

Policy document

Hair and Beauty

a warm welcome to Zurich

Thank you for taking out your Hair and Beauty Insurance policy with us – and welcome to Zurich Insurance Company.

As one of the largest general insurers in the UK, we have a wealth of expertise and experience backed up by the global strength of the Zurich Financial Services Group. Zurich is renowned for innovation and customer dedication – our experts are constantly reviewing how we can update and improve our products and services for you.

At Zurich Insurance we have your future in mind and look forward to working closely with you.

www.zurich.co.uk

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hair and beauty policy

The policy, insurance agreement, schedule and any endorsements should be read as if they were one document.

The policy is a contract between *you* and *us*. *You* have made to *us* a proposal, which is the basis of and forms part of the contract.

We will insure *you* under those sections shown in the schedule during any Period of Insurance for which *we* have accepted *your* premium provided all the terms and conditions of the policy are kept.

Law applicable to the contract

UK law allows both *you* and *us* to choose the law applicable to the contract. The contract will be subject to the relevant law of the United Kingdom, the Isle of Man or the Channel Islands relating to *your* address as shown in the schedule. If there is any dispute as to which law applies it shall be English law.

The parties agree to submit to the exclusive jurisdiction of the English Courts.

For and on behalf of Zurich Insurance Company.



Ian Stuart
Chief Executive

This is a legal document and should be kept in a safe place

Please read the policy, insurance agreement and schedule carefully.

If they do not meet *your* needs return them to *us* or *your* insurance intermediary.

How we will use your data

Zurich Insurance Company holds data in accordance with the Data Protection Act 1998. It may be necessary for *us* to pass data to other organisations that supply products and services associated with this contract of insurance. In order to verify information, or to prevent and detect fraud, *we* may share information *you* give *us* with other organisations and public bodies, including the Police, accessing and updating various databases. If *you* give *us* false or inaccurate information and *we* suspect fraud, *we* will record this and the information will be available to other organisations that have access to the database(s). *We* can supply details of the databases *we* access or contribute to, on request.

meaning of words

Certain words in the policy have special meanings. These meanings are given below or defined at the beginning of the appropriate section or sub-section. To help *you* identify these words in the policy *we* have printed them in italics throughout.

Average

If, at the time of the *damage*, the sum insured is less than the full reinstatement value of the property insured the amount *we* will pay will be reduced in proportion to the amount of the underinsurance.

Bodily injury

Death, injury, illness or disease.

Buildings

The buildings of the *premises* shown in the schedule comprising:

- a) the salon and residential accommodation and any outbuildings used in connection with the *business* or for domestic purposes
- b) landlord's fixtures and fittings
- c) underground pipes and cables for which *you* are responsible.

Business

The business shown in the schedule including:

- a) the provision and management of canteen, social, sports and welfare organisations for the benefit of *your employees* and first aid, fire and ambulance services
- b) maintenance of property and *premises* owned or occupied by *you*.

Consequential Loss

The amount of loss resulting from interruption of or interference with the *business* carried on by *you* at the *premises* in consequence of the *damage* in accordance with the terms contained in No. 8 of section B.

Damage

Loss or damage.

Employee

Any of the following people working for *you* in connection with *your business*:

- a) anyone who has entered into or works under a contract of service or apprenticeship with *you*.
- b) any labour only subcontractor or anyone employed by them.
- c) any self-employed person.
- d) anyone who is engaged under a Work Experience Scheme or similar scheme.
- e) anyone who is hired or borrowed by *you*.

Excess

Where an excess is shown in the schedule, any section of this policy or any endorsement attached to the policy, the amount for which *you* will be responsible will be deducted from all claims for *damage* to material property after all other terms and conditions have been applied.

Premises

The *buildings* and the land within the boundaries belonging to them.

We, Us or Our (This meaning does not apply to section C)

Zurich Insurance Company.

You or Your

The person, people or the company shown in the schedule as the Insured.

section A – buildings

Property Insured

For the purposes of this section *buildings* includes walls, gates and fences around the *buildings* and belonging to them.

Meaning of words

Words with special meanings in this section are defined on pages 4 and 5.

They are: *average, bodily injury, buildings, business, damage, employee, excess, premises, us, our, we, you, your.*

The cover

	What is insured	What is not insured
Buildings	<p>1 The <i>buildings</i> are insured against <i>damage</i>.</p>	<p>Your attention is drawn to the Conditions and Exclusions detailed on pages 43-49 of the policy and the Special Exclusion on page 9 of the policy.</p>
Rent	<p>2 If the <i>building</i> is made uninhabitable by <i>damage</i> which is insured by this section, <i>we</i> will pay for loss of rent, until the <i>building</i> is repaired or reinstated.</p> <p>The most <i>we</i> will pay is 15% of the sum insured on <i>buildings</i>. The work of repair or reinstatement must be done without delay.</p>	
Glass	<p>3 Accidental breakage of fixed glass for which <i>you</i> are responsible in the premises.</p> <p>The most <i>we</i> will pay is the cost of replacing broken glass with glass of similar quality or as otherwise recommended by the British Standard Code of Practice BS6262.</p> <p><i>We</i> will also pay for:</p> <ul style="list-style-type: none">• the cost of boarding up until the broken glass is replaced• <i>damage</i> to frames and framework of any description and the cost of removing or replacing any <i>contents</i> which may have to be removed to replace the glass. <p>The most <i>we</i> will pay is £500.</p>	<p>Breakage of cracked or scratched glass.</p> <p><i>Damage</i> resulting from repairs or alterations to the <i>premises</i>.</p>

What is insured

- mirrors, lettering, bending or ornamenting glass.
The most *we* will pay for is £1,000 for any one loss.
-

What is not insured

Sanitaryware

- 4 Accidental breakage of fixed washhand basins, sinks and other sanitaryware for which *you* are responsible in the salon *premises*.
-

Damage resulting from repairs or alterations to the *premises*.

Property Owners Liability

- 5 Any amounts which *you*, as owner of the *premises* become legally liable to pay as compensation for accidental death of or accidental personal injury to any person or accidental *damage* to material property, occurring during any Period of Insurance.

Your legal liability under Section 3 of the Defective Premises Act 1972 or Section 5 of the Defective Premises (Northern Ireland) Order 1975 in connection with any premises which have been disposed of by *you*.

Provided that *you* have no other more specific insurance in force.

The most *we* will pay for all claims made for any one occurrence or all occurrences of a series arising out of one original cause is £2,000,000. *We* will also pay legal costs awarded to any claimant or incurred in defending any claim that is contested with *our* consent.

Any liability:

- arising from an agreement which imposes a liability which *you* would not otherwise have been under
 - arising from the occupation of the *premises*
 - for *damage* to property owned or held in trust by *you* or *your* custody or control
 - for bodily injury or disease sustained by any *employee*
 - for the cost of remedying any defect or alleged defect in the *premises*.
-

Settling claims

We will pay the full cost of repair or reinstatement of the damaged part of the *buildings* provided that the work is done without delay or at *our* option *we* will arrange for the work to be carried out. However, *we* will take off an amount for wear and tear if the *buildings* are in a poor state of repair or decoration.

We will not pay for repair or reinstatement to a condition better or more extensive than the condition of the *buildings* when new.

Average

The sum insured under each *building* is separately subject to *average*.

Additional costs	<p>We will pay the necessary and reasonable expenses that <i>you</i> incur in repairing or reinstating the <i>buildings</i> following <i>damage</i> insured under this section, namely:</p> <ul style="list-style-type: none"> • fees to architects, surveyors, consulting engineers and others • the cost of clearing the site and making it and the <i>premises</i> safe • the cost of complying with any government or local authority requirement following <i>damage</i> unless <i>you</i> were given notice of the requirement before the <i>damage</i>. <p>We will not pay:</p> <ul style="list-style-type: none"> • fees for preparing a claim under this section • for the cost of undamaged parts of the <i>buildings</i> (except the foundations of the damaged parts) • the cost of work stipulated in any notice already served upon <i>you</i> • for costs or expenses incurred in removing debris other than from the <i>premises</i> and the area immediately adjacent • for costs or expenses arising from pollution or contamination of property not insured by this policy.
Limits	<p>The most <i>we</i> will pay for <i>damage</i> to the <i>buildings</i>, including additional costs, is the sum insured under section A.</p>
Automatic reinstatement of the sum insured	<p>We will automatically reinstate the sum insured upon notification of a claim to <i>us</i> unless <i>we</i> give <i>you</i> written notice to the contrary.</p> <p>Provided that <i>you</i>:</p> <ul style="list-style-type: none"> • pay the appropriate additional premium • take immediate steps to carry out any amendments in the protection of the <i>premises</i> that <i>we</i> may require. <p>The most <i>we</i> will reinstate in any one Period of Insurance is the sum insured.</p>
Index-linking	<p>(This will only apply if shown in the schedule)</p> <p>We will automatically adjust the sum insured in line with changes in suitable indices of cost. This adjustment will continue after any insured <i>damage</i> if the repairs or reinstatement are done without delay.</p> <p>We will not charge any extra premium during the Period of Insurance but at the end of the period <i>we</i> will work out the renewal premium on the revised sum insured.</p>
Selling your buildings	<p>If <i>you</i> are selling <i>your buildings</i> <i>we</i> will insure the buyer up to the date the contract is completed unless he has arranged his own insurance. The buyer must keep to the terms and conditions of the policy.</p>
Excess	<p>The <i>excesses</i> applicable under this section are shown in the schedule attached to the policy.</p>

Special Exclusion applying to Section A

Damage caused by pollution or contamination is not insured except (unless otherwise excluded) *damage* to the property insured caused by:

- pollution or contamination which itself results from fire, lightning, explosion, aircraft or other aerial devices or articles dropped from them, riot, civil commotion, strikers, locked-out workers, persons taking part in labour disturbances, malicious persons other than thieves, earthquake, storm, flood, bursting overflowing discharging or leaking of water tanks apparatus or pipes, sprinkler leakage or impact by any road vehicle or animal
- any of the perils listed above which itself results from pollution or contamination.

Your attention is drawn to the Conditions and Exclusions detailed on pages 43-49 of the policy.

section B – salon contents

Meaning of words

Contents

Salon contents including:

- stock in trade and goods in trust
- trade fixtures and fittings
- the shop front and, if fixed to the *buildings*, any external signs, fitments and blinds
- telephone and fax installations, gas or electricity meters
- business books for their value as stationery plus the cost of clerical labour to reproduce them
- computer systems records for the cost of the materials and of clerical labour and computer time in reproducing them. The most *we* will pay is £10,000
- *your* personal belongings or those of *your employees*, directors or visitors. The most *we* will pay is £500 any one person
- tenants improvements and decorations

all contained in the *buildings* and belonging to *you* or for which *you* are responsible.

The following property is not included as *contents*:

- glass except as provided for elsewhere in this section
- *your* personal belongings or those of *your employees*, directors or visitors, comprising jewellery and furs and property insured more specifically
- landlord's fixtures and fittings
- motor vehicles, watercraft, aircraft and their accessories
- livestock
- deeds, bonds, bills of exchange, promissory notes, securities, medals, coins or stamps forming part of a collection
- cash, cheques, stamps or banknotes except as provided for elsewhere in this section
- any cost in connection with producing information to be recorded in documents, manuscripts, business books or computer systems records
- explosives
- property more specifically insured.

Other words with special meanings in this section are defined on pages 4 and 5.

They are: *average, bodily injury, buildings, business, damage, employee, excess, premises, us, our, we, you, your.*

The cover

What is insured

Contents

- 1 *Damage*
 - to the *contents*
 - to the *buildings* by theft or attempted theft for which *you* are responsible.

What is not insured

Your attention is drawn to the Conditions and Exclusions detailed on pages 43-49 and the Special Exclusion on page 19 of the policy.

Additional costs

Property Temporarily Removed and at Exhibitions

We will pay for *damage* as insured by this section to *contents* belonging to *you* or for which *you* are responsible whilst temporarily removed from the *premises* or at exhibitions. Provided that the *contents* remain within Great Britain, Northern Ireland, the Channel Islands, the Isle of Man or the Republic of Ireland.

We will not pay for *your* personal belongings or those of *your employees*, directors or visitors.

The most *we* will pay for any one item of *contents* is £1000 and £2500 in total.

Theft of Keys

We will pay for the necessary replacement of locks following the loss of keys to the *buildings* or to any safe or strongroom in the *buildings* arising from:

- theft from the *buildings* or the home of any *employee* or director
- robbery whilst such keys are in the personal custody of *you* or *your employees*.

Provided that if the keys are to a safe, they are not left in the *buildings* overnight.

The most *we* will pay is £1,000.

Loss of Metered Water

We will pay for excess water charges demanded from *you* by the water supply authority following loss of metered water as a result of *damage* insured by this section to fixed water pipes, tanks and apparatus.

The most *we* will pay is £2,500.

Trace and Access

In the event of *damage* as insured by this section caused by the escape of water from fixed water apparatus or the leakage of fuel oil used solely for domestic purposes *we* will also pay for:

- costs and expenses incurred in locating the source of the *damage*
- costs and expenses incurred in repairing any *damage* caused in locating the source of the *damage*.

The most *we* will pay is £2,500.

Debris Removal Costs

We will pay for costs and expenses incurred for removing debris of the *contents* following *damage* which is insured by this section.

We will not pay for:

- costs or expenses incurred in removing debris other than from the *premises* and the area immediately adjacent
- costs or expenses arising from pollution or contamination of property not insured by this policy.

Settling claims	<p>In the event of <i>damage</i> which is insured by this section to the property insured:</p> <ul style="list-style-type: none"> • for <i>contents</i> other than stock in trade and goods in trust <i>we</i> will pay the full cost of repair or reinstatement of the property to a condition equal to but not better than its condition when new, provided that the cost is incurred • for stock in trade and goods in trust <i>we</i> will indemnify <i>you</i> either by payment, repair or at <i>our</i> option, reinstatement.
Average	The sum insured by this section is subject to <i>average</i> .
Limits	The most <i>we</i> will pay under any item is the sum insured applicable to that item.
Automatic reinstatement of the sum insured	<p><i>We</i> will automatically reinstate the sum insured upon notification of a claim to <i>us</i> unless <i>we</i> give written notice to the contrary.</p> <p>Provided that:</p> <ul style="list-style-type: none"> • <i>you</i> pay the appropriate additional premium • <i>you</i> take immediate steps to carry out any amendments in the protection of the <i>premises</i> that <i>we</i> may require. <p>The most <i>we</i> will reinstate in any one Period of Insurance is the sum insured.</p>
Index-linking	<p>(This will only apply if shown in the schedule)</p> <p><i>We</i> will automatically adjust the sums insured under section B in line with changes in suitable indices of cost.</p> <p>These adjustments will continue after any insured <i>damage</i> if the repairs or reinstatement are done without delay.</p> <p><i>We</i> will not charge any extra premium during the Period of Insurance, but at the end of the period <i>we</i> will work out the renewal premium on the revised sums insured.</p>
Excess	The <i>excess</i> applicable under this section is shown in the schedule attached to the policy.

What is insured

What is not insured

Additional cover

- Glass** **2** Accidental breakage of fixed glass for which *you* are responsible in the salon *premises*.
- The most *we* will pay is the cost of replacing broken glass with glass of similar quality or as otherwise recommended by the British Standard Code of Practice BS6262.
- We* will also pay for:
- the cost of boarding up until the broken glass is replaced
 - *damage* to the *contents* caused by breakage of glass in the shop front
 - *damage* to frames and framework of any description and the cost of removing or replacing any *contents* which may have to be removed to replace the glass.
The most *we* will pay is £500.
 - mirrors, lettering, bending or ornamenting glass.
The most *we* will pay is £1,000 any one loss.
-

Breakage of cracked or scratched glass.
Damage resulting from repairs or alterations to the *premises*.

- Sanitaryware** **3** Accidental breakage of fixed washhand basins, sinks and other sanitaryware for which *you* are responsible in the salon *premises*.
-

Damage resulting from repairs or alterations to the *premises*.

- Seasonal Increase** **4** The sum insured on *contents* insured by this section will be automatically increased each year by 30% :
- during November and December
 - for 30 days before Easter Day
 - or for any other three month period to which *we* agree in writing.

	What is insured	What is not insured
Goods in Transit	<p>5 We will pay for <i>damage</i> as insured by this section to goods in transit in the course of collection and delivery anywhere in Great Britain, Northern Ireland, the Isle of Man, the Channel Islands and the Republic of Ireland by <i>you</i> or <i>your employees</i>.</p> <p>The most <i>we</i> will pay is £2500.</p>	

Money 6 Meaning of words

Money

Cash, bank and currency notes, postal orders, cheques, banker's drafts, bills of exchange, unused units in postage stamp franking machines, postage stamps, revenue stamps, National Savings certificates, National Insurance stamps, stamped or franked National Insurance cards, Holiday-with-Pay stamps, Premium Savings bonds, luncheon vouchers, trading stamps, credit card sales vouchers, consumer redemption vouchers and gift tokens accepted by *you* and VAT purchase invoices, all pertaining to the *business* and belonging to *you* or for which *you* are responsible.

Business Hours

Any time when *you* or any of *your employees* or directors with responsibility for *money* are in the business portion of *your premises* for the purpose of *your business*.

What is insured

Physical *damage* to:

- *money*
- safes or strongrooms which normally contain *money* caused by theft or attempted theft within Great Britain, Northern Ireland, the Channel Islands, the Isle of Man or the Republic of Ireland.

Provided that:

- whenever the salon is unattended any safe containing *money* is securely locked and all keys to that safe are removed from the *premises* or kept on *your* person or that of one of *your employees*

What is not insured

Loss from any unattended road vehicle.

Damage caused by or due to:

- the dishonest acts of any *employee* not discovered within 14 days of the occurrence
- clerical or accounting errors.

What is insured

- b) *you* keep a complete record of *money* in transit and on *your premises* and deposit that record in a secure place other than a safe or strongroom containing *money*
- c) where *money* in transit insured by item i) exceeds:
 - £2,000 it must be accompanied by at least two able bodied adults
 - £4,000 it must be accompanied by at least three able bodied adults.

What is not insured

The most *we* will pay is listed as follows:

For *money* in the form of crossed cheques, postal orders, crossed banker's drafts, credit card sales vouchers, Premium Savings bonds, National Savings certificates, unused units in postage stamp franking machines, stamped or franked National Insurance cards and VAT purchase invoices £250,000

For *money* in any other form:

i) in transit by <i>you</i> or <i>your employees</i>	£7,500
ii) in transit by post (but no more than £5 per packet while in transit by unregistered post)	£1,000
iii) in any bank night safe	£7,500
iv) in <i>your premises</i> during <i>business hours</i>	£7,500
v) in <i>your premises</i> outside <i>business hours</i> in a locked safe or strongroom	£2,500
vi) in <i>your premises</i> outside <i>business hours</i> not in a locked safe or strongroom	£250
vii) in <i>your home</i> or that of any authorised <i>employee</i>	£500
viii) elsewhere	NIL

Malicious Attack

7 We will pay the sum or sums set out in the Table of Benefits shown below if *you* or any *employee* sustain *bodily injury* by violent, external and visible means as a result of malicious attack by anyone stealing or attempting to steal *money* or *contents*.

Provided that:

- *you* or any *employee* are engaged on *your business* at the time of the attack
- the *money* or *contents* are insured under the policy
- under benefit E *we* will not pay the benefit for more than 104 weeks
- *we* will only pay a benefit if death or disablement occurs within twelve months of the date of injury
- if *we* are satisfied that disability under benefit E is permanent, benefit D shall become payable when benefit E is exhausted. Except for this, *we* will not pay more than one benefit for the same accident
- *we* will not pay for more than one benefit for the same period of time
- no benefit shall be paid until its entire amount has been agreed.

Table of benefits

If physical injury is the only and direct cause of:

A	Death	£10,000
B	Permanent total loss of one or more limbs	£10,000
C	Permanent total loss of all sight of one or both eyes	£10,000
D	Permanent total inability to attend to any occupation or business	£10,000
E	Temporary total inability to attend to the usual occupation or business	Normal weekly wage or salary up to £100

In the event of *damage* to:

- *your* clothing or personal belongings or those of any *employee*
- any case, bag or waistcoat used for carrying *money*

as a result of malicious attack by anyone stealing or attempting to steal *money* or *contents*, *we* will pay for that loss. The most *we* will pay for any one person is £500.

8 Meaning of words

Income

The money paid or payable to *you* in the course of *your business* at the *salon premises* for goods sold or delivered and services provided less the purchase cost of the goods.

Indemnity period

The period beginning with the occurrence of the *damage*, and ending not later than 24 months after, during which the results of the *business* shall be affected in consequence of the *damage*.

Notifiable disease

Illness sustained by any person resulting from:

- food or drink poisoning
- any human infectious or human contagious disease (excluding Acquired Immune Deficiency Syndrome (AIDS)), an outbreak of which the competent local authority has stipulated must be notified to them.

Outstanding debit balances

The amounts debited or invoiced to customers as set out in *your* accounts but not paid at the time of the *damage* adjusted for bad debts and any abnormal trading conditions which had or could have had material effect on *your business*.

Professional accountants' charges

The reasonable charges payable by *you* to *your* professional accountant for producing details that *we* require for any claim.

The cover

We will pay for the loss of *income* occurring during the *indemnity period*, as a result of interruption or interference with the *business* caused by *damage* to:

- the *contents* or glass insured under this section
 - the *buildings* of the *premises* shown in the schedule
- provided that at the time of the *damage* there shall be an insurance in force covering *your* interest in the property at the *premises* against *damage* and that payment shall have been made or liability admitted under that insurance
- property in the vicinity of the *premises* which prevents or hinders the use of the *premises* or access to them.

We will pay:

- the difference between the *income* you would have received during the *indemnity period* if there had been no *damage* and the *income* you actually received during that period
- extra expenses that *you* necessarily and reasonably incur in order to minimise the interruption or interference with the *business* during the *indemnity period*.
Provided that the expenses incurred are not more than the reduction in *income* which would otherwise have been incurred
- *professional accountants' charges*.

We will take into account in calculating the payment:

- any savings during the *indemnity period* from business expenses payable out of *income* which stop or are reduced as a result of the *damage*
- any *income you* earn from conducting the *business* elsewhere during the *indemnity period*.

The definition of *damage* includes:

- 1 a) an outbreak of any *notifiable disease* occurring at the *premises* or which is attributable to food and drink supplied from the *premises*
b) the discovery of vermin or pests at the *premises* which cause a competent local authority to restrict the use of the *premises*
c) closure of the *premises* by a competent local authority because of defects in the drains or other sanitary arrangements
d) murder or suicide occurring at the *premises*.

Provided that the beginning of the *indemnity period* will be:

- i) in the case of a) and d), when the incident happens or is discovered
- ii) in the case of b) and c), the date when the restrictions on the *premises* are applied

for the period specified in the *indemnity period*.

- 2 damage at any suppliers' *premises* within the United Kingdom.
- 3 the accidental failure of the public supply of electricity, gas or water at the terminal point of the supply authorities feed to the *premises*. We will not pay for any loss arising from the deliberate act of the supply authority.
- 4 the accidental failure of the telecommunications systems serving the *premises* (other than satellite services) at the incoming line terminals or receivers at the *premises* but excluding any failure of less than four consecutive hours duration.
We will not pay for any loss arising from the deliberate acts of service providers.
- 5 *damage to contents* whilst in transit in Great Britain, Northern Ireland, the Isle of Man, the Channel Islands and the Republic of Ireland.

Book Debts

If your books of account or other *business* books or records at the *premises* or whilst temporarily removed from the *premises* and within Great Britain, Northern Ireland, the Channel Islands, the Isle of Man or the Republic of Ireland including whilst in the post, suffer *damage* which is insured by this policy and as a direct result of the *damage you* are unable to trace *outstanding debit balances* due to *you* we will pay *you*:

- a) the difference between *outstanding debit balances* and the total of the amounts received or traced
- b) additional expenses incurred by *you* with our consent in tracing and establishing *outstanding debit balances*
- c) *professional accountants' charges*.

Limit The most *we* will pay for loss of *income* and Book Debts for any claim or claims arising from any one occurrence is £1,000,000 except for 2 – *damage* at suppliers’ *premises*, where the most *we* will pay is £10,000 and 4 – failure of telephone system, where the most *we* will pay is £2,500.

Special conditions applying to section B – no. 8 – Business Interruption and Book Debts

- 1 *We* will not pay if the *business* is permanently discontinued, wound up or carried on by a liquidator or receiver, unless *we* have agreed to do so.
- 2 *You* must keep *your* books of account and other business books and records containing customers accounts in fire resisting safes or fire resisting cabinets of at least two hours fire resistance or store such records elsewhere than at the *premises*.

Special condition applying to section B (other than no’s. 8 – Business Interruption and Book Debts, 10 & 11 – Employers’ & Public and Products Liability)

Damage caused by pollution or contamination is not insured except (unless otherwise excluded) *damage* to the property insured caused by:

- pollution or contamination which itself results from fire, lightning, explosion, aircraft or other aerial devices or articles dropped from them, riot, civil commotion, strikers, locked-out workers, persons taking part in labour disturbances, malicious persons other than thieves, earthquake, storm, flood bursting overflowing discharging or leaking of water tanks apparatus or pipes, sprinkler leakage or impact by any road vehicle or animal
- any of the perils listed above which itself results from pollution or contamination.

Special Exclusion applying to section B (other than no. 8 – Business Interruption and Book Debts)

Damage caused by pollution or contamination is not insured except (unless otherwise excluded) *damage* to an any property used by *you* at the *premises* for the purpose of the *business* caused by:

- pollution or contamination which itself results from fire, lightning, explosion, aircraft or other aerial devices or articles dropped from them, riot, civil commotion, strikers, locked-out workers, persons taking part in labour disturbances, malicious persons other than thieves, earthquake, storm, flood, bursting overflowing discharging or leaking of water tanks apparatus or pipes, sprinkler leakage or impact by any road vehicle or animal
- any of the perils listed above which itself results from pollution or contamination.

Employers' Liability	What is insured	What is not insured
	<p>9 Your legal liability for <i>bodily injury</i> sustained by any <i>employee</i> which arises out of and in the course of his employment by <i>you</i> in connection with <i>your business</i>.</p> <p>We will pay:</p> <ul style="list-style-type: none"> • all sums <i>you</i> become legally liable to pay for any claim for damages settled or defended with <i>our</i> consent • claimant's costs and expenses • all costs and expenses <i>you</i> incur with <i>our</i> consent in defending any claim for damages. <p>Provided that the <i>bodily injury</i> or disease is caused:</p> <ul style="list-style-type: none"> • during any Period of Insurance • within Great Britain, Northern Ireland, the Isle of Man or the Channel Islands or to <i>employees</i> employed in Great Britain, Northern Ireland, the Isle of Man or the Channel Islands and temporarily engaged elsewhere. 	<p>Any liability:</p> <ul style="list-style-type: none"> • for <i>bodily injury</i> sustained by any <i>employee</i>: <ul style="list-style-type: none"> i) on any offshore installation or support or accommodation vessel for any offshore installation or ii) in transit to or from or between any offshore installation or support or accommodation vessel. • for which compulsory motor insurance or security is required under either of the following: <ul style="list-style-type: none"> i) the Road Traffic Act 1988 as amended by the Motor Vehicles (Compulsory Insurance) Regulations 1992 ii) the Road Traffic Act (Northern Ireland) Order 1981 as amended by the Motor Vehicles (Compulsory Insurance) Regulations (Northern Ireland) 1993 <p>or any other Compulsory Road Traffic Legislation.</p>
Limit of Liability	<p>The most <i>we</i> will pay is £10,000,000 for any one claim against <i>you</i> or by <i>you</i> or series of claims against <i>you</i> or by <i>you</i> arising out of one cause.</p> <p>This amount shall be inclusive of:</p> <ul style="list-style-type: none"> i) all legal costs and other expenses incurred by any claimant or claimants ii) all legal costs and other expenses incurred in defending any claim or claims. <p>Where <i>we</i> agree to indemnify more than one party then nothing in this Policy shall increase <i>our</i> liability to pay any amount in respect of one claim or series of claims in excess of the amount stated above.</p>	

What is insured

What is not insured

Unsatisfied Court Judgements**Extensions to the employers' liability cover**

If any *employee* or his personal representatives obtains a judgement for damages for *bodily injury* against any Company or individual operating from premises within Great Britain, Northern Ireland, the Isle of Man or the Channel Islands and that judgement remains unpaid for more than six months *we* will pay to the *employee* or his personal representatives, at *your* request, the amount of any unpaid damages and awarded costs.

Provided that:

- the *bodily injury*:
 - i) is caused during the Period of Insurance
 - ii) arises out of and in the course of their employment in *your business*
 - there is no appeal outstanding
 - if any payment is made under this extension the *employee* or his personal representatives shall assign the judgement to *us*.
-

Court Attendance Expenses

We will pay *you* the rates shown below if any of these people are required to attend court as a witness at *our* request, in connection with a claim for which insurance is provided under this section:

- i) *you* or *your* partner or any director £250 per day
 - ii) any *employee* £100 per day
-

All the extensions to the Employers' Liability cover are subject to the following:

- *we* shall not be liable unless *we* have the sole conduct and control of all claims
- they shall not apply to any liability which is insured under any other policy
- the most *we* will pay will not increase and *we* will not pay more than stated
- the terms, exclusions and conditions of the policy.

Public and Products Liability

What is insured

- 10 All sums which *you* shall become legally liable to pay as compensation for:
- accidental *bodily injury* to any person
 - accidental loss of or accidental damage to material property
 - accidental obstruction, accidental trespass, accidental nuisance or accidental interference with pedestrian, road, rail, air or waterborne traffic
 - charges of wrongful arrest or malicious prosecution being brought against *you* arising out of any allegation of shoplifting or other improper conduct at *your premises* by any person other than an *employee* occurring during the Period of Insurance within Great Britain, Northern Ireland, the Isle of Man or the Channel Islands in connection with the *business* or arising out of goods or commodities sold, supplied, repaired or serviced in connection with the *business*.

What is not insured

Any liability:

- from accidental *bodily injury* sustained by any *employee* or director in the course of his employment by *you* in connection with the *business*
- arising from professional advice given by *you* for a fee or in circumstances where a fee would normally be charged
- arising out of treatment or the dispensing of medicines or drugs
- which arises from ownership of the *premises*
- for the cost of repairing, replacing, reinstating, rectifying, recalling or guaranteeing the performance of any goods sold, supplied, repaired or serviced in connection with the *business*
- for *damage* to property which belongs to *you* or is held in trust by *you* or borrowed, rented, leased, or hired for use by *you*.
This shall not apply to:
 - i) personal property (including vehicles and contents) of *your* visitors, directors or *employees*
 - ii) buildings or their contents temporarily occupied by *you* for the purpose of carrying out work
 - iii) premises rented, hired, leased or lent to *you* unless the liability attaches solely because of a contract or agreement
- for *damage* to that part of any property upon which *you* or *your* servant or agent has been working, where the *damage* is a direct result of such work
- for liquidated damages, or fines or penalties which attach solely because of a contract or agreement

What is insured

What is not insured

- arising from the ownership, possession or use of any mechanically propelled vehicle or mobile plant by *you* or on *your* behalf:
 - i) which is licensed for road use
 - ii) for which compulsory motor insurance or security is required
 - iii) which is more specifically insured.This shall not apply to the loading and unloading of mechanically propelled vehicles or mobile plant unless more specifically insured
 - arising from the ownership, possession or use by *you* or on *your* behalf of:
 - i) craft designed to travel through air or space
 - ii) hovercraft or watercraft other than barges, motor launches and non powered craft used on inland waterways.
-

Limit of Liability

The most *we* will pay, unless otherwise stated, for all claims made for any one accident or series of accidents occurring in connection with any one event is £2,000,000. For claims arising from commodities or goods sold, supplied, repaired or serviced by *you* or on *your* behalf, the most *we* will pay for any one period of insurance is £2,000,000. *We* will also pay legal costs awarded to any claimant or incurred in defending any claim that is contested with *our* consent.

**Hairdressers and
Beauticians
Treatment**

What is insured

Extensions to the Public Liability cover

The Public Liability cover provided by this Policy includes *your* legal liability arising from treatments and facilities provided by *you* in connection with the *business*.

Provided that:

- any item designed to pierce the skin while in use be new or sterilised before use
- for electrolysis, laser hair removal, machine assisted massage and skin restoration the equipment is
 - a) only operated by a suitably trained person
 - b) used for the purpose it was designed in accordance with the manufacturers instruction
 - c) inspected at least annually by a qualified person and any defects are remedied before further use
- for electro-mechanical slimming treatments, sauna, turkish bath and hydro massage facilities solaria and sunbeds
 - a) there is regular supervision by a trained person who remains on the *premises* while the equipment is in use
 - b) instruction is given to customers as to the safe method of use of the equipment including suitable warnings as to potential health risks
 - c) all electrically operated equipment is inspected at least annually by a qualified electrical engineer and any defects are remedied before further use
- for sauna, turkish bath and hydro-massage facilities all floors subject to damp or wet conditions have non slip surfaces.

What is not insured

Any Liability:

- for the cost of repairing, removing, replacing, rectifying, making good, recalling, or altering, any products sold or supplied by *you*
- for refunds in respect of any treatments given or facilities provided by *you*.

What is insured

Non-manual work abroad

This insurance applies anywhere in the world where *your* directors, *employees* or partners are on temporary visits on *your business* for the purpose of non-manual work. Provided that they are normally resident in Great Britain, Northern Ireland, the Isle of Man or the Channel Islands.

Personal Liability during visits abroad

The personal liability of:

- *you*
- any *employee* or director
- the family of any *employee* or director while accompanying such a person during temporary visits anywhere in the world in connection with *your business*.

Provided that such people shall keep to the terms, exclusions and conditions of this policy as they apply to the Public Liability cover.

Cross Liabilities

Where this policy is in the joint names of more than one party *we* will deal with any claim as though a separate policy had been issued to each of them.

What is not insured

Any liability:

- arising from any contract or agreement which imposes a liability that *you* would not otherwise have been under
 - arising from the ownership or occupation of any land or buildings
 - arising from the carrying on of any trade or profession
 - arising from the ownership, possession or use of:
 - i) firearms other than sporting guns
 - ii) mechanically propelled vehicles
 - iii) craft designed to travel through air and space
 - iv) hovercraft or watercraft
 - v) animals of dangerous species
 - arising from *damage* to property owned or held in trust by:
 - i) *you*
 - ii) any *employee* or director
 - iii) the family of any *employee* or director
 - for accidental *bodily injury* contracted by:
 - i) *you*
 - ii) any *employee* or director
 - iii) the family of any *employee* or director.
-

Motor Contingent Liability

What is insured

All sums which *you* and *you* alone shall become legally liable to pay as compensation for:

- accidental *bodily injury* contracted by any person
- accidental *damage* to material property arising out of the use of any motor vehicle being used in connection with *your business*.

Consumer Protection Act 1987

We will, at *your* request, pay all legal expenses or fees reasonably incurred in defending any criminal proceedings brought for a breach of Part II of the Consumer Protection Act 1987 including costs and expenses incurred with *our* consent in an appeal against conviction.

Provided that:

- the alleged breach occurs during the Period of Insurance
- the criminal proceedings relate to an offence committed in the course of *your business*
- the proceedings are brought in Great Britain, Northern Ireland, the Isle of Man or the Channel Islands
- *we* have sole conduct and control of all claims
- *you* or any *employee* shall tell *us* immediately if any summons or other process is served upon *you* or any *employee* and of any event that may give rise to proceedings against such people.

The most *we* will pay is £25,000.

What is not insured

Any liability:

- arising from the use of a motor vehicle which *you* own or provide
- arising from a motor vehicle driven by *you*
- for any *damage* to the vehicles or goods carried in them
- arising while the vehicle is being driven by any person who, to *your* knowledge, does not hold a driving licence unless that person has held one and is not disqualified from holding one
- arising outside Great Britain, Northern Ireland, the Channel Islands or the Isle of Man
- attaching to any person other than *you*.

Legal fees or expenses where *you* or *your employee* are insured by another policy.

Legal fees or expenses where proceedings are for any deliberate or intentional criminal act or omission by *you* or any *employee*.

Legal costs and expenses which *you* or any *employee* may be ordered to pay by a court of criminal jurisdiction for any deliberate or intentional criminal act or omission of *you* or any *employee*.

Fines or penalties.

The cost of any investigation or enquiry other than a solicitor's investigation restricted to criminal proceedings as defined in this sub-section.

Special condition applying to no. 10 of section B – Public and Products Liability

Liability arising from Pollution or Contamination is not insured unless caused by a sudden identifiable unintended and unexpected incident which takes place in its entirety at a specific time and place during the Period of Insurance.

All Pollution or Contamination which arises out of one incident shall be deemed to have occurred at the time such incident takes place.

The most *we* will pay for all claims arising from Pollution or Contamination which is deemed to have occurred during the Period of Insurance is £2,000,000. Provided that the most *we* will pay will not increase and *we* will not pay more than the limit stated under No. 10 of section B.

For the purpose of this condition ‘Pollution or Contamination’ shall mean:

- i) all pollution or contamination of buildings or other structures or of water or land or the atmosphere and
- ii) all *damage* or personal injury directly or indirectly caused by such Pollution or Contamination.

All the extensions to the Public and Products Liability cover are subject to the following:

- *we* shall not be liable unless *we* have the sole conduct and control of all claims
- they shall not apply to any liability which is insured under any other policy
- the most *we* will pay will not increase and *we* will not pay more than stated
- the terms, exclusions and conditions of the policy.

What is insured

What is not insured

Extensions to the employers’ liability and public and products liability cover

Solicitors’ Fees

We will pay Solicitors’ fees incurred with *our* consent for:

- i) representation at any Coroner’s Inquest or Fatal Enquiry in respect of any death
- ii) defending in any Court of Summary Jurisdiction any proceedings in respect of any act or omission causing or relating to any event which may be the subject of indemnity under this section.

What is insured

Indemnity to Directors and Employees

If the following people have a claim made against them for which *you* would be insured by this section, *we* will pay for any amounts for which they are legally liable:

- any *employee* or director
- any officer, member or *employee* of *your* social, sports or welfare organisations or first aid or medical arrangements (but excluding medical practitioners) fire or ambulance services.

Provided that:

- *you* request *us* to do so
 - such people shall keep to the terms, exclusions and conditions of this policy.
-

What is not insured

Health and Safety at Work Act 1974

We will pay, at *your* request, all legal fees and expenses incurred in the defence of any criminal proceedings brought against *you* or one of *your employees* or directors for a breach of the Health and Safety at Work Act 1974 or the Health and Safety at Work (Northern Ireland) Order 1978 including legal costs and expenses incurred with *our* consent in an appeal against conviction.

Provided that the breach was committed or alleged to have been committed during the Period of Insurance.

Proceedings brought outside Great Britain, Northern Ireland, the Channel Islands or the Isle of Man.

This extension shall not apply:

- i) where proceedings relate to any deliberate or intentional act or omission
 - ii) to fines or penalties of any kind.
-

Private Work

Private work carried out by any *employee* for *you* or any of *your* directors.

All these extensions to the Employers' Liability and Public Liability and Products Liability cover are subject to the following:

- *we* shall not be liable unless *we* have the sole conduct and control of all claims
- they shall not apply to any liability which is insured under any other policy
- the most *we* will pay will not increase and *we* will not pay more than stated
- the terms, exclusions and conditions of the policy.

What is insured

What is not insured

Tenant's Liability

11 (This does not apply if *you* are the owner of the *buildings*).

Your legal liability as tenant for:

- *damage* to the *buildings* or to landlord's fixtures and fittings directly caused by any of the events insured by section B
- the cost of repairing accidental *damage* to underground pipes, drains and cables on the *premises* or connecting them to the public mains.

The most *we* will pay is 10% of the *contents* sum insured.

***Your* attention is drawn to the Conditions and Exclusions detailed on pages 43-49 of the policy.**

section C – legal expenses

Meaning of words

Accountant's Fees

Reasonable unrecovered fees, costs and disbursements reasonably, properly and necessarily incurred by the accountant for claims under sub-section of cover 5 and which relate to correspondence, negotiations, attendance and research but excluding all fees, costs and disbursements incurred in legal *proceedings*.

Awards of Compensation

Basic and compensatory awards made against *you* under the Acts and amending legislation by industrial tribunals, employment appeals, tribunals or superior courts or settlements agreed as a result of conciliation procedures to which *our* approval is given. The term does not include awards made under Sections 58, 59(a) and 71 of the Employment Protection (Consolidation) Act 1978 nor does it include settlement of claims thereunder, *awards of pay*, redundancy payments, notice entitlements or pay in lieu of notice entitlements or fines or penalties imposed by a Court of Criminal Jurisdiction.

Awards of Pay

Awards made under Section 53 of the Employment Protection (Consolidation) Act 1978 when an industrial tribunal, employment appeal tribunal, or superior court declares the 'written statement' to have been inadequate or untrue. It does not include awards made when *you* have unreasonably refused to supply the 'written statement'.

Claimant

You and/or the *insured person* making a claim under this section.

Dismissal

Has the meaning given to it by ss.55 and 56 of the Employment Protection (Consolidation) Act 1978.

Indepth Investigation

Has the meaning given to it by the custom and practice of the accountancy profession. If *we* dispute that an indepth investigation has begun, the dispute must be referred to the arbitration of an independent chartered accountant agreed upon by *you* and *us*, or failing agreement, nominated by the President for the time being of the Institute of Chartered Accountants in England and Wales. The arbitrator's decision will be binding.

Insured Event

Except when more particularly described, this means the start of a cause of action which may lead to a claim being made. In employment disputes the *insured event* shall be understood as the effective date of termination of employment for unfair, wrongful or constructive *dismissal* claims. For the limit of indemnity only one *insured event* shall be considered to have arisen from all causes of action, incidents or events which are related by cause or by time.

Insured Person

Your employees or directors.

Legal Costs and Expenses

Reasonable unrecovered fees, costs and disbursements reasonably, properly and necessarily incurred by the solicitor or accountant and the party or parties or standard costs of any civil *proceedings* incurred by a third party for which the *claimant* may be liable by order of a court or with *our* consent.

Proceedings

(Under all sub-sections of this section other than sub-section 5)

Taking or defending with *our* approval any civil, criminal, tribunal or arbitration proceedings, or appeals arising from them. Under sub-section of cover 5 only *Proceedings* means work carried out by the accountant in dealing with *indepth investigations* with *our* approval but excludes legal proceedings.

Professional Advisor

The solicitor or accountant or other appropriately qualified person, firm or company nominated under general condition 10 to act for the *claimant*.

Reinstatement/Re-engagement Awards

Awards made against *you* when an industrial tribunal, employment appeal tribunal or superior court makes an order for reinstatement or re-engagement under Section 69 of the Employment Protection (Consolidation) Act 1978.

Statutory Licence

A licence issued to *you* under a statute or statutory instrument or by a government or local authority where such licence is necessary to engage in the *business*.

We, Us or Our

For the purpose of this section only, Capita Assistance.

Other words with special meanings in this section are defined on pages 4 and 5.

They are: *business, employee, our, premises, you, your*.

What is insured

Legal Costs and Expenses incurred by *you*:

- 1 a) in defending *proceedings* under the following Acts and any amending legislation (the Acts)
 - i) Trade Union and Labour Relations Act 1974 and Trade Union and Labour Relations (Amendment) Act 1976
 - ii) Employment Protection Act 1975
 - iii) Sex Discrimination Act 1975
 - iv) Equal Pay Act 1970
 - v) Health and Safety at Work etc. Act 1974
 - vi) Race Relations Act 1976
 - vii) Wages Councils Act 1959 and associated legislation
 - viii) Employment Protection (Consolidation) Act 1978.
- b) in defending any civil action for wrongful *dismissal* made against *you* by a former *employee*
- c) arising from a dispute with an *employee* or former *employee* relating to his contract of employment with *you*
- d) *awards of compensation, reinstatement/re-engagement awards* and *awards of pay* arising from any matter described in sub-section 1 a) b) and c) above.

What is not insured

Any claim arising from *you* deliberately avoiding liability for a redundancy payment or for money for benefits due under a contract of employment.

Arrears of pay or damages awarded under the Equal Pay Act.

Protective awards – as defined in s.101(4) of the Employment Protection Act 1975 or the settlements for such awards.

Wrongful *dismissal* where the dispute relates to a fixed term contract which *you* have breached.

Any claim arising from:

- a) the *dismissal* of any *employee* unless such *dismissal* is handled in accordance with the advice provided and procedures laid down by *us*
- b) *dismissal* or resignation of any *employee* within 30 days of the start date of the first Period of Insurance.

Any costs or expenses where the *claimant* is not represented by a *professional advisor* in negotiating any settlement and in any tribunal *proceedings*.

What is insured

- 2 Arising from any act or omission which leads to the prosecution of *you* or any *insured person* in a Court of Criminal Jurisdiction and appeals by *you* against the service of improvement and prohibition notices under the Health and Safety at Work Act 1974 before an industrial tribunal.

-
- 3 a) In making any civil claim arising from an act or omission of a third party (other than *your employee* or former *employee*) relating to property *you* own or for which *you* are legally responsible where physical damage occurs to that property or pecuniary loss is suffered by *you*.

- b) Taking or defending legal *proceedings* between *you* and *your* landlord under the terms of the lease or tenancy agreement applied to *your premises*.

- c) In an appeal to the relevant statutory body, court or tribunal where the relevant authority suspends, revokes, alters the terms of or refuses to renew *your statutory licence(s)*.

What is not insured

Fines or other penalties that *you* or any *insured person* are ordered to pay by a Court of Criminal Jurisdiction.

Prosecutions taken against *you* under the Health & Safety at Work Etc. Act 1974.

Motoring prosecutions.

Prosecutions against *you* or any *insured person* alleging:

- i) intentional obstruction of a person in the execution of a warrant issued under Section 4 of the Data Protection Act 1984
- ii) failure to give a person executing such a warrant such assistance as he reasonably requires for its execution.

A contract made between *you* and a third party other than a contract for the repair, renovation, reinstatement or decoration of real property belonging to *you* or for which *you* are legally responsible.

Goods in transit or goods hired or lent to third parties or goods at premises occupied by *you* unless they are at such premises for the purpose of installation or use in work carried out by *you*.

Disputes between a landlord and a tenant and disputes relating to the occupation of property owned by *you*.

Disputes involving a motor vehicle which is in *your* possession except when the vehicle is on *your premises*.

Disputes relating the amount of payment or non-payment of rent.

Disputes relating to the renewal of the lease or tenancy agreement.

Any *legal costs and expenses* arising out of an original application or standard renewal of a licence.

Where *you* obtain any new licence during the Period of Insurance and do not notify *us*.

What is insured

- 4 a) In defending any civil *proceedings* taken against *you* or any *insured person* under The Data Protection Act 1984 and including appeals against:
- i) the refusal of the Data Protection Registrar to register *you* or any *insured person* or to alter *your* or their registered particulars
 - ii) any enforcement, de-registration or transfer prohibition notice served upon *you* or any *insured person*.
- b) Any *award of compensation* *you* or any *insured person* are ordered to pay arising from any matter described in a) above.
-

- 5 Arising out of *accountant's fees* incurred in relation to an *indepth investigation* into *your* tax liability being carried out by an officer of the Inland Revenue Department.

Incurred in relation to an appeal against an assessment for Value Added Tax served upon *you* which *you* have reasonable cause to dispute but which the Customs and Excise will not reconsider.

What is not insured

Any matter where *you* or any *insured person* is required to register in accordance with Section 4 of The Data Protection Act 1984 but has not applied for registration.

Any matter where *you* or any *insured person* fails to meet a request by a data subject for access to his personal data.

Proceedings which allege contempt by *you* or any *insured person* of the Data Protection Tribunal or Registrar.

Fines or other penalties that *you* or any *insured person* are ordered to pay by the Data Protection Tribunal or Registry or a Court of Criminal Jurisdiction.

We shall be under no liability for the costs of an *indepth investigation* if at the end of the investigation *you* are:

- i) assessed for tax on profits in any year which are more than 15% greater than the profits *you* had declared before the investigation started
- ii) found to have overstated losses in any year by over 15% more than the losses *you* had declared before the investigation began.

Any *indepth investigation* or VAT assessment which arises out of *you* not maintaining accurate, truthful and up to date records.

Any *indepth investigation* which arises out of *your* accounts which have not been submitted to the Inland Revenue within twelve months of the end of *your* accounting year.

What is insured

- 6 Arising from any dispute between *you* and a customer about a contract for the sale or purchase of goods or services entered into after the start of the first period of insurance and where at least £250 and no more than £1000 is in dispute.

What is not insured

A dispute which occurs within 90 days of the start of the first Period of Insurance.

The recovery of a debt from a customer where the customer does not dispute that the money is owed to *you*.

Any dispute *you* may have as a landlord with a tenant.

The defence of any matter which should be covered under a Professional Indemnity Insurance.

A dispute arising from the sale, hire purchase, lease, service, repair or test of a motor vehicle.

Exclusions – applying to this section

- 1 Any claim made under this section which does not arise from or relate to *your business*.
 - 2 Professional fees and costs incurred:
 - a) before *we* give written confirmation that the claim has been accepted
 - b) beyond those for which *we* have given prior approval in accordance with the terms and conditions of this section
 - c) where the *insured event* does not occur during the Period of Insurance
 - d) for claims which are notified to *us* more than 180 days after the *insured event*
 - e) for any matter which at or before the start of the first Period of Insurance *you* or any *insured person* should reasonably have realised might give rise to a claim under this section.
 - 3 Claims arising from any deliberate and criminal act or omission of the *claimant*.
 - 4 Any claim directly or indirectly caused by or contributed to or arising from an *insured event* which occurs before the start of the first Period of Insurance or the end of any period which is not insured.
 - 5 Any claim caused by or contributed to or arising from:
 - a) confiscation or nationalisation or requisition of or damage to property by or under the order of any Government or Public or Local Authority
 - b) matters relating to the actual planned or proposed construction, closure, adoption or repair of roads or bridges or the actual, planned or proposed construction, demolition or adoption of buildings, housing or other works by or under the order of any Government or Public or Local Authority.
 - 6 Any claim arising from the deliberate discrimination by *you* or any *insured person* which amounts to an act of unlawful discrimination.
 - 7 Claims where the *claimant* acts without *our* consent or contrary to or in a manner different from the advice of the *professional advisor*.
 - 8 The fees of an expert witness unless *our* approval has been obtained for the appointment of the expert witness and for the amount of his fees.
-

- 9 Appeals unless *we* are notified in writing not later than six clear days before the time for making an appeal expires and *we* consider that there are reasonable prospects of such an appeal succeeding.
- 10 Any matter relating to subsidence or mining or quarrying activities.
- 11 a) Any matter relating to patents, copyrights, trademarks, merchandise marks, service marks, registered designs, intellectual or artistic property, secrecy and confidentiality agreements and passing off.
b) Computer software except operating systems and package software that have not been tailored by the supplier to the customer's own requirements.
- 12 Any matter relating to libel or slander.
- 13 Travelling expenses or subsistence allowances.
- 14 Expenses incurred in avoidable correspondence.
- 15 Attendance expenses which are recoverable from the court or tribunal.
- 16 Claims made or contemplated by or against *you* or any *insured person* against or by *us*.
- 17 A criminal prosecution alleging dishonesty or intentional violence.
- 18 Matters relating to planning, construction or structural alterations to buildings or parts of buildings.
- 19 The first £75 of any claim made by *you* under this section.

Your attention is drawn to the Conditions and Exclusions detailed on pages 43-49 of the policy

Conditions – applying to this section

- 1 *You* or an *insured person* must tell *us* in writing as soon as reasonably possible but within 180 days about any matter which could result in a claim being made under this section.

- 2 If, after receiving a claim, *we* decide that:
 - a) *you* or an *insured person's* prospects of success in legal *proceedings* are insufficient
 - b) it would be better for the *insured person* to take a different course of action
 - c) *we* cannot agree to the claim

we will write to the *insured person* giving *our* reasons. Subject to the rest of this condition *we* will not then be bound to pay any *legal costs and expenses* for this claim.

If the *claimant* wishes to appeal against *our* decision he must request *us* to obtain the opinion of a solicitor nominated by the Law Society or a Local Law Society upon the correctness of *our* decision. Should the solicitor notify *us* within one month of the matter being referred to him that *our* decision is in his opinion incorrect then *we* shall be obliged to approve the request for indemnity and will pay the fees and expenses of the solicitor in connection with the rendering of his opinion. In any other case the *claimant* shall have no further entitlement to an indemnity for the matter in question and shall on demand pay the fees and expenses of the solicitor.

- 3 *You* or an *insured person* must:
 - a) give proper instructions to *your professional advisor*
 - b) provide information as requested by *us* at *your* expense
 - c) do nothing which would prejudice *your* case.

- 4 If any person is ordered or agrees to pay a *claimant* all or any *legal costs and expenses*, charges or compensation, either in full or by instalments the *claimant* will do everything possible (subject to *our* directions) to recover the money and hold it on *our* behalf. If payment is made by instalments these will be paid to *us* until *we* have recovered the total amount that the other person was ordered or agreed to pay by way of costs.
- 5 *We* will not be bound by any promise or undertaking given by a *claimant* to any other party which is made without *our* agreement. A *claimant* will send *us* all bills for *legal costs and expenses* immediately on receiving them.
- 6 *We* will have direct access to the *professional advisor* at all times. The *claimant* will instruct the *professional advisor* to send *us* immediately any relevant documents, information or advice. The *claimant* will give the *professional advisor* any other instructions that the *professional advisor* or *we* may reasonably require, and if *we* request it an *insured person* must require the *professional advisor* to send his bill to be examined or certified by the Law Society or any other appropriate body.
- 7 The *claimant* or the *professional advisor* will notify *us* immediately in writing of the making of any offer or payment into court with a view to settlement. If the *claimant* does not accept this offer or payment and *we* consider that the outcome of the case will be equally or less favourable to the *claimant* than the offer or payment, *we* shall only be liable for any further *legal costs and expenses* after the offer or payment was made if *we* have given *our* authority for the case to continue.
- 8 If a *claimant* is unsuccessful in legal *proceedings* you may not take further legal action in the same case at *our* expense without first obtaining *our* written permission.
- 9 If there is a dispute under this section between *you* and *us* for which no other provision is made such dispute shall be referred to an arbitrator in accordance with the law at the time. The arbitrator will be a solicitor or barrister jointly agreed by *you* and *us* or, if *we* cannot agree, appointed by the Law Society. The arbitrator's decision will be final and will be accepted by both *you* and *us*.
- 10 The *claimant* does not have to accept the *professional advisor* nominated by *us*. If *we* do not agree on a suitable *professional advisor* the Law Society can name another *professional advisor*. *You* and *we* must accept the Law Society's nomination. In the meantime *we* may appoint a *professional advisor* to act on behalf of any *claimant* to safeguard *your* interests.
- 11 If the *professional advisor* nominated reasonably refuses to continue acting for the *claimant* or if the *claimant* withdraws his instructions from the *professional advisor* then *our* liability will end immediately unless in *our* absolute discretion *we* agree to the appointment of another *professional advisor* to continue acting under the terms of this section.
- 12 If the *claimant* withdraws from the dispute without first obtaining *our* agreement then any costs and expenses incurred and any third party costs will become the responsibility of and payable by the *claimant*. *We* will also be entitled to be reimbursed by the *claimant* for any costs paid or incurred during the course of the claim, including any *legal costs and expenses* which *we* consider *we* are obliged to pay on the *claimant* withdrawing from the dispute.

Making a claim

Claims Procedure for Employment Cover sub-section 1

The *claimant* must tell *us* immediately in writing of any claim or suit made or brought against the *claimant* or believed by the *claimant* to be contemplated against him, any summons or other process served or threatened to be served upon the *claimant* and of any event that may give rise to *proceedings* against the *claimant*.

Without affecting the general nature of this Condition:

- a) Immediately a *dismissal* is contemplated the *claimant* must contact *us* by telephone on (08705) 234500 (0141-332 2887 for *claimants* in Scotland) and must comply with the advice given. **No *employee* is to be dismissed without first obtaining our consent.**
- b) A *claimant* who received a form IT1 (Originating Application) from an industrial tribunal and who wishes to make a claim under this sub-section should immediately telephone *us* on (08705) 234500 (0141-332 2887 for *claimants* in Scotland) to inform *us* that he has received the IT1. **This must be done immediately because of the statutory 14 days time limit for entering a notice of appearance.** The Notice of Appearance (IT3) should be left blank for the *claimant's professional advisor* to complete. Upon request the *claimant* must then complete form E2 and send it to *us* at the appropriate address shown on the schedule.
- c) A *claimant* who receives a notice of intended prosecution or summons under the Acts listed in this sub-section and who wishes to make a claim must complete form E3 and send it to *us* by recorded delivery post together with a copy of the notice or summons.
- d) If a former *employee* requests a written statement of reasons for *dismissal*, the *claimant* must contact *us* immediately and in any event never later than seven days after the request and before the statement is given.
- e) A *claimant* who wishes to make any other claim under this sub-section must immediately complete form E3 and send it by recorded delivery post to *us*.

Claims Procedure for sub-sections 2, 3, 4 and 6

- 1 To make a claim use the Legal Helpline telephone number and request a claim form. *You* must complete this fully and provide any other information *we* request.
- 2 If the claim is accepted *we* will write to confirm this and to provide the name and address of a *professional advisor* whom *we* suggest should act for the *claimant*.
- 3 *We* may investigate the case and, subject to the final approval of the *claimant* (which will not be unreasonably withheld), try to settle it.
- 4 The *claimant* must co-operate with *us* and keep *us* informed of all important developments.

Claims Procedure for sub-section 5

For *indepth investigations* the *professional advisor* nominated to act on *your* behalf must certify that an *indepth investigation* has begun and provide evidence at *your* expense of the date on which the *indepth investigation* began which shall be the *insured event*.

For VAT cover *you* or *your professional advisor* must contact the Legal Helpline as soon as possible after the *insured event* and must comply with the advice given. Before an appeal to the VAT Tribunal is made *we* must be satisfied that *you* or *your professional advisor* have taken all reasonable steps other than making the appeal itself to settle the matter. For VAT appeals the *insured event* is the date upon which the Notice of Assessment was duly served.

We will also pay attendance expenses – *we* will reimburse the wages or salary of any *insured person* for the period he is absent from work if it is necessary for him to attend as:

- a) a witness on *your* behalf or as a defendant at any court or tribunal which relates to a valid claim under a sub-section of cover of this section at the request of the *professional advisor*
- b) a juror where the attendance at court is required within the Period of Insurance.

We will pay for each half or whole day of such attendance and payments shall be worked out on the basis that:

- 1 the period of absence from work shall include the time taken to travel to and from the hearing for witness or defendant attendance only
- 2 the period of absence from work shall be calculated to the nearest half day taking an eight hour day to be a whole day for this purpose and the maximum period for which a claim can be made for any one day
- 3 for full time *employees* one whole day's salary or wages equals 1/250th of the *employee's* annual salary or wages at the time of such attendance
- 4 for part time *employees* the salary or wages for the period of absence from work shall be proportionate to their weekly salary or wages for their normal working week for *you*
- 5 the most *we* will pay for one eight hour period shall be £100 per *insured person*.

**Limit of
Indemnity**

The maximum amount that *we* will pay for any *insured event* which results in a valid claim being made under this section shall be as follows:

Sub-sections 1, 2, 3, 4 a) and 6:	£50,000 per <i>insured event</i>
Sub-section 4 b)	£25,000 per <i>insured event</i>
Sub-section 5	<i>Indepth investigations:</i>
	Correspondence and meetings £3,000
	Representation at hearings £5,500
	Appeals £16,500
	VAT:
	Obtaining legal opinions £3,000
	Representation at hearings £5,500
	Appeals £16,500
Attendance expenses:	a) as a witness £5,000 as part of the sub-section limit
	b) as a juror £5,000 per <i>insured event</i> and per Period of Insurance.

Subject to an overall annual aggregate of £500,000.

endorsements applicable to all sections other than section C – legal expenses

(The following apply only if indicated in the schedule)

Minimum Security Standard-Level A MSSA

Damage caused by theft or attempted theft is not insured unless devices for the security of the *premises* are installed in accordance with the following Specification and all such devices are put into full and effective operation whenever the *salon premises* are closed for business or left unattended:

Specification

- 1 All external doors of the *buildings* occupied by *you* together with internal doors which give access to any part of the *buildings* not occupied by *you* must be fitted and secured with one of the following:
 - i) a mortice deadlock with matching boxed striking plate or a rim lock, which in either case conforms to BS3621:1980 Specification for Thief Resistant Locks
 - ii) a five (or more) lever close shackle padlock and locking bar
 - iii) in the case of aluminium or UPVC framed doors, an integral cylinder operated swingbolt mortice lock
 - iv) an alternative form of lock or locking system of at least similar quality and strength to BS3621:1980 which is approved by *us* in writing.
- 2 All outward opening external doors of the *buildings* occupied by *you* and internal doors which give access to any part of the *buildings* not occupied by *you* must be fitted and secured with hinge bolts.
- 3 All accessible opening windows, fanlights and skylights including those accessible from decks, roofs, fire escapes or downpipes must be fitted and secured with key operated window locks. This requirement does not apply to windows protected by solid steel bars, grilles, expanded metal or weld-mesh.

Note:

- i) Any door or window officially designated a fire exit by the Fire Authority will require consultation with the Fire Authority so that the interests of both safety and security can be met.
- ii) The above measures comprise *our* minimum security requirements. Where additional protections are required by *us*, or where *we* agree to accept alternative security measures, *we* will specifically advise *you* in writing.

Excluding Theft 0001

The following are not insured by this policy:

- a) *damage* or *consequential loss* caused by theft or attempted theft
- b) loss of *money* and physical damage to safes or strongrooms caused by theft or attempted theft
- c) No. 7 of section B – Malicious Attack.

Intruder Alarm Condition 0002

Damage caused by theft or attempted theft is not insured unless:

- a) the Intruder Alarm is installed in accordance with the specification or system record approved by *us* and is put into full and effective operation whenever the *salon premises* are closed for business or left unattended

Note:

We will not regard the Intruder Alarm as effective if the specification or system record provides for a telephone line, direct line or central monitoring station warning system and *you* have had notice of the withdrawal of the Police, telephone or central monitoring station service and such service has actually been withdrawn.

- b) the Intruder Alarm is maintained under contract by a company which is either included in the official list of recognised firms of the National Approval Council for Security Systems (NACOSS) or approved by *us*
- c) all keys of the Intruder Alarm are removed from the salon *premises* at night and whenever they are closed for business or left unattended.

Note:

Where *you* or one of *your employees* occupy part of the *premises* for residential purposes the keys must be removed from the business part of the *premises*.

conditions and exclusions applying to the whole policy other than section C – legal expenses

General conditions

In the following conditions the word *you* also includes any other person insured under the policy.

- 1 The policy, insurance agreement, schedule and any endorsements should be read as if they are one document.
- 2 *You* will take all reasonable steps to protect the property, prevent accidents and comply with laws, bye laws or regulations and take reasonable care in the selection and supervision of *employees*.
- 3 *You* must tell *us* of any change of circumstances after the start of the insurance which increases the risk of injury or *damage*. *You* will not be insured under the policy until *we* have agreed in writing to accept the increased risk.
- 4 If *you* or anyone acting for *you* makes a claim under this policy knowing the claim to be false, *we* will not pay the claim and all cover under the policy stops.
- 5 If *you* decide *you* do not want to accept the policy, or any subsequent renewal of it, please tell *us* (or *your* insurance intermediary) within 14 days of receiving the policy or renewal notice. *We* may, at *our* discretion, charge *you* for the time *you* have been on cover, including insurance premium tax.
- 6 *We* have the right to cancel this policy or any section, or part of it, by giving 14 days' notice in writing by registered letter to *your* last known address.
- 7 If *we* admit liability for a claim but there is a dispute as to the amount to be paid, the dispute will be referred to an arbitrator, the arbitrator will be appointed jointly by *you* and *us* in accordance with the law at the time. *You* may not take any legal action against *us* over the dispute before the arbitrator has reached a decision.
- 8 If *you* die *we* will insure *your* legal personal representatives for any liability *you* had previously incurred under the policy provided that they keep to the terms of the policy.
- 9 If the policy is subject to a warranty, any breach of that warranty shall be a bar to any claim. Any breach which occurred before the period of insurance during which the claim occurred will not be regarded as a bar to a claim occurring in that Period of Insurance.
- 10 If *you* pay the premium to *us* using our Direct Debit instalment scheme, *we* will have the right (which *we* may choose not to exercise) to renew the policy each year and continue to collect premiums using this method. *We* may vary the terms of the policy (including the premium) at renewal. If *you* decide that *you* do not want *us* to renew the policy, provided *you* tell *us* (or *your* insurance intermediary) before the next renewal date, *we* will not renew it.
- 11 Where *we* refer in the policy to the payment of premiums this shall include payment by monthly instalments. If *you* pay by this method the policy remains an annual contract. The date of payment and the amount of the instalment are governed by the terms of the credit agreement. If an instalment is not received by the due date then, subject to the Consumer Credit Act 1974 (if it applies), the credit agreement and the policy will be cancelled immediately.
- 12 *You* must tell *us* immediately any *building* or part of any *building* becomes unoccupied and pay an additional premium if required. *We* shall have the right to change the terms and conditions of the policy and *you* must action any risk improvement measures that *we* may require.

Claims conditions

- 1 Upon learning of any circumstances likely to give risk to a claim *you* must:
 - tell *us* as soon as reasonably possible and give *us* all the assistance *we* may reasonably require
 - as soon as is reasonably possible, tell the Police if the *damage* is by theft or attempted theft or by riot or civil labour or political disturbances or vandals or malicious people
 - immediately send to *us* any writ or summons issued against *you*
 - supply, at *your* own expense, full details of the claim in writing including any supporting evidence and information that *we* require within the following periods:
 - i) 7 days for *damage* by riot or civil, labour or political disturbances or vandals or malicious people
 - ii) 30 days after the expiry of the *indemnity period* under section B – Business Interruption
 - iii) 30 days after any other *damage*, interruption or *bodily injury*
 - take action to minimise the *damage* and to avoid interruption or interference with the *business* and to prevent further injury or *damage*.
- 2 *We* shall have the right to settle a claim by:
 - the payment of money
 - reinstatement or replacement of the property lost or damaged
 - repair of the property lost or damaged.

If *we* decide upon reinstatement, replacement or repair *we* shall do so in a reasonable manner but not necessarily to its exact previous condition or appearance.

We shall not spend on any one item, more than its sum insured.
- 3 *We* have the right to the salvage of any insured property.
- 4 *You* must not admit, deny, negotiate or settle any claim without *our* written consent.
- 5 If at the time of the claim there is any other policy covering the same property or occurrences insured by this policy *we* will be liable only for *our* proportionate share.

If any other such policy has a provision preventing it from contributing in like manner then *our* share of the claim shall be limited to the proportion that the sum insured bears to the value of the property insured.
- 6 *We* are entitled to:
 - take the benefit of *your* rights against another person before or after *we* have paid a claim
 - take over the defence or settlement of a claim against *you* by another person.
- 7 *We* have the right to enter the building where the *damage* has happened and to take and keep any of the property insured and to deal with salvage in a reasonable manner.

General exclusions – applicable to all insurances other than Employers' Liability

The policy does not cover:

1 *Damage or consequential loss* caused by faulty or defective design materials or workmanship, inherent fault or defect, undiscovered defect, gradual deterioration, wear and tear or frost. This shall not apply to subsequent *damage* resulting from another cause which happens afterwards and is not otherwise excluded.

2 *Damage or consequential loss* caused by:

- collapse or cracking of buildings
- corrosion, rust, change in temperature, dampness, dryness, wet or dry rot, shrinkage, evaporation, loss of weight, loss of any liquid by leakage from its container, contamination, change in colour flavour texture or finish, vermin, insects, marring or scratching.

This shall not apply to such *damage or consequential loss* if it results from a cause which is not otherwise excluded.

3 *Damage or consequential loss* arising from pressure waves caused by aircraft and other aerial devices travelling at sonic or supersonic speeds. This shall not apply to *damage or consequential loss* which results from a cause which is not otherwise excluded or from another cause which happens afterwards and is not otherwise excluded.

4 *Damage or consequential loss* caused by:

- theft or attempted theft contributed to or caused by any *employee* not involving entry to or exit from the *buildings* by forcible and violent means
- theft or attempted theft of property from an unattended road vehicle unless
 - i) the property is concealed in a glove compartment or locked luggage compartment and
 - ii) all windows and sunroofs are securely closed and doors and other means of access lockedand, where the vehicle is left overnight, it is
 - iii) garaged in a securely closed and locked building or parked in a yard which is fully enclosed and securely closed and locked.
- acts of fraud practiced on *you* except as provided under Additional Cover 6 of section B
- disappearance, unexplained or inventory shortage, misfiling or misplacing of information
- mechanical or electrical breakdown and/or derangement of machinery or equipment.

This shall not apply to *damage or consequential loss* which results from a cause which is not otherwise excluded or from another cause which happens afterwards and is not otherwise excluded.

5 *Damage or consequential loss* caused by:

- subsidence, ground heave or landslide
 - i) caused by the settlement or movement of made up ground or by coastal or riverbank erosion
 - ii) occurring while the *premises* or any part of the *premises* is in the course of erection, demolition, structural alteration or repair.

You must tell *us* immediately of any building, demolition or excavation operations starting on any adjoining site. In that event *we* shall have the right to alter or cancel the cover provided by the policy against *damage* caused by subsidence, ground heave or landslip.

- normal settlement or bedding down of structures within two years of their completion or during the contract maintenance period, whichever is the longer
- wind, rain, hail, sleet, snow, flood or dust to moveable property in the open or to fences and gates.

6 (Not applicable to Additional Cover 10 of section B – Public and Products Liability)

Damage to:

- property as a result of its being cleaned, repaired, restored, maintained, altered, cut, prepared or fitted nor any subsequent *consequential loss*
- property or structures in the course of construction or erection and materials or supplies used in connection with all such property nor any subsequent *consequential loss*.

7 *Damage or consequential loss* resulting from the erasure or distortion of information on computer systems or other records:

- i) whilst mounted in or on any machine or data processing apparatus
or
- ii) due to the presence of a magnetic flux
unless caused by *damage* to the machine or apparatus in which the records are mounted.

8 Any event arising from war, invasion, act of foreign enemy, hostilities (whether war is declared or not) civil war, rebellion, revolution, insurrection, military force or coup.

9 *Damage* to:

- any property in England and Wales and Scotland but not the territorial seas adjacent thereto as defined by the Territorial Sea Act 1987 and not the Channel Islands nor the Isle of Man by fire or explosion or loss resulting from such *damage* arising from TERRORISM except to the extent stated in the SPECIAL PROVISION – TERRORISM
- any property in Northern Ireland or loss resulting from such *damage* arising from:
 - i) riot, civil commotion and (except in respect of damage by fire or explosion) strikers, locked out workers or persons taking part in labour disturbances
 - ii) TERRORISM

TERRORISM means any act of any person acting on behalf of or in connection with any organisation with activities directed towards overthrowing or influencing by force or violence any government which is in power whether by right or otherwise.

If *we* decide that by reason of this definition *damage* is not insured (or is only insured up to a specified amount) and *you* dispute *our* decision *you* must prove that this exclusion should not apply.

Special provision – Terrorism

Applicable to Sections A and B

Subject otherwise to the terms, definitions, exclusions, provisions and conditions of the policy this insurance includes *damage* to any property in England and Wales and Scotland but not the territorial seas adjacent thereto as defined by the Territorial Sea Act 1987 and not the Channel Islands nor the Isle of Man by fire or explosion or loss resulting from such *damage* arising from TERRORISM as defined in General Exclusion 2.

The most *we* will pay for all such *damage* resulting from *damage* for any one loss occurrence and in the aggregate in any one Period of Insurance is:

- a)
 - in respect of property other than as specified below
 - i) for the cover provided under section A – £100,000
 - ii) for the cover provided under section B other than Business Interruption cover under section B – £100,000
 - iii) for Business Interruption cover provided under section B – £100,000
 - iv) for Book Debts cover provided under section B – £100,000
 - in respect of Blocks of Flats and/or Private Dwelling Units not insured in the name of a private individual (other than a trustee or a sole trader)
 - i) for the cover provided under section A – £2,500,000
 - ii) for the cover provided under section B other than Business Interruption cover under section B – £2,500,000
 - iii) for Business Interruption cover provided under section B – £2,500,000
 - iv) for Book Debts cover provided under section B – £2,500,000

or

- b) any sum insured and/or limit of liability stated in the Policy
whichever is the lower.

For the purpose of this Special Provision if any block of flats is partly occupied for retail or other commercial purposes the limits shall apply as follows:

- where the proportion designated for residential use is at least 80% of its Sum Insured the above limit(s) of £2,500,000 shall apply to the residential portion and additionally the £100,000 limit(s) specified above shall apply to the remainder
- where the proportion designated solely for residential use is less than 80% of its Sum Insured the £100,000 limit(s) specified above shall apply.

Any provision in this policy which provides for any sum insured or limit of liability to be automatically reinstated following a loss shall not apply to losses covered under this Special Provision.

- 10** Any expense, *consequential loss*, legal liability, or *damage* to any property directly or indirectly arising from:
- ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel
 - the radioactive, toxic, explosive or other hazardous properties of any nuclear assembly or nuclear component.

- 11** *Damage* to any electrical plant or appliance caused by its own:
- over-running
 - short-circuiting
 - excessive pressure
 - self-heating.

This exclusion shall not apply where fire spreads to cause *damage* to any other part of the plant or appliance or to other property insured.

- 12** The cover provided by sections A & B does not include *damage* or *consequential loss* solely due to change in the water table level.

- 13** The policy does not cover:

- i) loss destruction or *damage*
- ii) *consequential loss* additional expenditure or extra expenses
- iii) legal liability
- iv) other fees costs disbursements awards or other expenses

of whatsoever nature

directly or indirectly caused by or contributed to by or consisting of or arising in whole or in part from:

- a) the way in which any DATA PROCESSING SYSTEM responds to or deals with or fails to respond to or fails to deal with any true calendar date
- b) any DATA PROCESSING SYSTEM responding to or dealing in any way with:
 - i) any data denoting a calendar date or dates as if such data did not denote a calendar date or dates
 - ii) any data not denoting a calendar date or dates as if such data denoted a calendar date or dates

whether such DATA PROCESSING SYSTEM is *your* property or not and whether operating before or after the year 2000

but in respect of all insurances other than Public Liability or Products Liability or Contractors' Joint Indemnity or Legal Expenses this shall not exclude subsequent loss destruction or *damage* or *consequential loss* additional expenditure or extra expenses (not otherwise excluded) which itself results from a DEFINED PERIL otherwise covered by this Policy.

DEFINITIONS For the purposes of this Endorsement, the following special meanings shall apply:

“DATA PROCESSING SYSTEM” shall mean any computer or data processing equipment or media or microchip or integrated circuit or any similar device or any computer software or computer firmware.

“DEFINED PERILS” shall mean fire, lightning, explosion, aircraft or other aerial devices or articles dropped therefrom, riot, civil commotion, strikers, locked-out workers, persons taking part in labour disturbances, malicious persons, theft or attempted theft, earthquake, subterranean fire, storm, tempest, flood, escape of water from any tank apparatus or pipe, impact by any vehicle or by goods falling therefrom or animal.

Subject otherwise to the terms conditions and limitations of the policy.

complaints procedure

We want to provide a first class standard of service. If *you* have any cause for complaint *you* should, in the first instance, contact either the intermediary who arranged the policy for *you*, or the branch that issued *your* policy. Please quote the details of *your* policy (*your* surname and initials, policy number, departmental reference, etc).

If the matter is not resolved to *your* satisfaction, please write to the Manager of the branch concerned. If *you* are still not satisfied with the action taken, please write to the Chief Executive at:

**The Grange
Bishops Cleeve
Cheltenham
Glos
GL52 8XX**

**Telephone: 0845 601 4937
Email: chiefexecutive@uk.zurich.com**

A member of the Chief Executive's office will respond to *your* complaint and offer resolution where possible.

If *we* are unable to resolve *your* complaint to *your* satisfaction within 8 weeks, or if *we* have provided *you* with a final decision letter, *you* may be able to refer *your* complaint to the Financial Ombudsman Service (FOS). This is a free and impartial service.

**Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London
E14 9SR**

**Telephone: 0845 080 1800
Email: complaint.info@financial-ombudsman.org.uk**

The FOS will only consider *your* complaint if, at the time of notification, *you* are a private individual, a business with a group annual turnover of less than £1 million, a charity with an annual income of less than £1 million or a trustee of a trust with a net asset value of less than £1 million.

Following the Complaints Procedure does not affect *your* legal rights.

We are covered by the Financial Services Compensation Scheme (FSCS). *You* may be entitled to compensation should *we* be unable to meet *our* obligations. *You* may contact the FSCS on 020 7892 7300 or further information is available at www.fscs.org.uk

notes

notes

Zurich Insurance Company

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Authorised and regulated by the Financial Services Authority.

