

Muc-Off®

FULL SEND
COVER

INTRODUCTION

Thank **you** for choosing Full Send Cover. It's important that **you** read this wording and **your policy schedule** to make sure that everything **you've** told **us** is correct. Please read this policy carefully so that **you** understand the cover **we** are giving **you**. **You** must follow the terms and conditions set out in this policy wording. Please make sure that **you** keep this policy wording and **your policy schedule** in a safe place in case **you** need to look at them later.

Full Send Cover is a trading name of Niche Box Group Ltd, which has its registered office at New Century House, 17-21 New Century Road, Basildon, Essex SS15 6AG (Companies House Company Number: 13640866). Niche Box Group Ltd is an appointed representative of UK Oasis Group Ltd which is authorised and regulated by the Financial Conduct Authority. You can check this on the Financial Services Register (register.fca.org.uk) under firm reference numbers 967691 (for Niche Box Group Ltd) and 943570 (UK Oasis Group Ltd).

In return for the payment of **your** premium **we** will provide the insurance cover detailed in this policy document, subject to the terms, conditions, and limitations shown below or as amended in writing by **us** and during the **period of insurance**.

YOUR RESPONSIBILITY

You are required by the provisions of the Consumer Insurance (Disclosure and Representations) Act 2012 to take care to:

- a) Supply accurate and complete answers to all the questions **we** may ask as part of **your** application for cover under the policy.
- b) To make sure that all information supplied as part of **your** application for cover is true and correct.
- c) Tell **us** of any changes to the answers **you** have given as soon as possible.

Failure to provide answers in-line with the requirement of the Act may mean that **your** policy is invalid, and you will not be able to make a claim.

JURISDICTION AND LAW

This insurance will be governed by the laws of England, whose courts alone shall have jurisdiction in any dispute arising from this insurance.

WHO CAN HAVE THIS POLICY

1. **You** bought the **cycle(s)** and or **accessories** new or purchased second hand and **you** have proof of purchase
2. **You** got the **cycle(s)** and or **accessories** as a replacement through an insurance claim, and **you** have proof.
3. The **cycle(s)** and or **accessories** were given to **you** as a gift and **you** can show a gift receipt, or the original receipt.
4. The **cycle(s)** are individually worth £15,000 or less.
5. **You** have the **cycle(s)** and they are in good working condition (not accidentally damaged) when **you** first buy the insurance.
6. **You** must upload **original images** of the insured **cycle(s)** and or **accessories** within 14 days of the policy starting to the Full Send Cover Customer area.

MEANING OF WORDS

Where **we** explain what a word means, that word will be highlighted in **bold** print and will have the same meaning wherever it is used in this policy.

Accessories

Equipment and **cycle** specific clothing that **you** add or attach to, or wear when riding, **your cycle(s)**, in addition to what the manufacturer originally provided. This includes things like helmets (except for airbag helmets), shoes, jerseys or vests, base layers, gilets, glasses and goggles, jackets, shorts, trousers, backpacks, helmet-mounted cycling cameras, cycling computers, cycling GPS units, lights, spare wheels, cycle luggage, cycling tools, cycling armour, guards, and locks.

Accident/Accidental A sudden and unexpected event that occurs while **you** are using **your cycle(s)** during the **period of insurance**.

Approved Lock

A Sold Secure lock meeting the appropriate gold or diamond standard category for **cycles**.

For more information, please visit Sold Secure at www.soldsecure.com

Our minimum required lock standards are detailed here with a 'tick', for clarity, these are Sold Secure Gold and Diamond. Please ensure **you** have the right standard:



Bodily Injury

Death or identifiable physical injury resulting solely and independently from an **accident**.

Commuting

Use of **your cycle** to travel to and from **your** single place of work.

Competing

Any event which participants are ranked by time and/or placing or for which any prize or competitive score is awarded.

Cycle(s)

Any bicycle, purpose built or professionally converted electric bicycle (provided it has power assistance to a maximum of 25kmh/15.5mph using a motor of no more than 250w rated output), tricycle, tandem, or trailer cycle. It must be **your** own property and listed on **your policy schedule**. The **cycle(s)** should be usually kept at the address shown on **your policy schedule**. This coverage applies to **cycles** that are not subject to the requirements of the Road Traffic Act. It includes all the

permanently fitted component parts required for the operation of the **cycle(s)**.

Damage

Unexpected, sudden, malicious, or unintentional physical damage during the **period of insurance**.

Doctor

A person other than **you**, a member of **your immediate family** or an employee of **yours**, who is licensed to practice medicine or surgery in the country where treatment is given.

Excess

The amount of money **you** must pay as the first part of each and every claim.

Frame

The main part of the **cycle(s)** that the wheels and other components are attached to.

Home Address

The address where **you** normally live in the United Kingdom.

Immediate Family

A spouse, partner, parent, son, daughter over the age of 14 who lives permanently with **you** at the address stated in **your policy schedule**.

Immovable Object

1. Any solid object fixed in or onto concrete or stone, which cannot be undone, removed with, or lifted under or over the **cycle(s)**.
2. A properly fixed motor vehicle roof rack or properly fixed vehicle rack.

At train stations, a **cycle** rack supplied by the train station expressly for the purpose of securing **your cycle(s)**.

Incident

An **accident**, act of vandalism, or irreparable breakdown to the **cycle(s)** which means the **cycle(s)** cannot be used.

Insured Location

The place where **you** usually keep **your cycle(s)** and **accessories**, as stated in **your policy schedule**, may include the following:

1. **Your home address** including its privately accessed garage(s); or
2. A privately accessed lockable wooden or metal shed, outbuilding or detached garage which are attached to or within the boundaries of **your home address**; or
3. A self-contained lockable private room or communal hallway inside the halls of residence to which **you** normally reside; or
4. A purpose-built **cycle** storage facility; or
5. Any temporary residence where **you** are staying, such as a holiday cottage, guesthouse, or hotel, for a maximum of 31 consecutive days in any one trip and a total of 90 days during the **period of insurance** within the United Kingdom (or anywhere in the world if shown on **your policy schedule**)

Loss of Limb

Means loss by complete severance of an entire hand, leg or foot or the total and permanent loss of use of an entire hand, leg or foot.

Loss of Sight

Means total and irrecoverable **loss of sight** which shall be considered as having occurred in both eyes, if **your** name is added to the Register of Blind Persons by a fully qualified ophthalmic specialist or in one eye,

if the remaining degree of sight, even with correction, is 3/60 or less on the Snellen scale.

Original Images	Images shared from the original device that they were taken on, have not been altered, re-named, saved in another format and include the original image meta-data for validation.
Period of Insurance	The period of time for which this policy is in force as shown in the policy schedule .
Permanent Total Disablement	Permanent disability which entirely stops you from working in any business or occupation which you are practically suited to by training, education or experience which has been certified by a doctor .
Proof of Ownership	A document that demonstrates your ownership of the cycle(s) and any accessories (including the approved lock) you are claiming for. This can be in the form of a till receipt, delivery note, or invoice issued to you or to member of your immediate family or if the cycle(s) was gifted to you by a third party, a gift receipt issued by the retailer at the time the cycle(s) was purchased would suffice. You are required to upload original images of your insured gear within 14 days of policy inception and prior to any claim being notified, including the accessories , approved lock and frame number .
Theft	The unauthorised dishonest appropriation, or attempted appropriation, of the cycle(s) listed on your policy schedule , by another person with the intention of permanently depriving you of it.
Unattended	When the cycle(s) is not being used or held in accordance with the security requirements of this policy, by you .
United Kingdom	England, Scotland, Wales & Northern Ireland.
We/Us/Our	Collinson Insurance.
You/Your	The person named in the policy schedule and all members of that person's immediate family , who are permanent residents of the United Kingdom .

GENERAL SECURITY REQUIREMENTS

Security Requirements at the insured location

For your **cycle(s)** to be covered for **damage** or **theft** while it's at the **insured location**, **you** need to follow these security requirements:

1. Inside The Insured Location

The **cycle** must be kept in a location that can only be accessed by **you** and **your immediate family**. All security devices must be working when the **insured location** is **unoccupied**. This also applies to **cycles** stored in lockable private rooms in communal buildings.

2. In An Outbuilding or Garage

The outbuilding or garage must be fully enclosed and made of brick, stone, concrete, timber or metal (including specialist **cycle** storage boxes). It must be within the boundaries of the **insured location**.

When **cycles** are stored in an outbuilding or garage:

- a) All windows and doors must have a 5-lever mortice deadlock, multi point locking system or CEN grade 3 closed shackle padlock and be kept securely locked at all times. Locks and door hinges must not have any exposed screws that can easily be undone. All external hinges and hasps must have tamper-proof fixings or be fixed from the inside.
- b) If **your** garage has an electric or 'up and over' door the door must be approved by 'Secured by Design' (SBD) <https://www.securedbydesign.com/> the official police security initiative.
- c) If **your** outbuildings or garage do not meet the above security requirements **your cycles** must be secured through the frame by an **approved lock** to an **immovable object** within the outbuilding or garage.

3. In A Communal Area

If **you** live in a building with shared areas like a communal hallway, residents **cycle** shelter or underground car park, only accessible to residents or their guests, the **cycle** must be secured through the frame to an **immovable object** using an **approved lock**.

4. On A Balcony

If a **cycle** is stored on a balcony, either the balcony must not be accessible from the ground outside, or the **cycle** must be secured through the frame by an **approved lock** to an **immovable object**.

5. Other Circumstances

Any other location and/or security precaution agreed with **us** in writing.

Security Requirements Away From The Insured Location

If **your cycle(s)** is not at the insured location, it will only be covered for damage or theft if **you** meet the following conditions:

1. Use an **approved lock** to secure **your cycle(s)** through the **frame** and wheels to an **immovable object**.
2. Forcible and violent entry is used to access the cycle.
3. **You** must not leave **your cycle(s)** unattended for more than 24 hours at train stations, bus stations, coach stations, or **your** workplace. However, this coverage applies only if **you** meet the conditions mentioned in points 1 and 2 above.

Security Requirements when on or in a Vehicle

Theft of **your cycle(s)** while it's inside or on a vehicle will only be covered if **you** meet the following conditions:

1. All doors, windows and other openings of the vehicle and **cycle** rack are left closed, securely locked and properly fastened with all keys removed.
2. Forcible and violent entry must be used to access the **cycle**.

3. The vehicle must have either:
 - a) An alarm installed by the manufacturer, or
 - b) A Thatcham approved alarm installed professionally.
4. All cycle racks must be securely fitted to either the roof, rear or towbar of the vehicle.
5. All security devices installed in the vehicle and cycle rack are in operation.
6. The **cycle(s)** is stored out of sight wherever possible or is secured through the **frame** and wheels by an **approved lock** to the roof or cycle rack attached to the vehicle.
7. If the **cycle(s)** is left in the vehicle between 9pm and 6am, it must be covered so that it can't be seen by people outside the vehicle.
8. If the **cycle(s)** is locked on the outside of the vehicle, such as on a roof or rear cycle rack, it must be removed between 9pm and 6am. **You** can either place it inside the vehicle or securely store it according to the policy terms and conditions.

WHAT AM I COVERED FOR

You are covered for **theft** of or damage to **your cycle(s)**.

We will cover the costs of repairing or replacing **your cycle(s) and accessories**, up to the amount shown on your **policy schedule**.

If **your** stolen or damaged **cycle(s)** was not more than three years old at the time of loss and was new when **you** bought it, **we** will provide a new **cycle(s)** as a replacement.

If the stolen or damaged **cycle(s)** was more than three years old or was purchased second-hand, **we** will repair, replace, or compensate you for a **cycle(s)** that is of a similar type or specification.

There are other optional covers available, as shown below, if **you** have one or more of these option covers it will be shown on your **policy schedule**.

WHERE AM I COVERED

You are covered in the **United Kingdom**.

If you have selected, the optional worldwide cover **you** are covered anywhere in the world for up to 90 days in any one **period of insurance**. If **you** have worldwide cover it will be shown on **your policy schedule**.

You are not covered if you travel to a destination which the Foreign Commonwealth & Development Office (FCDO) has advised against all or all but essential travel. Travel Advice can be obtained from the FCDO Telephone: +44 (0)20 7008 1500 www.gov.uk/fcdo.

SECTION 1 – THEFT OF AND/OR DAMAGE TO YOUR CYCLE(S)

What is Covered	What is Not Covered
<p>We will pay you for:</p> <ol style="list-style-type: none"> 1. Theft of or damage to your cycle(s) at your insured location during the period of insurance. 2. Theft of or damage to your cycle(s) away from your insured location during the period of insurance. 	<ol style="list-style-type: none"> 1. Any claim for a cycle(s) if you have not shared original, unaltered, un-renamed, un-tampered with, images, from the original device that they were taken on with Full Send Cover, evidencing ownership and the condition of the cycle(s) with their original meta-data, within 14 days of policy inception. 2. Theft of or damage to any cycle that is subject to the requirements of the Road Traffic Act. 3. Theft of or damage to any cycle that has power assistance over a maximum of 25kmh/15.5mph or uses a motor with an output higher than 250w. 4. Theft of or damage to your cycle if you cannot give us proof of ownership. 5. Theft from the insured location unless there is evidence of forcible and/or violent entry or exit. 6. Theft from a vehicle unless the cycle(s) is completely out of sight or secured through the frame and wheels by an approved lock to a roof or cycle rack attached to the vehicle. 7. Any theft not involving the use or threat of force and/or violence. 8. Theft from a building or vehicle if you cannot show entry was gained by force with visible damage caused to the building, vehicle, cycle rack, approved lock or immovable object. 9. Theft from an outbuilding or garage if your cycle was not locked, using an approved lock, to an immovable object. 10. Theft whilst away from the insured location if your cycle(s) was not secured through the frame and wheels by an approved lock to an immovable object. 11. Theft of or damage to your cycle(s) when stored if the General Security Requirements have not been followed. 12. Damage sustained in transit when handed to a recognised transport provider, unless the cycle(s) is securely packaged, and you get a receipt that you can share with us.

13. Any tyres unless the **cycle(s)** were stolen or damaged at the same time.
14. **Theft** of or **damage** to your **cycle(s)** if loaned or hired to any person other than a member of **your immediate family**.
15. Any claim over the **amount shown** on **your policy schedule**.
16. Cosmetic damage such as scratches, dents, that do not stop the **cycle(s)** working normally.
17. Gradual damage, including but not limited to general wear and tear, atmospheric conditions, insects, vermin, rust, or chemical reaction.
18. Manufacturing faults which are still covered under a manufacturer's warranty.
19. Failure to maintain the **cycle(s)** in accordance with the manufacturer's instructions.
20. Mechanical or electrical breakdowns or electronic malfunction.
21. **Theft** of, loss or **damage** to **your cycle(s)** whilst being used for **competing** unless included on **your policy schedule**.
22. **Theft** of loss or **damage** to **your cycle(s)** whilst being used for business/trade purposes.
23. **Theft** of, loss or **damage** to **your cycle(s)** whilst **commuting** unless included on **your policy schedule**.
24. **Theft** or **damage** to **your cycle(s)** if left **unattended** anywhere, other than the **insured location**.
25. **Theft** of **your cycle(s)** if secured by a lock which is not an **approved lock** for the value of **your insured cycle(s)**.
26. Any claim for **theft** or malicious **damage** where **you** haven't got a police incident/crime number.
27. Anything in the general exclusions of this policy.
28. **Theft** of batteries, unless they are attached to the **cycle** using a security fitting and there is evidence of force or violence, or the **cycle** is stolen at the same time.
29. **Theft** by or **damage** caused by a family member.
30. **Theft** by or **damage** caused by someone you have entrusted the **cycle** to.
31. **Theft** of or **damage** caused while the **cycle** is in a postal or courier service.
32. **Accidental damage** to batteries when

	<p>removed from the cycle.</p> <p>33. Any accidental damage caused by an electrical or battery fire.</p>
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SECTION 2 – THEFT OF AND/OR DAMAGE TO ACCESSORIES

What is Covered	What is Not Covered
<p>(Cover only applicable if shown on your policy schedule)</p> <p>We will pay you up to the amount stated in your policy schedule for:</p> <ol style="list-style-type: none"> 1. Damage or theft of your accessories at your insured location during the period of insurance. 2. Damage or theft of your accessories away from your insured location during the period of insurance. 	<ol style="list-style-type: none"> 1. An excess for each claim for theft or damage to accessories. 2. Theft of or damage to accessories where accessories cover is not shown on your policy schedule. 3. Theft of or damage to your accessories if you cannot give us proof of ownership. 4. Any fixed accessories unless the cycle was stolen or damaged at the same time. 5. Theft from the insured location unless there is evidence of forcible and/or violent entry or exit. 6. Theft from a vehicle unless the accessories are completely out of sight and there is evidence of forcible and/or violent entry. 7. Damage sustained in transit when handed to a recognised transport provider unless the accessories are securely packaged, and you get a receipt. 8. Theft of or damage to your accessories if they are loaned or hired out by you to any person other than a member of your immediate family. 9. Theft of, loss or damage to your accessories whilst being used for competing unless included in your policy schedule. 10. Theft of, loss or damage to your accessories whilst being used for business/trade purposes. 11. Theft of, loss or damage to your accessories whilst commuting unless included in your policy schedule. 12. Gradual damage, including but not limited to general wear and tear, atmospheric conditions, insects, vermin, rust, or chemical reaction. 13. Failure to maintain your accessories in accordance with the manufacturer's instructions. 14. Any mechanical or electrical breakdown or defect or electronic malfunction. 15. Theft or damage to your accessories if left unattended in a location, other than

	<p>the insured location.</p> <p>16. Any claim for theft or malicious damage where you have not got a police incident/crime number.</p> <p>17. Anything in the general exclusions.</p>
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SECTION 3 – PERSONAL ACCIDENT

What is Covered	What is Not Covered
<p>(Cover only applicable if shown on your policy schedule)</p> <p>If you are involved in an accident while using your cycle(s) within the United Kingdom (or anywhere in the world if shown on your policy schedule) and sustain bodily injury resulting in death, loss of limb, loss of sight, or permanent total disablement, we will provide coverage up to the amount specified in your policy schedule.</p> <p>Benefit under this section will be payable to you or your nominees.</p>	<ol style="list-style-type: none"> 1. Any accident that does not involve your use of a cycle. 2. Death benefit claims of more than £1,000 if you are under 16 years old or over 65 years old. 3. Permanent total disablement for anyone under 16 years of age or over 65 years of age. 4. Suicide, attempted suicide or intentional self-injury. 5. Deliberate exposure to exceptional danger (except to save a human life). 6. Any benefit directly or indirectly resulting from stress or trauma. 7. Taking part in any criminal activity. 8. Being under the influence of alcohol or drugs. 9. Any benefit when your death, injury or loss does not happen within 180 days of the accident. 10. Any benefit when you cannot prove to us that the permanent total disablement has continued for 12 consecutive months from the date of the accident and will continue for the remainder of your life. 11. More than one benefit under this section. 12. Any benefit whilst using the cycle for hire, reward, courier services, or the carriage of paying passengers. 13. Any benefit whilst using the cycle for competing unless included in your policy schedule. 14. Any benefit whilst using the cycle for commuting unless included on your policy schedule. 15. Anything in the general exclusions

SECTION 4 – REPLACEMENT CYCLE HIRE

What is Covered	What is Not Covered
<p>(Cover only applicable if shown on your policy schedule)</p> <p>We will cover the expenses for renting another cycle following a valid claim under Section 1 when:</p> <ul style="list-style-type: none"> • Your cycle is being fixed. • We arrange for a replacement cycle for you. <p>The most we will pay for this is the amount specified in your policy schedule</p>	<ol style="list-style-type: none"> 1. Hiring a cycle without getting our permission in writing first. 2. Hiring costs that you cannot provide evidence of. 3. Hiring costs that are more than the value of your cycle or the cost of repairs. 4. Hiring costs that exceed £500. 5. Anything in the general exclusions.

SECTION 5 – PUBLIC LIABILITY COVER

What is Covered	What is Not Covered
<p>(Cover only applicable if shown on your policy schedule)</p> <p>We will cover you for any legal liabilities up to the amount stated in your policy schedule. This includes payment for accidental injury, death, illness, or damage caused to others or their property due to your use or ownership of the cycle. The coverage also includes necessary defence costs and expenses, but only with our written consent, related to any liability covered by this policy.</p>	<ol style="list-style-type: none"> 1. Public liability benefits unless you have paid the required additional premium. 2. Any claim when you are under 16 or over 85. 3. An excess of £500 for each and every claim. 4. Any liability for damage to property belonging to or in the custody or control of you or an immediate family member. 5. Any claim where you are entitled to payment from another source. 6. Any claim when punitive, exemplary or aggravated damages are awarded against you. 7. Any liability for injury, loss or damage to: 8. Your employees, family members, household members, or their property: 9. To members of your club, group, or association or to any other participant or competitors in an organised event or to their property. 10. Arising out of the ownership, possession, use or occupation of land or buildings. 11. Any liability not involving the use of the cycle. 12. Using the cycle as a professional cyclist, or for any trade/ business. 13. Using the cycle for commuting unless included on your policy schedule. 14. Any liability in the USA, Canada, their dependencies, or trust territories. 15. Any liability for injury or damage caused

	by an electrical or battery fire. 16. Anything in General Exclusion
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SECTION 6 – COMPETING COVER

What is Covered	What is Not Covered
<p>(Cover only applicable if shown on your policy schedule)</p> <p>We will pay you up to the amount stated in your policy schedule for:</p> <ol style="list-style-type: none"> 1. Damage or theft of your cycle or accessories whilst competing 2. Competing race fee costs, less any refunds, up to £500 in the 12 month period that you are insured, if you are unable to compete in the event due to one of the following sudden and/or unexpected events: <ol style="list-style-type: none"> a) Death or any serious injury or unforeseen serious illness occurring to you which results in you being unable to attend an event for which you have paid to enter: b) Your mode of transport having a mechanical breakdown within 24 hours of the event which results in the transport being unable to be driven to the event: c) You being required to serve on a jury or served with a court order which requires your appearance in court on the day of the event, and which prevents you from attending the event. 	<ol style="list-style-type: none"> 1. Any competing fee claims arising from pre-existing medical conditions. 2. Any cycling competition in which you earn an appearance fee or salary for participation. 3. The event being cancelled or delayed by the venue or promoter for any reason. 4. Lost, stolen or sold race entry tickets. 5. Anything in General Exclusions.

SECTION 7 – CYCLE BREAKDOWN COVER

What is Covered	What is Not Covered
<p>(Cover only applicable if shown on your policy schedule)</p> <p>We will pay for and arrange transport for you or a family member following a cycling accident (resulting in accidental Damage), malicious damage or irreparable breakdown of a cycle to the nearest suitable destination:</p> <ul style="list-style-type: none"> • The nearest cycle repair shop. • The nearest railway station. • The nearest car hire firm. 	<ol style="list-style-type: none"> 1. Any claim within half a mile of your insured location. 2. Any claim where the cycle was not in a roadworthy condition before the incident. 3. Any claim where the cycle cannot be accessed safely by road. 4. Any costs incurred by us due to incorrect location details being provided. 5. Any costs incurred by us due to you or a family member cancelling assistance after it has been arranged. 6. Any claim related to the use of the cycle

<ul style="list-style-type: none"> • Your insured location or alternative overnight destination. <p>The maximum amount we will pay under this cover in any one period of insurance will not exceed the amount specified in your policy schedule.</p>	<p>as a professional cyclist.</p> <ol style="list-style-type: none"> 7. Any claims related to the use of the cycle in connection with any trade or business. 8. Any claim arising from the use of the cycle for Commuting or competitive cycle events unless the relevant section is shown as included on your policy schedule. 9. Any claim involving a trip outside the United Kingdom that is longer than 90 days.
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SECTION 8 – COMMUTING

(Cover only applicable if shown on **your policy schedule**)

If Commuting Cover has been selected, cover provided under Section 1 - Theft of and/or Damage to Your Cycle(s), Section 2 - Theft of and/or Damage to Accessories, Section 3 – Personal Accident, Section 4 – Replacement Cycle Hire, Section 5 – Public Liability and Section 7 – Cycle Breakdown Cover is extended to include **commuting**.

SECTION 9 – WORLDWIDE COVER

(Cover only applicable if shown on **your policy schedule**)

If **worldwide** cover has been selected, **you** will be covered anywhere in the world, with the exception of the USA & Canada for **public liability**, for 90 days in any one **period of insurance**.

GENERAL EXCLUSIONS

The following exclusions apply to the whole of this policy. Additional sectional exclusions may apply. Please refer to the relevant parts of the policy for further details.

1. The **excess** payable for each claim.
2. Any claim where original images of the insured **cycle(s)** and or **accessories** were not uploaded within 14 days of the policy starting and prior to any claim being notified.
3. Any claim where the **cycle(s)** has been used for competitive racing, triathlon, trials or rallies, speed or endurance tests or practices for those activities unless included on your **policy schedule**.
4. **You** riding a scooter, segway, skateboard or motorcycle.
5. Any claim where any **cycle** is subject to the requirements of the Road Traffic Act.
6. Any claim where any **cycle** has power assistance over a maximum of 25kmh/15.5mph or uses a motor with an output higher than 250w.
7. **Terrorism** as defined by the Terrorism Act 2000 or any amending or substituting legislation
8. War, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, or confiscation or nationalisation or requisition or destruction of or damage to property by or under the order of any government or public or local authority.
9. Any **damage** that happened before the **period of insurance** started.

10. If **you** use drugs or alcohol, except for the ones prescribed by a doctor for medical reasons but not those prescribed for drug addiction.
11. Any claim where **your cycle(s)** was being used for hire, reward, trade, business and commercial purposes, including courier / delivery services.
12. Any expenses as a result of **you** not being able to use the **cycle(s)**, other than the cost of repair or replacement.
13. Any claim where the **cycle(s)** or **accessories** are being used by anyone other than **you** or **your** immediate family.

CONDITIONS AND LIMITATIONS

1. Unless **we** have agreed differently with **you**, English law and the decisions of English courts will govern this insurance.
2. **You** must provide **us** with any receipts, documents or **proof of ownership**, that it is reasonable for **us** to request.
3. **You** cannot transfer the insurance to someone else without **our** written permission.
4. **You** must adhere to the General Security Requirements.
5. Cover excludes costs or payments recoverable from any party, under the terms of any other contract, guarantee, warranty, or insurance.
6. **We** shall not provide cover or be liable to pay any claim or other sums, including return premiums, where this would expose us to any sanction, prohibition or restriction under United Nations resolutions, asset freezing or trade or economic sanctions, laws or regulations of the European Union, **United Kingdom**, and/or all other jurisdictions where **we** transact business.

OTHER INSURANCE

If **you** have any other insurance policies that cover the same damage or liability as **your** policy, **we** will only pay **our** share of any claim.

HOW TO MAKE A CLAIM

To register a new claim, **you** can:

E-mail: hello@fullsendcover.com

Telephone: 01206 688097

Online: <https://fullsendcover.com/customer-area/login>

Make sure to have **your** policy number ready when registering the claim. Please check **your** policy to make sure **you** are covered before getting in touch.

If the incident involves **theft**, attempted **theft**, or resulting **damage**, **you** must report it to the police within 24 hours and obtain an incident/crime number.

You will be required to provide evidence to support **your** claim, which may include **proof of ownership**, and the police incident/crime number. Please note that **you** will need to cover the expenses for providing this evidence.

You must:

1. Notify **us** as soon as possible, but ideally within 24 hours of the discovery of any incident likely to give rise to a claim under this insurance. If the incident happened outside of the **United Kingdom**, please notify the **claim administrators** within 24 hours of **your** return to the UK.
2. There is a policy **excess** for all claims which must be paid before **your** claim can be approved. This is the amount **you** have to pay in respect of each agreed claim as stated in **your policy schedule**.
3. Send **us** any legal papers or documents about a claim. If **you** are contacted by a third party concerning a claim, **you** must pass all correspondence to **us** unacknowledged.
4. Tell **us** about any inquest or investigation relating to the claim.
5. Not dispose of any damaged items or evidence as **we** may need to see them.
6. Not admit or deny responsibility for any incident involving injury to others or damage to their property.

HOW TO CANCEL

If **you** decide to cancel **your** policy within 14 days after it starts or within 14 days of receiving the policy documents (if **you're** a new customer), or within 14 days from the renewal date (if **you're** an existing customer), **you** can get a full refund of the premiums **you** paid minus a cancellation administration fee. This is as long as **you** haven't made a claim or had any incidents that could lead to a claim. However, if **you** have already made a claim, **we** won't be able to refund any premium. If **you** don't cancel within the 14-day period, your policy will continue as usual.

If **you** decide to cancel **your** policy after the initial 14-day period, as long as **you** haven't made a claim or had any incidents that could lead to a claim, **you** can still receive a refund. **We** will refund the premiums **you** paid for the cancelled coverage, but a deduction will be made for the time that **we** provided **you** with cover and an administration fee.

To cancel this policy please contact the Full Send Cover who sold the policy to **you** on:

E-mail: hello@fullsendcover.com

Telephone: 01206 688097

Online: <https://fullsendcover.com/customer-area/login>

CANCELLATION BY US

We shall not be bound to accept renewal of any insurance and may at any time cancel any insurance document by giving 14 days' notice in writing where there is a valid reason for doing so. A cancellation letter will be sent to **you** at **your** last known e-mail address.

Valid reasons may include but are not limited to:

- a) Where **we** reasonably suspect fraud.
- b) Non-payment of premium.
- c) Threatening and abusive behaviour.
- d) Non-compliance with policy terms and conditions.
- e) **You** have not taken reasonable care to provide complete and accurate answers to the questions **we** ask.

Where **our** investigations provide evidence of fraud or a serious non-disclosure, **we** may cancel the policy immediately and backdate the cancellation to the date of the fraud or the date when **you** provided **us** with incomplete or inaccurate information, which may result in **your** policy being cancelled from the date **you** originally took it out.

If **we** cancel the policy and/or any additional covers **you** will receive a refund of any premiums **you** have paid for the cancelled cover, less a proportionate deduction for the time **we** have provided cover and a cancellation administration fee, unless the reason for cancellation is fraud and/or **we** are entitled to keep the premium under the Consumer Insurances (Disclosure and Representations) Act 2012.

FRAUD

You must not act in a fraudulent way. If **you** or anyone acting for **you**:

- Fails to reveal or hides a fact likely to influence whether **we** accept **your** proposal, **your** renewal, or any adjustment to **your** policy.
- Fails to reveal or hides a fact likely to influence the cover **we** provide.
- Makes a statement to **us** or anyone acting on **our** behalf, knowing the statement to be false.
- Sends **us** or anyone acting on **our** behalf a document, knowing the document to be forged or false.
- Makes a claim under the policy, knowing the claim to be false or fraudulent in any way.
- Makes a claim for any loss or damage **you** caused deliberately or with **your** knowledge.

If **your** claim is in any way dishonest or exaggerated, **we** will not pay any benefit under this policy or return any premium to **you**, and **we** may cancel **your** policy immediately and backdate the cancellation to the date of the fraudulent claim. **We** may also take legal action against **you** and inform the appropriate authorities.

HOW TO COMPLAIN

We always strive to provide excellent service. However, if **you** have a complaint, please contact Full Send Cover.

FAO Complaints Manager
Full Send Cover
12 Pappus House,
Tollgate West,
Colchester
CO38AQ
Email address: hello@fullsendcover.com
Tel no: 01206 688097

We will respond to **your** complaint within four weeks of receiving it. **Our** response will be **our** final decision based on the information provided. If there's a delay in **our** investigations, **we'll** explain the reason and give **you** an estimated timeframe for reaching a decision.

If, for any reason, **you're** still dissatisfied or haven't received a final answer within eight weeks, **you** have the right to escalate **your** complaint to an independent authority called the Financial Ombudsman Service (FOS). **You** can contact them using the details below:

The Financial Ombudsman Service
Exchange Tower, 1 Harbour Exchange Square, London, E14 9SR
Telephone: 08000 234 567 (free for people calling from a landline) or 0300 123 9 123
Email: complaint.info@financial-ombudsman.org.uk

Following this complaints procedure does not stop **you** from taking legal action.

FINANCIAL SERVICES COMPENSATION SCHEME (FSCS)

The Financial Services Compensation Scheme covers this policy. **You** may be entitled to compensation from this scheme if **we** cannot meet our liabilities under this policy. Further information about compensation scheme arrangements is available at www.fscs.org.uk or by telephoning 0207 741 4100.

COLLINSON INSURANCE PRIVACY NOTICE

How we use the information about you

As a data controller, **we** collect and process information about **you** so that **we** can provide **you** with the products and services **you** have requested. **We** also receive personal information from **your** agent on a regular basis while **your** policy is still live. This will include **your** name, address, risk details and other information which is necessary for us to:

- Meet **our** contractual obligations to **you**.
- Issue **you** this insurance policy.
- Deal with any claims or requests for assistance that **you** may have.
- Service **your** policy (including claims and policy administration, payments, and other transactions).
- Detect, investigate, and prevent activities which may be illegal or could result in **your** policy being cancelled or treated as if it never existed.
- Protect **our** legitimate interests.

In order to administer **your** policy and deal with any claims, **your** information may be shared with trusted third parties. This will include members of The Collinson Group, third party administrators, contractors, investigators, crime prevention organisations and claims management organisations where they provide administration and management support on **our** behalf. Some of these companies are based outside of the European Union where different data privacy laws apply. Wherever possible, **we** will have strict contractual terms in place to make sure that **your** information remains safe and secure.

We will not share **your** information with anyone else unless **you** agree to this, or **we** are required to do this by **our** regulators (e.g., the Financial Conduct Authority) or other authorities.

The personal information **we** have collected from **you** will be shared with fraud prevention agencies and databases who will use it to prevent fraud and money-laundering and to verify **your** identity. If fraud is detected, **you** could be refused certain services, finance, or employment. Further details of how **your** information will be used by **us** and these fraud prevention agencies and databases, and **your** data protection rights, can be found by visiting <https://cifas.org.uk/fpn> and <https://insurancefraudbureau.org/privacy-policy>.

Processing your data

Your data will generally be processed on the basis that it is:

- Necessary for the performance of the contract that **you** have with **us**.
- Is in the public or **your** vital interest: or.
- For **our** legitimate business interests.

If **we** are not able to rely on the above, **we** will ask for **your** consent to process **your** data.

How we store and protect your information

All personal information collected by **us** is stored on secure servers which are either in the United Kingdom or European Union. **We** will need to keep and process **your** personal information during the **period of insurance** and after this time so that **we** can meet **our** regulatory obligations or to deal with any reasonable requests from **our** regulators and other authorities.

We also have security measures in place in **our** offices to protect the information that **you** have given **us**.

How you can access your information and correct anything which is wrong

You have the right to request a copy of the information that **we** hold about **you**. If **you** would like a copy of some or all of **your** personal information, please contact **us** by email or letter as shown below:

Email address: data.protection@collinsongroup.com

Postal Address: 3 More London Riverside, London, SE1 2AQ

This will normally be provided free of charge, but in some circumstances, **we** may either make a reasonable charge for this service or refuse to give **you** this information if **your** request is clearly unjustified or excessive.

We want to make sure that **your** personal information is accurate and up to date. **You** may ask **us** to correct or remove information **you** think is inaccurate.

If **you** wish to make a complaint about the use of **your** personal information, please contact **our** Complaints manager using the details above. **You** can also complain directly to the Information Commissioner's Office (ICO). Further information can be found at <https://ico.org.uk/>.

FULL SEND COVER PRIVACY NOTICE

You can get more information about this by viewing **our** full Privacy Notice online at <https://fullsendcover.com/privacy-policy>