits set out in the Benefit Summary above.
- For death caused by suicide or for any reason other than caused by **injury** as defined under [Words With Special Meaning](#) on page 29.
- For any claims related to **COVID-19**.

Please also read [General Exclusions that apply to all benefits](#) on pages 87 to 91.

Benefit 10: Permanent Disability

This benefit pays you a lump sum payment if you become permanently disabled due to an injury sustained on your overseas trip.

	Comprehensive	Snow Sports Plus	Frequent Traveller Saver	Standard Saver	Basics	Domestic Plus
This benefit applies to	✓	✓	✓	No cover	No cover	No cover
Benefit limit 79 years of age and under	\$50,000	\$50,000	\$25,000			
Benefit limit 80 to 89 years of age	\$20,000	\$20,000	\$20,000			
Sub limits	Permanent disability of any one accompanying dependants: \$5,000					
Excess all ages	\$0	\$0	\$0			

We will pay

- Up to the limits set out in the Benefit Summary above, if you are injured during your trip; and if because of the injury, you become permanently disabled within 12 months of the injury date.

We will not pay

- For permanent disability caused by any reason other than injury.
- For injury caused by self-harm.
- For any claims related to COVID-19.
- For more than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 87 to 91.

Benefit 11: Loss of Income

This benefit is a weekly payment up to \$400 per week that **you** receive for up to 26 weeks after **you** return from **your overseas trip**, if **you** are unable to return to **your** usual occupation in Australia, because **you** are disabled due to an **injury** that **you** sustain on **your overseas trip**.

	Comprehensive	Snow Sports Plus	Frequent Traveller Saver	Standard Saver	Basics	Domestic Plus
This benefit applies to	✓	✓	✓	No cover	No cover	No cover
Benefit limit all ages	\$10,400	\$10,400	\$10,400			
Sub limits	Per week up to 26 weeks: \$400					
Excess	\$0	\$0	\$0			

Important Cover Conditions

Cover under this benefit is subject to the following conditions:

You must:

- Obtain a medical report from **your medical practitioner overseas** regarding the nature of **your injury** and confirming **your** disablement.
- Obtain a medical report from **your medical practitioner** in Australia once **you** return **home** outlining the treatment plan for **your** return to **your** usual occupation in Australia, the expected return to work date or length of expected disablement.
- Provide **us** with satisfactory evidence of **your** employment in Australia and **your** scheduled return to work date after **your trip**, confirming that **you** had work to return to in Australia.
- Provide **us** with satisfactory evidence of **your** lost income by providing **us** with **your** recent payslips.
- **We** will only pay if **you** cannot perform **your** normal or suitable alternative work and **you** lose all **your** income.
- This benefit does not provide cover for claims that **arise** from **COVID-19**. The cover we provide specific to **COVID-19** is found under [Benefit 27](#) and [Benefit 28](#) on pages 82 to 86.

We will pay

- Up to the limits set out in the Benefit Summary above, if:
 - you are **injured** during **your trip** and become disabled within 30 days of the **injury date** because of the **injury**, and
 - the disablement continues for more than 30 days after **your** return to **your** home (**your “waiting period”**),

We will pay you up to \$400 per person, per complete week of continued disability following the waiting period for a period of up to 26 weeks to replace **your** lost weekly wage, net of income tax, that meets the cover conditions above.

We will not pay

- For any claims related to **COVID-19**.
- For the first 30 days of **your** disablement from the time **you** return to **your** home.
- For the loss of income of **dependants**.
- For loss of income for any job which **you** held while **overseas**.
- For more than the applicable limits set out in the Benefit Summary above.
- For any claims related to any **sickness** you develop from **your trip** and/or **medical conditions** listed on your certificate of insurance.

Please also read [General Exclusions that apply to all benefits](#) on pages 87 to 91.

Benefit 12: Passports, Credit Cards & Credit Card Fraud

This benefit reimburses **you** for expenses **you** incur to replace **your** travel documents if they are **lost**, **stolen** or **damaged** while **you** are on **your overseas** trip.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
Benefit limit applies to	✓	✓	No cover	✓	No cover	✓
Benefit limit all ages	\$5,000	\$2,000		\$5,000		\$5,000
Excess	\$0	\$0		\$0		\$0

We will pay

- Up to the limits set out in the Benefit Summary above, to reimburse **you** the replacement costs (including communication costs) of **your** travel documents, including passports, credit

/ debit cards or travellers cheques **you** lose or which are stolen from **you** or destroyed during **your trip**.

- Up to the limits set out in the Benefit Summary above, for any loss resulting from the fraudulent use of any credit / debit card held by **you** following the loss of the card during **your trip**. We will only cover those amounts not covered by any guarantee given by the bank or issuing company to **you** as the cardholder covering such losses.

We will not pay

- If **you** do not report the theft as soon as practicable, but preferably within 24 hours to the police and, in the case of credit / debit cards and travellers cheques, to the issuing bank or company in accordance with the conditions under which the cards or cheques were issued; and
- If **you** cannot prove that **you** made a report to the above relevant persons by providing **us** with a written statement from them.
- If **your** passports, credit / debit cards or travellers cheques are not carried on **your** person when travelling on **carriers**.
- If **your**, passports, credit / debit cards or travellers cheques are **lost** or stolen from **your** accommodation where a safe or locker has been provided and **you** fail to use it.
- For more than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 87 to 91.

Benefit 13: Theft of Cash

This benefit reimburses **you** for cash that is stolen from **your** person while **you** are on **your** overseas trip.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
Benefit limit applies to	✓	No cover	No cover	✓	No cover	✓
Benefit limit all ages	\$250			\$250		\$250
Excess	\$0			\$0		\$0

We will pay

Up to the limit set out in the Benefit Summary above, for theft of cash, bank notes, currency notes, postal orders or money orders that have been stolen from **you** whilst on **your** person

during **your trip**, using force or violence, or the threat of force or violence.

We will not pay

- If **you** do not report the theft as soon as practicable, but preferably within 24 hours to the police or an office of the bus line, airline, shipping line or rail authority **you** were travelling on when the theft occurred. **You** must prove that **you** made a report by providing **us** with a written statement from whoever **you** reported it to.
- The cash, bank notes, currency notes, postal orders or money orders were not on **your** person at the time they were stolen.
- For more than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 87 to 91

Benefit 14: Luggage and Personal Effects

This benefit provides cover for damage, loss or theft of **your** own personal items which **you** take with **you** on **your** trip.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
Benefit applies to	✓	✓	Optional	✓	✓	✓
Benefit limit for all unspecified items combined	\$15,000	\$5,000	\$2,000	\$15,000	\$7,500	\$15,000
Sub limits for any single unspecified item or set	Personal computers, video recorders & cameras: \$3,000 Mobile phones and other portable communication equipment: \$1,500 Small mobile hand-held computers including tablet devices like iPads: \$1,000 Any other unspecified item or set: \$750					
Benefit limit for all Specified High Value items combined	\$10,000	Not available	Not available	\$10,000	\$10,000	\$10,000
	Sub limit for any single Specified High Value Item or set: \$5,000					
Excess*	\$200	\$200	\$200	\$200	\$200	\$200
* Excess applies for each claim unless you paid for the excess removal option when you purchased your policy. Your excess amount is shown on your certificate of insurance.						

Unspecified items

Your **luggage and personal effects** which are covered as per the benefit limits below are referred to as **unspecified items**. You do not need to declare **your unspecified items**.

Limits for unspecified items

The maximum **we** will pay for all **unspecified items** combined depends on **your policy** as described in the Benefit Summary above. The maximum **we** will pay for any single **unspecified item** or set is:

- \$3,000 for personal computers, video recorders or cameras
- \$1,500 for mobile phones, satellite phones, and other portable communication equipment
- \$1,000 for small mobile hand-held computers including tablet devices like iPads;
- \$750 for any other **unspecified item** or set.

All **luggage and personal effects** are considered **unspecified items** unless **you** have declared them and they appear on **your certificate of insurance** as **Specified High Value Items**.

Specified Items

Under this benefit, **you** have the option to declare and protect **your** eligible **unspecified items** by increasing the value of these items for the payment of additional premium. These declared items are called **Specified high value items**.

Limits for Specified High Value Items

The maximum **we** will pay for all **Specified High Value Items** combined is \$10,000. The maximum **we** will pay for any single **Specified High Value Item** or set is \$5,000.

You cannot purchase cover to increase the value of jewellery, fragile or brittle items, bicycles and watercraft other than surfboards.

Important Cover Conditions

Cover under this benefit is subject to the following conditions:

- **You** must take care to reasonably protect and secure **your luggage and personal effects** at all times. This means:
 - **You** must not leave **your luggage and personal effects** behind in any mode of transport, for example, in the airplane or taxi.
 - **You** must not leave **your luggage and personal effects** unsupervised or in a **public place**, for example at the restaurant table while **you** go to the restroom, the beach while **you** go in the water or in the hotel lobby while **you** wait to check in.
 - **You** must not leave **your luggage and personal effects** in an **unattended motor vehicle**:
 - overnight under any circumstances (this includes even in a locked boot or **locked storage compartment**).
 - during the daylight hours other than obscured from view in a locked boot or **locked storage compartment**.
 - **You** must not transport **your** jewellery, mobile phone, camera, video camera, personal computer, computer equipment or their accessories in the cargo hold of any **carrier**.
 - **You** must carry **your** jewellery, watches, mobile phones, and travel documents on **your** person when using transport providers.
 - **You** must use the safe or locker provided to **you** by **your** accommodation to store **your** jewellery or travel documents.
- Where a claim is for the loss or theft of, or damage to, **luggage and personal effects**, **you** must:
 - where it is reasonably possible, report the loss or theft as soon as practicable, but preferably within 24-hours to the police or an office of the bus line, airline, shipping line or rail authority **you** were travelling on when the loss or theft occurred.

- provide **us** with a copy of the written report to the police or office of the bus line, airline, shipping line or an office of the bus line, airline, shipping line or rail authority **you** were travelling on.
- If a claim relates to a mobile phone or device with phone capabilities, **you** must supply **us** the IMEI (International Mobile Equipment Identity) number. **You** must also block the IMEI number with **your** telecommunications provider.

We will pay

- Up to the limits set out in the Benefit Summary above, if during **your trip**, **you** have complied with the conditions of cover listed above and an item of **your luggage and personal effects** is permanently **lost**, stolen or accidentally damaged, **we** will, at **our** option (acting reasonably):
 - Repair the item
 - Replace the item, or
 - Pay **you** the amount it would cost **us** to repair or replace the item.

The most **we** will pay if **your luggage and personal effects** are stolen from **your unattended motor vehicle** during daylight hours, provided **you** have complied with the conditions of cover, is \$200 for each item, and \$2,000 in total for all stolen items, even if **you** have purchased **Specified High Value Item Cover**.

Subject to the item **sub limits** set out on the Benefit Summary above, the most **we** will pay is the original purchase price of the item less any **depreciation** that applies. **Depreciation** will be calculated as detailed under the heading [Depreciation](#) on page 95.

No **depreciation** will be applied to **luggage and personal effects** purchased duty free prior to **your** departure, **luggage and personal effects** purchased during **your trip**, or **Specified High Value Items** listed on **your certificate of insurance**.

Where an item is part of a pair or set, **we** will pay no more than the value of the **lost**, damaged or stolen part, regardless of any special value that the item may have had as part of a pair or set.

A pair or related set of items are considered as only one item and the appropriate single item limit will be applied. For example, but not limited to:

- a camera, lenses (attached or not), tripod and accessories; or
- a matching pair of earrings.

We will not pay

- If **you** have not exercised reasonable care at all times for the safety and security of **your** personal items. The level of care required is relative to the value of the item. The more expensive the item, the greater the level of care **we** expect **you** to take.
- If **you** leave **your luggage and personal effects unsupervised** or in a **public place**.
- If **you** have not taken all reasonable actions within **your** power to recover **your luggage and personal effects**.
- For the loss, theft, or damage of jewellery, mobile phone, camera, video camera, personal computer, computer equipment or their accessories that were transported in the cargo hold of any **carrier**. This does not apply in the case of personal electronic devices transported by aircraft if **you** are instructed by the airline or relevant authority to check the devices in due to government regulation.
- For the loss, theft or damage of jewellery, watches, mobile phones, cash, bank cards or travel documents not carried on **your** person when using transport providers.
- If **your** jewellery, watches, mobile phones, camera, video camera, personal computer, computer equipment, are **lost** or stolen from **your** accommodation where a safe or locker has been provided and **you** fail to use it.
- For the loss, theft or damage to items left in an **unattended motor vehicle**, unless the items are taken from a locked boot or a **locked storage compartment** and were obscured from view, (including obscured from view if the cargo area of the vehicle is not concealed) between sunrise and sunset local time, and there is evidence of damage or forced entry which is confirmed by a police report.
- If the **luggage and personal effects** were left with a **motorcycle, moped or scooter**, even if they were obscured from view in the locked boot or **locked storage compartment**.
- If the **luggage and personal effects** were being sent unaccompanied or by post, courier or under a freight contract.
- If **you** do not report (when it is reasonably possible to do so) the loss, theft or misplacement of the **luggage and personal effects** as soon as practicable, but preferably within 24 hours to the police or an office of the bus line, airline, shipping line or rail authority **you** were travelling on when the loss, theft or misplacement occurred. **You** must prove that **you** made such report by providing **us** with a written statement from whoever **you** reported it to.
- If the loss relates to a mobile phone or device with phone capabilities and **you** are unable to supply the IMEI (International Mobile Equipment Identity) number. **You** are also required to block the IMEI number with **your** telecommunications provider of the stolen or **lost** mobile phone or device. **We** will not pay if the IMEI has not been blocked.
- If the loss or damage is to, or of, sporting equipment (including bicycles and surfboards) while in use.
- The loss, theft or damage is to or of bicycles unless **you** have purchased the optional Bicycle Cover and it is listed on the **certificate of insurance**.
- The loss, theft or damage is to household equipment, mobile phone prepaid minutes **you** have not used, mobile rental charges or payments, motor vehicles and accessories, or items of a perishable nature (meaning items that can decay or rot and will not last for long).

- The loss, theft or damage is to watercraft of any type (other than surfboards).
- The loss, theft or damage is to a Segway or a hovercraft.
- The loss or damage **arises** from any process of laundering, cleaning, repair or alteration.
- The loss or damage **arises** from ordinary wear and tear, deterioration, atmospheric or weather conditions, insects, rodents or vermin.
- The loss or damage **arises** from an electrical or mechanical breakdown.
- If the loss or damage is to, or of, fragile items made of glass or other brittle materials (such as glassware, china, ceramics, pottery, etc) or is an electronic component which is broken or scratched, unless either:
 - it is the lens of spectacles, binoculars or photographic or video equipment; or
 - the breakage or scratch was caused by a crash involving a vehicle in which **you** were travelling.
- **You** are entitled to be reimbursed by the bus line, airline, shipping line or rail authority **you** were travelling on when the loss, theft, or damage occurred. However, if **you** are not reimbursed the full amount of **your** claim, **we** will pay the difference between the amount of **your** loss and what **you** were reimbursed, up to the limit of **your** cover (allowing for **depreciation** due to age, wear and tear).
- For more than the applicable limits set out in the Benefit Summary above.
- For damage to a **drone** while in use or confiscation of a **drone** by authorities whether in use or not.
- If the loss, theft or damage is to items that do not belong to **you**.
- For negotiable instruments (such as cash (except as covered under the “theft of cash” section), gift cards, precious metals or securities).
- For information stored on any electronic device or other media, including software.

Please also read [General Exclusions that apply to all benefits](#) on pages 87 to 91.

Benefit 15: Delay of Luggage and Personal Effects

This benefit reimburses **you** for expenses **you** incur if **you** have to purchase necessary clothing and personal items (e.g. tooth brush and pjs) because **your luggage and personal effects** are delayed, misdirected or misplaced.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
Benefit limit applies to	✓	No cover	No cover	✓	No cover	✓
Benefit limit all ages	\$750			\$750		\$750
Excess*	\$200			\$200		\$200
* Excess applies for each claim unless you paid for the excess removal option when you purchased your policy . Your excess amount is shown on your certificate of insurance .						

Important Cover Conditions

Cover under this benefit is subject to the following conditions:

- **You** must obtain written confirmation of delay, misdirection, or misplacement from the **carrier** who was responsible for **your luggage and personal effects**, the length of the delay, and details of any compensation provided to **you**. **We** will deduct any amount **we** pay **you** under this benefit for any subsequent claim for permanently **lost luggage and personal effects**.
- This benefit does not provide cover for claims that **arise** from **COVID-19**. The cover we provide specific to **COVID-19** is found under [Benefit 27](#) and [Benefit 28](#) on pages 82 to 86.

We will pay

- Limits set out in the Benefit Summary above, if any items of **your luggage and personal effects** are delayed, misdirected or misplaced by the **carrier** for more than 12 hours whilst **you** are on **your trip**, and in **our** opinion, it was reasonable for **you** to purchase essential items of clothing or other personal items.

We will not pay

- If **you** are entitled to compensation from the bus line, airline, shipping line or rail authority **you** were travelling on for the relevant amount claimed. However, if **you** are not reimbursed the full amount, and **your** loss is coverable under **your policy**, **we** will pay the difference

between the amount of **your** expenses and what **you** were reimbursed up to the limit of **your** cover.

- If **your luggage and personal effects** are delayed on the final return leg of **your trip home**.
- Once **you** return to **your home** or after the **period of insurance**.
- For any claims related to **COVID-19**.
- For more than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 87 to 91.

Benefit 16: Travel Delay Expenses

This benefit reimburses **you** for additional expenses **you** incur, because **your** pre-booked transport is delayed for more than 6 hours from **your** scheduled departure time.

	Comprehensive	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver	Standard Saver	Basics
Benefit limit applies to	✓	✓	✓	✓	No cover	No cover
Benefit limit all ages	\$2,000	\$2,000	\$2,000	\$2,000		
Sub limit	For each 24-hour period of delay: up to \$200					
Excess	\$0	\$0	\$0	\$0		

We will pay

- Up to the limits set out in the Benefit Summary above, to reimburse up to \$200 for each traveller (excluding **dependants** travelling with their parents or grandparents on Single or Family policies) listed on the **certificate of insurance** for the reasonable additional meals and accommodation expenses if your pre-booked carrier is a delayed, for at least 6 hours from the time **your carrier** was scheduled to depart, **arises** from circumstances outside **your** control.
- Up to the limits set out in the Benefit Summary above, to reimburse up to \$200 for each traveller (excluding **dependants** travelling with their parents or grandparents on Single or Family policies) listed on the **certificate of insurance** for each subsequent full 24-hour period that the delay continues beyond the initial 6-hour delay from the time **your carrier** was scheduled to depart.

We will not pay

- If the delay to **your trip** arises from:
 - The **financial collapse** of any travel agent, airline or other **carrier**, tour or accommodation provider; or
 - An act or threat of terrorism.
- If **you** can claim **your** additional meals and accommodation expenses from anyone else.
- If **you** have not checked in for **your trip** at or before the recommended time.
- If **you** did not get a written statement from the appropriate transport company or authority confirming the reason for the delay and how long it lasted.
- For any claims related to **COVID-19**.
- For more than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 87 to 91.

Benefit 17: Special Event Transport Expenses

This benefit provides cover if **your** scheduled transport is unable to convey **you** to **your special event** on time.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
Benefit limit applies to	✓	No cover	No cover	✓	✓	✓
Benefit limit all ages	\$5,000			\$5,000	\$5,000	\$5,000
Excess*	\$200			\$200	\$200	\$200

* **Excess** applies for each claim unless **you** paid for the **excess** removal option when **you** purchased **your policy**. **Your excess** amount is shown on **your certificate of insurance**.

We will pay

- For **special events** occurring **overseas** during **your overseas trip**, we will pay **your** reasonable additional travel expenses, up to the limits set out in the Benefit Summary above, to reach the **special event** on time if **your** scheduled transport is cancelled, delayed, shortened or diverted during **your overseas trip** and that means **you** would not arrive on time.
- For **special events** occurring in Australia during **your domestic trip**, we will pay **your** reasonable additional travel expenses, up to the limits set out in the Benefit Summary above, to reach the **special event** on time if **your** scheduled transport is cancelled, delayed,

shortened or diverted during **your** domestic trip other than for a COVID-19 related travel restriction and that means **you** would not arrive on time.

We will not pay

- If the cancellation, delay, shortening or diversion of **your** scheduled transport **arises** from the **financial collapse** of any transport, tour or accommodation provider.
- For **special events** occurring in Australia as part of an **overseas trip**.
- For **special events** occurring outside of the **period of insurance**.
- If **your** claims **arises** as a result of a **travel restriction**.
- If **your** claim **arises** from an act or threat of **terrorism**.
- For any claims related to **COVID-19**.
- For more than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 87 to 91.

Benefit 18: Personal Liability

The Personal Liability benefit provides cover for expenses incurred when **you** cause bodily injury, and/or property damage in an accident, or series of accidents during **your** trip.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
Benefit limit applies to	✓	✓	✓	✓	✓	✓
Benefit limit all ages	\$5,000,000	\$2,500,000	\$1,000,000	\$5,000,000	\$5,000,000	\$5,000,000
Excess*	\$200	\$200	\$200	\$200	\$200	\$200
* Excess applies for each claim unless you paid for the excess removal option when you purchased your policy. Your excess amount is shown on your certificate of insurance .						

Important Cover Conditions

Cover under this benefit is subject to the following conditions:

- **You** must not admit fault or liability for the claim, or incur any legal costs without **our** prior written approval.

We will pay

- **Your** legal liability, up to the limits set out in the Benefit Summary above, for payment of compensation in respect of:
 - Someone else's death or **injury**; and/or
 - The physical loss of, or damage to, someone else's propertywhich is caused by an accident or a series of accidents attributable to one source or originating cause that occurs during **your trip**.
- **Your** reasonable legal expenses, up to the limits set out in the Benefit Summary above, for settling or defending the above claim made against **you** where the claim is covered by the **policy**.

We will not pay

For anything **you** have to pay because of a legal claim against **you** for causing **injury**, death or loss or damage to, or of, property, if the claim **arises** out of or is for:

- **Injury** to **you**, **your travelling companion**, or to a **close relative** or employee of either of **you**.
- Damage to property belonging to **you**, or in **your** care or control, or belonging to, or in the care or control of, **your close relative**, or **your travelling companion**, or to an employee of either of **you**.
- An unlawful, wilful or malicious act by **you**.
- The ownership, custody or use of any mechanically propelled vehicle, including but not limited to any motor vehicle, **motorcycle**, **moped** or **scooter**, quad bike/**recreational all-terrain vehicle**, jet ski, motorboat, hoverboard, hovercraft, Segway, electric bicycle, or power assisted bicycle.
- The ownership, custody or use of any firearm or weapon, aerial device, or watercraft.
- The conduct of a business, profession or trade.
- Any loss, damage or expenses which are covered or should have been covered under a statutory or compulsory insurance policy, statutory or compulsory insurance or compensation scheme or fund, or under workers' compensation legislation, an industrial award or agreement, or accident compensation legislation.
- Any fine or penalty or aggravated, punitive, exemplary, liquidated damages and any other damages resulting from the multiplication of compensatory damages.
- Disease that is transmitted by **you**.
- Any relief or recovery other than monetary amounts.
- A contract that imposes on **you** a liability which **you** would not otherwise have.
- Assault and/or battery committed by **you** or at **your** direction.
- Conduct intended to cause **injury**, property damage or liability with reckless disregard for the consequences of **you** or any person acting with **your** knowledge, consent or connivance.
- For more than the applicable limits set out in the Benefit Summary above.
- Operation of a **drone**.

Please also read [General Exclusions that apply to all benefits](#) on pages 87 to 91.

Benefit 19: Rental Vehicle Excess

This benefit covers the **rental vehicle** excess component of the **rental vehicle** insurance that you have with your car hire company.

	Comprehensive	Standard Saver	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver	Basics
Benefit limit applies to	Optional	Optional	Optional	✓	Optional	No cover
Benefit limit all ages	Up to \$8,000	Up to \$8,000	Up to \$8,000	\$5,000	Up to \$8,000	
Excess*	\$200	\$200	\$200	\$200	\$200	
* Excess applies for each claim unless you paid for the excess removal option when you purchased your policy. Your excess amount is shown on your certificate of insurance .						

Important Cover Conditions

Cover under this benefit is subject to the following conditions:

- You only have this benefit if you purchased the optional **Rental Vehicle** Excess cover in connection with an eligible **policy**. The amount of your cover will be listed on your **certificate of insurance**.
- This cover does not take the place of **rental vehicle** insurance and only provides cover for the excess component that you become liable to pay in the event of collision or theft.
- You must hold a current Driver's Licence (Provisional or higher) valid for driving in Australia, for the same class of **motor vehicle**, regardless of the local laws and if required, a licence valid for the country that you are driving in.
- This benefit does not provide cover for claims that **arise** from **COVID-19**. The cover we provide specific to **COVID-19** is found under [Benefit 27](#) and [Benefit 28](#) on pages 82 to 86.

We will pay

- Up to the amount listed on your **certificate of insurance** to reimburse the **rental vehicle** insurance excess or the cost of repairing the vehicle, whichever is the lesser, if a **rental vehicle** you have rented from a licensed rental company during your **trip** is involved in a motor vehicle accident while you are driving, or is damaged or stolen while in your custody.

You must provide a copy of the repair account and/or quote. There is no cover relating to any other costs, including the costs to independently fix the damage.

- Up to \$500 for the cost of returning **your rental vehicle** to the nearest depot if **your** attending **medical practitioner** certifies in writing that **you** are unfit to do so during **your trip**.

We will not pay

- For the theft or damage to **your rental vehicle** if:
 - the **rental vehicle** is operated or used in violation of the rental agreement, including by any person not designated in the **rental vehicle** contract as an authorised driver and by any person not named on **your certificate of insurance**;
 - **you** were operating the **rental vehicle** while affected by alcohol or any other drug in a way that is against the law of the place **you** are in;
 - **you** were operating the **rental vehicle** without a licence, or outside the conditions listed on **your** driver's licence (valid for driving in Australia) for the purpose that **you** were using it; or
 - **you** were operating the **rental vehicle** with an Australian Learner's licence;
 - the vehicle does not meet the definition of **rental vehicle** in this **policy**.
- For any claims related to COVID-19.

Please also read [General Exclusions that apply to all benefits](#) on pages 87 to 91.

Benefit 20: Snow Sports Equipment

This benefit provides cover for **your** ski or snowboard equipment, if they are **lost**, stolen or accidentally damaged.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
Benefit limit applies to	No cover	No cover	No cover	✓	✓	No cover
Benefit limit all ages				\$1,500	\$1,500	
Excess*				\$200	\$200	
* Excess applies for each claim unless you paid for the excess removal option when you purchased your policy . Your excess amount is shown on your certificate of insurance .						

Important Cover Conditions

Cover under this benefit is subject to the following conditions:

- There is no cover while **snow sports equipment** is in use.
- **You** must take care to protect and secure **your snow sports equipment** at all times. This means:
 - **You** must not leave **your snow sports equipment** unsupervised or in a **public place** or at any time in the passenger compartment of an **unattended motor vehicle**.
 - **You** must not store **your snow sports equipment** in an **unattended motor vehicle** overnight.
 - **You** must, when **you** are transporting **your snow sports equipment** by aircraft, securely pack it in a ski or snowboard case or other container designed for **snow sports equipment**.
 - **You** must, when transporting **your snow sports equipment** by motor vehicle, only leave it obscured from view in the locked boot or **locked storage compartment**.
- Limits apply if **your snow sports equipment** is stolen from an **unattended motor vehicle**.
- Where a claim is for the loss or theft of, or damage to, **snow sports equipment**, **you** must (where it is reasonably possible to do so):
 - report the loss or theft as soon as practicable, but preferably within 24-hours to the police or an office of the bus line, airline, shipping line or rail authority **you** were travelling on when the loss or theft occurred.
 - provide **us** with a copy of the written report to the police or office of the bus line, airline, shipping line or an office of the bus line, airline, shipping line or rail authority **you** were travelling on.

We will pay

- Up to the limits set out in the Benefit Summary above, if during **your trip**, **snow sports equipment** owned by **you** is permanently **lost**, stolen, accidentally damaged, **we** will, at **our** option:
 - Repair the item,
 - Replace the item, or
 - Pay **you** the amount it would cost **us** to repair or replace the item.

Subject to the limits shown in the Benefit Summary above, the most **we** will pay is the original purchase price of the item less any **depreciation** that applies. **Depreciation** will be calculated as detailed under the heading [Depreciation](#) on page 95.

No **depreciation** will be applied to **snow sports equipment** purchased duty free prior to **your** departure, or for **snow sports equipment** purchased during **your trip**.

Where an item is part of a pair or set, **we** will pay no more than the value of the **lost**, damaged or stolen part, regardless of any special value that the item may have had as part of a pair or set.

If **your snow sports equipment** is stolen from an **unattended motor vehicle** then the most **we** will pay under any circumstances is \$200 for each item, pair or set, and \$1,000 in total for all stolen items.

We will not pay

- if the loss or damage is to, or of, **snow sports equipment** while it is in use.
- if the **snow sports equipment** was left **unsupervised** in a **public place**.
- If **you** leave **your snow sports equipment** in any aircraft, **cruise ship**, ferry, train, tram, taxi or bus or in any hotel or motel room after **you** have checked out.
- If the **snow sports equipment** was left in an **unattended motor vehicle** while being transported, unless it was obscured from view in the locked boot or **locked storage compartment** of a motor vehicle.
- If the **snow sports equipment** was left in an **unattended motor vehicle** overnight, even if it was obscured from view in the locked boot or **locked storage compartment** of a motor vehicle.
- If the **snow sports equipment** was being sent unaccompanied or under a freight contract.
- If the loss or damage **arises** from any process of cleaning, repair or alteration.
- If the loss or damage **arises** from ordinary wear and tear, deterioration, atmospheric or weather conditions, insects, rodents or vermin.
- If the **snow sports equipment** suffers an electrical or mechanical breakdown.
- If **you** are entitled to be reimbursed by the bus line, airline, shipping line or rail authority **you** were travelling on when the loss, theft or damage occurred. However, if **you** are not reimbursed the full amount of **your** claim, **we** will pay the difference between the amount of **your** loss and what **you** were reimbursed, up to the limit of **your** cover (allowing for **depreciation** due to age, wear and tear).
- If **you** do not report the loss, theft or damage as soon as practicable, but preferably within 24-hours to the police or an office of the bus line, airline, shipping line or rail authority **you** were travelling on when the loss, theft or damage occurred. **You** must prove that **you** made such report by providing **us** with a written statement from whoever **you** reported it to.
- For more than the applicable limits set out in the Benefit Summary above

Please also read [General Exclusions that apply to all benefits](#) on pages 87 to 91.

Benefit 21: Snow Equipment Replacement Hire

This benefit reimburses **you** for the cost to hire **snow sports equipment** if your own **snow sports equipment** has been misdirected, delayed, damaged, **lost** or stolen.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
Benefit limit applies to	No cover	No cover	No cover	✓	✓	No cover
Benefit limit all ages				\$1,500	\$1,500	
Excess*				\$200	\$200	
* Excess applies for each claim unless you paid for the excess removal option when you purchased your policy. Your excess amount is shown on your certificate of insurance.						

We will pay

Up to the limits set out in the Benefit Summary above, for hiring replacement **snow sports equipment** that is necessary to continue with **your** original itinerary if **snow sports equipment** owned by **you** has been misdirected or delayed for a period of more than 24-hours, or has been accidentally damaged, lost or stolen.

We will not pay

- Unless **we** accept a claim by **you** under [Benefit 20: Snow Sports Equipment](#) for accidental loss, theft of, or damage to **snow sports equipment** owned by **you**.
- For more than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 87 to 91.

Benefit 22: Snow Prepaid Expenses

This benefit reimburses **you** for the unused portion of **your** pre-booked and pre-paid lift passes, **snow sports equipment** hire or lessons, if **you** are unable to participate in **snow sports** because **you** are **injured** or become **sick** during **your trip**.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
Benefit limit applies to	No cover	No cover	No cover	✓	✓	No cover
Benefit limit all ages				\$750	\$750	
Excess*				\$200	\$200	
* Excess applies for each claim unless you paid for the excess removal option when you purchased your policy . Your excess amount is shown on your certificate of insurance .						

Important Cover Conditions

Cover under this benefit is subject to the following conditions:

- **You** must provide **us** with written confirmation from the **medical practitioner** of the nature of **your injury** or **sickness**.

We will pay

- Up to the limits set out in the Benefit Summary above, if **you** are **injured** or become **sick** during **your trip** and are unable to utilise the full duration of **your** pre-booked and pre-paid lift passes, **snow sports equipment** hire, or lessons, **we** will reimburse **you** the percentage amount of the unused portion for each insured person.

We will not pay

- If the claim **arises** from activities not defined as **Snow Sport**.
- If the claim **arises** outside the period 15th December to 15th April in northern hemisphere resorts and 15th June to 30th September in southern hemisphere resorts. This exclusion will not apply to those resorts which are open outside these time periods and have sufficient snow for normal skiing activities.
- For more than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 87 to 91.

Benefit 23: Snow Resort Closure

This benefit reimburses **you** for the cost of transport and lift passes at an alternate ski resort if the ski resort **you** had originally planned to attend is closed for more than 24-hours because there is not enough/too much snow, bad weather and power failure.

	Snow Sports Plus	Domestic Plus	Comprehensive	Standard Saver	Basics	Frequent Traveller Saver
Benefit limit applies to	✓	✓	No cover	No cover	No cover	No cover
Benefit limit all ages	\$1,000	\$1,000				
Sub limits	Up to \$100 in total per 24-hour period for up to 10 days					
Excess*	\$200	\$200				
* Excess applies for each claim unless you paid for the excess removal option when you purchased your policy. Your excess amount is shown on your certificate of insurance .						

Important Cover Conditions

Cover under this benefit is subject to the following conditions:

- If **you** have a claim under this benefit **you** must get written confirmation from the management of the resort stating the reason for the closure and how long the closure lasted.

We will pay

- Up to the limits set out in the Benefit Summary above, if during **your** stay at **your** pre-booked and pre-paid holiday resort all ski lift systems are closed for more than 24-hours because there is not enough snow, too much snow, bad weather or a power failure, **we** will reimburse:
 - the cost of transport to the nearest open resort;
 - the cost of lift passes at the alternate resort.

We will not pay

- If the claim **arises** outside the period 15th December to 15th April in Northern Hemisphere resorts and 15th June to 30th September in Southern Hemisphere resorts. This exclusion will not apply to those resorts which are open outside these time periods and have sufficient snow for normal skiing activities.
- The claim relates to resorts that do not have skiing facilities greater than 1,000 metres above sea level.
- For any claims related to **COVID-19**.
- For more than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 87 to 91.

Benefit 24: Adventure Pack

This benefit provides optional cover for the adventurous activities listed below.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
This benefit applies to	Optional	Optional	No cover	Optional	Optional	Optional
Excess*	\$200	\$200		\$200	\$200	\$200

* **Excess** applies for each claim unless **you** paid for the **excess** removal option when **you** purchased **your** policy. **Your** excess amount is shown on **your** certificate of insurance.

Important Cover Conditions

Cover under this benefit is subject to the following conditions:

- **You** only have this benefit if **you** purchased the Adventure Pack in connection with an eligible **policy**.
- **You** must be aged 74 and under at the date of **policy** issue to purchase the Adventure Pack.
- **You** must comply with the participation limitations and conditions of **Adventure Activities** **you** participate in. These limitations and conditions are provided in italics following each activity they apply to.
- Cover for all **Adventure Activities** is limited to amateur participation.

We will pay

For claims that are covered by the benefits of **your** policy (except not [Benefit 10: Permanent Disability](#), [Benefit 11: Loss of Income](#) or [Benefit 18: Personal Liability](#)) if **you** have purchased the

Adventure Pack and the claim **arises** out of **your** amateur participation in the following **Adventure Activities**:

- Abseiling
- Animal conservation and handling (*under appropriate supervision*)
- Animal / Sealife encounters (*in a controlled, enclosed environment with a licensed operator, no killer whales and no free diving*)
- Battle re-enactment (*not with firearms*)
- Boxing (*basic training only, no sparring, no competition*)
- Cave/river tubing
- Caving/potholing
- Contact sports: basketball, rugby, Australian Rules football, American football, dodgeball, field hockey, water polo, hurling, Gaelic football, lacrosse, roller derby, and squash.
- Deep sea fishing with a licensed commercial operator up to 15 nautical miles off any land mass (*for 1 or more overnight stays in Australia or 4 or more nights overseas on a **cruise ship**, you must specify cruise cover*)
- Diving underwater using an artificial breathing apparatus at a depth no greater than 30 metres (***you must hold an open water diving licence recognised in Australia or dive with an instructor licensed for these activities; for 1 or more overnight stays in Australia or 4 or more nights **overseas** on a **cruise ship**, you must specify cruise cover***)
- Expeditions to or on the Kokoda Track/Trail
- Flying fox/zip lining
- Hiking, trekking or tramping, peaking at altitudes between 3,000 metres up to 6,000 metres (*not higher*) but only where specialist climbing equipment is not required
- Martial arts (*basic training only, no sparring, no competition*)
- Outdoor rock climbing (*only with a licensed commercial operator and with ropes and appropriate safety gear; but not free soloing*)
- Quad biking & **recreational all-terrain vehicles** (*only single rider and no jumping, racing or competition*)
- Rafting or kayaking in rivers or rapids graded IV or V under the International Scale of River Difficulty (*but no competition or racing*)
- Sandboarding
- Sailing from 10 nautical miles up to 15 nautical miles off any land mass (*but not competition or racing*)
- Segway tours
- Shooting moving targets, such as clay pigeons, only at a licensed commercially operated shooting range (*not including any live targets, game hunting or safaris*)
- Tandem parachuting, tandem sky diving, tandem hang gliding, tandem gliding and tandem paragliding (***you must be in tandem with an instructor licensed for these activities***)
- Water skiing, jet skiing, speedboating, wakeboarding & tubing (*must be with a licensed operator; no competition or racing; no stunts or jumping off ramps*)

We will not pay

- If **you** do not comply with the participation conditions described in italics after certain **Adventure Activities**.
- If **you** were 75 years of age or older at the date of **policy** issue.
- If **you** participate in any **Adventure Activities** other than as an amateur.
- If **you** participate in any **Adventure Activities** in a race or timed format.
- The claim or loss is for is for **permanent disability** under [Benefit 10](#), loss of income under [Benefit 11](#), or personal liability under [Benefit 18](#).
- For any medical or ancillary expenses incurred in Australia.

Please also read [General Exclusions that apply to all benefits](#) on pages 87 to 91.

Benefit 25: Motorcycle Pack

This benefit provides optional cover for riding or being a passenger on a **motorcycle**, moped or scooter.

	Comprehensive	Standard Saver	Basics	Snow Sports Plus	Domestic Plus	Frequent Traveller Saver
Benefit limit applies to	Optional	Optional	Optional	Optional	No Cover	Optional
Excess*	\$200	\$200	\$200	\$200		\$200

* **Excess** applies for each claim unless **you** paid for the **excess** removal option when **you** purchased **your policy**. **Your excess** amount is shown on **your certificate of insurance**.

Important Cover Conditions

Cover under this benefit is subject to the following conditions:

- **You** only have this benefit if **you** purchased the Motorcycle Pack.
- **You** must be aged 74 and under at the date of **policy** issue to purchase the Motorcycle Pack.
- There is no cover for motocross, jumping, racing or competition of any sort.
- There is no cover for riding off road, cover is available when riding on either sealed or unsealed public roads only.
- There is no cover under the [Benefit 19: Rental Vehicle Excess](#) for **motorcycles, moped or scooter**.
- There is no cover under the [Benefit 14: Luggage & Personal Effects](#) for items left with a **motorcycle, moped or scooter**, even in a **locked storage compartment**.
- If **you** are the rider of a **motorcycle, moped or scooter** with an engine capacity of 50cc or less **you** must hold a current Australian Drivers Licence (Provisional or higher) and a licence valid for the country that **you** are riding in.
- If **you** are the rider of a **motorcycle, moped or scooter** with an engine capacity greater than 50cc **you** must hold a current Australian Motorcycle Licence (Provisional or higher) valid for the same class of **motorcycle**, regardless of the local laws and a licence valid for the country that **you** are riding in.
- If **you** are the passenger on a **motorcycle, moped or scooter** the person in control must hold a current licence (Provisional or higher) valid for the same class of **motorcycle, moped or scooter** that is valid for the country that **you** are riding in.
- **You** must comply with the restrictions of your Australian license, regardless of the local laws.

We will pay

For claims that are covered by the benefits of **your policy** (except not [Benefit 10: Permanent Disability](#), [Benefit 18: Personal Liability](#) or [Benefit 19: Rental Vehicle Excess](#)) if **you** have purchased the Motorcycle Pack and the claim **arises** due to **you** being the rider or passenger on a **motorcycle, moped or scooter**.

We will not pay

- If **you** were under the influence of drugs or alcohol.
- If **you** were not wearing a helmet.
- If **you** were acting in an unlawful manner.
- If **you** are the rider of a **motorcycle, moped or scooter** with an engine capacity of 50cc or less and do not hold a current Australian Drivers Licence (Provisional or higher) and a licence valid for the country that **you** are riding in.

- If **you** are the rider of a **motorcycle, moped or scooter** with an engine capacity greater than 50cc and do not hold a current Australian Motorcycle Licence (Provisional or higher) valid for the same class of **motorcycle**, regardless of the local laws and a licence valid for the country that **you** are riding in.
- If **you** are the passenger on a **motorcycle, moped or scooter** and the person in control does not hold a current licence (Provisional or higher) valid for the same class of **motorcycle, moped or scooter being ridden, or their licence is not valid for the country that you are riding in.**
- If **you** are riding or are the passenger on a **motorcycle, moped or scooter** being ridden off road or on a closed road.
- For any medical or ancillary expenses incurred in Australia.

Please also read [General Exclusions that apply to all benefits](#) on pages 87 to 91.

Benefit 26: Bicycle Pack

This benefit provides optional cover for bicycle loss, theft or damage.

	Comprehensive	Standard Saver	Snow Sports Plus	Domestic	Frequent Traveller Saver	Basics
Benefit limit applies to	Optional	Optional	Optional	Optional	Optional	No cover
Benefit limit all ages	Up to \$15,000	Up to \$15,000	Up to \$15,000	Up to \$15,000	Up to \$15,000	
Sub limit	\$5,000 for any one bicycle					
Excess*	\$200	\$200	\$200	\$200	\$200	
* Excess applies for each claim unless you paid for the excess removal option when you purchased your policy. Your excess amount is shown on your certificate of insurance .						

Important Cover Conditions

Cover under this benefit is subject to the following conditions:

- **You** only have this benefit if **you** purchased the Bicycle Pack in connection with an eligible **policy**.
- There is no cover while a bicycle is in use.
- **Your** bicycle must be less than 3 years old and have a value of at least \$1,500.
- The most **we** will pay per bicycle is \$5,000, and up to \$15,000 in total for all bicycles.
- The most **we** will pay for bicycle accessories is \$750 as **luggage and personal effects**. **You** may choose to cover additional bicycle accessories under **Specified High Value Items**.
- **You** must take care to protect and secure **your** bicycle at all times. This means:

- You must, whenever **your** bicycle is **unsupervised** in a **public place**, secure the bicycle frame and wheels to a fixed object with an approved lock.
- You must not store **your** bicycle outside overnight (including in a motor vehicle, in a **locked storage compartment**, or on a bicycle rack).
- You must, when **you** are transporting **your** bicycle by aircraft, securely pack it in a bike case or other container designed for bicycles.
- You must, when **you** are transporting **your** bicycle by motor vehicle, keep it obscured from view inside the locked boot or **locked storage compartment**, or locked and secured to a properly fixed bicycle rack via the lockable security provision of the bicycle rack.
- Where a claim is for the loss or theft of, or damage to, a bicycle, **you** must:
 - report the loss or theft as soon as practicable, but preferably within 24-hours to the police or an office of the bus line, airline, shipping line or rail authority **you** were travelling on when the loss or theft occurred.
 - provide **us** with a copy of the written report to the police or office of the bus line, airline, shipping line or an office of the bus line, airline, shipping line or rail authority **you** were travelling on.
 - provide **us** with evidence of the broken lock or securing device or forced entry into a boot or **locked storage compartment**.

We will pay

If, during **your trip**, a bicycle owned by **you** is permanently **lost**, stolen, or accidentally damaged **we** will at **our** option (acting reasonably):

- Repair the item; or
- Replace the item; or
- Pay **you** the amount it would cost **us** to repair or replace the item.

Subject to the limits shown in the Benefit Summary above, the most **we** will pay is the original purchase price of the item less any **depreciation** that applies. **Depreciation** will be calculated as detailed under the heading [Depreciation](#) on page 95.

No **depreciation** will be applied to bicycles purchased duty free prior to **your** departure or during **your trip**. Where an item is part of a pair or set, **we** will pay no more than the value of the **lost**, damaged or stolen part, regardless of any special value that the item may have had as part of a pair or set.

We will not pay

- If the bicycle is more than 3 years old at the time the **certificate of insurance** was issued.
- If the bicycle has a value of less than \$1,500.
- If the loss or damage is to, or of, a bicycle while in use.

- If the bicycle was left **unsupervised** in a **public place** unless the bicycle frame and wheels were secured to a fixed object with an approved lock.
- If the bicycle is damaged while being transported by aircraft and **you** have not securely packed it in a bike case or other container designed for bicycles.
- If the bicycle is **lost**, stolen or damaged while being transported by motor vehicle unless it has been obscured from view inside the locked boot or **locked storage compartment** or locked and secured to a properly fixed bicycle rack via the lockable security provision of the bicycle rack.
- If the bicycle is **lost**, stolen or damaged while stored outside overnight (including in a motor vehicle, in a **locked storage compartment**, or on a bicycle rack).
- If the bicycle has a mechanical, electrical or electronic breakdown.
- For damage **arising** from or caused whilst **your** bicycle is being transported on a motor vehicle mounted bicycle rack.
- For damage **arising** from or caused by **your** bicycle being driven over by a motor vehicle.
- For scratching or denting or any cosmetic damage that does not impair the function and performance of the bicycle.
- If **you** leave **your** bicycle in any aircraft, **cruise ship**, ferry, train, tram, taxi or bus, or in any hotel or motel room after **you** have checked out.
- For repairing pre-existing or old damage, faulty workmanship, or incomplete repairs that existed at the time the **certificate of insurance** was issued.
- For crushing, cracking or deformation of **your** bicycle caused by tightening or clamping.
- For loss or damage that **arises** from ordinary wear and tear or deterioration.
- If the loss or damage **arises** from any process of cleaning, repair or alteration.
- If the loss or damage **arises** from atmospheric or weather conditions, insects, rodents or vermin.
- If the bicycle was being sent unaccompanied or under a freight contract.
- If **you** are entitled to be reimbursed by the bus line, airline, shipping line or rail authority **you** were travelling on when the loss, theft or damage occurred. However, if **you** are not reimbursed the full amount of **your** claim, **we** will pay the difference between the amount of **your** loss and what **you** were reimbursed, up to the limit of **your** cover (allowing for **depreciation** due to age, wear and tear).
- If **you** do not report the loss, theft or damage as soon as practicable, but preferably within 24-hours to the police or an office of the bus line, airline, shipping line or rail authority **you** were travelling on when the loss, theft or damage occurred. **You** must prove that **you** made such report by providing **us** with a written statement from whoever **you** reported it to.
- For more than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 87 to 91.

Benefit 27: COVID-19 Overseas Emergency Medical, Hospital and Medical Evacuation Expenses

This benefit provides you with overseas medical expenses and medical support services if you experience a medical emergency due to contracting COVID-19 while you are in a country listed on your certificate of insurance.

	Comprehensive	Standard Saver	Snow Sports Plus	Basics	Frequent Traveller Saver
This benefit applies to	✓	✓	✓	✓	✓
Benefit limit	Unlimited	Unlimited	Unlimited	Unlimited	Unlimited
Sub limits	Funeral or cremation and/or bringing your remains back to your home in Australia: \$20,000.				
Excess*	\$200	\$200	\$200	\$200	\$200
*Excess applies for each claim unless you paid for the excess removal option when you purchased your policy. Your excess amount is shown on your certificate of insurance.					

Important Cover Conditions

Cover under Benefit 27 is subject to the following conditions:

- There is no cover for the cost of any COVID-19 testing unless undertaken as part of your hospitalisation.
- The medical or hospital expenses must be confirmed in writing by a medical practitioner. You must make every reasonable effort to keep your medical or hospital expenses to a minimum.
- If we determine that you should return to Australia for treatment and you do not agree to do so then we will pay you the amount that we determine, acting reasonably, would cover your medical expenses and/or related costs overseas had you agreed to our recommendation. You will then be responsible for any ongoing or additional costs relating to or arising out of the event you have claimed for.
- We will only pay for treatment received and/or hospital accommodation during the 12 months period after the sickness date or the injury date and within the period of insurance.
- If you need to return to your home and do not hold a return ticket, we will reduce the amount of your claim by the price of the new fare. The fare will be at the same fare class as the one you left for your trip on.

We will pay

Subject to terms and conditions, limits and exclusions included in this document and the PDS, **we** will pay for the reimbursement of the reasonable emergency medical, **hospital** or medical evacuation expenses incurred by **you** until **you** get back to Australia if **you** are diagnosed with **COVID-19** in a country listed on **your certificate of insurance**.

We will not pay

We will not pay for any claims, costs, or losses under Benefit 27: **COVID-19** Overseas Emergency Medical, **Hospital** and **Medical Evacuation** expenses **arising** from or related to:

- Any **COVID-19** testing costs unless undertaken as part of **your** hospitalisation in a country listed on **your certificate of insurance**.
- Any claim where **your COVID-19** diagnosis is made within 72 hours of the **policy** being purchased.
- Any **sickness, injury** and/or **medical conditions** other than **COVID-19**.
- When **you** have not notified **us** as soon as practical of **your** admittance to **hospital**.
- Medical evacuation, funeral services or cremation or bringing **your** remains back to Australia unless it has been first approved by **us**.
- If **you** decline to promptly follow **our** reasonable medical advice (and **we** also will not be responsible for subsequent medical, **hospital** or **medical evacuation** expenses).
- The continuation or follow up of medical treatment (including medication and ongoing immunisations) that started prior to **your trip**.
- After 2 weeks of treatment by a chiropractor or physiotherapist unless approved by **us**.
- Medical evacuation or the transportation of **your** remains from Australia to an **overseas** country.
- Emergency medical treatment, **hospital**, or **medical evacuation** expenses which is provided to **you** in Australia (including any gap payments).
- If **you** have received medical care that is covered by a Reciprocal Health Care Agreement between Australia and the country, **you** are being treated in.
- More than the applicable limits set out in the Benefit Summary above.

Please also read [General Exclusions that apply to all benefits](#) on pages 87 to 91.

Benefit 28: COVID-19 Trip Cancellation and Disruption

This benefit provides cover for **trip** cancellation and disruption related to **you** contracting COVID-19 and other circumstances as explained below.

	Comprehensive	Standard Saver	Snow Sports Plus	Domestic Plus	Basics	Frequent Traveller Saver
This benefit applies to	✓	✓	✓	✓	No cover	✓
Benefit limit per adult	\$5,000	\$3,000	\$5,000	\$3,500		\$5,000
Excess*	\$200	\$200	\$200	\$200		\$200

*Excess applies for each claim unless **you** paid for the **excess** removal option when **you** purchased **your** policy. Your **excess** amount is shown on **your** certificate of insurance.

Important Cover Conditions

Cover under this benefit is subject to the following conditions:

- The benefit limits set out in the Benefit Summary above apply to all claims combined. On a Single Policy, the limit applies to the combined claims by all travellers listed on the **certificate of insurance**. On a Duo Policy each traveller has their own limit, and the limit applies to that person's combined claims. On a Family Policy the benefit limit is doubled and applies to all claims combined for all travellers.
- Any **COVID-19** diagnoses must be confirmed by a **medical practitioner** in writing or a polymerase chain reaction (PCR) test.
- The relevant **COVID-19** diagnosis must be made 72 hours or more after **policy** purchase.
- There is no cover for the cost of any **COVID-19** testing unless undertaken as part of **your** hospitalisation.
- Refunds or credits **you** are eligible to receive will be deducted from the amount payable on **your** claim.
- If **you** need to return to **your home** and do not hold a return ticket, **we** will reduce the amount of **your** claim by the price of the new fare. The fare will be at the same fare class as the one **you** left for **your trip** on.
- Wherever claims are made by **you** under this benefit for cancellation and alternative travel arrangements for the same or similar expense, **we** will pay for the greater of the two amounts, but not both. For example, if you have to cancel and rebook, **we** will pay for the cancellation cost or the cost of the replacement accommodation, whichever is greater, but not for both.

We will pay**1. Trip cancellation and rearrangement expenses**

If **you** pre-booked and pre-paid **trip** bookings (such as flights, accommodation, and tours) are cancelled or shortened at any time during **your period of insurance** (but at least 72 hours or more after **policy** purchase) because:

- **you** unexpectedly test positive for **COVID-19** and because of the test result **you** fail to meet a cross-border entry requirement; or
- **you** are unexpectedly prevented from boarding an airline, bus line, shipping line or rail authority because **you** have tested positive for **COVID-19** or failed a screening procedure administered by the airline, bus line, shipping line or rail authority; or
- a **medical practitioner** certifies that **you** are medically unfit to travel due to **your COVID-19** diagnosis; or
- **you** have a **close relative** in Australia who is unexpectedly hospitalised in a critical condition with **COVID-19** or unexpectedly dies due to **COVID-19**,

We will pay:

Up to the limits set out in the Benefit Summary for **your** cancellation, rescheduling fees and lost deposits for travel and accommodation arrangements that **you** have paid in advance and cannot recover in any other way (such as a travel credit). We will pay the lesser of cancellation or rescheduling.

2. Alternative travel expenses

If during **your trip** **you** incur additional accommodation and travel expenses because:

- **you** are personally directed by a government health authority to isolate or quarantine because **you** have tested positive for **COVID-19**; or
- **you** are personally directed by a government health authority to isolate or quarantine because **you** are a close contact of someone named on **your certificate of insurance** who has tested positive for **COVID-19**; or
- **you** are prevented from boarding an airline, bus line, shipping line or rail authority because **you** have tested positive for **COVID-19** or failed a screening procedure administered by the airline, bus line, shipping line or rail authority.

We will pay:

Up to the limits set out in the Benefit Summary for reasonable additional accommodation and travel expenses **you** incur until **you** are able to continue **your trip** at the earliest possible time. This includes the reasonable additional accommodation costs related to **your** isolation or quarantine.

3. Cost of caring for dependants travelling with you

If during **your trip**, **you** are unable to take care of **your dependants** who are travelling with **you** in **your** full-time care because **you** have been diagnosed with **COVID-19**,

We will pay:

Your reasonable additional costs for a registered or appropriately qualified childcare worker to take care of **your dependants** travelling with **you** in **your** fulltime care.

We will not pay

We will not pay for any claims, costs, or losses under Benefit 28: **COVID-19 trip** Cancellation and Disruption **arising** from or related to:

- Any **travel restriction** related to a **relevant area** prior to or during **your trip** including but not limited to border closures, lockdowns, lockouts or other **travel restrictions** imposed within Australia or **overseas**.
- Any claim for additional accommodation or travel expenses, occurring before **your** first pre-paid scheduled transport, where it is reasonable for **you** to return to **your** usual place of residence.
- Any claim if **you** travel **overseas** to any country other than listed on **your certificate of insurance**.
- Any claim where **your** or **your close relative's** **COVID-19** diagnosis is made within 72 hours of the **policy** being purchased.
- Any claim **arising** from someone not named on **your certificate of insurance** being diagnosed with **COVID-19** or being classified as a close contact, other than a **close relative** in Australia who is unexpectedly hospitalised in a critical condition with **COVID-19** or unexpectedly dies due to **COVID-19**.
- Any claim if **you** have already left **your home** if **you** are travelling domestically (including any domestic portion of an **overseas trip**).
- Any costs without proof of the amount, and if **we** are reimbursing **you** directly, proof that **you** have paid it.
- Any **trip** that includes travel on cruise ships unless the "cruise" option is selected at the time **you** took out **your policy** and is shown on **your certificate of insurance**.
- **You** or **your travelling companion** changing plans or deciding not to continue with the intended **trip** after the imposition of any **travel restriction**, change in government advice or status of the number of **COVID-19** cases in a **relevant area**.
- Any **sickness, injury** or **medical conditions**, other than **COVID-19**. Refer to Benefit 5: Trip Cancellation Expenses and Benefit 6: Trip Disruption Expenses for cover in this situation.
- Any tour operator or wholesaler, travel agent, airline or other carrier or accommodation provider cancelling any part of the **trip** due to any reason **arising from COVID-19**.

Please also read [General Exclusions that apply to all benefits](#) on pages 87 to 91.

General Exclusions that apply to all benefits

To the extent permissible by law, **we** will not pay under any circumstances if:

1. **You** do not act in a responsible way to protect **yourself** and **your** property.
2. **You** do not do everything **you** can reasonably do to reduce **your** loss as much as possible.
3. **Your** claim **arises** from consequential loss of any kind, including but not limited to financial loss, loss of enjoyment, or the devaluation or depreciation of currency.
4. **Your** claim **arises** from **you** being aware at the time of purchasing the **policy** of something that would give rise to **you** making a claim under this **policy**.
5. **Your** claim **arises** from a loss which is recoverable by compensation under any workers compensation or transport accident laws or by any government sponsored fund, plan, or medical benefit scheme, or any other similar type legislation required to be effected by or under a law.
6. **Your** claim **arises** from being denied boarding of any airline, shipping line or other carrier due to COVID-19 vaccination requirements, or from errors or omissions in any booking arrangements, failure to obtain relevant visa, passport or travel documents, or being rejected access to a country on arrival for any reason.
7. **Your** claim **arises** from **you** acting unlawfully or breaking any government prohibition, laws or regulation including visa requirements.
8. **Your** claim **arises** from a government authority detaining anyone, or confiscating or destroying anything.
9. **Your** claim **arises** from any government prohibition, regulation or intervention.
10. **Your** claim **arises** from:
 - a. **you** participating in motocross, off road, jumping, racing or competition of any sort even if **you** have purchased the Adventure Pack or Motorcycle Pack;
 - b. the use of a two-wheeled or three-wheeled motor vehicle unless **you** as the driver or a passenger are wearing a crash helmet (this is irrespective of the law in the country **you** are in).
11. **Your** claim **arises** from **you** being in control of a **motor vehicle** without a current Australian driver's licence.
12. **Your** claim **arises** from:
 - a. **you** being a rider in control of a **motorcycle, moped or scooter**, unless **you** have purchased the **Motorcycle Pack** option, and **you** have:
 - i. a current Provisional or higher Australian **motorcycle** licence valid for the same class of **motorcycle** or a current Provisional or higher Australian driver's licence for **mopeds or scooters**; and
 - ii. an equivalent Provisional or higher licence (if required) valid for the country that **you** are riding in.
 - b. **you** being a passenger on a **motorcycle, moped or scooter** unless **you** have purchased the **Motorcycle Pack** option, and the **motorcycle, moped or scooter** is in the control of a person with:

- i. a current Provisional or higher Australian **motorcycle** licence valid for the same class of **motorcycle** or a current Provisional or higher Australian driver's licence for **mopeds or scooters**; or
 - ii. an equivalent Provisional or higher licence valid (if required) for the country that **you** are riding in.
- 13. **Your claim arises** from **you** being in control of a **recreational all-terrain vehicle** (including but not limited to quad-bikes, trikes and buggies) on a **recreational all-terrain vehicle** unless **you**:
 - a. are under the direct supervision of a properly licensed recreational organisation, and
 - b. are obeying all relevant safety codes, and
 - c. are wearing protective gloves and a **motorcycle** rider's helmet suitable for the activity, and
 - d. were a single rider.
- 14. **Your claim arises** from or is related to or is associated with:
 - a. an actual or likely **epidemic** or **pandemic**; or
 - b. the threat of an **epidemic** or **pandemic**,

except when specifically contemplated under [Benefit 27: COVID-19 Overseas Emergency Medical, Hospital and Medical Evacuation Expenses](#) and/or [Benefit 28: COVID-19 Trip Cancellation and Disruption](#).

Refer to who.int and smartraveller.gov.au for further information on **epidemics** and **pandemics**.
- 15. **Your claim arises** from **you** not following advice in the mass media or any government or other official body's warning:
 - a. of a strike, riot, bad weather, civil protest or contagious disease (including an **epidemic** or **pandemic**); or
 - b. against travel to a particular country or parts of a country or against remaining in a particular country or parts of a country; or
 - c. where a travel advisory risk rating of 'Do Not Travel' (or equivalent if this term is replaced) was issued by the Australian Department of Foreign Affairs and Trade before the start date of **your trip**; and
 - d. **you** did not reasonably take appropriate action to avoid or minimise any potential claim under **your policy** (including delay of travel to the country or part of the country referred to in the warning).

Refer to who.int and smartraveller.gov.au for further information.
- 16. **Your claim arises** from any act of war, invasion, acts of foreign enemies, hostilities or warlike operations (whether war be declared or not), civil war, rebellion, revolution, insurrection, civil commotion assuming the proportions of or amounting to an uprising, military or usurped power.
- 17. **Your claim arises** from a nuclear reaction or contamination from nuclear weapons or radioactivity.

18. **Your claim arises** from a biological and/or chemical materials, substances, compounds or the like used directly or indirectly for the purpose to harm or to destroy human life and/or create public fear.
19. **Your claim arises** from any search and rescue costs charged to **you** by a government, regulated authority or private organisation connected with finding and rescuing an individual.
20. To the extent permitted by applicable law, **we** will not cover any claims arising from any:
 - a. **medical condition** or **pregnancy condition** that existed during the period of 3 years prior to **your policy** issue date which is:
 - i. not listed as a covered condition in **your certificate of insurance**, or
 - ii. listed as an excluded condition in **your certificate of insurance**.
 - b. **medical condition** or **pregnancy condition** which is listed as a covered condition in **your certificate of insurance** but **changes in health** have occurred after the issue date of the **policy** and before the earlier of the time **your trip** starts, unless:
 - i. **you** complete a new **medical screening** after the **changes in health** occur, and
 - ii. **we** agree otherwise before the earlier of the date of departure for **your trip** or the time of the claim.

This General Exclusion 20. (b) does not apply to a claim under Cover Benefit 5: Trip Cancellation Expenses relating to the cancellation or rescheduling of **your trip** which occurs between the issue date of **your policy** and the date of departure for **your trip**.

21. **Your claim arises** from **sickness, injury** or death of your **travelling companion**, where **you** were aware of the likelihood of their **sickness, injury** or death at the time **you** purchased **your policy**.
22. **Your claim arises** from or is directly or indirectly related to any:
 - a. Routine medical, dental, chiropractor, physiotherapist or prenatal check-ups and visits, even if **your medical condition** is approved for cover by **us** following a **medical screening**,
 - b. Cosmetic treatments, or for any complications or other claims arising from such procedures or treatments, even if **your medical condition** is approved for cover by **us** following a **medical screening**,
 - c. Medical treatment undertaken against the advice of any **medical practitioner**,
 - d. Travel undertaken to seek medical advice, treatment, review or clinical trials,
 - e. Planned medical procedures or other non-emergency medical treatments or for any complications or other claims arising from such procedures or treatments, even if **your medical condition** is approved for cover by **us** following a **medical screening**,
 - f. Undiagnosed conditions where **you** were aware of, or a reasonable person in **your** circumstances reasonably should have been aware of:
 - i. the change, signs or symptoms (including but not limited to: pain or discomfort anywhere on **your** body, persistent cough, chest pain, shortness of breath or unexplained bleeding), or
 - ii. the change and had not sought medical opinion, or

- iii. was advised by **your medical practitioner** that the cause cannot be defined and/or it is still under investigation.
- 23. **Your claim arises** from or is any way related to a **medical condition** of any person who is not named on **your certificate of insurance** except as specifically considered under Benefit 5: Trip Cancellation Expenses, Benefit 6: Trip Disruption Expenses or Benefit 7: Trip Resumption Expenses.
- 24. **Your claim arises** from or is in respect of travel booked or undertaken against the advice of any **medical practitioner**.
- 25. **Your claim arises** from or is associated with pregnancy, childbirth or related complications except as specified under [Pregnancy Cover](#) on page 35.
- 26. **Your claim arises** from or involves a **hospital** where **you** are being treated for addiction to drugs or alcohol, or are using it as a nursing, convalescent or rehabilitation place.
- 27. **Your claim arises** from or involves the cost of medication in use at the time the **trip** began or the cost for maintaining a course of treatment **you** were on prior to the **trip**.
- 28. **Your claim arises** from:
 - a. **your, your spouse or partner, close relative** or **your travelling companion's** suicide or attempted suicide; or
 - b. **your, your spouse or partner, close relative** or **your travelling companion** injuring yourself or themselves deliberately or putting yourself in danger (unless **you** are trying to save a human life).
- 29. **Your claim arises** from a sexually transmitted disease except where **you** have completed a **medical screening**, **we** have agreed to provide cover, **you** have paid the additional premium (if applicable), and it is listed on **your certificate of insurance** as a covered **medical condition**.
- 30. **Your claim arises** directly or indirectly from **you**, another person listed as covered in the **certificate of insurance**, **your partner**, or **your travelling companion** using alcohol or drugs (unless the drugs have been prescribed by **your medical practitioner**).
- 31. **You** receive private **hospital** or medical treatment where **we** have advised **you** that there is:
 - a. Public funded services or care available to **you** at **your** destination; or
 - b. A treatment at a public **hospital** is available under a Reciprocal Health Agreement between the Government of Australia and the government at **your** destination.
- 32. **We** determine that **you** should return to Australia for treatment and **you** do not agree to do so. Under this circumstance **we** will pay **you** the amount that **we** determine would cover **your overseas** medical expenses and/or related costs had **you** agreed to **our** recommendation. **You** will then be responsible for any ongoing or additional costs relating to or **arising** out of the event **you** have claimed for.
- 33. **Your claim arises** from any medical procedures in relation to **AICD/ICD** insertion during **your overseas trip**. **We** will exercise **our** right to organise a repatriation to Australia for this procedure to be completed if **you, your travelling companion** or a **close relative** requires this procedure due to sudden and acute onset which occurs for the first time during **your period of insurance** and it is not directly or indirectly related to a **medical condition**.

34. **Your claim arises** from or is any way related to the death, terminal diagnosis or hospitalisation of any person aged 85 years and over at the time of the claimable event (other than the insured), regardless of the country in which they live.
35. **Your claim arises** from or relates to any event or occurrence where providing such cover would result in **us** contravening the Health Insurance Act 1973 (Cth), the Private Health Insurance Act 2007 (Cth) or the National Health Act 1953 (Cth) (as amended or superseded).
36. **Your claim arises** from **you** racing or participating in any race, other than racing on foot.
37. **Your claim arises** from **you** participating in any **snow sports** unless **you** have purchased the Snow Sport Plus Policy if travelling internationally or the Domestic Plus Policy if travelling within Australia.
38. **Your claim arises** from **you** participating in any sports or recreational activities not listed in the 'Covered Sports and Leisure Activities' list (page 15), except as provided under the Adventure Pack (page 21) if **you** have purchased the Adventure Pack option.
39. **Your claim arises** from events which occur whilst you are participating in professional sport in a professional capacity of any kind.
40. **Your claim arises** from **you** participating in **downhill mountain biking** even if **you** have purchased the Adventure Pack or Bicycle Pack.
41. **Your claim arises** from an event where a Travel Alert for that event was issued by **us** prior to the issue of **your certificate of insurance**. Events include (but is not limited to): strike, riot, hijack, civil protest, severe weather, **natural disaster** or contagious disease.
42. **Your claim arises** from any person, company or organisation (including but not limited to any airline, or other **carriers**, accommodation provider, car rental agency, travel agency including online travel agencies, online travel and leisure retailer, tour or **cruise ship** operator, travel wholesaler, booking agent or other providers of facilities or travel or tourism-related services), refusing, failing or not having ability to provide services, facilities or accommodation, due to their own **financial collapse** or the **financial collapse** of any other person, company or organisation providing facilities or travel or tourism-related services.
43. The provision of cover or a liability to pay any claim or provide any benefit under the policy would expose **us** and/or **our** reinsurer(s) to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of Australia, the European Union, United Kingdom or United States of America.
44. **Your claim** is caused deliberately or accidentally by the use of, or inability to use, any application, software or program in connection with any electronic device (for example a computer, laptop, smartphone, tablet or internet-capable electronic device).
45. Travel to Cuba, Iran or North Korea.

Help and emergencies

When you have an emergency

In the event of an **overseas** emergency, contact **us** immediately. **Our** helpful emergency and claims teams will be there 24 hours a day, 7 days a week to assist **you** when **you** need **us** most.

Emergency Contacts

☎ In Australia: (02) 8320 7999

☎ From overseas: +61 2 8320 7999

✉ emergency@fastcover-assist.com.au

If you are hospitalised

Then **you** or a member of **your** travelling party, must contact **us** as soon as possible. **Our** emergency assistance team is available 24 hours a day every day. They can help **you** with medical problems, locating the nearest medical facilities, bringing **you home** if medically necessary, locating embassies and consulates and liaising with loved ones and work colleagues if necessary.

If **you** do not contact **us** when **you** require emergency assistance when it is reasonably possible to do so, then to the extent permissible by law, **we** may not pay for these expenses or for any evacuation or airfares that have not been approved or arranged by **us**.

If **you** are not hospitalised but **you** are being treated as an outpatient and the total cost of such treatment will exceed \$2,000 **you** must contact **us**.

You are free to choose **your** own **medical practitioner** or **we** can appoint an approved **medical practitioner** to see **you**, unless **you** are treated under a Reciprocal Health Agreement. **You** must, however, advise **us** of **your** admittance to **hospital** or **your** early return to Australia based on written medical advice. If **you** do not get the medical treatment **you** expect, **we** can assist **you**, however **we** and the agents of the insurer, may not be able to help **you** for any problems that result from **you** choosing **your** own **medical practitioner**.

How to claim

For general claims **you** must give **us** notice of **your** claim as soon as **you** can on **your** return home by contacting **us** on:

Claims Contacts

 fastcover.com.au/claims

 claims@fastcover.com.au

 In Australia: 1300 409 322

 From overseas: +61 2 8215 7239

You will be asked to complete and return **our** claim form. If the claim form is not fully completed by **you**, **we** may not be able to process **your** claim. **We** can reduce **your** claim by the amount of any prejudice **we** suffered because of any delay by **you** in submitting a completed claim form.

What you need to do when making a claim

For medical, hospital or dental claims

Contact **us** as soon as possible so that **we** may assist in **your** care and pre-approve expenses.

For other claims

You must notify **us** and submit full details in writing within 30 days of **your** return.

For loss or theft of your luggage and personal effects

Report it to the police as soon as practicable, but preferably within 24 hours and obtain a written notice of **your** report.

For damage or misplacement of your luggage and personal effects

Caused by the airline or any other operator or accommodation provider, report the damage or misplacement to an appropriate official as soon as practicable, but preferably within 24 hours of discovering the loss and obtain a written report, including any offer of settlement that they may make.

For all liability claims

Do not admit fault or liability or offer or promise to pay any money, or become involved in litigation, without **our** approval.

For all claims

You must give **us** any information, at **your** expense, that **we** reasonably ask for to support **your** claim. Information such as but not limited to police reports, valuations, medical reports, original receipts or alternative evidence of ownership will be required. Where it is reasonably possible to do so, **you** must do this within the timeframes requested. **We** may ask **you** to provide **us** with translations into English, if required, of such documents to enable **us** to carry out **our** assessment of **your** claim. If **you** cannot prove the ownership and/or proof of a covered event, **we** may not be able to process **your** claim or pay **you**.

You must agree to have a blood alcohol and/or breath analysis where local laws permit, where it is necessary for **us** to assess **your** claim.

You can ask **us** to waive any obligation that **you** believe is unfair or unreasonable. **We** will consider **your** circumstances when deciding whether to waive the obligation.

We choose how **we** settle claims. It is the decision of **our** claims department to repair or replace damaged / lost / stolen items or cash to settle the claim, whichever is the lesser. **We** will repair or depreciate depending on the age and condition of the item or replace with the equivalent in today's market based on the original item's specifications. Claim payments to **you** will be made in Australian dollars to **your** nominated Australian bank account. The rate of currency exchange that will apply is the rate on the date **you** incurred the expense or suffered the loss, as applicable.

Excess

This refers to the amount(s) **you** are required to pay or bear **yourself** when **you** make a claim under **your** policy. **Your** policy excess is listed on **your** certificate of insurance. If **you** are claiming for more than one event, this will be treated as a separate claim and the **excess** is applicable to each event claimed.

Claims processing

We will process **your** claim within 10 business days of receiving a completed claim form and all necessary supporting documentation. If **we** need additional information, a written notification will be sent to **you** within 10 business days.

Depreciation

Depreciation will be applied to claims for **luggage and personal effects** as follows:

Depreciation Table for Unspecified Luggage and Personal Effects <i>(not applicable to Specified High Value Items or items purchased whilst on your trip)</i>			
Luggage and Personal Effects Item Claimed	Types of items <i>(but not limited to the below examples)</i>	Depreciation amount applied from the date of purchase. <i>(Applied for each month you have owned the item)</i>	Maximum depreciation applicable (% of original purchase cost)
Toiletries	Cosmetics, moisturiser, skin care, make-up, perfume, hair products and medications	3% per month	Maximum of 80%
Computers and Electrical Devices	Personal Computers, video recorders, cameras, photographic equipment, mobile phones, tablets, personal computers, and electronics devices or equipment	1.75% per month	Maximum of 60%
Clothing, Shoes, Luggage and Books	Your clothing (including sporting clothing), shoes, suitcase, handbags, jackets, underwear, accessories <i>(but not jewellery)</i> , Prescription eyeglasses and sunglasses.	1.75% per month	Maximum of 80%
Camping, Sporting and Snow Sports equipment, musical and leisure equipment (but not clothing)	Skis, snowboards, guitars, bicycles, tennis racket, golf clubs.	1% per month	Maximum of 60%
Jewellery	Earrings, Ring, Necklace, Bracelet	0.25% per month	Maximum of 25%
All other items		1.25% per month	Maximum of 60%

If you can claim from another party

If **you** make a claim against another party such as a travel agent, tour provider, accommodation provider, an airline, bus line, shipping line, rail authority or other carrier, in relation to a loss or expense covered under this **policy** and they do not pay **you** the full amount of **your** claim, **we** will only make up the difference (**less applicable excess**).

Other insurance

If any loss, damage or liability covered under this **policy** is covered by other insurance policy(ies), **you** must give **us** details. **We** may seek contribution from **your** other insurer. **You** must give **us** any information **we** reasonably ask for to help **us** make a claim from **your** other insurer.

Assistance with recovery

If **you** are aware of any third party that **you** or **we** may recover money from, **you** must inform **us** of such third party.

We may, at **our** discretion undertake in **your** name and on **your** behalf, control and settle proceedings for **our** own benefit to recover compensation or secure indemnity from any party in respect of anything covered by this **policy**. **You** are to assist and permit to be done, all acts and things as required by **us** for the purpose of recovering compensation or securing indemnity from other parties to which **we** may become entitled or subrogated, upon **us** paying **your** claim under this **policy** regardless of whether **we** have yet paid **your** claim and whether or not the amount **we** pay **you** is less than full compensation for **your** loss.

Once **we** pay **your** total loss **we** will keep all money left over. If **we** pay **you** for **lost** or damaged property and **you** later recover the property or it is replaced by a third party, **you** must pay **us** the amount of the claim **we** paid **you**.

Salvage

If required, **you** must send **our** claims department any damaged items for evaluation. After a claim has been settled, any salvage **you** have sent into **our** claims department will become **our** property.

Goods and Services Tax

How GST affects your claim if you are a business traveller

If **you** are entitled to claim an input tax credit in respect of a cost for which a claim is made, or would be entitled to an input tax credit if **you** were to incur the relevant cost (i.e. in replacing a **lost** or stolen item), the amount **we** would otherwise pay will be reduced by the amount of that input tax credit.

Travel within Australia only

If **you** are entitled to claim an input tax credit in respect of **your** premium **you** must inform **us** of the amount of that input tax credit (as a percentage) at the time **you** first make a claim. If **you** fail to do so, **you** may have a liability for GST if **we** pay **you** an amount under this **policy**.

Fraudulent claims and misleading conduct

Submitting an insurance claim that is not true, correct, did not occur, is misleading or exaggerated is a criminal offence under Australian Law and can lead to prosecutions. If **you** submit a claim which is fraudulent, or false in any respect, or there is a material alteration in the risk, **we** may deny part of, or all of the claim, to the extent permitted by law. If **you**, or someone authorised and acting for **you**, submits to **us** any false or misleading information **you** may be prosecuted. Additionally, **your policy** may be cancelled by **us** under the law and no refund of premium will be made.

Insurance fraud and fraudulent claims force the cost of **your** insurance to increase. For the community and **your** benefit, **we** encourage **you** to assist in reducing insurance fraud by reporting it to:

General Contacts

✉ info@fastcover.com.au

☎ 1300 409 322

🌐 fastcover.com.au/contact

All information will be treated with full confidentiality and protected to the full extent of the law.

Important matters

Under **your** policy there are rights and responsibilities that **you** and **we** have. Here are some **you** should be aware of.

Jurisdiction and governing law

The **policy** is governed by and construed in accordance with the law of New South Wales, Australia and **you** agree to submit to the exclusive jurisdiction of the courts of New South Wales. **You** agree that it is **your** intention that this Jurisdiction and Governing law clause applies.

Any reference to any Act, legislation or legislative instrument in this document also refers to that Act, legislation or legislative instrument as amended and may be in force from time to time.

Changes to the PDS

From time to time and where permitted by law, **we** may change parts of the **policy**. If **we** do so, any updates which are not materially adverse to **you** from the point of view of a reasonable person deciding whether to buy this insurance, may be found on the Fast Cover Travel Insurance website at fastcover.com.au/pds. Should **you** wish to receive a paper copy of the latest PDS please contact **us** at fastcover.com.au/contact and **we** will send **you** a copy free of charge. Should **we** substantially amend this PDS, **we** will issue **you** a Supplementary Product Disclosure Statement (SPDS) which will provide details of these amendments.

The General Insurance Code of Practice

The Insurance Council of Australia Limited has developed the General Insurance Code of Practice ("the Code"), which is a voluntary self-regulatory code. The Code aims to raise the standards of practice and service in the insurance industry. Lloyd's has adopted the Code on terms agreed with the Insurance Council of Australia. For further information on the Code please visit www.codeofpractice.com.au.

The Code Governance Committee (CGC) is the independent body that monitors and enforces our compliance with the Code. It also aims to drive better Code compliance, helping the insurance industry to improve its service to consumers.

For more information about the CGC, or to obtain a copy of the Code please visit insurancecode.org.au.

Dispute Resolution

Complaints and Disputes

We treat complaints seriously and want to resolve them as fast as we can.

If you have any concerns or wish to make a complaint in relation to this policy, our services or your insurance claim, please let us know and we will attempt to resolve your concerns in accordance with our Internal Dispute Resolution procedure.

Step 1

Any enquiry or complaint relating to a Fast Cover Travel Insurance policy or claim should be addressed to us in the first instance. In most cases, we'll be able to resolve your concerns.

Fast Cover Travel Insurance

Email: info@fastcover.com.au

Phone: 1300 409 322

Mail: PO Box R1384, Royal Exchange NSW 1225

We will acknowledge receipt of your complaint within 1 business day and do our utmost to resolve the complaint to your satisfaction within 10 business days.

Step 2

If we cannot resolve your complaint to your satisfaction, we will escalate your matter to Lloyd's Australia who will determine whether it will be reviewed by their office or the Lloyd's UK Complaints team. Lloyd's contact details are:

Lloyd's Australia Limited

Email: ldraustralia@lloyds.com

Phone: (02) 8298 0783

Post: Suite 1603, Level 16, 1 Macquarie Place, Sydney NSW 2000

A final decision will be provided to you within 30 calendar days of the date on which you first made the complaint unless certain exceptions apply.

Step 3

You may refer your complaint to the Australian Financial Complaints Authority (AFCA), if your complaint is not resolved to your satisfaction within 30 calendar days of the date on which you first made the complaint or at any time. AFCA can be contacted as follows:

Phone: 1800 931 678

Email: info@afca.org.au

Website: www.afca.org.au

Post: GPO Box 3 Melbourne VIC 3001

Your complaint must be referred to AFCA within 2 years of the final decision, unless AFCA considers special circumstances apply. If your complaint is not eligible for consideration by AFCA, you may be referred to the Financial Ombudsman Service (UK) or you can seek independent legal advice. You can also access any other external dispute resolution or other options that may be available to you.

The Underwriters accepting this Insurance agree that:

- (i) if a dispute arises under this Insurance, this Insurance will be subject to Australian law and practice and the Underwriters will submit to the jurisdiction of any competent Court in the Commonwealth of Australia;
- (ii) any summons notice or process to be served upon the Underwriters may be served upon:

Lloyd's Underwriters' General Representative in Australia
Suite 1603
Level 16
1 Macquarie Place Sydney NSW 2000

who has authority to accept service on the Underwriters' behalf;

- (iii) if a suit is instituted against any of the Underwriters, all Underwriters participating in this Insurance will abide by the final decision of such Court or any competent Appellate Court.

Financial Services Guide (FSG)

Fast Cover is responsible for this FSG. This FSG provides **you** with information about the financial services that they provide in relation to Fast Cover Travel Insurance (to help **you** decide whether or not to use those services) as well as information on how they are remunerated in relation to the services, how they deal with complaints and how they can be contacted.

In this FSG references to:

Lloyd's

means Lloyd's Australia Limited ABN 49 080 862 291.

Fast Cover

means Fast Cover Pty Ltd ABN 98 143 196 098, AFSL 538708

You and Your

means the person(s) whose name(s) are set out on the **certificate of insurance**, and if **you** have a Single or Family cover type, **your dependants**.

Fast Cover Travel Insurance is promoted by Fast Cover and insured by Certain Underwriters at Lloyd's. Details about these companies are given in this document. The Fast Cover Travel Insurance

PDS (PDS) including the Policy Terms and Conditions are set out in this document. The PDS contains information on the benefits and significant characteristics of the product and is aimed to assist **you** in making an informed decision about whether to buy it or not. Before **you** acquire the product, **you** should read the PDS carefully and use it to decide whether to purchase the product.

About Fast Cover

Fast Cover is an Australian Financial Services Licensee (AFS license 538708) and is authorised by ASIC to issue, deal in and provide general advice on general insurance products. Fast Cover issues insurance certificates under a binding authority with Certain Underwriters at Lloyd's.

Fast Cover has a binding authority which means it can enter into, cancel or vary these products without reference to the Underwriters provided it acts within the binding authority. Fast Cover acts for the Underwriters and not You.

Important information you should know

The above persons and organisations have not and will not consider whether Fast Cover Travel Insurance is appropriate for **your** personal objectives, financial situation or needs as they do not provide such services to **you**. Therefore, **you** need to consider the appropriateness of any information given to **you**, having regard to **your** personal circumstances before buying Fast Cover Travel Insurance. **You** need to read the PDS (Benefits 1 to 28 of this document) including the **policy** terms, conditions and **General Exclusions** that apply to all benefits to determine if the product is right for **you**. If **you** require personal advice, **you** need to obtain the services of a suitably qualified adviser.

Remuneration

When **you** purchase a Fast Cover Travel Insurance Policy **you** pay the premium to Lloyd's for the product. This amount is agreed with **you** before the product is purchased. Fast Cover may also be compensated for additional services it provides. Fast Cover's compensation is included in the total amount **you** pay. Fast Cover receives a portion of the insurer's premium for promoting and administering Fast Cover Travel Insurance policies.

How we protect your privacy

We value **your** privacy. Our Privacy Policy, available at fastcover.com.au/privacy, sets out how we protect **your** personal information. Fast Cover Pty Ltd and Lloyd's are subject to the privacy principles under the Privacy Act 1988.

In connection with Fast Cover Travel Insurance:

- Personal information is collected directly from the person involved or, where that is not reasonably practical, from other sources;
- Personal information is collected for processing insurance applications; administering policies; assessing and paying claims under the **policy**; considering any other application which may be made to a recipient and performing administrative operations (including for example accounting, risk management and staff training);
- Fast Cover and those with whom it has alliance and service arrangements may receive personal information for primary purposes of planning, researching and developing and

identifying products and services that may interest **you** and (unless **you** ask it not to) telling **you** about products and services offered by Fast Cover, its related bodies corporate and alliance arrangements.

The personal information **we** collect may include:

- Your name, date of birth, address, other contact details, occupation, financial information such as **Your** bank account details, details of the items **you** want to insure (including the location of those items where this applies) or the cover **you** want to take out, details of any other people **you** are including on the proposal or policy, and details of insurance claims **you** have made.

We may also collect the following sensitive personal information about **you** and any other people **you** are including on the proposal or policy (**We** will obtain consent before collecting sensitive personal information unless **we** are required or permitted by law to collect it without consent):

- Medical details, details of any criminal convictions and details of any insurance claims made (including details of personal injuries or medical conditions).

Personal information may be disclosed to third parties in connection with the above purposes, including to reinsurers, related companies, advisers, persons involved in claims, medical and emergency repatriation service providers, external claims data collectors and verifiers, **our** employees, agents and other persons where required by law. By applying for cover, **you** consent to the above. **Your** consent applies whether **you** become or remain the insured; and

We may from time to time disclose personal information to **overseas** recipients and where practically possible disclose details of such recipients at **your** request.

To access **your** personal information (including correcting or updating it), make a complaint about a breach of privacy or if **you** have any other query relating to privacy, please contact **us** via **our** contact details which are set out in this document.

Dispute Resolution

If you have a complaint

We hope that **you** never have a complaint, but if **you** do **we** will do **our** best to work with **you** to resolve it. Please follow **our** [complaints process](#) detailed on page 98.

Authorised for issue

This FSG was prepared and distributed by Fast Cover (as it relates to the financial services provided by it).

Date of issue: 30 October 2023

Fast Cover

Call: 1300 409 322

Email: info@fastcover.com.au

Fast Cover Pty Ltd, ABN 98 143 196 098, AFSL 538708

My policy number:

24 Hour Emergency Assistance

Overseas: +61 2 8320 7999

In Australia: 02 8320 7999

fastcover
Travel Insurance made simple

My policy number:

24 Hour Emergency Assistance

Overseas: +61 2 8320 7999

In Australia: 02 8320 7999

fastcover
Travel Insurance made simple

Cut me out &
put me in your wallet

fastcover
Travel Insurance made simple

Coverholder at **LLOYD'S**

