
A man in a grey suit, white shirt, and grey tie is smiling broadly, looking off to the side. He is holding a black folder with papers inside. The background is a blurred office or hallway.

**TAKING GOOD  
CARE OF YOU  
WHEREVER  
YOU ARE**

**Business Travel**

Valid from 2014 • USD/EUR/CHF/GBP

**Bupa** 

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Probably the best corporate travel insurance for you and your employees

# WHY CHOOSE BUPA GLOBAL TRAVEL

We expect you to have high expectations. This is why we offer you one of the best corporate travel insurances in the world



Our aim is to give you peace of mind by covering you and your employees whenever and wherever you travel, providing you with high quality service, giving you access to suitable treatment and getting you back home safely

## Your healthcare partner

Bupa Global Travel is much more than an insurance company — we are your healthcare partner offering you sincere value. From the moment your employee calls us in need of a doctor, until his/her medical bills have been paid, we are with you all the way. We give advice on the necessary treatment and medical facilities, and we talk the language a hospital talks when arranging a procedure.

Our 24-hour emergency service Bupa Global Assistance provides your employees with in-house:

- Medical referrals
- Counselling on treatment
- Coordination of hospital stays and medical evacuations

Bupa Global Assistance can even be reached by text on +45 42 41 30 00!

We are your healthcare partner to make certain you and your employees feel secure and receive the right treatment when you are abroad.

## Unique advantages for you\*

- Worldwide cover
- Unlimited medical cover
- 24/7 in-house emergency service
- Free choice of hospitals and doctors
- No deductible or co-payment on medical cover
- Optional coverage for baggage, liability and trip cancellation
- All nationalities covered
- Cover for business and leisure trips
- Cover for business partners, co-travelling family members etc.
- Cover for most occupations
- Global risk and security monitor
- Online travel days administration

*\*For full details of cover and benefits see the Policy Conditions.*

## ONLINE POLICY ADMINISTRATION

### Manage your travel activity online

With Business Travel from Bupa Global Travel you will not only get high quality cover for your employees — you will also get the maximum flexibility and security.

We offer you exclusive access to our online Trip Registration site where you can manage your own policy 24/7 whenever and wherever you are.

You will get your own account with private and secure password protected access.

You will save valuable time and get the perfect overview of your travel days.

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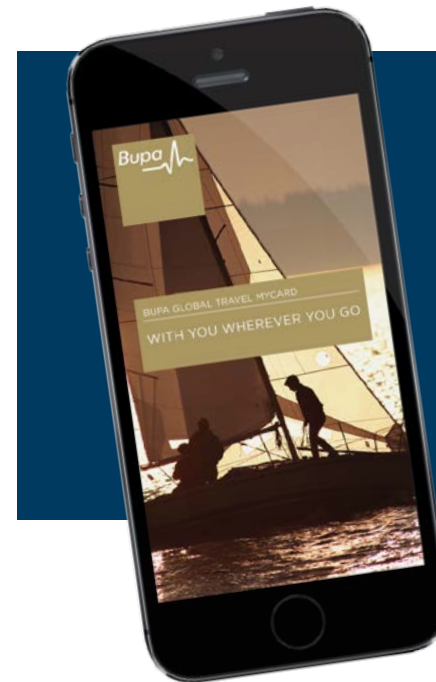
### YOUR ONLINE OPTIONS

- View, print and email travel documents (eg for visa purposes)
  - Register all your trips
  - View active, future and past trips
  - Modify itinerary
- 
- 

## BUPA GLOBAL TRAVEL MYCARD

— Free app for smartphone and tablet

With the myCard app, your employees always have access to their virtual insurance card on their smartphone or tablet no matter where they are.



### Advantages of the app:

- Virtual insurance card
- Important information for the doctor/hospital in 53 languages for even faster access to treatment
- Direct contact to our 24-hour in-house emergency service with a single touch
- Adjustable to six different languages: Danish, German, English, French, Spanish and Portuguese
- Direct access to your brochure, policy conditions and claim forms.

*The app can be downloaded for smartphone and tablet.*

# YOUR COVER OPTIONS

With Business Travel we offer you a solution that allows you to tailor your own travel insurance policy. This gives you flexibility and complete peace of mind.

The Basic Cover is a full medical Plan which can be taken out on its own or you can add one or both of the options.

## BASIC COVER

This option provides you with the following benefits:

- Unlimited medical cover
- In-patient treatment
- Out-patient treatment
- Evacuation
- Repatriation
- Mugging and assault
- Compassionate emergency repatriation
- Accompaniment
- Compassionate emergency visit
- Statutory arrangements in case of death
- Home transportation of the deceased



## NON-MEDICAL OPTION

This option provides you with the following benefits:

- Personal accident – death and disability
- Baggage – theft, loss or damage
- Baggage delay
- Theft of passport/cash
- Replacement employee
- Personal liability – property damage
- Personal liability – bodily injury
- Travel delay
- Missed flight connection
- Hospital daily benefit
- Security and legal assistance
- Hijacking



## TRIP CANCELLATION OPTION

This option covers in case you are unable to travel due to acute illness, injury or death.



**Your tailored  
Business Travel**

*See pages 16-18 for full  
List of Reimbursements.*

# QUOTE AND BUY

## Get a quotation

It is very simple to get a quotation for Business Travel.

Request a detailed quotation online at [www.ihl.com](http://www.ihl.com) or contact your local Bupa Global Travel representative.

The premium is based on the total number of travel days purchased in the beginning of the policy year, and if you buy more than 400 days per year we offer you a discount.

The minimum number of travel days required is 200 per year — in total for all your employees together. If you buy more than 200 days per year, but have not used them all at the end of the year, you may be eligible to transfer your unused days for next year\*.

It's simple and flexible.

If your company has less than 200 travel days per year, we recommend our individual travel insurances — Annual Travel or Single Trip — [www.ihl.com](http://www.ihl.com)

*\*The first 200 travel days bought in each insurance period are never transferable.*

## Buy

When you have decided to purchase the insurance all you need to do is to fill in an application form with your company's total estimated number of travel days per year, contact details, and the selected coverage.

The policy is issued as one collective policy in the name of your company and it covers all travellers — including business partners, incoming guests, family members, etc at no extra cost.

If you need more travel days during the insurance period it is very easy to purchase additional days.

The policy is renewable every year.



Cover on business and leisure trips

# USE THE INSURANCE

## Pre-existing conditions

If one of your employees suffer from a pre-existing condition before the beginning of the trip, and if the condition has been stable the last six months prior to each departure, it is normally covered, according to Art. 6.6.

If in doubt, we offer the possibility to get a pre-evaluation of a medical condition.

Send an up-to-date medical report to Bupa Global Travel and our in-house medical consultants will confirm if a particular condition is covered.

## Acute assistance

In case of hospitalisation, evacuation, compassionate emergency repatriation, accompaniment, compassionate emergency visit, death and accident, Bupa Global Assistance must always be notified immediately.

Bupa Global Assistance is open 24/7/365 and can be contacted at;

- o Phone: +45 70 23 24 61
- o Email: [emergency@ihi-bupa.com](mailto:emergency@ihi-bupa.com)

We can issue a guarantee of payment to hospitals, arrange home transportation

and provide other kinds of assistance in connection with acute illness and injury.

## How to claim

Outpatient treatment such as visits to a doctor or dentist must be paid by the employee before claiming reimbursement.

## Claiming online

Your employees can submit their claims online on [www.ihl.com/travelclaim](http://www.ihl.com/travelclaim).

All the employee need to do is to complete the online claim form step by step with as much detailed information as possible and scan the bills and corresponding receipts before attaching them to the claim form.

Claiming online is easy and it allows the employee to upload the claims in a secure way. When the claims have been assessed, the employee will be notified by email or letter.

The claims can also be sent electronically by email to [traveleclaim@ihi.com](mailto:traveleclaim@ihi.com) or by ordinary mail to our postal address.

A claim form can be downloaded from [www.ihl.com](http://www.ihl.com).

Please complete the form with as much detailed information as possible together with all relevant documentation such as itemised bills, scanned receipts, medical reports etc.

In-house emergency service  
24/7



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## PLEASE NOTE...

...that claims regarding delayed and lost baggage must be submitted by ordinary mail.

**Please keep the original bills until your claims have been reimbursed as the bills may be requested.**

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# 24 HOUR IN-HOUSE EMERGENCY SERVICE

## We are with you everywhere

Our 24-hour in-house emergency service Bupa Global Assistance in Copenhagen is your guarantee of help and assistance whenever and wherever you are.

Bupa Global Assistance is staffed by more than 70 highly qualified multicultural and multilingual coordinators, nurses and doctors with long experience in handling emergency situations.

We assist you in more than 20 languages and our medical consultants are among other international experts in aviation medicine and telemedicine.

As Bupa Global Assistance is in-house you will always reach a coordinator who knows your insurance in detail and can assist you immediately.

You only have to concentrate on getting better while we take care of all the administrative and financial details.

## Global risk and security monitor

Feel secure that the area that you send your employees to is completely safe and/or learn where and when to take precautions.

As an extra service to you we can provide you with comprehensive risk reports free of charge and updates for more than 200 countries regarding:

- o crime
- o terrorism
- o civil unrest
- o risk areas
- o epidemics

All you need to do is to contact our 24-hour emergency service to receive updates from a particular area.

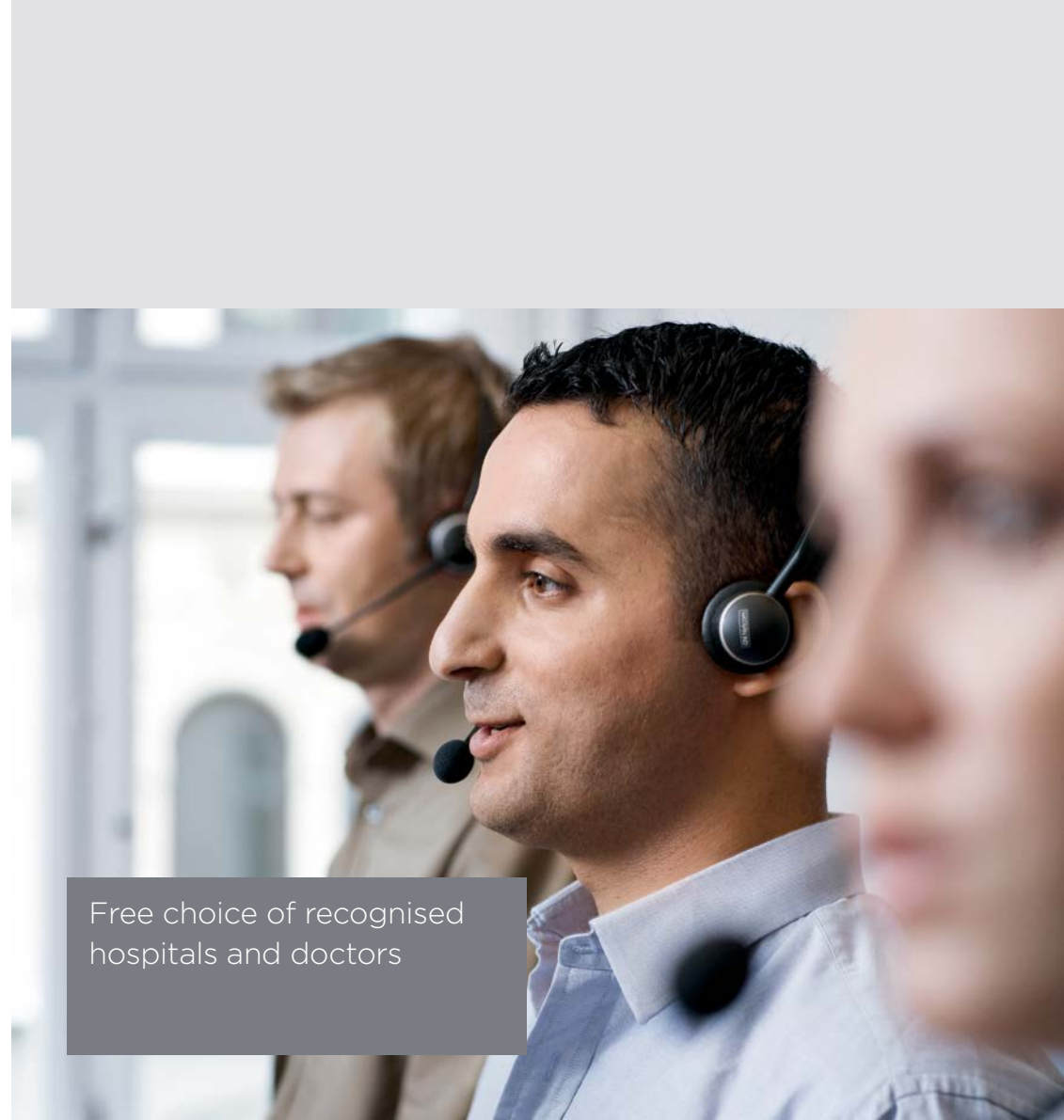
They may be reached by:

- o Text: +45 42 41 30 00
- o Phone: +45 70 23 24 61
- o Email: [emergency@ihi-bupa.com](mailto:emergency@ihi-bupa.com)

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## YOU WILL GET ACCESS TO

- o 24/7 in-house emergency service
  - o In-house doctors and nurses
  - o Guarantee of payment to hospitals
  - o Assistance in arranging medical evacuations
  - o Pre-authorization
  - o Medical advice in-house
  - o Counselling on treatment
  - o Medical referrals to most appropriate place of treatment
  - o Telemedicine
- 



Free choice of recognised hospitals and doctors



# LIST OF REIMBURSEMENTS

Valid from 1 January 2014



The List of Reimbursements is part of the Policy Conditions.

Maximum cover and benefits are per person per trip:

Basic Cover	USD	EUR	CHF	GBP
Maximum cover per person per trip	Unlimited	Unlimited	Unlimited	Unlimited
Hospitalisation	100%	100%	100%	100%
Outpatient treatment by a doctor/specialist	100%	100%	100%	100%
Prescribed medicines	100%	100%	100%	100%
Prescribed treatment by a physiotherapist/chiropractor	5,000	4,000	4,700	3,200
Provisional pain relieving dental treatment	500	400	475	325
Ambulance transportation	100%	100%	100%	100%
Medical evacuation/repatriation (must be pre-approved by the Company)	100%	100%	100%	100%
Mugging and assault – crisis psychologist	250 per incident	200 per incident	250 per incident	150 per incident
Evacuation	100%	100%	100%	100%
Return trip	100%	100%	100%	100%
Compassionate emergency repatriation	100%	100%	100%	100%
Accompaniment	100%	100%	100%	100%
Compassionate emergency visit	100%	100%	100%	100%
Accommodation (overnight stay), meals and local transportation for an insured unable to continue their travel itinerary due to acute illness or injury, or persons summoned or accompanying an insured, per person	6,000 per day 300	5,000 per day 250	8,000 per day 400	3,300 per day 165
Statutory arrangements in case of death	100%	100%	100%	100%
Home transportation of the deceased	100%	100%	100%	100%
Continuation of trip post treatment (must be pre-approved by the Company)	100%	100%	100%	100%

# POLICY CONDITIONS

Valid from 1 January 2014

Non-Medical Option	USD	EUR	CHF	GBP
Personal accident — death and disability*	75,000	55,000	83,000	42,000
Maximum baggage cover per person per trip	3,000	2,500	3,300	1,650
— Theft, robbery and fire	100% of the maximum baggage cover			
— Loss of or damage to registered baggage	100% of the maximum baggage cover			
— Theft of passport and/or cash	10% of the maximum baggage cover			
Baggage delay	500	350	550	280
Personal liability — property damage	500,000	360,000	550,000	280,000
Personal liability — bodily injury	1,000,000	715,000	1,100,000	550,000
Travel delay — documented expenses for accommodation (overnight stay) and meals	750 per day 150	600 per day 120	720 per day 145	480 per day 100
Missed flight connection	1,000	800	950	650
Hospital daily benefit	2,000 per day 50	1,400 per day 35	2,400 per day 60	1,200 per day 30
Security and legal assistance **	10,000	7,200	11,100	5,500
Replacement employee	10,000 per day 500	8,000 per day 400	9,500 per day 475	6,400 per day 325
Hijacking	1,500 per day 150	1,200 per day 120	1,440 per day 145	960 per day 100

\*cf, however, art. 15.2-5) and 15.2-6)

\*\*10% co-insurance

Trip Cancellation Option	USD	EUR	CHF	GBP
Per person per trip	1,700	1,350	1,650	1,100

The complete terms and insurance sums are stated in the Policy Conditions.



In accordance with the  
Danish Insurance Contracts Act.

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- Art. 3** Who is covered by the insurance?
- Art. 4** Where is cover provided?
- Art. 5** What is covered by the insurance?
- Art. 6** Medical expenses
- Art. 7** Medical evacuation/repatriation
- Art. 8** Mugging and assault
- Art. 9** Return trip
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- Art. 31** Disputes, venue, etc.

## Art. 1

### Acceptance of the insurance

**1.1:** Bupa Denmark, filial af Bupa Insurance Limited, England (Bupa Denmark, branch of Bupa Insurance Limited, England), hereinafter called the Company, shall decide whether the insurance can be accepted. In order for the insurance to be accepted and the Company to become liable, the application must be approved by the Company. The Company may offer the insurance on special terms. If the Company decides to offer the insurance on special terms, the policyholder will receive a policy schedule in which these terms are stated.

**1.2:** The insurance must be taken out on an annual basis, and must remain effective for 12 months, as a minimum. The minimum number of travel days per policy is 200. Upon renewal, the policy must always be renewed with a minimum of 200 days, regardless how many travel days have been transferred from the previous insurance period.

**1.3:** The maximum duration per trip for each insured person is 12 months.

**1.4:** All underwriting and issuance of policy schedules are made from the Company's office in Copenhagen, Denmark. The Company may choose to have data processed in or outside the EU.

**1.5:** The Basic Cover must be taken out before any other options can be added.

## Art. 2

### Commencement date

**2.1:** The insurance shall be valid if the premium has been paid prior to the commencement date. The insurance shall be effective in the period stated in the policy schedule.

**2.2:** The right to compensation shall take effect on the commencement date of the insurance. The cover is effective when the insured leaves his/her country of permanent residence and shall cease upon return to the country of permanent residence.

If the insurance and/or additional options are taken out after the insured has left the country of permanent residence, there is a waiting period of three days before the insurance and/or additional options takes effect.

In the event of serious injury in connection with an accident, the right to compensation shall, however, take effect concurrently with the commencement date of the insurance.

**2.3:** The travel period of the insured can be extended as per agreement with the Company. However, any illness or injury which has occurred, or has shown symptoms, or has been diagnosed in the previous travel period(s) shall not be covered in the extended travel period, unless the extension was made before the illness or injury occurred.

**2.4:** The Company must be notified of the insured's travel dates prior to each trip.

## Art. 3

### Who is covered by the insurance?

**3.1:** The insurance must be taken out by a company (the policyholder), and it covers all employees (the insured) travelling in the interest of the company. The insurance may be extended to include:

- 1) board members, co-travelling spouses, children and guests travelling in the interest of the company, and/or
- 2) combined business and leisure trips, and/or

3) leisure trips.

Such extension must be accepted by the Company and stated in the policy schedule.

**3.2:** The insurance does not cover persons who have reached 80 years of age at the time of travel.

#### **Art. 4** **Where is cover provided?**

**4.1:** The insurance shall provide worldwide cover, cf however Art. 25.1-27

**4.2:** The insurance does not provide cover within the insured's country of permanent residence.

#### **Art. 5** **What is covered by the insurance?**

**5.1:** The insurance shall cover expenses incurred by the insured in the insurance period in accordance with the applicable benefits listed on page 16-18.

**5.2:** Fellow-travelling children under the age of 18 who are covered by the insurance shall be entitled to compensation for reasonable travel expenses if the parents or all the fellow-travellers are medically evacuated, repatriated or are accompanying another insured in connection with a transport covered by the insurance.

#### **Art. 6** **Medical expenses**

**6.1:** The insurance shall cover the medical expenses incurred by the insured in case of an acute illness and injury.

**6.2:** Treatment by authorised physicians and specialists, prescribed hospitalisation,

prescribed medicines and local transport to and from the place of treatment shall be compensated at 100% of the expenses.

**6.3:** Treatment by physiotherapists and chiropractors prescribed by an authorised physician shall be compensated at 100% of the expenses, not exceeding, however, USD 5,000/EUR 4,000/CHF 4,700/GBP 3,200 per insured.

**6.4:** Provisional pain relieving dental treatment in case of an injury or infection, a lost filling or a broken tooth during the trip that requires immediate treatment by authorised dentists and prescribed medicines in connection herewith shall be compensated within a maximum of USD 500/EUR 400/CHF 475/GBP 325 per insured.

**6.5:** In case of any sudden and unforeseen illness and/or complication in connection with maternity before the 8th month (36th week) of pregnancy, the insurance shall cover expenses for medical assistance, however cf. Art. 25.1-7

**6.6:** The insurance shall not cover expenses for treatment of pre-existing, chronic or recurrent illnesses and disorders if the insured:

- 1) has been hospitalised within six months prior to departure and/or start of the insurance period,
- 2) has been treated by a physician (routine check-ups excepted) within six months prior to departure and/or start of the insurance period,
- 3) has had a change of medication within six months prior to departure and/or start of the insurance period,

4) has not received medical treatment, has refused or given up treatment, even though the insured should know that the illness/disorder ought to be treated, or has deteriorated,

5) has reached a state where any attempt of further treatment has been abandoned, or has been refused treatment,

6) is waiting to receive treatment, or has been referred to another place of treatment,

7) has omitted to go to prearranged controls.

The insurance does not cover expenses for control, treatment and medicines in connection with stabilisation and regulation of a pre-existing, chronic or recurrent illness/disorder. The insurance does not cover a need for treatment which was expected before departure.

**6.7:** Physicians, specialists, dentists, etc. performing the treatment must have authorisation in their country of practice. Furthermore, the method must be approved by the public health authorities in the country where the treatment takes place. Methods of treatment not yet approved by the public health authorities, but under scientific research, will only be covered if approved in advance by the Company's medical consultants.

**6.8:** The Company has the right to demand that the insured be repatriated to the country of permanent residence, if the Company's medical consultant and the treating physician agree that the insured is medically fit to be transferred to his/her country of permanent residence. In case of disagreement, the

decision of the Company's medical consultant shall prevail.

#### **Art. 7** **Medical evacuation/repatriation**

**7.1:** Compensation shall be paid for reasonable additional expenses incurred for the insured's medical evacuation/repatriation in the event of an acute serious illness (cf. however Art. 6.6), serious injury or death.

**7.2:** The insurance shall provide cover subject to the treating physician and the Company's medical consultant agreeing on the necessity of transferring the insured and agreeing on whether the insured should be transferred to his/her country of permanent residence or to another place of treatment. In case of disagreement, the decision of the Company's medical consultant shall prevail.

**7.3:** The Company cannot be held liable for expenses for a medical evacuation/repatriation which has not been pre-approved by the Company.

**7.4:** Only one transportation is covered in connection with one illness or injury or case of death.

**7.5:** In the event of the insured's death, expenses for home transportation of the deceased and for statutory arrangements such as embalming and a zinc coffin shall be reimbursed. The next of kin have the following options:

- 1) cremation of the deceased and home transportation of the urn, or
- 2) home transportation of the deceased.

The insurance covers reasonable additional expenses for carriage of the insured's baggage

up to a maximum of USD 500/EUR 400/CHF 475/GBP 325, if the baggage is sent separately in connection with an evacuation or a repatriation.

Expenses shall be reimbursed for repatriation for any two of the summoned relatives or fellow-travellers of the deceased. The Company shall compensate reasonable additional travel expenses equivalent to the cost of an aeroplane ticket on economy class, as a maximum. The travel expenses must be pre-approved by the Company.

**7.6:** If the insured is unable to continue the trip due to an acute illness or injury covered by the insurance, when accepted by the Company prior to the change of travel itinerary, additional and reasonable expenses for accommodation, food and local transportation shall be covered until the insured is able to travel again, as well as an economy class ticket to continue the planned travel. The decision of the Company's medical consultant shall prevail as to when the insured is again fit to travel.

Cover for accommodation (overnight stay), meals and local transportation is limited to USD 300/EUR 250/CHF 400/GBP 165 per day and subject to an overall maximum of USD 6,000/EUR 5,000/CHF 8,000/GBP 3,300.

The insurance covers reasonable additional expenses for carriage of the insured's baggage up to a maximum of USD 500/EUR 400/CHF 475/GBP 325, if the baggage is sent separately in connection with an evacuation or a repatriation.

**7.7:** The Company cannot be held liable for any delays or restrictions in connection

with the transportation caused by weather conditions, mechanical problems, restrictions imposed by public authorities or by the pilot or any other condition beyond the Company's control.

## **Art. 8 Mugging and assault**

**8.1:** The insurance shall cover expenses for counselling by a psychologist abroad or in the country of permanent residence arising from an event of mugging or assault during the insurance period, up to a maximum of USD 250/EUR 200/CHF 250/GBP 150 per incident, if prescribed by the treating physician abroad.

**8.2:** If the treating physician and the Company's medical consultant agree on the necessity of repatriating the insured due to an acute serious injury or psychological trauma, the insurance shall cover reasonable additional travelling expenses equivalent to the cost of an airplane ticket on economy class, as a maximum.

A copy of the police report must be submitted to the Company together with the claim form.

## **Art. 9 Return trip**

**9.1:** The insurance shall cover a return trip to the destination abroad if the insured has been medically evacuated/repatriated due to an illness or injury or if the insured has used the compassionate emergency repatriation cover.

**9.2:** The incident causing the return trip must be covered by the insurance, and the insurance must still be valid at the time of the return trip.

**9.3:** The return trip must be made at the latest four weeks after the medical/repatriation evacuation or the compassionate emergency repatriation.

**9.4:** The Company shall compensate travel expenses equivalent to the cost of a return aeroplane ticket on economy class. The destination for the return trip must always be the destination where the insured would have been according to his/her original travel plan at the time of the return trip.

## **Art. 10 Compassionate emergency repatriation**

**10.1:** The insurance shall cover in the event that the insured has to terminate his/her stay abroad prematurely, because a close relative in the insured's country of permanent residence is hospitalised or dies as a result of a serious acute illness or injury occurring after the departure of the insured.

In case of doubt, the decision of the Company's medical consultant shall prevail. In the event of death, a death certificate must be submitted to the Company.

**10.2:** Only one transportation is covered in connection with one illness, injury or case of death.

**10.3:** No compensation shall be paid if the injured in question is a fellow-traveller who has already been repatriated.

**10.4:** Repatriation shall only be covered if the ensuing time of arrival is at least 12 hours earlier than the insured's originally planned time of arrival.

**10.5:** Reimbursement shall be paid for reasonable additional travelling expenses equivalent to the cost of an aeroplane ticket on economy class, as a maximum.

**10.6:** The insured has the right to take one fellow-traveller to accompany him/her on

emergency repatriation. Compensation includes additional travelling expenses equivalent to the cost of an aeroplane ticket on economy class, as a maximum.

**10.7:** If the insured does not have a permanent residence in the same country as the close relative, the insurance shall cover reasonable additional transport expenses in connection with repatriation corresponding to the expenses of transportation to the insured's country of permanent residence.

## **Art. 11 Accompaniment and compassionate emergency visit**

**11.1:** The insurance shall cover accompaniment and/or compassionate emergency visit in the event of a serious acute illness, serious injury, death and/or medical evacuation/repatriation of the insured. It is a condition for cover for compassionate emergency visit that the Company's medical consultant and the attending physician agree that the duration of the stay in hospital will be a minimum of five days and nights, or that the condition of the insured is lifethreatening.

In case of disagreement, the decision of the Company's medical consultant shall prevail.

The compassionate emergency visit cover is only eligible during the insured's hospitalisation.

**11.2:** The insured is entitled to have a maximum of two persons accompanying him/her. The accompanying persons may either be fellow-travellers or relatives who are summoned from the insured's country of permanent residence to accompany the insured.

**11.3:** The Company shall compensate additional travel expenses equivalent to the cost of a return aeroplane ticket on economy class per summoned person. Furthermore, compensation shall be made for a maximum of USD 300/EUR 250/CHF 400/GBP 165 per day up to a maximum of USD 6,000/EUR 5,000/CHF 8,000/GBP 3,300 for each summoned person or fellow-traveller for reasonable additional expenses in connection with accommodation (overnight stay), meals and local transportation.

**11.4:** The insurance shall only cover one compassionate emergency visit in connection with one insured event.

## **Art 12 Replacement employee**

**12.1:** If the policyholder has chosen the Non-Medical Option, compensation shall be paid by the insurance if the insured cannot carry out the purpose of the trip as a result of one or more of the following events:

- 1) the insured is hospitalised or the attending physician has prescribed bed confinement for at least four consecutive days on account of covered acute illness or injury, or
- 2) the insured is medically evacuated due to a covered illness/injury, or
- 3) the insured interrupts his/her pre-arranged travel itinerary to return home due to covered repatriation, or
- 4) the insured accompanies a co-insured travelling companion as a next-of-kin due to a covered illness/injury, or
- 5) the insured dies.

**12.2:** Covered additional expenses  
Additional expenses for the replacement employee's return aeroplane ticket one time (max. business class), hotel accommodation (overnight stay), meals and local transportation are covered with USD 500/ EUR 400/CHF 475/GBP 325 per day up to a maximum of USD 10,000/ EUR 8,000/CHF 9,500 /GBP 6,400.

The insurance cover a maximum of one replacement employee per covered incident.

## **Art. 13 Evacuation**

**13.1:** The insurance shall provide cover in case of:

- 1) declared epidemics in the region where the insured is staying, if the Royal Danish Ministry of Foreign Affairs, the Danish embassy or a similar institution within the EU recommends evacuation, and if the situation has arisen after the insured has entered the region,
- 2) war, civil commotion, civil war, terrorist acts, martial law, revolution or other similar situations in the region where the insured is staying, if the Royal Danish Ministry of Foreign Affairs, the Danish embassy or a similar institution within the EU recommends evacuation, and if such a situation has arisen after the insured left for the region,
- 3) natural disasters provided that the Royal Danish Ministry of Foreign Affairs, a Danish embassy or a similar institution within the EU recommends evacuation and provided that the situation arose after the insured travelled to the area.

**13.2:** The insurance covers transportation to the nearest safe destination or to the home country, and a maximum amount of USD 150/EUR 110/CHF 170/GBP 85 per day for documented additional accommodation expenses.

**13.3:** If the insured is detained by the authorities in a country due to war or impending war, the insurance shall provide coverage for up to three months for reasonable and documented extra expenses for accommodation and meals, plus the costs of necessary domestic transportation.

**13.4:** The Company cannot be held liable for the extent to which transportation can be carried out, but will cooperate with the Royal Danish Ministry of Foreign Affairs, the Danish embassy or a similar institution, in such cases where assistance is necessary.

## **Art. 14 Hijacking**

**14.1:** If the policyholder has chosen the Non-Medical Option, compensation shall be paid by the insurance if the insured is involved in a hijacking incident.

**14.2:** The insurance shall compensate the insured with USD 150/EUR 120/CHF 145/ GBP 100 for each 24-hour period the insured is hijacked. The insurance sum amounts to a maximum of USD 1,500/EUR 1,100/CHF 1,650/ GBP 850 per insured.

**14.3:** The Company requires an original police report or a statement from the Royal Danish Ministry of Foreign Affairs, the Danish embassy or a similar institution as proof of the hijacking.

## **Art. 15 Personal accident**

**15.1:** If the policyholder has chosen the Non-Medical Option, compensation shall be paid by the insurance in the event of an accident that directly, and without the influence of any illness, causes the insured's death or results in loss of a limb, loss of sight, loss of extremity, or permanent total disablement.

The Company's liability as a result of any one incident shall never exceed the amount of USD 750,000/EUR 525,000/CHF 830,000/ GBP 450,000 in total for all insured persons who have purchased the trip either jointly or in order to travel together with the policyholder whether the claim relates to one or more insurance policies.

**15.1.1:** An accident is defined as follows a fortuitous event occurring without the insured's intention which has a sudden, external and violent impact on the body, resulting in demonstrable bodily injury.

**15.2:** Exceptions to cover  
The Company shall not be liable to pay reimbursement for expenses which concern, are due to or are incurred as a result of:

- 1) any illness or pre-existing medical condition which occurs, even though the illness or condition recurs as a result of the accident or is aggravated by it,
- 2) any accident caused by illness,
- 3) any aggravated consequences of an accident due to a pre-existing condition or any unforeseen illness subsequently contracted,

- 4) any consequences of medical treatment not necessitated by an accident covered by the insurance,
- 5) if the insured is under the age of 18, compensation in case of death is limited to USD 3,000/EUR 2,500/CHF 4,000/GBP 1,700,
- 6) if the insured is over the age of 75, the compensation payable in case of death or disablement is limited to 50% of the insurance sum.

**15.3:** Compensation in case of death becomes payable at 100% of the insurance sum when an accident directly results in the insured's death within one year after the accident.

Unless the Company has received written instructions to the contrary, the insurance sum shall be paid to the insured's immediate family members, defined as the insured's spouse, or, if the insured leaves no spouse, the insured's children or, in the absence of any children, the insured's cohabitee, provided that such cohabitee has been registered at the same address as the insured for at least two years or, in the absence of a cohabitee, the insured's beneficiaries.

If compensation in the event of disablement was paid as a consequence of the accident, the amount of compensation payable is the amount by which the death benefit exceeds the payment already made.

**15.4:** Compensation in case of loss of a limb, loss of sight, loss of extremity, or permanent total disablement becomes payable, provided that the injury causes disablement of the insured within one year after the accident.

- 1) Loss of a limb shall be loss by separation or the total and irrecoverable loss of use of a hand at or above the wrist or a foot at or above the ankle. Compensation shall be made at 50% of the insurance sum.
- 2) Loss of sight shall be loss of sight of one or both eyes which is certified as being complete and irrevocable by a qualified practitioner specialising in ophthalmology and approved by the Company. In case of loss of sight of one eye, compensation shall be made at 25% of the insurance sum. In case of loss of sight of two eyes, compensation shall be made at 50% of the insurance sum.
- 3) Loss of extremity shall be the permanent physical separation or the total and irrecoverable loss of use of a digit or part thereof or an ear, nose or genital organ or part of one of the above. Compensation shall be made at 10% of the insurance sum.
- 4) Permanent total disablement shall be disablement which inevitably and continuously prevents the insured from carrying out every aspect of his/her normal business or occupation for a period of 12 calendar months and, at the end of such period is certified by two qualified medical practitioners approved by the Company as being beyond hope of improvement. If the insured has no business or occupation, the disablement must confine him/her immediately and continuously to the house and prevent him/her from attending to his/her normal duties. Compensation shall be made at 100% of the insurance sum.

**15.5:** The insured must be receiving medical treatment and comply with the physician's instructions.

**15.6:** The Company is entitled to obtain information from any physician who is treating or has been treating the insured, to subject the insured to treatment by a physician chosen by the Company and, in case of death, to demand an autopsy.

## Art. 16 Baggage

**16.1:** If the policyholder has chosen the Non-Medical Option, the Company shall compensate the insured for the following items belonging to the insured on his/her travel outside his/her country of permanent residence: baggage, electronic equipment, cash, tickets, traveller's cheques, credit cards, drivers license, securities and passports.

Baggage of any nature for commercial use, including travellers' samples, dealers' stock and collections, are not covered.

Bicycles, sports equipment and accessories hereto are not covered. Reimbursement for any individual object may never exceed 50% of the insurance sum. The maximum reimbursement for photo equipment and jewellery amounts to 25% of the insurance sum. The insurance sum amounts to the maximum compensation per claim, according to the List of Reimbursements.

**16.2:** As described in the table below, the following limits apply:

Cause / Item	Baggage and electronic equipment	Cash, tickets, securities, and passports
Fire, robbery, theft from a locked hotel room, a locked home abroad or a locked safety box	Up to the sum insured	10% of the sum insured
Theft, when observed being committed, of covered items carried on or by the insured	Up to the sum insured	10% of the sum insured
Theft from a boot or locker separate from the passenger compartment of a locked boat or a motor vehicle	Up to the sum insured	10% of the sum insured
Documented loss or theft of registered baggage (proof must be submitted)*	Up to the sum insured (electronic and photography equipment, however, is not covered)	Not covered
Documented damage to registered baggage (proof must be submitted)	Up to the sum insured (electronic equipment, however, is not covered)	Not covered
Theft from the passenger compartment of a locked boat or motor vehicle	Not covered	Not covered
Forgotten, lost or mislaid items	Not covered	Not covered
Theft of baggage left without effective supervision	Not covered	Not covered
Theft from motor vehicle, boat, trailer, hotel room, home or safety box that bear no visible signs of forced entry	Not covered	Not covered

*Continue*

Cause / Item	Baggage and electronic equipment	Cash, tickets, securities, and passports
Damage to baggage caused by food, bottles, glass, etc. packed in insured's own baggage	Not covered	Not covered
Loss in connection with abuse of credit card or traveller's cheques	Not covered	Not covered
Loss of or damage to baggage freighted separately	Not covered	Not covered
Indirect loss	Not covered	Not covered
Simple theft	Not covered	Not covered
Minor damage to the exterior of the baggage (eg scratches, stains, dents)	Not covered	Not covered

\*Compensation cannot be paid sooner than one month after the loss.

**16.3:** Reimbursement for the insured's lost valuables is calculated according to the following principles:

- 1) The insurance shall cover the replacement cost of comparable new items, if the covered items are documented as less than two years old. However clothes must be documented as less than one year old,
- 2) for items more than two years old, purchased second-hand or already damaged, compensation will be fixed at the replacement cost of comparable new items less a fair deduction for deterioration due to age, wear and tear, reduced usability or any other circumstance. This also applies to items for which no documentation of age and value can be provided,
- 3) the Company may choose to have damaged items repaired or pay an amount corresponding to the costs of repair,
- 4) the Company is entitled, but not obliged to provide compensation in kind,

- 5) coverage for film, video and tape recordings and the like is limited to the cost of the raw materials,
- 6) The insurance shall cover the costs of replacing tickets, traveller's cheques, credit cards, drivers license, securities and passports. The costs include necessary transportation charges, fees, photos, etc, but not compensation for the time involved in replacing the items.

**16.4:** The Company shall only be liable to pay compensation if the baggage is handled and stored safely, and if the insured exercises due care.

**16.5:** Any theft or robbery must be reported to the nearest police authority. If, in exceptional circumstances, it is not possible to notify the relevant local authority, for instance due to imminent departure, the Company must be notified as soon as possible following the insured's return home.

Loss of or damage to registered baggage must be notified to the relevant carrier.

A copy of the police or carrier report must be submitted to the Company together with the claim form.

### Art. 17 Delayed baggage

**17.1:** If the policyholder has chosen the Non-Medical Option, the insurance covers reasonable expenses for the purchase of essential items of clothing, toiletries and essential medicine in cases where registered baggage is delayed for more than five hours after the time of arrival at the destination outside the country of permanent residence.

**17.2:** Insurance cover is conditional upon the insured:

- 1) providing a Property Irregularity Report from the carrier stating that the baggage did not arrive at the scheduled time and date, and indicating the date and time of actual arrival,
- 2) having already made a replacement purchase before the baggage was returned to him/her,
- 3) providing documentation of the expenses in the form of dated receipts or vouchers.

**17.3:** The insurance does not cover:

- 1) the rental or purchase of sports equipment,
- 2) indirect losses,
- 3) delays to an insured's registered baggage when returning to their country of permanent residence.

### Art. 18 Personal liability

**18.1:** If the policyholder has chosen the Non-Medical Option, the insurance shall cover the following:

- 1) legal liability for any bodily injury or property damage incurred by the insured under the existing laws of the country in which such injury or damage occurs,
- 2) costs of settling the compensation issue defrayed in agreement with the Company.

**18.2:** Exceptions to cover

The Company shall not be liable to pay reimbursement for expenses which concern, are due to or are incurred as a result of:

- 1) liability in contract/contractual liability including but not limited to damage to a rented holiday home/hotel and the contents of a rented home,
- 2) claims arising out of or incidental to the insured's business, employment or work,
- 3) claims arising as a consequence of the insured having incurred, by contract or in any other way, liability which is more extensive than that incurred under the general statutory provisions on non-contractual liability,
- 4) loss of or damage to personal property which the insured owns, has on loan or for storage or use, or which is in his/her care for transporting, processing or treating purposes, or which is in his/her possession or care for any other reason,
- 5) loss or damage to any family member, member, co-worker or co-traveller of the insured,



- 6) loss or damage caused by the insured's domestic animals,
- 7) claims arising as a consequence of the insured having transmitted a disease to another person via infection or otherwise,
- 8) loss or damage caused by the use of a motor vehicle, caravan or trailer, aircraft and boat including the sail measuring more than three metres, or, a motor vehicle, camper or trailer, aircraft or boat including the sail measuring less than three metres if the engine power exceeds three HP.
- 9) legal liability for bodily injury or property damage caused by the insured with intent or gross negligence.
- 10) claims arising as a consequence of the insured having participated in any illegal activity.

**18.3:** The insurance shall not cover fines or punitive charges.

**18.4:** The insurance sum stated on the policy schedule for property damage and bodily injury is the highest limit of the Company's liability for any individual insurance event, even if it results in several losses or incidents of damage, even if several individuals can be held liable, and even if coverage is provided under one or more policies taken out with the Company.

**18.5:** The insured cannot — with binding effect for the Company — admit liability for any loss, damage or injury caused by him/her.

**Art. 19  
Damage to rented holiday home**

**19.1:** If the policyholder has chosen the Non-Medical Option, the insurance shall cover damage caused by the insured to a rented holiday home/ hotel and the contents of a rented home up to a maximum of USD 10,000/ EUR 7,000/CHF 11,000/GBP 6,000. However, the insurance shall not cover the conditions described in articles 18.2 3), 18.2 4), 18.2 6) and 18.2 8) - 18.2 10).

**Art. 20  
Travel delay**

**20.1:** If the policyholder has chosen the Non-Medical Option, the insurance shall provide cover :

- 1) in case of delay of more than five hours of a pre-booked transportation,
- 2) in case of cancellation of a pre-booked transportation,
- 3) in case of overbooking of a pre-booked transportation.

It is the insured's responsibility to cancel any pre-booked hotels/accomodation, tours and/ or special events, etc. The Company cannot be held liable for any expenses or no-show fees in connection with the above.

**20.2:** The insurance shall provide compensation for documented, necessary and reasonable additional expenses for accommodation (overnight stay), meals and local transportation up to USD 150/EUR 120/ CHF 145/GBP 100 per day per insured, up to an overall maximum of USD 750/EUR 600/ CHF 720/GBP 480 per insured.

**20.3:** It is a condition for cover that the travel policy is purchased before the delay is announced by the Carrier and before you reasonably should have known about the delay/cancellation.

**Art. 21  
Missed flight connection**

**21.1:** If the policyholder has chosen the Non-Medical Option, the insurance shall provide cover in case the insured is unforeseeably delayed on one flight and through no fault of his/her own, misses his/her connection on another flight and subsequently must catch up on the planned itinerary.

Compensation shall be paid for reasonable additional expenses for replacement flight ticket(s) or change fee(s) up to a maximum of USD 1,000/EUR 800/CHF 950/GBP 650 per trip.

**21.2:** For the tickets to be covered, it is a condition that the means of transportation has been booked and paid for at least 24 hours before departure and after the insurance has been purchased.

**21.3:** Exceptions to cover:

The Company shall not be liable to pay reimbursement for expenses in case:

- 1) the insured can claim the replacement flight ticket(s) or change fee(s) from somewhere else,
- 2) the insured cannot provide evidence of his/her receipts and a written confirmation of the delay from the flight operator,
- 3) the late arrival is due to a connecting flight not having allowed for the official minimum transit time and at least a transit time of three hours,

- 4) the insured decline an alternative service by the transportation provider.

**Art. 22  
Hospital daily benefit**

**22.1:** If the policyholder has chosen the Non-Medical Option, the insured will be entitled to receive a hospital cash benefit.

**22.2:** The hospital daily benefit must be pre-approved by the Company and applies only when treatment is received as inpatient for an eligible medical condition which is covered by the insurance.

**22.3:** The insurance shall compensate the insured with USD 50/EUR 35/CHF 60/GBP 30 for each 24-hour period spent in hospital as an inpatient. The insurance sum amounts to a maximum of USD 2,000/EUR 1,400/ CHF 2,400/GBP 1,200 per insured.

**Art. 23  
Security and legal assistance**

**23.1:** If the policyholder has chosen the Non-Medical Option, the insurance shall cover payment that can permanently or temporarily release the insured or his/her property from detention by local authorities.

Security is provided as an interest-free loan repayable to the Company immediately after release or on demand.

If the security is seized because the insured fails to pay a fine or compensation that he/ she has been ordered to pay, or because the insured does not appear in court, or if the insured is in any other way liable for the seizure, such security shall be deemed an interest-free loan repayable to the Company immediately after seizure.

**23.2:** The insurance shall cover legal assistance in connection with legal problems arising during the covered trip. If, during the covered trip, the insured is charged or indicted for a criminal offence, necessary and reasonable attorney fees shall be covered until the case has been decided by a court of the first instance.

If the insured is convicted before a court of the first instance for the criminal offence, the insured's attorney fees will be deemed an interest-free loan repayable to the Company on demand. The appointment of a foreign attorney to represent the insured is subject to approval by the Company.

**23.3:** The insurance shall cover the insured's travel expenses if the insured is summoned to appear as a witness or to be examined before a court of law outside the country of permanent residence.

**23.4:** Except for security, see Art. 23.1, coverage is subject to a 10% coinsurance of the total costs, however, not less than USD 500/EUR 350/CHF 550/GBP 280.

**23.5:** Exceptions to cover  
The Company shall not be liable to pay reimbursement for expenses which concern, are due to or are incurred as a result of:

- 1) legal issues arising between the insured and the travel agency, tour operator or the travel supplier,
- 2) legal issues regarding contracts, the insured's business, employment or work,
- 3) legal issues relating to family law and the law of succession,

- 4) legal issues arising between the insured and the Company,
- 5) cases not arising during the covered trip,
- 6) litigation regarding liability arising out of the use of motor vehicles, aircrafts or boats,
- 7) de facto compensation, fines or punitive charges.

#### **Art. 24 Trip Cancellation Option**

**24.1:** If the policyholder has chosen the Trip Cancellation Option, the insurance provides cover in the event that the insured cannot travel because:

- 1) the insured or a close relative dies or becomes seriously ill or injured requiring hospitalisation, or
- 2) the insured is declared medically unfit to travel, or
- 3) because the Royal Danish Ministry of Foreign Affairs, the Danish embassy or a similar institution within the EU advises against all travel to the destination of the trip and if the situation has arisen after the insured has purchased the insurance.

It is a condition for cover that the death, illness including any symptoms thereof or injury, occurs after the insured has booked and/or paid for the trip and after the purchase of the insurance policy.

**24.2:** The insurance shall provide compensation for the amount that the insured has paid for his/her trip and for which there is no possibility of a refund in case of cancellation and /or change in itinerary

according to the conditions of the travel agency or airline company. The amount reimbursed will be subject to the insured providing satisfactory evidence of actual costs incurred. The maximum reimbursed amount per insured per trip is USD 1,700/EUR 1,350/CHF 1,650/GBP 1,100.

It is the insured's responsibility to cancel any pre-booked hotels/accomodation, tours and/or special events, etc. The Company cannot be held liable for any expenses or no-show fees in connection with the above.

**24.3:** The right to compensation shall cease when the insured leaves his/her country of permanent residence to start the trip. The start of the trip is defined as passing border control or embarking on an aircraft, a ship or a train.

In the case of a covered incident resulting in cancellation, a single co-insured traveller's costs will also be covered. Where the insured is travelling with his/her co-insured spouse and/or children, these family members will be covered.

**24.4:** Exceptions to cover  
The Company shall not be liable to pay reimbursement for expenses which concern, are due to or are incurred as a result of:

- 1) if the illness, injury or the cause of death, which results in the cancellation, has shown symptoms or was present when the trip was booked and/or paid for, and the need for treatment could therefore be expected before the commencement of the trip,
- 2) if the insured has not received medical treatment, has refused or given up treatment, even though the insured should

know that the illness/disorder ought to be treated, or has deteriorated,

- 3) if the cancelled trip is a part arrangement of the whole insured trip,
- 4) if the cancellation is due to a change in travel plans, change of mind, changed conditions at the destination, natural catastrophes, acts of terrorism or similar situations;
- 5) if the claim has occurred directly or indirectly due to the insured's intentional actions, gross negligence or omissions, unless it can be proved that the claim has no connection thereto.

**24.5:** In case of a claim the insured must notify the travel agency/airline company immediately. The insurance does not provide cover if cancellation takes place later than the time of departure.

**24.6:** In the case of a claim it is a condition that the insured obtains medical information with a diagnosis from the attending physician and that the insured, upon request, gives the Company's medical consultant access to all relevant medical records or reports, including information about previous courses of illness. In case of death the death certificate must be included.

#### **Art. 25 Exceptions to cover**

**25.1:** The Company shall not be liable to pay reimbursement for expenses which concern:

- 1) any illness, injury, bodily infirmity or physical disability and consequences hereof which have come into existence, or shown symptoms, before each trip abroad (cf Art. 6.6),

- 2) cosmetic surgery and treatment and consequences thereof unless medically prescribed and approved by the Company,
  - 3) recreational treatment,
  - 4) pre-existing diseases of the teeth and dental treatment which is not pain relieving and provisional and can await the insured's arrival home,
  - 5) dentures, glasses, contact lenses and hearing aids,
  - 6) venereal diseases, AIDS, AIDS-related diseases and diseases relating to HIV antibodies (HIV positive),
  - 7) medical assistance in connection with maternity after the 8th month (36th week) of pregnancy and after the 4th month (18th week) of pregnancy when the pregnancy is the result of fertility treatment and/or the insured is expecting more than one child, Medical check ups are not covered in any case.
  - 8) induced abortion which is not medically prescribed,
  - 9) the use of alcohol, drugs or medicines unless it can be documented that the illness or injury is unrelated thereto,
  - 10) intentional self-inflicted bodily injury, suicide or suicide attempts,
  - 11) treatment by naturopaths, naturopathic medicines and other alternative methods of treatment,
  - 12) treatment for sickness or injuries directly or indirectly caused while actively
- engaging in: war, invasion, acts of a foreign enemy, hostilities (whether war has been declared or not), civil war, terrorist acts, rebellion, revolution, insurrection, civil commotion, military or usurped power, martial law, riots or the acts of any lawfully constituted authority, or army, naval or air service operations (whether war has been declared or not),
  - 13) nuclear reactions or radioactive fallout,
  - 14) treatment performed by an unrecognised physician or facility (cf also Glossary),
  - 15) epidemics which have been placed under the direction of the public authorities,
  - 16) treatment by psychologists, unless prescribed by the treating physician in connection with emergency relief,
  - 17) medical check-ups, vaccinations and other preventative treatment,
  - 18) the insured resisting or failing to comply with the medical directions given by the Company's medical consultant and the treating physician,
  - 19) the insured resisting medical evacuation/ repatriation (cf Art. 6.8),
  - 20) transportation which has not been pre-approved and arranged by the Company. However, expenses equivalent to the amount which the Company would have reimbursed if it had been notified of and approved the transportation shall be covered,
  - 21) medical treatment and examinations which can await the insured's arrival home,

- 22) private room in hospital unless medically prescribed and approved by the Company,
- 23) any treatment which is not necessary or which is not directly related to the diagnosis covered by the insurance,
- 24) active participation in any motorsport show, motorsport race or motorsport competition, base jumping, paragliding and mountaineering that requires specialized climbing equipment,
- 25) any illness or injury resulting from active engagement in an illegal act,
- 26) search and rescue services
- 27) expeditions, mountaineering and trekking in Antarctica, the North Pole and Greenland,
- 28) injury caused by gross negligence and/or with intent.

**25.2:** Expenses incurred during trips of which the Company has not been notified prior to the insured's departure, will not be covered by the insurance (cf. Art. 2.4).

## Art. 26 How to report a claim

**26.1:** Reimbursement shall be paid following the Company's approval of the expenses as being covered by the insurance after a fully completed claim form has been submitted to the Company together with the receipted and itemised bills and/or other relevant documentation such as medical information and flight tickets/travel documents.

If you are claiming for Delayed baggage (Art. 17) the Company requires the original Property Irregularity Report (P.I.R.) in order to

complete the assessment of this claim type. The Company scans submitted bills upon receipt. Any retrieval of the submitted bills is not possible. The Company reserves the right at any time to require provision of original bills from the insured.

**26.2:** In no event shall the amount of reimbursement exceed the amount shown on the bill. If the insured receives reimbursement from the Company in excess of the amount to which he/she is entitled, the insured shall be under the obligation to repay the Company for the excess amount immediately. Subsequent reimbursement made by the Company shall first be written down by any such outstanding amount.

**26.3:** Reimbursement payments shall be limited to the usual, customary and reasonable charges in the area or country in which the treatment is provided.

**26.4:** The Company must be notified immediately in case of death, hospitalisation, emergency repatriation, medical evacuation/ repatriation, or accompaniment, and such notification must include medical information about the illness/injury. Notification should be made by telephone or e-mail to the Company's 24-hour emergency service; the Company shall defray all expenses incurred in this connection.

**26.5:** Claims must be reported to the Company immediately after the circumstances underlying the claim have become known to the insured.

## Art. 27 Cover by third parties

**27.1:** Where there is cover by another insurance policy or healthcare plan, this must be disclosed to the Company when claiming reimbursement, and the cover under this

insurance shall be secondary to any such other insurance policy or healthcare plan.

**27.2:** In these circumstances the Company will co-ordinate payments with other companies and the Company will not be liable for more than its rateable proportion.

**27.3:** If the claim has been covered in whole or in part by any scheme, programme or similar, funded by any Government, the Company shall not be liable for the amount covered.

**27.4:** The policyholder and any insured person undertake to co-operate with the Company and to notify the Company immediately of any claim or right of action against third parties.

**27.5:** Furthermore, the policyholder and any insured person shall keep the Company fully informed and will take any reasonable steps in making a claim against another party and to safeguard the interests of the Company.

**27.6:** In any event the Company shall have the full right of subrogation.

## **Art. 28** **Payment of premium**

**28.1:** Premiums, including renewal premiums, are determined by the Company and shall be payable in advance for the whole annual insurance period.

**28.2:** The policyholder shall be responsible for punctual payment of the premium to the Company.

**28.3:** In the event of failure to pay before the commencement date of the insurance and/or the renewal period, the insurance shall not be effective and the Company shall not become liable.

**28.4:** Refund of premium is possible only if a written request is received by the Company prior to the commencement date of the insurance. After the commencement date of the insurance, the premium is considered fully earned and non-refundable. However, unused travel days can be transferred from one insurance period to the following insurance period. This only applies for the unused travel days bought in the last insurance period. The travel days that have already been transferred once are not transferable once more. The first 200 travel days bought in each insurance period are never transferable.

**28.5:** Other charges, such as Insurance Premium Tax (IPT), or other taxes, levies or charges, depending on the laws of the policyholder's country of residence may apply. If they apply to the policyholder's insurance premium, they will be included within the total that has to be paid on the premium notice. The charges may apply from the commencement date or the anniversary of the commencement date. The policyholder must pay these charges to us when paying the premiums, unless otherwise required by law.

## **Art. 29** **Necessary information to the Company**

**29.1:** The policyholder and/or the insured shall be under the obligation to notify the Company of any travel or health insurance cover or a similar cover with another company, including a consolidated company.

**29.2:** The policyholder and/or the insured shall also be under the obligation to notify the Company of and provide the Company with all obtainable information required for the Company's handling of the policyholder's and/or the insured's claims against the Company,

including provision of original bills upon request from the Company.

**29.3:** In addition, the Company shall be entitled to seek information about the insured's state of health and to contact any hospital, physician, etc. who is treating or has been treating the insured for physical or mental illnesses or disorders.

Furthermore, the Company shall be entitled to obtain any medical records or other written reports and statements concerning the insured's state of health.

## **Art. 30** **Assignment, cancellation and expiry**

**30.1:** Without the prior written consent of the Company, no party shall be entitled to create a charge on or assign the rights under the insurance.

**30.2:** The insurance may be cancelled by the policyholder or by the Company at the anniversary date with one month's written notice.

If it is not cancelled, the insurance is automatically renewed on each policy anniversary.

In connection with the settlement of a claim, the insurance may be cancelled by the policyholder or by the Company with one month's written notice within 14 days after the settlement of the claim.

**30.3:** The Company's liability in connection with the insurance, including liability for reimbursement for medical expenses for ongoing treatment, after-effects or consequential damages in connection with an injury or illness incurred or treated during the insurance period, shall automatically cease

upon expiry, cancellation or termination of the insurance.

Accordingly, upon expiry, cancellation or termination of the insurance, an insured's right to claim reimbursement shall cease. Claims for reimbursement of medical expenses incurred during the insurance period must be filed within six months of the date of expiry, cancellation or termination of the insurance in order to be eligible for reimbursement.

**30.4:** The insurance period may be extended up to 48 hours with no extra premium charge, if the return of the insured is delayed without the insured being responsible for the delay.

**30.5:** Where upon taking out the insurance or subsequently, the policyholder or the insured has fraudulently disclosed incorrect information or withheld facts which may be regarded as being of importance to the Company, the insurance contract shall be void and shall not be binding on the Company.

**30.6:** If an insured leaves his/her employment with the policyholder, the insurance cover ceases immediately.

**30.7:** The Company can stop or suspend an insurance product at three months' notice prior to the policy anniversary.

## **Art. 31** **Disputes, venue, etc.**

**31.1:** Any disputes arising out of or in connection with the insurance contract shall be settled in accordance with Danish law, with Copenhagen as the agreed venue. The Company is affiliated to: Ankenævnet for Forsikring, Anker Heegaards Gade 2, 1572 Copenhagen V, Denmark (The Danish Insurance Complaints Board).

**E.&O.E.**

# GLOSSARY

Valid from 1 January 2014



This Glossary with definitions is part of the Policy Conditions.

## A

### **Acute serious illness**

An “acute serious illness” is a sudden and unexpected illness that requires immediate treatment.

## B

### **Baggage**

Baggage is defined as suitcases, clothing, toiletries, books, photo equipment, mobile phones and laptops.

### **Bupa Global Travel (incl. we/us/our):**

Bupa Denmark, filial af Bupa Insurance Limited, England (Bupa Denmark, branch of Bupa Insurance Limited, England). Bupa Global Travel is a trading name of Bupa Denmark, filial af Bupa Insurance Limited, England.

## C

### **Claim**

The financial demand covered in whole or in part by the insurance. In the Company’s evaluation/determination of the claim, the time of treatment is decisive, not the time of the occurrence of the injury/illness.

### **Close relative**

A close relative is defined as being a spouse/partner, residing and registered at the same address as the insured, a child, a son or daughter-in-law, a grandchild, a parent, a grandparent, a parent-in-law, a brother or a sister.

### **Commencement date**

The date indicated in the policy schedule on which the insurance commences, unless otherwise stated in the Policy Conditions.

## **Company, the**

Bupa Denmark, filial af Bupa Insurance Limited, England (Bupa Denmark, branch of Bupa Insurance Limited, England), CVR 31602742.

Bupa Denmark, filial af Bupa Insurance Limited, England, is authorised by the Prudential Regulation Authority (UK) and subject to limited regulation by the Danish Financial Services Authority Finanstilsynet. More information can be found on the website [www.finanstilsynet.dk](http://www.finanstilsynet.dk).

## **Country of permanent residence**

The residence where the insured has his/her permanent home or principal establishment and to where, whenever the insured is absent, the insured intends to return.

## H

### **Hijacking**

Hijacking is defined as an incident where the insured is forcibly detained against his/her will in order for the hijackers to accomplish a financial or political objective.

### **Hospitalisation**

surgery or medical treatment in a hospital or clinic as an inpatient when it is medically necessary to occupy a bed overnight.

## I

### **Insurance**

The Policy Conditions and policy schedule representing the insurance contract with the Company and setting out the scope of the insurance terms, the premium payable, cover and benefits.

### **Insured**

The policyholder and/or all other insured persons as listed in the valid policy schedule.

## O

### Outpatient

Surgery or medical treatment in a hospital or clinic where it is not medically necessary to occupy a bed.

## P

### Policy conditions

The terms and conditions of the insurance purchased.

### Policy schedule

policy details showing the type of insurance purchased and any special terms.

### Pre-existing condition

Any illness and conditions that have shown symptoms and/or for which the insured has been hospitalised, treated by a physician or has received any medical treatment for before the commencement date of the insurance.

## S

### Securities

Entrance tickets to eg a museum, football match, theatre performance, opera etc.

### Serious injury

A "serious injury" shall be determined to exist only after review and agreement by both the attending physician and the Company's medical consultant.

### Simple theft

Theft which is not noticed at the time of the theft being committed.

### Subrogation

The insurer's right to enforce a remedy which the insured has against a third party and the insurer's right to require the insured to repay the insurer if the insurer has paid expenses recouped by the insured from a third party.

## U

### Unrecognised physician or facility

An unrecognised physician or facility includes:

- treatment provided by a medical practitioner who is not recognised by the relevant authorities in the country where the treatment takes place as having specialised knowledge, or expertise in, the treatment of the disease, illness or injury being treated,
- treatment in any hospital, or by any medical practitioner or any other provider of services, to whom we have sent a written notice that we no longer recognise them for the purposes of our plans,
- treatment provided by anyone with the same residence as the insured or who is a member of the insured's immediate family or an enterprise owned by one of the above mentioned persons.

E.&O.E.



**Call Bupa Global Travel's Customer Service for questions on your policy, payment, coverage etc.**

Open 9am - 5pm (CET) weekdays

Tel: +45 70 20 70 48  
Fax: +45 33 32 25 60  
Email: [travel@ihi-bupa.com](mailto:travel@ihi-bupa.com)

Palægade 8  
DK-1261 Copenhagen K  
Denmark

**Call Bupa Global Assistance for 24-hour emergency service and medical help**

Tel: +45 70 23 24 61  
Email: [emergency@ihi-bupa.com](mailto:emergency@ihi-bupa.com)

Calls will be recorded and may be monitored.

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