

## What is a policy summary?

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This document provides key information about our Event Insurance Portfolio designed for small business events. Please note that it does not contain the full terms and conditions of the insurance contract. These can be found in the policy wording. If you would like a copy of the policy wording or if you have any other questions, please contact your insurance agent or Hiscox directly.

**Policy name:** Business Event Insurance Portfolio

**Type of insurance:** Cancellation and abandonment, property damage and public liability (employer's liability if selected) insurance for business events

**Underwritten by:** Hiscox Underwriting Ltd on behalf of Syndicate 33 at Lloyd's.

## Significant features and benefits

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Our Business Event Insurance Portfolio provides a suite of insurance products specifically designed to meet your particular needs as event organisers. The insurance is built around three core products - cancellation and abandonment, property damage and legal liability.

### Key benefits include:

#### Standard cover

- Cancellation insurance - we will pay you up to the limit of indemnity for your irrecoverable expenses and your loss of net profit if applicable in the event of the necessary cancellation, abandonment, curtailment or postponement of your insured event due to any cause beyond your control
- Cancellation Insurance - we will pay you up to the limit of indemnity for your loss of your irrecoverable expenses in the event of the necessary cancellation, abandonment, curtailment or postponement of your insured event due to any cause beyond your control
- Cancellation following terrorism up to £50,000 for your event
- Physical loss or damage to property at the event location we will indemnify you up to a sum insured of £40,000 in the event of physical loss or damage to your property and property for which you are responsible whilst at your insured event or whilst in transit to or from your event
- Loss of or damage to venue's buildings, fixtures and fittings, plant and machinery
- Public liability - we will indemnify you for all sums which you are legally liable to pay for claims made against you for accidental bodily injury or loss of or damage to property in the course of an insured event in Europe. Standard £5 million limit of indemnity.

#### Additional covers available at an additional cost

- Adverse weather for outdoor events (in the open or in a temporary structure)
- Interruption cover for teleconferencing - available for picture, audio or data image communication links
- Non-appearance of key persons - if your event is dependent in whole or part on key speakers, celebrities or entertainers
- Employers' liability £10 million - your legal liability for injury to your own and casual staff is automatically covered for the event
- Loss of net profit
- Increased limits for property cover, public liability and terrorism
- Travel insurance
- Money insurance.

## Significant or unusual exclusions/limitations

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### Key policy conditions

You must have made proper arrangements for the successful completion and safe running of the event or the events insured. You should check the insurance schedule to see what excesses are applicable to each section.

### Exclusions

- War (General terms and conditions - exclusions - section 3)
- Cancellation of the insured event due to lack of support, sales, attendance or finance (Cancellation and abandonment policy wording - What is not covered - section 6)
- Adverse weather for outdoor events in the open or in a temporary structure (cover can be purchased for an additional premium) (Cancellation and abandonment policy wording - What is not covered - section 12)
- Communicable diseases such as SARS and Avian Flu (Cancellation and abandonment policy wording - What is not covered - section 8)
- Non appearance of individual key speakers (cover can be purchased for an additional premium) (Cancellation and abandonment policy wording - What is not covered - section 16)

- Teleconferencing /communication links (cover can be purchased for an additional premium) (Cancellation and abandonment policy wording – What is not covered - section 17)
- Individual's personal belongings (Property damage policy wording – Property excluded - section 5)

### Your responsibilities

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Your premium and insurance cover will be based on the details you have provided to us. This product meets the demands and needs of those who wish to insure small business events against cancellation and abandonment, property damage and public liability. The information you provide and on which the premium is based is a record of your demands and needs particular to your specific circumstances. You are responsible for providing complete and accurate information, which insurers require in connection with any proposal for insurance cover.

If you fail to disclose any material fact or other information material to the insurance this could invalidate the policy and mean that claims may not be paid.

You should read and check all insurance documents issued to you and ensure that you are aware of the cover, limits and other terms that apply

### Duration of contract

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The period covered by this Insurance is valid from the time cover is granted until the breakdown of the events insured by the policy (or at completion of the final transit).

### Cancellation rights

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If the policy period is longer than 30 days you have a statutory right to cancel the policy within 14 days starting on the date you:

- enter into the contract; or
- receive the policy documentation, whichever is later.

To cancel please write to the insurance agent who sold you this insurance or to the correspondence address shown on your policy schedule. If you wish to do so and the insurance cover has not yet commenced, you will be entitled to a full refund of the premium paid.

However, if you wish to cancel and the insurance cover has already commenced you will be entitled to a refund of the premium paid, subject to a deduction for the time for which you have been covered, calculated as a proportion of the time for which the insurance would have provided cover and for any cost incurred by us in issuing this policy.

### Claims service

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It is when you make a claim that you really find out how good your insurer is and we are confident you will be satisfied with our fast, efficient, fair and sensible claims service.

What to do when a loss occurs within the general terms of the policy states your obligations in the event of any circumstance or incident that could give rise to a claim under this insurance.

If you suffer a loss and need to make a claim, you should notify your insurance agent immediately or contact us using the information below:

Mr P Humphrey  
Claims Department  
ICAS a division of the IAS Group  
Maylord House  
68 Leman Street  
London  
E1 8EU

Tel: 020 7481 2900 or out of hours: 01424 850 333.

You will need to provide your policy number and full details of the claim, including the date, amount and circumstances of loss.

## Questions and complaints

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Our aim is to ensure that all aspects of your insurance are dealt with promptly, efficiently and fairly. At all times we are committed to providing you with the highest standard of service. If you have any questions or concerns about your policy or the handling of a claim you should, in the first instance, contact Hiscox Customer Services either in writing at:

Hiscox Customer Relations

Hiscox House  
Sheepen Place  
Colchester  
CO3 3XL

or by telephone on 0845 2138777 or by email at [customer.relations@hiscox.com](mailto:customer.relations@hiscox.com).

In the event that you remain dissatisfied you can refer the matter to the Complaints Department at Lloyd's. The contact details are:

Complaints Department  
Lloyd's  
One Lime Street  
London  
EC3M 7HA

Tel: 020 7327 5693; Fax: 020 7327 5225; Email: [complaints@lloyds.com](mailto:complaints@lloyds.com)

Complaints that cannot be resolved by the Complaints Department at Lloyd's may be referred to the Financial Ombudsman Service. Further details will be provided at the appropriate stage of the complaints process. This complaint procedure is without prejudice to your right to take legal proceedings.

Lloyd's insurers are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the Scheme if a Lloyd's insurer is unable to meet its obligations to you under this contract. If you were entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of this contract. Further information about the Scheme is available from the Financial Services Compensation Scheme (7th floor Lloyd's Chambers, Portsoken Street, London E1 8BN) and on their website: [www.fscs.org.uk](http://www.fscs.org.uk)