



**FAILURE OF CHARTERED AIRLINES INSURANCE (EXCLUDING PRE-BOOKED TOURS) OPERATED BY
CBG LONDON LTD T/A MARCUS HEARN AND UNDERWRITTEN BY IGI INSURANCE COMPANY LIMITED**

Certificate No. IGI/CAF/MH/XXXXXXXXXX

Insured Company XXXXXXXXX

Name: XXXXXXXXX

Address:XXXXXXXXXXXXXX

Chartered Airline

Maximum Sum Insured up to £XXXXXXXXXXXX

Valid for the period XXXXXXXXX TO XXXXXXXXXXXXXXX

DEFINITIONS:

Maximum Sum Insured

The amount paid by **The Insured Company** for the cost of the charter only, at the time of the failure of the **Chartered Airline** within the payment schedule of the **Insured Company's** contract.

Insured Company, You, Yours

The Company arranging the charter with the **Chartered Airline** or the **Agent** acting on behalf of the Company for whom the charter has been arranged.

Chartered Airline

A **Chartered Airline** is an airline that has been declared and accepted by CBG London Ltd t/a Marcus Hearn and IGI Insurance Company Ltd and for which the appropriate premium has been paid.

Agent

The person who arranged the charter on behalf of the **Insured Company**.

We, Us, Our

CBG London Ltd T/a Marcus Hearn authorised to act on behalf of the **Underwriters**.

Underwriters

IGI Insurance Company Limited, Market Square House, St James's Street, Nottingham, NG1 6FG

SPECIMEN

Cover

- 1 To pay the **Insured Company** up to the Maximum Sum Insured in respect of:-
- 2 The cost relating to the paid amount for the chartered flight only in the event of the chartered flight being necessarily and unavoidably cancelled prior to the departure of the **Insured Company's** group of people from the United Kingdom or their country of domicile due to bankruptcy/liquidation of the **Chartered Airline** as defined above on which the booked trip depends in respect of deposits or charges paid in advance by the **Insured Company** or
- 3 Up to the **Maximum Sum Insured** plus up to 10% in the event of the **Chartered Airline** failing within fourteen days prior to the arranged departure date
- 4 or
- 5 Up to 70% of the **Maximum Sum Insured** in the event of bankruptcy/liquidation of the **Chartered Airline** failing after the **Insured Company's** group has travelled from the UK or their country of domicile and prior to the stated return date of the group or up to £750 for an **economy ticket** in relation to each individual traveller for whom the **Insured Company** has arranged travel whichever is the lesser.

EXCLUSIONS

We shall not be liable for:-

- 1 Claims arising directly or indirectly from existing or publicly declared financial failure or collapse of the **Chartered Airline** on or before the date the trip is booked.
- 2 Claims relating to airlines in Chapter 11 Bankruptcy or Bankruptcy Protection where the contract was arranged subsequent to the airline registering under Chapter 11 or Bankruptcy Protection.
- 3 Claims relating to the failure or inability of any equipment or any computer to recognise or to correctly interpret or process any date as its true calendar date, or to continue to function correctly beyond that date.
- 4 Cover under this section is only applicable in respect of the costs relating to chartered air flights (excluding all pre-booked tours).
- 5 Cover does not apply if the **Chartered Airline** is taken over or forms part of a merger by another airline unless such new owner or merged company has been accepted in writing by **Us** and the **Underwriters**

CONDITIONS

Under UK law **You** and **We** can choose the law that will apply to this contract. Unless **You** and **We** have agreed otherwise, this contract will be governed by English Law.

Effective date 6th April 2005

PLW252NIBON00001050406



Claims Procedure

In the event of a claim **You** should contact **Us** at CBG London Ltd T/A Marcus Hearn, Marcus Hearn House, 65/66 Shoreditch High Street, London E1 6 JL Tel No 020 7739 3444 quoting the insurance certificate number or IGI Insurance Company Limited, Market Square House, St James's Street, Nottingham NG1 6FG.

All airline tickets, invoices and contract together with proof of payment of Insurance Premium must be submitted.

WHAT TO DO IN THE EVENT THAT REPATRIATION IS REQUIRED FOLLOWING THE FINANCIAL FAILURE OF THE CHARTERED AIRLINE

Please call **Global Response** and be prepared to give your insurance certificate number. Global Response is available 24 hours a day. Please note the service should not be called for casual enquiries.

The telephone number is + 44 (0) 870 606 1581

Please note in the event of any fraudulent claim being submitted by the **Insured Company** or anyone acting its behalf or with whom they are in close collusion, all benefits under this policy shall be forfeited.

Complaints Procedure

We always aim to provide a first class service. However, if **You** have any complaint **You** can contact **Us** or the **Underwriters**, IGI Insurance Company Limited, Market Square House, St James's Street, Nottingham, NG1 6FG. **We** will contact **You** within five days of receiving **Your** complaint to inform **You** of what action **We** are taking. **We** will try to resolve the problem and give **You** an answer within four weeks. If it will take **Us** longer than four weeks **We** will tell **You** when **You** can expect an answer. If the matter is not resolved to **Your** satisfaction please write to:

Managing Director, IGI Insurance Company Limited, Market Square House, St James's Street, Nottingham, NG1 6FG.

If **We** or the **Underwriters** have not given **You** an answer in eight weeks **We** will tell **You** how **You** can take **Your** complaint to the Financial Ombudsman Service for review. This complaints procedure does not affect any legal right **You** have to take action against **Us** or the **Underwriters**.

If **You** are still not satisfied **You** can contact the:

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

The **Underwriters** are covered by the Financial Services Compensation Scheme (FSCS). **You** may be entitled to compensation from the scheme if the **Underwriters** cannot meet their obligations. This depends upon the type of business and circumstances of the claim. Most insurance contracts are covered for 100% of the first £2,000 and 90% of the remainder of the claim. Further information is available from the Financial Services Authority or the FSCS. The FSCS can be visited on the internet at www.fscs.org.uk or by contacted on 020 7892 7300

The complaints procedure above does not affect any legal right **You** may have to take action against **Us** or the **Underwriters**.

This policy is provided by: IGI Insurance Company Limited, Market Square House, St James's Street, Nottingham, NG1 6FG.

Registered number 1229676

Tel: 0115 941 1022 Fax: 0115 941 1316

Authorised and regulated by the Financial Services Authority.

You can check the above details on the Financial Services Authority Register by visiting the FSA website:

www.fsa.gov.uk/register or by contacting the FSA on 0845 606 1234

Signed for on behalf of IGI Insurance Company Limited

K W WARDELL

Managing Director