

# Cycle Insurance

## Insurance Product Information Document

Company: bikeZaar Product: Insurance by bikeZaar

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**Underwritten by: Great American International Insurance (UK)**

This policy is underwritten by Great American International Insurance (UK) Limited (Registered in England No 02714031) with its registered office at 32 Queen Square, Bristol, BS1 4ND.

The information provided in this document is a summary of the key features and exclusions of the policy and does not form part of the contract between us. Complete pre-contract and contractual information about the product is provided in your policy documents.

### What is this type of insurance?

This product is designed to reimburse you for certain costs relating to damage to, or loss of your bicycle(s). The policy is divided into a number of optional sections. To find which sections are in force you should check your certificate which is enclosed with the policy.



### What is insured? Optional Sections

#### Section 1-4 – Bike & Accessories

- ✓ Loss or damage resulting from:
  - Theft or accidental damage to your bike(s)
  - Theft of your bike(s) when in, on, or attached to a vehicle
- ✓ Cover for cycle Accessories up to 20% of the cycle sum insured
- ✓ Hire of replacement bicycle cover, up to 10% of the sum insured of your bicycle
- ✓ Cover whilst competing/racing

#### Section 5 – Organised Event Fees and Expenses

- ✓ £500 cover for the reimbursement of organized event fees and expenses

#### Section 6 – Personal Accident

- ✓ A range of personal accident covers that will ensure you are compensated should the worst happen



### What is not insured?

#### Section 1-4 – Bike & Accessories

- ✗ Any depreciation of the bicycle, fixed accessories and additional components more than 3 years old from the date of manufacture
- ✗ Any claim where evidence of ownership of the property insured has not been provided
- ✗ Theft or damage to the bicycle when it is loaned or hired to anyone other than a family member living at the insured location
- ✗ Mobile phones or smart phones are excluded from Accessories
- ✗ Theft from the insured location, vehicle or storage location unless involving forcible and/or violent entry
- ✗ Theft when the correct approved lock has not been used or where you have not complied with the Security Requirements of the policy wording
- ✗ Accidental damage when the insured bicycle is left in a location, other than the insured location for more than 48 hours

#### Section 5 – Organised Event Fees and Expenses

- ✗ Where proof can not be evidenced that the loss is non-refundable or non-transferable.
- ✗ Any pre-existing injury or self-inflicted illness
- ✗ Illness or injury to **you** that has not been diagnosed by **your doctor** within 72 hours prior to the start of the event and where **your doctor** has not advised **you** not to participate in the event
- ✗ That is made directly or indirectly due to adverse weather
- ✗ Sums of money greater than the amounts outlined above
- ✗ Lost and/or stolen entry tickets

#### Section 6 – Personal Accident

- ✗ Illness or disease
- ✗ Known side effects where medicines are taken correctly under medical supervisions or guidance
- ✗ Medicines taken incorrectly



### Are there any restrictions on cover?

#### Section 1-4 – Bike & Accessories

- ! You must be able to provide evidence of ownership for any claim
- ! For each and every claim relating to theft or accidenta damage you will need to pay an excess
- ! The maximum value of your bike must not exceed £20,000, unless we have agreed cover

#### Section 5 – Organised Event Fees and Expenses

- ! Claims that are not notified to us within 30 days from the date of loss
- ! Covers one organised event in any one **period of insurance**

#### Section 6 – Personal Accident

- ! Personal Accident benefits are not insured when you are aged under 16 or over 65



## Where am I covered?

- ✓ Worldwide



## What are my obligations?

- When taking out or making changes to your policy you must take reasonable care to provide accurate and complete answers to all questions
- Please tell us immediately about changes which may affect your cover. If you fail to do so, your policy may not be valid and a claim may not be paid. For example you must tell us if you move house or your name changes
- You should ensure that where required your bicycle is secured with the correct approved lock per the requirements of the policy wording
- Where applicable in support of any claim you will be asked to provide evidence of the key and a receipt for the purchase of the approved lock, or provide the remains of the approved lock
- You must retain any evidence of ownership as this may be required in the event of a claim
- You must act honestly throughout your dealings with us and not provide any false or fraudulent statements. If you or anyone acting on your behalf knowingly acts fraudulently we may cancel your policy and/or initiate criminal proceedings



## When and how do I pay?

You must pay your premium when you take out the policy either online or over the telephone. Payment must be made in full and can be made by either debit or credit card.



## When does the cover start and end?

This policy is for 12 months. The dates of cover will be specified on your policy schedule.



## How do I cancel the contract?

### Cancellation within 14 days – Cooling off period

If you cancel your policy within 14 days from either the purchase date of the policy or the date you receive the policy document (whichever date is later), you will be entitled to receive a full refund of premiums paid, subject to any applicable administration fees charged by your broker and on the proviso that you have not made a claim.

### Cancellation after 14 days

You can still cancel the policy any time after the cooling off period and if you have not made any claims during the policy period, you will be entitled to a return premium, however the amount will depend on how long the policy has been in force. Any return premiums will be subject to any applicable administration charges made by your broker.

You can cancel by calling Insurance by bikeZaar on **0330 0529991** or by emailing [insurance@bikezaar.com](mailto:insurance@bikezaar.com) or by writing to 6 Concept Park, Innovation Close, Poole, Dorset, BH12 4QT.