

In partnership with

Cover•More
TRAVEL INSURANCE



Member Overseas Travel Insurance

**Product Disclosure Statement
and Information Booklet**

Effective 08 April 2026



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Welcome

This is an important document.

You should read it carefully before making a decision in relation to the insurances explained in it. It will help **you** decide whether the insurances will meet **your** needs and **you** can use it to compare with other options **you** may be considering.

Any recommendation or opinion in this document is of a general nature only. It does not take into account **your** objectives, financial situation or needs. **You** need to decide if the insurances are right for **you**.

This booklet contains important information about the insurer, Zurich Australian Insurance Limited (ZAIL), ABN 13 000 296 640, AFS Licence Number 232507 (referred to as “**we, our and us**” in relation to the insurance) and its agent, Cover-More Insurance Services Pty Ltd ABN 95 003 114 145, AFSL 241713 (Cover-More).

QANTAS Aircrew Club (QACC) (referred to as the “**policyholder**”) is not the insurer of the insurance referred to in this booklet. It and any of its related corporations do not guarantee, and are not liable to pay, any of the benefits under these covers.

Things you need to understand

- The Member Overseas Travel Policy (referred to as “**Included Cover**”) is available to **insured persons**, who meet the specified eligibility criteria for the covers, under a **Group Policy** entered into by the **policyholder** with **us**, not with **you**. See page 76 for details of this arrangement.
- The covers described as **Upgrades** form a contract of insurance between **us** and **you**.
- Cover under this policy is for **your** leisure travel only (including **off-station** travel), there is no cover provided whilst **you** are on **duty travel**.
- Terms, conditions, limits and sub-limits apply – that is why it is important **you** read this booklet carefully.
- Exclusions apply to restrict, limit and/or exclude cover. Read the General exclusions on pages 34-39 and the exclusions under each benefit section carefully to see what **we** don’t cover.
- Cover is only provided during the **period of cover** – which differs for each type of cover. Please note there is limited cover for COVID-19.
- Certain words have special meanings and are shown in bold. See Words with special meaning, pages 26-33.

For example **you**, **your** or **yourself** means any of the following if they are eligible for the cover:

- The **insured person**
- The **insured person’s family**.

How the travel insurance works

Step one ... it's included



Member Overseas Travel Policy

The policy comes in 2 parts:

- Overseas Medical
- Overseas Travel Policy

There is no cost to get the full benefits of this cover.

It is available to you as part of your membership.

Step two ... extend cover



Upgrades

Apply for cover with our range of Upgrades if you want to travel for a longer period of time, have existing medical conditions, want to do more adventurous activities or want extras for skiing or cruising, or if you're aged 80 or over. A premium applies.

Travel insurance is subject to eligibility criteria specified in this booklet.

Upgrading an Overseas Travel Policy

Upgrade by calling Us on 1300 728 178.

We will email you a **Certificate of Insurance**, confirming **your period of cover**, policy number and a copy of this booklet.

If **you** buy any **Upgrades** after **you** have left **Australia**, there will be a three day no cover period before **you** can receive these benefits.

For each journey **you** can only have one **Overseas Travel Policy**.

How to make a claim

Visit qantasaircrewclub.com.au

Please print and complete the claim form.

Follow the prompts to complete **your** claim and the checklist to gather the supporting documents **you** need to submit with it.

Email **your** claim form and supporting documents to **us** or send them by post.

Email: claimsprocessing@covermore.com

Travel Insurance
Claims Department
Private Bag 913
North Sydney NSW 2059
Australia

We need original supporting documents, so if **you** are emailing **your** documents, please hold on to them as **we** may request them. If **you** are posting them, keep a copy.

Check that the amount you want to claim is higher than any excess applicable to your claim



Overseas Medical

These benefits are a limited level of medical and liability travel insurance automatically provided to **insured persons** (for example there is no cover for **existing medical conditions**, cancellation or luggage).

People aged 80 or over, or people with **existing medical conditions** (not automatically accepted on pages 21-24), must apply for cover under **Upgrades** for cover under Benefits 1 & 2. See page 60 for details.

Overseas Medical Benefits Table		
Maximum duration per journey (from the departure date shown on insured person's return overseas travel ticket)		
Benefits		Excess applies
1	Overseas Emergency Medical Assistance~	\$Nil
2	Overseas Emergency Medical and Hospital Expenses~	\$250
	- Hospital Incidentals	
	- Emergency Dental Expenses	
3	Personal Liability	\$Nil

~Medical and dental cover and assistance will not exceed 12 months from onset of the illness or injury.

There is no cost for this cover. This cover applies for a maximum duration of 3 months for an **overseas journey** commencing from the departure date shown on the **insured person's return overseas travel ticket**.

The **insured person's family** who have made arrangements to accompany the **insured person** for at least one sector of the **journey** and who are a nominated Group A or Group C Staff Travel Beneficiary will also be eligible for this cover at no extra cost.

Member Overseas Travel Policy
3 months#
Limits are the combined limit for an insured person and their family per journey and not per person unless specified.
Included
\$Unlimited
\$7,500 (\$75 per 24 hours)
\$1,500 per person
\$2,500,000

#If **you** intend to be travelling longer than the maximum duration per **journey** shown in this table (i.e. 3 months), **you** may apply for an **Upgrade** – see **Extension of period of cover on page 61** for details.



Overseas Travel Policy

These benefits are available to an **insured person** for each **journey**. There is no extra cost to **you** for this cover. This cover applies to a **journey** commencing within 12 months of today's date. i.e. the departure date for **your journey** can be no more than 12 months in the future.

The **insured person's family** who have made arrangements to accompany the **insured person** for at least one sector of the **journey** and who are a nominated Group A or Group C Staff Travel Beneficiary will also be eligible for this cover at no extra cost.

People aged 80 or over, or people with **existing medical conditions** (not automatically accepted on pages 21-24), must follow the application process for an **Overseas Travel Policy** and apply for cover under **Upgrades** for cover under Benefits 1, 2, 4, 5 & 6. See page 60 for details.

Overseas Travel Policy Benefits Table		
Maximum duration per journey (from the departure date shown on insured person's return overseas travel ticket)		
Benefits		Excess applies
1 - 3	Overseas Medical benefits included	Yes
4	Overseas Funeral or Cremation, or Body Repatriation	\$Nil
5 [^]	Cancellation Costs	\$250
6 [^]	Additional Expenses	\$250
	- Off-Loading	\$Nil
7 [^]	Travel Services Provider Insolvency	\$250
8	Resumption of Journey	\$250
9	Accidental Death	\$Nil
10 [^]	Loss of Income	\$Nil
11	Travel Documents, Transaction Cards, Travellers Cheques and Cash	\$Nil
12 [^]	Baggage and Personal Goods	\$250
13	Baggage Delay Expenses	\$Nil
14 [^]	Travel Delay Expenses	\$Nil
15	Alternative Transport Expenses	\$250
16	Rental Vehicle Insurance Excess	\$Nil
17 [^]	Hijack and Kidnap	\$Nil

[^]Sub-limits apply.

Member Overseas Travel Policy		
3 months [#]		
Maximum limits (per journey all claims combined)		
insured person only	insured person with family	
Yes. See Overseas Medical Benefits Table pages 6-11.		
\$12,500	\$25,000	
\$10,000	\$20,000	
\$10,000	\$20,000	
\$300 (up to \$150 per night for 2 nights maximum)	\$300 (up to \$150 per night for 2 nights maximum)	
\$5,000	\$12,000	
\$5,000	\$10,000	
\$25,000	\$25,000 insured person \$25,000 spouse \$5,000 child	
\$7,500	\$7,500	
\$500	\$1,000	
\$10,000	\$20,000	
\$500	\$1,000	
\$650	\$1,300	
\$3,500	\$3,500	
\$5,000	\$5,000	
\$5,000	\$5,000	

[#]If **you** intend to be travelling longer than the maximum duration per **journey** shown in this table (i.e. 3 months), **you** may apply for an **Upgrade** – see **Extension of period of cover on page 61** for details.



Upgrades

Eligible **insured persons** can apply for **Upgrade(s)**:

- Overseas Medical and related covers for people aged 80 or over
- **Existing medical conditions**
- Extension of **period of cover** (from 3 months up to a maximum of 12 months)
- Increased **rental vehicle** insurance excess
- Adventure Plus – Participation in certain adventure activities

- Motorcycle/Motorscooter/Quadbike Plus
- Snow Extras
- Cruise Extras

Some of these **Upgrades** extend cover under the *Overseas Medical* and **Overseas Travel Policy** that would otherwise be excluded e.g. **existing medical conditions**, adventure activities and motorcycling. **Upgrades** that give additional benefits are in the table below.

A **premium** is payable to **us** for each **Upgrade you** apply for and that **we** agree to.

Upgrades Benefits Table

Benefits		Excess applies
Snow Extras		
18.1 [^]	Your Snow Sport Equipment	Yes
18.2	Snow Sport Equipment Hire	Yes
18.3	Snow Sport Package	Yes
18.4 [^]	Piste Closure	Yes
18.5	Bad Weather and Avalanche Closure	Yes
18.6	Snow Skiing/Boarding Off-piste and Heli-skiing/Boarding	

Cruise Extras

19.1 [^]	Cabin Confinement	-
19.2	Prepaid Shore Excursion Cancellation	Yes
19.3	Formal Wear Damaged, Lost or Stolen	Yes
19.4	Delayed Formal Wear	-
19.5 [^]	Marine Rescue Diversion	-

[^]Sub-limits apply.

The excess amount will be on **your Certificate of Insurance**.

Member Overseas Travel Policy

insured person only	insured person with family
Maximum limits (per journey all claims combined)	
\$2,000	\$4,000
\$2,000	\$4,000
\$1,000	\$2,000
\$1,000 (\$100 per 24 hour period)	\$2,000 (\$100 per 24 hour period)
\$1,000	\$2,000
You can participate in these activities with <i>Snow Extras</i>	

\$500 (\$50 per 24 hour period)	\$1,000 (\$50 per 24 hour period)
\$1,000	\$2,000
\$1,000	\$2,000
\$250	\$500
\$500 (\$100 per 24 hour period)	\$1,000 (\$100 per 24 hour period)

Helpful tips

Safety of your belongings

- Keep **valuables** with **you** rather than checking them in with the transport provider as they are not covered by **us** when checked-in (unless security regulations meant **you** were forced to check them in).
- Do not leave **valuables** in a motor vehicle at any time as they are not covered by **us**.
- Items left **unattended** in any motor vehicle (for example, a car, campervan or motorhome) or towed land vehicle during daylight hours are not covered, unless they are stored in the **concealed storage compartment** of the locked motor vehicle or towed land vehicle and forced entry was gained. The most **we** will pay is \$2,500 in total for all items.
- Don't leave items **unattended** in ANY motor vehicle or towed land vehicle overnight, as they're not covered.
- Do not leave **your** belongings **unattended** in a **public place**. **Unattended** belongings are not covered by **us**.
- Remember to check for **your** items. **We** do not cover items left behind in any accommodation after **you** have checked out, left behind in any aircraft, ship, train, tram, taxi or bus, or left behind, forgotten, misplaced or walked away from in a **public place**.
- Report any loss or theft to the police within 7 days of when **you** first become aware of the incident, as a police report is required so **we** can validate that the incident occurred. Also, **your** belongings may have been handed in and may be recovered or the police may have a chance to follow up an alleged crime.
- Additionally, **we** require the relevant report from the related party. For example, an Airline Property Irregularity Report (PIR) is also required if **your** items were lost or stolen when travelling with an airline.
- If **you** are unable to provide **us** with a copy of the relevant report, **you** must provide **us** with a reasonable explanation and details of the time and place **you** made the report, including their contact details.

Cruising in Australian waters

Cover is included under Benefit 2: Overseas Emergency Medical and Hospital Expenses if **you** are travelling on a **domestic cruise** in **Australian** waters.

Please note: There is no cover for claims arising from, or related to, COVID-19 whilst travelling on a cruise.

Reciprocal Healthcare Agreement

The Australian Government and the governments of certain countries have an agreement where Australian residents are provided with subsidised essential medical treatment (which, in turn, minimises **your** claim with **us**). The agreement is known as a Reciprocal Healthcare Agreement (RHA). Please visit humanservices.gov.au/medicare or dfat.gov.au for details of RHAs with **Australia**.

Pregnancy

Our policy provides limited cover for pregnancy.

If **you** know **you** are pregnant at the **relevant time**, **you** will need to apply for cover if:

- there have been complications with this pregnancy or a previous pregnancy;
- **you** have a multiple pregnancy e.g. twins or triplets; or
- the conception was medically assisted e.g. using assisted fertility treatment including hormone therapies or IVF.

See *Existing medical conditions and/or pregnancy* on page 61 for details.

Pregnancy restrictions

Whether or not **you** have to apply for pregnancy cover and Upgrade, the following restrictions apply to claims arising in any way from the pregnancy of any person.

- Cover is only provided for serious, unexpected pregnancy complications that occur up until the 24th week of pregnancy i.e. up to 23 weeks, 6 days. Gestational age is measured in weeks and days and is calculated from the last known date of Your menstrual period or calculated from staging ultrasound.
- Childbirth is not covered.
- Costs relating to the health or care of a newborn child are not covered, irrespective of the stage of pregnancy when the child is born.

What does this mean?

Expectant mothers should consider if this product is right for them when travelling after 20 weeks gestation as costs for childbirth and neonatal care overseas can be expensive.

Important Information

Who issues and insures these products?

Cover-More

These products are issued by Cover-More on behalf of the insurer. Cover-More administers the products (including customer service and medical assessments, and may also be appointed from time to time to assist in the management of claims and deal with complaints on behalf of the insurer in specified circumstances) and arranges the issue of the insurance to:

- the **policyholder** who then provides the **insured person** with the **Included Cover** under the **Group Policy**, and
- **you** directly for an **Upgrade**.

Zurich Australian Insurance Limited

The insurer of this product is Zurich Australian Insurance Limited (ZAIL), ABN 13 000 296 640, AFSL 232507.

ZAIL is the insurer and is part of the Zurich Insurance Group, a leading multi-line insurer that serves its customers in global and local markets. Zurich provides a wide range of general insurance and life insurance products and services in more than 210 countries and territories. Zurich's customers include individuals, small businesses, and mid-sized and large companies, including multinational corporations. ZAIL's contact details are:

Zurich Australian Insurance Limited
PO Box 677, North Sydney NSW 2059

Duty to take reasonable care not to make a misrepresentation

This is a consumer insurance contract under the Insurance Contracts Act 1984 (Cth) (Act).

Under the Act, **you** have a duty to take reasonable care not to make a misrepresentation to **us**.

This duty applies whenever **you** enter into, renew, extend or vary this contract of insurance. In all cases, **we** will ask **you** questions that are relevant to **our** decision to insure **you** and on what terms.

It is important that **you** understand **you** are answering **our** questions in this way for Yourself and anyone else that **you** want to be covered by the contract.

When **you** answer the questions **you** must give a true and accurate account of matters. **Your** response should tell **us** everything that **you** know about the question because **your** response is relevant to whether **we** offer **you** insurance and the terms **we** offer **you**.

A misrepresentation made fraudulently is made in breach of the duty to take reasonable care not to make a misrepresentation.

Circumstances relevant to your duty

Whether or not **you** took reasonable care not to make a misrepresentation will be determined with regard to all the relevant circumstances.

If **we** know, or ought to know about **your** particular characteristics or circumstances, **we** will consider these to determine if **you** took reasonable care not to make a misrepresentation to **us**.

We may consider the following matters to determine if **you** took reasonable care not to make a misrepresentation to **us**:

- the type of consumer insurance contract in question, and its target market
- explanatory material or publicity produced or authorised by **us**
- how clear, and how specific, the questions **we** asked were
- how clearly **we** communicated to **you** the importance of answering those questions and the possible consequences of failing to do so
- whether or not an agent/insurance broker was acting for **you**, or
- whether the contract was a new contract or was being renewed, extended, varied or reinstated.

You are not to be taken to have made a misrepresentation merely because you:

- failed to answer a question, or
- gave an obviously incomplete or irrelevant answer to a question.

Consequences if you fail to take reasonable care and do make a misrepresentation

If **you** do not take reasonable care when answering **our** questions and the result is **you** do make a misrepresentation to **us**, **we** may cancel **your** contract or reduce the amount **we** will pay **you** if **you** make a claim, or both.

If **your** failure to take reasonable care not to make a misrepresentation to **us** is fraudulent, **we** may refuse to pay a claim and treat the contract as if it never existed.

Policy conditions

1. Excess – what you contribute to your claim

The excess is the first amount of a claim that **we** will not pay for. It is deducted from **your** claim if it is approved by **us**. The excess applies per event i.e. If **you** fall over and need medical treatment, and smashed **your** smart phone in the fall, the excess will be deducted once.

For *Overseas Medical* and **Overseas Travel Policy**, the benefits that the excess applies to are shown in the benefits tables pages 6-11.

For any **Upgrade**, the excess amount will be shown on **your Certificate of Insurance**.

Claim example: If **you** made a claim for \$2,500 under Benefit 2: Overseas Emergency Medical and Hospital Expenses, **you** already paid the expenses and **we** approve **your** claim, **we** would deduct the \$250 excess from the claim before **we** paid **you**. If, via **our** emergency assistance team, **we** approved a claim directly with an **overseas** medical provider, **we** may ask **you** to pay the \$250 excess directly to the provider at the time or request **you** to pay it to **us** before **we** can finalise **your** claim with the provider. In any event, the total claim **we** pay is \$2,250.

In some circumstances where **you** have an **Upgrade**, **we** may impose an extra or increased excess for claims arising from **existing medical conditions**. **We** will inform **you** in writing if this applies. These will be set out in **your** Certificate of Insurance or in a letter from **our** medical assessment team.

2. Claims

- **You** must report the theft, wilful damage or accidental loss of **your business items/property/personal goods/valuables** to the police, the **transport provider** or accommodation provider as relevant within 7 days of **you** first becoming aware of the loss or theft. **You** should obtain a report confirming the incident to submit to **us** with **your** claim.
- **You** must take all reasonable steps to prevent or minimise a claim. This includes taking adequate and reasonable precautions to protect **your business items/property/personal goods**.
- **You** must not make any offer, promise of payment, or admit any liability without **our** written consent. **We** or our Emergency Assistance team will not unreasonably withhold or delay our consent
- **You** must advise **us** of any claim, or occurrence that may give rise to a claim, as soon as possible and within 60 days of the event or of returning **home** whichever is the latest.
- If there is a delay in claim notification, or **you** do not provide sufficient detail for **us** to consider **your** claim, **we** can reduce any claim payable by the amount of prejudice **we** have suffered because of the delay.

- **You** must, at **your** own expense, supply any documents in support of **your** claim that **we** may request. This can include proof of **your** residential status and age, proof **you** are eligible for insurance cover (e.g. **your** membership number to confirm **your** eligibility for the insurance), an original police report, **transport provider** report, a Property Irregularity Report (PIR), travel documents, receipts, valuations, a repair quote, a death certificate and/or medical certificate. If required **we** may ask **you** to translate into English any documents to enable **us** to assess **your** claim.
- For claims relating to a mobile phone or device with phone capabilities **you** must supply **us** with the IMEI (International Mobile Equipment Identity). **You** must block the IMEI number (by Australian telecommunication providers) of the stolen or lost mobile phone or device.
- **You** must co-operate fully in the assessment or investigation of **your** claim.
- Please take this booklet and any current **Certificate of Insurance you** hold with **you** when **you** travel (or make sure **you** can access them electronically). **You** must also take documents needed to verify **your** eligibility for this cover, such as copies of **your** membership number).

If **you** want to make a claim under the covers provided in *Overseas Medical* while **overseas**, **you** acknowledge and agree it will be necessary for the **policyholder** or its agents to confirm to **us** or **our** agents that **you** are eligible for the cover as previously outlined. Without this information, a claim may be delayed and it may not be possible for **us** or **our** agents to give approval for **overseas** medical attention.

Where, at **our** discretion, **we** honour a claim on the basis that **you** will, at a later date, provide proof to substantiate the claim and **you** are later unable to do so, **you** will be liable for any loss **we** have incurred on **your** behalf.

- When making a claim, **you** are responsible for assisting **us** and acting in an honest and truthful manner. If **you**, or anyone acting on **your** behalf, use fraudulent, false or exaggerated means to make a claim under this policy, **we** may not pay the claim in whole or in part. **You** acknowledge and agree that **we** may inform the **policyholder** of the situation and **you** may no longer be eligible for any (or all) of the covers in this booklet or **your** debit card facility. **We** may also report **you** to the appropriate authorities and **you** may be prosecuted.
- If **we** agreed to pay a claim under **your** policy **we** will base any claim payment on the Goods and Services Tax (GST) inclusive costs (up to the relevant limits of liability). If **you** are entitled to claim an input tax credit in respect of a cost for which a claim is made, or would be entitled to an input tax credit if **you** were to incur the relevant cost (i.e. in replacing a lost or stolen item), the amount **we** would otherwise pay will be reduced by the amount of that input tax credit.

- If **you** are entitled to claim an input tax credit in respect of **your premium**, **you** must inform **us** of the amount of that input tax credit (as a percentage) at the time **you** first make a claim. If **you** fail to do so, **you** may have a liability for GST if **we** pay **you** an amount in respect of any of the covers provided.

3. Claims are payable in Australian dollars

All claims and amounts payable are paid in Australian dollars at the rate of exchange applicable at the time the expenses were incurred. **We** will pay **you** unless **you** tell **us** to pay someone else, except in the case of **your** death in which case **we** will pay **your** estate. Payment will be made by direct credit to an Australian bank account nominated by **you** unless otherwise agreed by **us**.

4. If you can claim from anyone else, we will only make up the difference

In the case that policy condition 6. *Other insurance* (following) does not apply, if **you** can make a claim against someone in relation to a loss or expense in respect of any of the covers provided and they do not pay **you** the full amount of **your** claim, **we** will make up the difference. **You** must claim from them first.

5. You must help us to make any recoveries

We have the right to recover, from any other party in **your** name, money payable under the policy or to choose to defend any action brought against **you**. **You** must provide reasonable assistance to **us**.

We will apply any money **we** recover from someone else under a right of subrogation in the following order:

1. To **us**, **our** costs (administration and legal) arising from the recovery
2. To **us**, an amount equal to the amount that **we** paid to **you** in respect of any of the covers provided
3. To **you**, **your** uninsured loss (less **your** excess)
4. To **you**, **your** excess.

Once **we** pay **your** total loss, **we** will keep all money left over.

If **we** have paid **your** total loss and **you** receive a payment from someone else for that loss or damage, **you** must pay **us** the amount of that payment up to the amount of the claim **we** paid **you**.

If **we** pay **you** for lost or damaged property and **you** later recover the property or it is replaced by a third party, **you** must pay **us** the amount of the claim **we** paid **you**.

6. Other insurance

If **you** are insured, or entitled to receive a benefit or make a claim, under any other insurance policy in respect of the same loss as your claim under **our** covers, then:

- **you** must give us full details of the other insurance policy,
- to the extent permitted by law, **we** will not be liable to provide indemnity until the indemnity amount under any other policy is exhausted, or
- **we** may seek, from the other insurer, contribution for any amounts **we** have paid.

7. Subrogation

We may, at **our** discretion, undertake in **your** name and on **your** behalf, control and settlement of proceedings for **our** own benefit to recover compensation or secure indemnity from any party in respect of any of the covers provided.

You are to assist **us** and give **us** permission to do everything required to recover compensation or secure indemnity from other parties, to which **we** may become entitled or subrogated, upon **us** accepting **your** claim in respect of any of the covers provided. This is regardless of whether **we** have yet paid **your** claim, whether or not the amount **we** pay **you** is less than full compensation for **your** loss or whether **your** claim is paid under a non-indemnity or an indemnity clause.

8. Policy interpretation

All insurance covers will be interpreted in accordance with the law of New South Wales, Australia.

9. Emergency assistance

Where **your** claim is excluded or falls outside the coverage provided, the giving of emergency assistance will not in itself be an admission of liability.

Medical standards, sanitary conditions, reliability of telephone systems and facilities for urgent medical evacuations differ from country to country. Responsibility for any loss, medical complication or death resulting from any factor reasonably beyond **our** control cannot be accepted by **our** emergency assistance, the **policyholder**, Cover-More or **us**.

10. Sanctions

Notwithstanding any other terms or conditions under this policy, **We** shall not be deemed to provide coverage and will not make any payments nor provide any service or benefit to **You** or any other party to the extent that such cover, payment, service, benefit and/or activity of **Yours** would expose **Us**, **Our** parent company or **Our** ultimate controlling entity to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of Australia, New Zealand, the European Union, the United Kingdom, Switzerland, the United States of America or any other applicable trade or economic sanctions, law or regulation.

11. Maximum period of cover – extending your journey

You are only covered for incidents that occur in the **period of cover**.

If **you** find that **your** return to **Australia** has been delayed because of one or more of the following reasons, and **you** return **home** as soon as possible, **your period of cover** may be automatically extended at no extra cost:

- **Your** scheduled transport back to **Australia** is delayed for reasons beyond **your** control
- The delay is due to an event for which **you** can claim

If, for any other reason, other than as stated above, **your overseas** travel is for a period longer than the **period of cover**, **you** will not be covered after the end of that **period of cover** unless the **insured person** has successfully applied for an **Upgrade**.

The **insured person** will need to apply for the **Extension of period of cover Upgrade**. See page 61 for details.

For each **journey** **you** are only entitled to one **Overseas Travel Policy**.

12. Special conditions and restrictions that apply for people aged 80 or over

The following benefits are not available to people who are aged 80 or over at the time they commence their **journey**:

- *Benefit 1: Overseas Emergency Medical Assistance*
- *Benefit 2: Overseas Emergency Medical and Hospital Expenses*
- *Benefit 4: Overseas Funeral or Cremation, or Body Repatriation*
- *Benefit 5: Cancellation Costs and Benefit 6: Additional Expenses (where the cause of the claim is the death, injury, sickness or disease of an insured person or spouse)*

However, the **insured person** may be able to include cover under the above benefits (including for their **spouse**, if applicable) by applying for an **Overseas Travel Policy** with the **Overseas Medical and related covers for people aged 80 or over Upgrade**.

If **we** accept the application for the **Overseas Travel Policy** with the **Overseas Medical and related covers for people aged 80 or over Upgrade**, the **insured person** will need to pay **us** an extra **premium**. See page 60 for details.

13. Existing medical conditions and/or pregnancy) for persons aged 79 years and under

Cover is not provided for **existing medical conditions**, except for those automatically accepted as described in the tables on pages 21-24, or where **you** have purchased the **Existing medical conditions Upgrade**.

If **you** have an **existing medical condition** that is not covered, **we** will not pay any claims directly or indirectly arising from, or exacerbated by, that condition. This means that **you** will have to pay for any **overseas** medical emergency and any associated costs, which can be prohibitive in some countries.

14. Existing medical conditions and/or pregnancy we automatically include

We automatically include the **existing medical conditions** listed in the table following provided:

- **all your existing medical conditions are on this list;**
- **You** have not been hospitalised or required treatment by a medical practitioner in the last 12 months for any of the listed conditions;
- **you** are not under investigation for any of the listed conditions;
- **you** are not awaiting investigation, surgery, treatment or procedures for any of the listed conditions; and
- **your** condition satisfies the criteria in the table following.

All time frames are measured in relation to the **relevant time**, unless specified otherwise.

Condition	Criteria
Acne	No additional criteria.
ADHD (Attention Deficit Hyperactivity Disorder)	No additional criteria.
Allergy	In the last 6 months, you haven't required treatment by a medical practitioner for this condition. You have no known respiratory conditions (e.g. Asthma).
Anxiety	You have not been diagnosed with Depression in the last 3 years. In the last 12 months, your prescribed medication hasn't changed. You are not currently waiting to see a mental health clinician (e.g. psychologist or psychiatrist). You have not previously been required to cancel or curtail your travel plans due to your Anxiety.
	continued overleaf ...

Condition	Criteria
Asthma	<p>You are less than 60 years of age at the relevant time.</p> <p>In the last 12 months, you haven't had an Asthma exacerbation requiring treatment by a medical practitioner.</p> <p>You have been a non-smoker for at least the last 18 months.</p> <p>You don't need prescribed oxygen outside of a hospital.</p> <p>You don't have a chronic lung condition or disease (whether chronic or otherwise) including Chronic Bronchitis, Chronic Obstructive Pulmonary Disease (COPD), Emphysema or Pulmonary Fibrosis.</p>
Bell's Palsy	No additional criteria.
Bunions	No additional criteria.
Carpal Tunnel Syndrome	No additional criteria.
Cataracts Glaucoma	<p>In the last 90 days, you haven't had an operation for this condition.</p> <p>You have no ongoing complications of this condition.</p>
Coeliac Disease	No additional criteria.
Congenital Blindness	No additional criteria.
Congenital Deafness	No additional criteria.
Depression	<p>You have not been hospitalised for this condition in the last 2 years.</p> <p>In the last 12 months, your prescribed medication hasn't changed.</p> <p>You are not currently waiting to see a mental health clinician (e.g. psychologist or psychiatrist).</p> <p>You have not previously been required to cancel or curtail your travel plans due to your Depression.</p>
Ear Grommets	You don't have an ear infection.

Condition	Criteria
Epilepsy	You don't have an underlying medical condition (e.g. previous head trauma, Brain Tumour or Stroke).
Gastric Reflux	Your Gastric Reflux doesn't relate to an underlying diagnosis (e.g. Hernia/Gastric Ulcer).
Goitre	No additional criteria.
Graves' Disease	No additional criteria.
Gout	No additional criteria.
Hiatus Hernia	No additional criteria.
Hip Replacement Knee Replacement Shoulder Replacement Hip Resurfacing	<p>The procedure was performed more than 12 months ago and less than 10 years ago.</p> <p>You haven't had any post-operative complications related to that surgery. Post-operative complications include joint dislocation and infection.</p>
Hypercholesterolaemia (High Cholesterol)	You don't have a known heart or cardiovascular condition.
Hypertension (High Blood Pressure)	<p>You don't have a known heart or cardiovascular condition.</p> <p>You don't have Diabetes (Type I or Type II).</p> <p>Your Hypertension is stable and managed by your medical practitioner.</p> <p>In the last 12 months, your prescribed blood pressure medication hasn't changed.</p> <p>You aren't suffering symptoms of Hypertension.</p> <p>You aren't having investigations related to blood pressure.</p>
Migraine	No additional criteria.
Peptic Gastric Ulcer	In the last 12 months, the Peptic/Gastric Ulcer has been stable.
Plantar Fasciitis	No additional criteria.
Raynaud's Disease	No additional criteria.
	continued overleaf

Condition	Criteria
Skin Cancer	<p>You Skin Cancer isn't a Melanoma.</p> <p>You haven't had chemotherapy or radiotherapy for this condition.</p> <p>Your Skin Cancer does not require any follow up treatment e.g. chemotherapy, radiotherapy or further excision.</p>
Stenosing Tenosynovitis (Trigger Finger)	No additional criteria.
Urinary Incontinence	No additional criteria.
Underactive Thyroid Overactive Thyroid	The cause of your Underactive/Overactive Thyroid wasn't a tumour.
Pregnancy	<p>If it is a single, uncomplicated pregnancy – cover up to the 24th week i.e. up to 23 weeks, 6 days provided:</p> <ul style="list-style-type: none"> the conception was not medically assisted e.g. using assisted fertility treatment including hormone therapies or in vitro fertilisation (IVF).

If your existing medical condition and/or pregnancy is not automatically accepted

If **your existing medical condition** is not automatically accepted above **we** will not provide any cover for any claims directly or indirectly arising from, or exacerbated, by that condition.

If **you** want to take cover for **existing medical condition(s)**, **you** will need to apply for an **Existing medical conditions Upgrade**. See page 61. If **we** accept **your** application for cover of **existing medical conditions**, an extra **premium** is payable to **us**.

15. Medical conditions that are undiagnosed or awaiting specialist opinion

We are unable to offer any cover for any medical conditions that **you** were aware of, or a reasonable person in **your** circumstances could be expected to have been aware of, or arising from signs or symptoms* that **you** were aware of, or a reasonable person in **your** circumstances could be expected to have been aware of, before commencing any cover described in this booklet, and for which at that time:

- you** had not yet sought a medical opinion regarding the cause
- you** were currently under investigation to define a diagnosis, or
- you** were awaiting specialist opinion.

You will still be eligible for the other benefits provided by *Overseas Medical* and the **Overseas Travel Policy**, and **you** may apply for cover for other **existing medical conditions**. However, there will be no cover for claims directly or indirectly arising from, or exacerbated by, any of the above.

If **you** receive a diagnosis before **you** depart on **your journey**, **you** may be able to complete a health assessment and, if approved, **Upgrade** add **existing medical condition** cover to **your** policy by paying **us** the required premium.

Examples of signs or symptoms include, but are not limited to, chest pain, shortness of breath, pain or discomfort in any part of **your body, persistent cough or unexplained bleeding.*

16. Medical and hospital cover in Australia

We will not pay any benefit or provide cover if the provision of a payment, benefit or cover would result in **us** contravening the *Health Insurance Act 1973 (Cth)*, the *Private Health Insurance Act 2007 (Cth)* or the *National Health Act 1953 (Cth)* or any applicable legislation (whether in **Australia** or not).

For the purposes of this cover:

- travel from Tasmania or mainland **Australia** to Norfolk Island, Christmas Island, Lord Howe Island or Cocos Island is considered **overseas** travel. It will be covered under *Overseas Medical*, **Overseas Travel Policy** or **Upgrades** however, there is no cover for medical transfers/evacuations, or medical and hospital expenses, and
- travel from Norfolk Island, Christmas Island, Lord Howe Island or Cocos Island to Tasmania or mainland **Australia** is considered **overseas** travel and will be covered under *Overseas Medical*, **Overseas Travel Policy** and **Upgrades** however, there is no cover for medical transfers/evacuations, or medical and hospital expenses.

17. Automatically included activities

- Ballooning Parasailing
- Parasailing
- Bungy Jumping
- Riding a motorcycle or motorscooter up to 50cc
- Flying Fox
- Scuba diving to a depth of 30 metres
- Horse Riding
- Snorkelling
- Jet Boating
- Snow skiing/boarding on-piste
- Jet Skiing
- White Water Rafting
- Kayaking

Your participation in any of the activities listed above is subject to the terms of cover. There is no cover for these activities if racing, or participating in a **professional** capacity. There is no personal liability cover for use or ownership of waterborne craft or mechanically-propelled vehicles. Conditions apply to scuba diving and to riding a motorcycle/motorscooter/quadbike. See exclusion 29 and 35 respectively on pages 38-39.

18. About your premium – Upgrades

You will be told the **premium** payable for **your** cover when **you** apply for an **Upgrade**. **We** calculate **your premium** by taking into account many factors, including **your** destination(s), length of **journey**, the number of persons and their ages to be covered under the policy. The amount of any excess and cover for approved **existing medical conditions** is also included in this calculation, as are any relevant government charges, taxes or levies (such as stamp duty or GST) in relation to **your Upgrade**. These amounts are included in the total amount payable by **you** as shown on **your Certificate of Insurance**.

19. Cooling-off period – Upgrades

Even after **you** have obtained **your Certificate of Insurance** confirming **your Upgrade**, **you** have cooling-off rights.

If **you** decide that **you** do not want **your Upgrade**, **you** may cancel it within 21 days after **you** are issued **your Certificate of Insurance**. **You** will be given a full refund of the **premium you** paid, provided **you** have not started **your journey** or **you** do not want to make a claim or exercise any other right under **your** cover. After the cooling-off period ends, **you** still have the right to cancel **your Upgrade**. However, **we** may deduct some costs from any refund, as set out under **Cancelling your policy and refunds** on page 77.

20. Already travelling – Upgrades

If **you** buy an **Upgrade** on this policy on **your** trip after leaving **home**, this cover is subject to a 3 day no-cover period. This means there is no cover under any section of the policy for any event that has occurred already or that arises within the first 3 days of buying the **Upgrade**.

Words with special meaning

In this booklet words in bold have the meanings shown below. The use of the singular shall also include the use of the plural and vice versa.

accompanied child/children

means, at the time eligibility for cover is satisfied, the child or children of an **insured person** (including step or legally adopted children) who

- are under 24 years of age at the time the **insured person's period of insurance** commences
- are financially dependent on the **insured person**, and
- who have made arrangements to accompany the **insured person** for at least one sector of the **journey** and who are Nominated Group C Staff Travel Beneficiaries.

However, **accompanied child/children** never means an infant born on the **journey**.

act of terrorism

means any act by a person, alone or with an organisation or foreign government, who:

- a. uses or threatens force or violence
- b. aims to create public fear, or
- c. aims to resist or influence a government, or has ideological, religious, ethnic or similar aims.

additional

means the cost of accommodation or transport (and meals where mentioned) **you** actually use less the cost of the accommodation or transport (and meals where mentioned) **you** expected to use had the **journey** proceeded as planned.

Australia

means the area enclosed by the territorial waters of the Commonwealth of Australia (including Norfolk Island) where Medicare benefits are payable. Australian has a corresponding meaning.

business items and personal goods

a. business items

Cover applies to eligible **insured persons** and means new business property acquired for **your** business use, except items with an original purchase price over \$3,000

b. personal goods

means new personal property acquired for personal, domestic or household use and **valuables** (except to the extent otherwise specified as being excluded), but does not include:

- furniture, furnishings or household appliances, and
 - items with an original purchase price over \$10,000
- c. Items not considered **business items** or **personal goods** are:
- items acquired for the purpose of re-supply/re-sale
 - items acquired to undergo transformation in a business
 - computer software, or information stored on any electronic device or other media, including digital photos, downloaded files, electronic applications, programmed data or non-tangible items
 - bullion, cash, collections such as stamps, coins and cards, lottery tickets or other gambling-related items, negotiable instruments, securities, manuscripts or books of account, trading cards, tickets of any description or travellers cheques
 - consumable or perishable items (including but not limited to drugs, food, fuel or oil), animals or plant material
 - airplanes, automobiles, boats, motorboats or any other motorised vehicles and their integral parts and installed accessories
 - second-hand items, including antiques
 - items of contraband, and
 - real estate and movable fixtures or fittings (including but not limited to dishwashers and fixed air conditioners) that form, or are intended to form, part of any home, office or real estate.

carrier

means an aircraft, vehicle, train, tram, vessel or other scheduled transport, operated under a licence, for the purpose of transporting passengers. However, it does not mean a taxi, limousine or similar service.

Certificate of Insurance

(this definition only applies to **Upgrades**) means the document we provide to an **insured person** when they are issued an **Upgrade(s)**, and sets out details of the cover provided.

concealed storage compartment

means a boot, glove box, enclosed centre console, or concealed cargo area of a motor vehicle.

cyber act

means an unauthorised, malicious or criminal act or series of related unauthorised, malicious or criminal acts, regardless of time and place, or the threat or hoax thereof involving access to, processing of, use of or operation of any **computer system**.

cyber incident means any:

- a. **cyber act** or error or omission or series of related errors or omissions involving access to, processing of, use of or operation of any **computer system**, or
- b. **cyber act** including any partial or total unavailability or failure or series of related partial or total unavailability or failures to access, process, use or operate any **computer system**.

disabling injury, sickness or disease

means a disabling injury, sickness or disease, which first shows itself during the **period of cover** provided for **your journey** and required immediate treatment by a **medical practitioner**.

domestic cruise

means a voyage on a foreign-registered cruise ship from a port in **Australia** to another port or ports in **Australia** without any stopover at a port outside of **Australia**.

duty travel

means any travel undertaken by **you** in the course of **your** employment with Qantas.

epidemic

means a fast-spreading contagious disease or illness in an area as documented by a recognised public health authority.

existing medical condition(s)

means a disease, illness, medical or dental condition or physical defect that, at the **relevant time**, **you** were aware of or a reasonable person in **your** circumstances could be expected to have been aware of, by reference to all relevant factors including whether it meets any of the following:

- a. Has required an emergency department visit, hospitalisation or day surgery procedure within the last 12 months.
- b. Requires:
 - i. prescription medication from a qualified **medical practitioner**
 - ii. regular review or check-ups
 - iii. ongoing medication for treatment or risk factor control, or
 - iv. consultation with a specialist.

c. Has:

- i. been medically documented involving the brain, circulatory system, heart, kidneys, liver, respiratory system or cancer, or
- ii. required surgery involving the abdomen, back, brain, joints or spine that required at least an overnight stay in hospital.

d. Is:

- i. chronic or ongoing (whether chronic or otherwise) and medically documented
- ii. under investigation
- iii. pending diagnosis or awaiting a specialist opinion, or
- iv. pending test results.

e. Is:

- i. pregnancy, or
- ii. connected with **your** current pregnancy or the conception was medically assisted e.g. using assisted fertility treatment including hormone therapies or IVF.

This definition applies to **you**, **your travelling companion**, a **relative** or any other person.

family

means **spouse** and/or **accompanied children**.

Group Policy

means the insurance policy issued by **us** to the **policyholder**, in relation to *Overseas Medical* and *Overseas Travel*.

home

means the place where **you** normally live in **Australia**.

Included Cover

means the cover described in *Overseas Medical* and *Overseas Travel Policy*.

injury or injured

means bodily injury caused solely and directly by violent, accidental, visible and external means, which happens at a definite time and place during the **period of cover** provided for **your journey** and does not result from any illness, sickness or disease.

insolvency or insolvent

means bankruptcy, provisional liquidation, liquidation, insolvency, appointment of a receiver or administrator, entry into a scheme of arrangement, statutory protection, presentation of a petition for the compulsory winding up of, stopping the payment of debts or the happening of anything of a similar nature under the laws of any jurisdiction.

insured person

means a person residing in **Australia** to whom the **policyholder** has issued a membership number and that person's membership remains current and valid as per the QACC membership terms and conditions. A QACC membership that is currently cancelled or suspended is not current and valid.

The insured person's **family** who are a nominated Group A or Group C Staff Travel Beneficiary and who have made arrangements to accompany the insured person for at least one sector of the **journey** are also included in this definition of "insured person".

The insured person's travel buddy who is a nominated Group A Staff Travel Beneficiary and who has made arrangements to accompany the insured person for at least one sector of the journey is also included in this definition of "insured person".

Persons must reside in **Australia**, unless otherwise approved by **us** in writing as an **insured person**, and have:

- an Australian Medicare card
- an Australian issued Temporary Work (skilled) Visa (subclass 457), or
- an Australian Visa that:
 - authorises them to live and work in Australia, and
 - requires them to maintain a minimum level of health insurance coverage as required by the Department of Home Affairs.

If an **insured person's family** is travelling together, only one person can claim the benefits payable to the **insured person**. The others can only claim as a **spouse** or **accompanied child**.

journey

means the following:

The journey starts when **you** leave **your home** or **your** place of business to travel directly to the **Australian** air or sea terminal that is the departure point for **your** journey.

The journey ends when the first of the following occurs:

- 3 consecutive months after the date of departure shown on an **insured person's return overseas travel ticket**
- For any **Upgrades**, the end date of the **period of cover** shown on the **Certificate of Insurance** subject to a maximum limit of 12 months from the time **you** first departed **Australia** for the same journey.
- At midnight on the date when the **insured person's** scheduled transport (as shown on their **return overseas travel ticket**) is due to arrive in **Australia**
- When **you** return to **your home**, provided **you** travel directly there from the **Australian** air or sea terminal where **you** landed
- When the **insured person** cancels their **return overseas travel ticket**.

legal costs

means fees, costs and expenses (including any applicable taxes and charges) in connection with a legal action. It also means any costs, which **you** are ordered to pay by a court or arbitrator (other than any fine or penalty, or aggravated, punitive, exemplary or liquidated damages) or any other costs **we** agree to pay.

medical practitioner

means a doctor, psychiatrist, clinical psychologist or a dentist, who is not **you**, **your travelling companion** or a **relative**, or an employee of **you**, **your travelling companion** or a **relative**, registered with and accredited by the Australian Health

Practitioner Regulation Agency (AHPRA). Or, if **you** are **overseas**, an equivalent regulatory body in the country in which they are currently practising and qualified to give the diagnosis being provided.

natural disaster

means a major adverse event resulting from natural processes of the Earth; examples are bushfire, hurricane, tornado, volcanic eruption, earthquake, tsunami, falling object from space (including a meteorite), and in general any extraordinary atmospheric, meteorological, seismic, or geological phenomenon. It does not mean **epidemic** or **pandemic**.

off-loaded

means where an **insured person** is required by any participating airline to relinquish their allocated seat whether in favour of a full-fare paying passenger or for any other reason.

off-piste

means areas that are not groomed terrain, marked slopes, or open trails maintained, monitored and patrolled by the ski resort.

on-piste

means areas that are groomed terrain, marked slopes, and open trails maintained, monitored and patrolled by the ski resort.

off station means personal leisure travel undertaken by **you** during work overnight stays when **you** are off duty and outside of your designated working hours.

overseas

means outside **Australia** and its territories.

Overseas Travel Policy

means the insurance policy described in *Overseas Travel Policy*.

pandemic

means an **epidemic** that is expected to affect an unusually large number of people or involves an extensive geographic area.

period of cover

means the time when **you** are covered.

a. It starts:

- i. for *Overseas Medical*, at the commencement of the **journey**
- ii. for an *Overseas Travel Policy*:
 - *Benefit 5: Cancellation Costs* – from the **relevant time**
 - For all other benefits – at the commencement of the **journey**, and
- iii. for **Upgrades**, at the start date on the **Certificate of Insurance**.

b. It ends at the earliest of the following times:

- i. At the end of the **journey**
- ii. When **we** determine that **you** should return to **Australia** for treatment.

policyholder

means QANTAS Aircrew Club (QACC).

premium

means the amount payable by **you** to **us** in relation to **Upgrades**.

professional

means undertaking any activity for which financial payment is received from another person or party.

public place

means any place the public has access to, including but not limited to airports, bus terminals, buses, cruise ships, planes, stations, taxis, trains, wharves and beaches, galleries, hostels, hotels, hotel foyers and grounds, museums, private car parks, public toilets, shops, streets, restaurants and general access areas.

relative

means a person who is the **insured person's spouse**; parent, parent-in-law, stepparent, guardian; grandparent; child, foster child, grandchild; brother, brother-in-law, half-brother, stepbrother, sister, sister-in-law, half-sister, stepsister; daughter, daughter-in-law, stepdaughter, son, son-in-law, stepson; fiancé, fiancée; uncle, aunt; or niece, nephew.

relevant time:

- a. means the time **you** commence **your journey**, or
- b. if **you** buy an **Upgrade** for the relevant **journey**, means the time of purchase.

rental vehicle

means a campervan/motorhome that does not exceed 6 tonnes, SUV, sedan, station wagon, hatchback, people mover, coupe, convertible, four-wheel drive or mini bus rented from a licensed motor vehicle rental company or agency.

return overseas travel ticket

means a return ticket from and returning to Australia.

snow sport equipment

means skis, poles, boots, bindings, snowboards or ice skates.

spouse

means the partner of the **insured person** who is permanently living with the **insured person** at the time the **journey** starts, who has made arrangements to accompany the **insured person** for at least one sector of the **journey** and who is a Nominated Group A Staff Travel Beneficiary.

transaction card(s)

means a debit card, credit card or travel money card.

transport provider

means a scheduled services airline, hotel, accommodation provider, car rental agency, coach, bus, shipping line or railway.

travelling companion

means a person (who is not an **insured person**) whom, before the **journey** began, arranged to accompany **you** for at least one sector of **your journey**.

travel services provider

means a scheduled services airline, hotel, accommodation provider, car rental agency, coach, bus, shipping line or railway.

unattended

means not on **your** person or within **your** sight and reach.

Upgrades

means the cover and benefits **you** can apply for, described on pages 60-70 of this booklet.

valuables

means articles made of, or containing, gold, precious metals or stones, semi-precious stones or silver; binoculars; furs; jewellery; precious metals; precious or semi-precious stones; photographic, audio, video, tablet computer, computer and electrical equipment of any kind (including but not limited to devices such as drones, computer games, portable navigation equipment or media); mobile phones; smart phones; telescopes and watches.

we, our or us

means Zurich Australian Insurance Limited
ABN 13 000 296 640, AFS Licence Number 232507.

you, your or yourself

means any of the following if they are eligible for the cover:

- The **insured person**
- The **insured person's family**

General exclusions

These exclusions on pages 34–39 apply to all covers described in this booklet unless specified otherwise. There are also specific exclusions.

Common exclusions

We will not pay for:

1. claims for costs or expenses incurred outside the **period of cover**. This exclusion does not apply to benefit Sections 3. Personal Liability, 7. Resumption of Journey, 10. Travel Documents, Transaction Cards, Travellers Cheques and Cash, 11. Baggage and Personal Goods and Section 15. Rental Vehicle Insurance Excess.
2. any other loss, damage or additional expenses following on from the event for which **you** are claiming that is not covered under this insurance. Examples of such loss, damage or additional expense would be the cost of replacing locks after losing keys, costs incurred in preparing a claim or loss of enjoyment
3. claims arising from loss, theft or damage to property, or death, illness or bodily injury if **you** fail to take reasonable care or put **yourself** in a situation where a reasonable person could foresee that loss, theft or damage to property, or a death, illness or bodily **injury** might happen, except in an attempt to protect the safety of a person or to protect property
4. claims involving air travel other than as a passenger on a fully licensed passenger-carrying aircraft operated by an airline or an air charter company
5. claims arising as a result of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power
6. claims which in any way relate to ionising radiation or radioactive contamination caused by nuclear fuel or waste, or the radioactive, toxic explosive or other dangerous properties of any explosive nuclear equipment
7. claims arising from biological and/or chemical materials, substances, compounds or the like used directly for the purpose to harm or to destroy human life and/or create public fear
8. loss or damage caused by detention, confiscation or destruction by customs or other officials or authorities
9. claims arising from any unlawful act committed by **you**
10. claims arising from any government intervention, prohibition, sanction, regulation or restriction or court order, or
11. claims which in any way relate to circumstances **you** knew of, or a reasonable person in **your** circumstances would know or foresee, at the time **you** booked **your journey** or bought an **Upgrade** (whichever was earliest), that could lead to the **journey** being delayed or cancelled
12. claims which in any way relate to a loss or costs incurred while you are on **duty travel**.

Medical and health

We will not pay for:

13. claims which in any way relate to, or are exacerbated by, any physiological or psychological signs or symptoms that **you** were aware of or a person in **your** circumstances reasonably should have been aware of at or before the **relevant time**, if **you**:
 - a. had not yet sought a medical opinion regarding the cause,
 - b. were currently under investigation to obtain a diagnosis, or
 - c. were awaiting specialist opinion.
14. claims arising from travel booked or undertaken by **you**:
 - a. even though **you** knew, or a reasonable person in **your** circumstances would know, **you** were unfit to travel, whether or not **you** had sought medical advice
 - b. against the advice of a **medical practitioner**
 - c. to seek medical or dental advice, treatment or review, or
 - d. to participate in a clinical trial.
15. claims which in any way relate to, or are exacerbated by, any existing medical condition you have.

This exclusion will be waived to the extent that cover is provided if:

 - a. **your** condition is automatically accepted by **us**. See *Automatically accepted existing medical conditions*, pages 21–24, or
 - b. **you** applied for, and **we** accepted, cover and **you** paid the extra **premium** for the *Existing medical conditions Upgrade*. See *Upgrades, Existing medical conditions*, page 61 for details.
16. claims directly or indirectly arising from, or exacerbated by, any **existing medical condition**:
 - a. **your travelling companion** has, or
 - b. that a **relative** has unless the person is hospitalised or dies after the **relevant time** and at the **relevant time you** were unaware of the likelihood of such hospitalisation or death. In this case **we** will not pay more than \$2,000 for an **insured person** or \$4,000 for an **insured person** with their **family** under all sections of the policy combined.
17. claims arising from **you** having elective medical or dental treatment or surgery, a cosmetic procedure or body modification (e.g. tattoos and piercings) during the **journey**, such as any complication, even if **your existing medical condition** has been approved by **us**, or
18. any benefit, or provide cover, if the provision of a payment, benefit or cover would result in **us** contravening the Health Insurance Act, the Private Health Insurance Act or the National Health Act or any applicable legislation (whether in **Australia** or not) or where **we** do not have the necessary licenses or authority to provide such cover.

Pregnancy and childbirth

We will not pay for:

19. claims arising from pregnancy of **you** or any other person if **you** were aware of the pregnancy at the **relevant time** and:
 - a. where complications of this pregnancy had occurred prior to this time
 - b. it was a multiple pregnancy e.g. twins or triplets, or
 - c. where the conception was medically assisted e.g. using assisted fertility treatment including hormone therapies or IVF.

This exclusion will be waived to the extent that cover is provided if **you** applied for, and **we** accepted cover and **you** paid the extra **premium** for **your Existing medical conditions Upgrade**. The cover provided under the **Upgrade** is in respect of **your** pregnancy (only) for unexpected serious medical complications arising before the start of the 24th week of pregnancy. See *Upgrades, Existing medical conditions*, page 57.

20. claims arising from:
 - a. pregnancy of **you** or any other person after the start of the 24th week of pregnancy, or
 - b. pregnancy of **you** or any other person where the problem arising is not an unexpected serious medical complication, or
21. claims arising from childbirth or the health of a newborn child. This exclusion applies irrespective of the stage of pregnancy at which the child is born.

Your conduct

We will not pay for:

22. claims which in any way relate to **your** wilful or self-inflicted injury or illness, suicide or attempted suicide
23. claims which in any way relate to **your**:
 - a. chronic use of alcohol
 - b. substance abuse, drug abuse (whether over the counter, prescription or otherwise), or
 - c. ingestion of any non-prescription drug or substance (e.g. marijuana, ecstasy, heroin).
24. claims involving, arising from or related to **your** impairment due to **you** drinking too much alcohol:
 - a. which is evidenced by the results of a blood test which show that **your** blood alcohol concentration level is 0.19% or above. (The level of alcohol in **your** blood is called blood alcohol concentration (BAC). As a point of reference, a BAC of 0.19% is almost four times the legal driving BAC limit range in Australia which is currently 0.05%), or

- b. taking into account the following, where available:
 - i. the report of a medical practitioner or forensic expert
 - ii. the witness report of a third party
 - iii. **your** own admission, or
 - iv. the description of events **you** described to **us** or the treating medical professional (e.g. paramedic, nurse, doctor) as documented in their records.

25. claims involving, or arising from, any event that is intentionally caused by **you** or by a person acting with **your** consent, or

26. claims involving, or arising from, the conduct of someone who enters **your** accommodation with **your** consent, or whose accommodation **you** choose to enter.

Legal

We will not pay for:

27. any expenses recoverable by compensation under any workers compensation or transport accident laws, or by any government-sponsored fund, plan or medical benefit scheme, or any other similar type of legislation required to be effected by, or under, a law.

World events

We will not pay for:

28. any event that is caused by, or arises from, travel to countries or parts of a country for which:
 - a. an advice or warning has been released by the Australian Department of Foreign Affairs and Trade or any other government or official body
 - b. the advice or warning risk rating is 'Reconsider **your** need to travel' or 'Do not travel' (or words to that effect) or the advice or warnings recommend against all non-essential travel to or in that location or advise against specific transport arrangements or participation in specific events or activities
 - c. the mass media has indicated the existence or potential existence, of circumstances (including circumstances referred to above) that may affect **your** travel, and
 - d. **you** did not take appropriate action to avoid or minimise any potential claim under **your** policy (including delay of travel to the country or part of the country referred to in the relevant advice(s), warning(s) and/or mass media statement(s)).
- Circumstances, in this case include, but are not limited to, strike, riot, weather event, civil protest or contagious disease (including an **epidemic** or **pandemic**), or

29. claims caused by, or claims arising from, an **epidemic, pandemic** or outbreak of a contagious disease or any derivative or mutation of such viruses. Refer to who.int and smartraveller.gov.au for further information on epidemics and pandemics.

This exclusion will be waived:

- a) to the extent that cover is provided under Benefit 1 Overseas Emergency Medical Assistance and Benefit 2 Overseas Emergency Medical and Hospital Expenses if **you** test positive to COVID-19; and
 - b) if **your** destination was not subject to “Do not travel” advice (due to COVID-19) on the smartraveller.gov.au website at the time **you** entered. This exclusion (point 28.b) will not apply if **your** trip destination is Australia or New Zealand; and
 - c) **you** were not travelling on a multi-night cruise at the time of testing positive to COVID-19.
30. claims for loss, injury, damage or legal liability arising directly or indirectly from planned or actual travel in, to, or through Cuba, Iran, Syria, North Korea or the Crimea, Donetsk People’s Republic (DNR), or Luhansk People’s Republic (LNR) regions of Ukraine.

Activities, adventure and snow

We will not pay for:

31. claims involving participation by **you** or **your travelling companion** in hunting or using hunting equipment or projectiles (e.g. shooting and archery), mountaineering (involving the use of climbing equipment, ropes or guides), outdoor rock climbing (involving the use of climbing equipment, ropes or guides), trekking that reaches an altitude of more than 6,000 metres above sea level, sports activities in a **professional** capacity, abseiling, parachuting, skydiving, hang gliding, BASE jumping, wingsuiting, potholing, canyoning, caving, fire walking, motocross, running with the bulls, rodeo riding, polo playing, tobogganing, snowmobiling, scuba diving or underwater activities that involve using artificial breathing equipment (unless the maximum depth is no greater than 30 metres, and **you** or **your travelling companion** have an open water diving licence and are diving with another person, or are diving with a qualified and registered diving instructor).
32. claims involving participation by **you** or **your travelling companion** in any activity that uses an air supported device unless that activity is parasailing or hot air ballooning
33. claims involving participation by **you** or **your travelling companion** (during the **journey**) in racing (other than swimming races of 10 kilometres or less, or running races that are marathon distance or less). This exclusion will be waived to the extent that cover is provided under the *Adventure Plus Upgrade* on page 62 if **you** applied for, and **we** accepted, cover and **you** paid the extra **premium**

34. claims involving participation by **you** (during the **journey**) in any adventure activity listed under **Upgrades, Adventure Plus**. This exclusion will be waived to the extent that cover is provided under the *Adventure Plus Upgrade* on page 62 if **you** applied for, and **we** accepted, cover and **you** paid the extra **premium**

35. claims involving participation by **you** (during the **journey**) in **off-piste** snow skiing or snowboarding or heli-skiing/ snowboarding. This exclusion will be waived to the extent that cover is provided under the *Snow Extras Upgrade* on pages 64-68 if **you** applied for, and **we** accepted, cover and **you** paid the extra **premium**, or

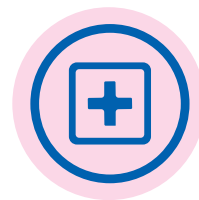
36. claims involving **you** not wearing the appropriate protective clothing and head protection for the sport or activity **you** are participating in.

Motorcycle/Motorscooter/Quadbike

We will not pay for:

37. claims involving **you**:
 - a. riding a motorcycle, motorscooter or quadbike (during the **journey**) without a current Australian motor vehicle driver’s licence or Australian motorcycle rider’s licence, or a driver’s licence valid for the country **you** are riding in. This applies even if **you** are not required by law to hold a licence in the country **you** are riding in
 - b. riding a quadbike (of any engine capacity), or motorcycle/motorscooter with an engine capacity between 51cc and 250cc inclusive, for any purpose. This exclusion (point b. only) will be waived to the extent that cover is provided under the *Motorcycle/Motorscooter/Quadbike Plus Upgrade* on page 63, if **you** applied for, and **we** accepted, cover and **you** paid the extra **premium**
 - c. riding a motorcycle/motorscooter with an engine capacity greater than 250cc for any purpose
 - d. travelling as a passenger on a motorcycle, scooter or quadbike that is in control of a person who does not hold a current Australian motor vehicle driver’s licence or Australian motor cycle rider’s licence, or a driver’s licence valid for the country **you** are riding in, or
 - e. riding, or travelling as a passenger, on a motorcycle, motorscooter or quadbike without wearing a helmet.

Member Overseas Travel Policy



Overseas Medical

This insurance cover is subject to the conditions, exclusions, limits, sub-limits and terms following and must be read in conjunction with Important Information. **You** must also check *General exclusions* for other reasons why **we** will not pay. The benefit limits include **family** when travelling with the **insured person** unless specified otherwise.

People aged 80 or over or people with existing medical conditions (not automatically accepted on pages 21-24) must follow the application process for an Overseas Travel Policy and apply for cover under Upgrades for cover under Benefits 1 & 2 by contacting Cover-More on 1300 72 88 22.

Benefit 1: Overseas Emergency Medical Assistance

Our emergency assistance team is contactable 24 hours a day, 365 days a year while **you** are travelling **overseas**.

The team of doctors, nurses, case managers and travel agents provide the following services:

- Arranging access to a **medical practitioner** for emergency medical treatment while **overseas**
- Passing on any messages to **your** family or employer in the case of an emergency
- Providing written guarantees for payment of the usual and customary costs of emergency hospitalisation while **overseas**
- Arranging **your** medical transfer or evacuation if **you** must be transported to the nearest hospital for emergency medical treatment **overseas** or be brought back to **Australia** with appropriate medical supervision

- Returning **your accompanied children** to **Australia** if they are left without supervision following **your** hospitalisation or evacuation
- Helping if passports, travel documents or **transaction cards** are lost and **you** need assistance in contacting the issuer of the document or card
- Helping to change travel plans if **your** travel consultant is not available to assist with rescheduling in an emergency

Cover for costs under the policy benefits are subject to **your claim being approved**.

The maximum benefit limit for this section is:

Member Overseas Travel Policy
Included

We will not pay for:

1. any costs incurred in **Australia**
2. any expenses for medical evacuation unless it has been first approved by **our** emergency assistance team
3. any claim if **you** decline to promptly follow the medical advice **we** have obtained, and **we** will not be responsible for subsequent medical, hospital or evacuation expenses, or
4. medical evacuation from **Australia** to an **overseas** country.

Benefit 2: Overseas Emergency Medical and Hospital Expenses

Overseas Emergency Medical and Hospital Expenses

If **you** suffer a **disabling injury, sickness or disease we** will pay the usual and customary costs of medical treatment and ambulance transportation and emergency dental treatment (required due to an **injury**) provided outside **Australia** by, or on the advice of, a **medical practitioner**.

Cover applies for a maximum of 12 months from the date of onset of suffering the **disabling injury, sickness or disease**.

However, if **we** determine, on medical advice, that **you** should return **home** for treatment and **you** do not agree to do so, **we** will restrict cover to no more than an amount that **we** reasonably consider to be equivalent to **your** medical expenses and/or related costs incurred **overseas** to the date **we** advise **you** to return to **Australia**, plus the amount it would cost **us** to return **you** to **Australia**. **You** will then be responsible for any further costs relating to, or arising out of, the event **you** have claimed for.

Hospital Incidentals

If **you** are hospitalised for more than 48 continuous hours while **you** are **overseas** and **your** claim is approved, **we** will also reimburse incidental expenses **you** pay for, such as TV rental, newspapers and/or hospital phone calls.

Emergency Dental Expenses

We will pay up to \$1,500 for the cost of emergency dental treatment incurred, which the treating dentist certifies in writing is for the relief of sudden and acute pain to sound and natural teeth. This limit does not apply to dental costs arising from an **injury** that is covered under Overseas Emergency Medical and Hospital Expenses.

Please note:

Cover applies for a maximum of 12 months from the date of onset of suffering the **disabling injury, sickness or disease**.

Overseas emergency medical and dental expenses and hospital incidentals cover may end less than 12 months from the date of suffering the **disabling injury, sickness or disease** as **we** do not provide cover if these expenses are incurred outside the **period of cover**. In certain circumstances The **period of cover** will automatically extend for a period of time – see Policy condition 11. Maximum period of cover – extending your journey on page 20 for more information.

The maximum benefit limit for this section is:

Member Overseas Travel Policy	
Overseas Emergency Medical and Hospital Expenses	\$Unlimited
Hospital Incidentals	\$7,500 (\$75 per 24 hours)
Emergency Dental Expenses	\$1,500 per person

We will not pay for:

1. medical treatment, dental treatment or ambulance transportation provided in **Australia**.
If **you** have an **Overseas Travel Policy** and are travelling on a **domestic cruise**, this exclusion does not apply to medical treatment provided while on a ship (including cruise ship, passenger ship or passenger ferry) even if that ship is within **Australian** territorial waters. However, this additional benefit does not apply to any medical treatment provided on **Australian** inland waterways or whilst the ship is tied up in an **Australian** port
2. expenses incurred after two weeks' treatment by a dentist, chiropractor or physiotherapist, unless approved by **us**
3. expenses arising from any disease that is transmitted when giving or taking a drug, unless the giving or taking of the drug is supervised by a **medical practitioner** and the disease is not excluded anywhere else in this cover
4. dental expenses involving the use of precious metals, teeth whitening or involving cosmetic dentistry; or preventative or routine dental treatment

5. damage to dentures, dental prostheses, bridges or crowns
6. continuation or follow-up treatment (including medication and ongoing immunisations) **you** were on prior to the start of the **journey**
7. medical treatment, dental treatment or ambulance transportation provided in **your** country of residence
8. claims where **you** have received medical care under a Reciprocal Healthcare Agreement
9. expenses if, despite the advice given following **your** call to **our** 24 hour emergency assistance provider, **you** received private hospital or medical treatment where public funded services or care is available in **Australia** or under any Reciprocal Healthcare Agreement between the Australian Government and the government of any other country, or
10. any event and expenses that arise from any medical procedures in relation to the insertion of a pacemaker, automated implantable cardioverter-defibrillator (AICD) or implantable cardioverter-defibrillator (ICD) device (alone or combined) during **overseas** travel. If **you** require this procedure, due to sudden and acute onset, which occurs for the first time during **your journey** and not directly or indirectly related to an **existing medical condition**, **we** will exercise **our** right, based on medical advice, to organise **your** repatriation to **Australia** for this procedure to be completed.

Benefit 3: Personal Liability

We will provide cover if, as a result of an accident (an unexpected event caused by something external and visible or a series of accidents arising out of the one event), that happens during **your journey**, **you** become legally liable to pay compensation in respect to damage caused to someone else's property or the **injury** or death of someone else. Cover is for:

1. the compensation (including **legal costs**) awarded against **you**, and
2. any reasonable **legal costs** incurred by **you** for settling or defending a claim made against **you**, providing **you** have **our** approval, in writing, before incurring these costs.

You must tell **us**, as soon as **you** or **your** personal representatives are aware, or a reasonable person in **your** circumstances should have been aware, of a possible prosecution, inquest, fatal **injury**, accident or incident that might lead to a claim against **you**.

You must not pay, or promise to pay, settle with, admit or deny liability to anyone who makes a claim against **you** without **our** written consent.

The maximum benefit limit for this section is:

Member Overseas Travel Policy
\$2,500,000

We will not pay for liability arising:

1. where **you** become liable to pay somebody who is a member of **your** family or travelling party, **your travelling companion** or employed by **you** or deemed to be employed by **you**
2. from loss of, or damage to, property belonging to, or in the care, custody or control of **you**, **your travelling companion**, a **relative** or an employee of any of **you**
3. from the conduct by **you** of any profession, trade or business
4. out of the use, or ownership by **you**, of any aircraft, drone, firearm, weapon, waterborne craft or mechanically-propelled vehicle
5. out of occupation or ownership of any land, buildings or immobile property
6. out of any wilful or malicious act
7. out of the transmission of an illness, sickness or disease
8. from punitive, exemplary or aggravated damages or any fine or penalty
9. out of **your** liability under a contract or agreement, unless **you** would be liable if that contract or agreement did not exist
10. out of assault and/or battery committed by **you** or at **your** direction, or
11. out of any act intended to cause bodily **injury**, property damage or liability done by **you** or any person acting with **your** knowledge, connivance or consent.



Overseas Travel Policy

This insurance cover is subject to the conditions, exclusions, limits, sub-limits and terms following and must be read in conjunction with Important Information. **You** must also check *General exclusions* for other reasons why **we** will not pay.

People aged 80 or over or people with existing medical conditions (not automatically accepted on pages 21-24) must follow the application process for an Overseas Travel Policy and apply for cover under Upgrades for cover under Benefits 4, 5 and 6 by contacting Cover-More on 1300 72 88 22.

The maximum **period of cover** (from the commencement of **your journey**) cannot exceed 12 consecutive months.

If **you** buy an **Upgrade** after **you** have left **Australia**, there will be a 3 day no cover period before **you** can receive these benefits. This means that if something happens before **you Upgrade** the cover or within the 3 days after **you Upgrade** the cover and **you** wish to make a claim for that event, **we** will not provide any cover for claims arising from that event even if **you** submit the claim later.

Benefit 4: Overseas Funeral or Cremation, or Body Repatriation

In addition to any cover for Overseas Emergency Medical Assistance in *Overseas Medical*, **our** emergency assistance team will arrange the following assistance.

If **you** die as a result of a **disabling injury, sickness or disease** during **your journey**, **we** will pay:

1. the reasonable costs incurred **overseas**, charged by a funeral director for arranging **your** funeral service and a cemetery for **your** burial, or a crematorium for **your** cremation incurred **overseas**, or
2. the cost of bringing **your** remains to **Australia**, including from the inbound port or airport to **your home** or nominated funeral home.

The maximum benefit limit for this section is:

Member Overseas Travel Policy	
insured person only	insured person with family
\$12,500	\$25,000

We will not pay for:

1. the cost of memorialisation, or
2. funeral or cremation expenses incurred **overseas** or bringing **your** remains back to **Australia**, unless it has been first approved by **our** emergency assistance team.

Benefit 5: Cancellation Costs

If, due to circumstances outside **your** control and unforeseeable at the **relevant time** this policy:

1. **you** have to rearrange **your journey**, **we** will pay the reasonable cost of doing so. (**We** will not pay more for the cost of rearranging **your journey** than the non-refundable costs, which would have been incurred had the **journey** been cancelled. The cover is limited to the same or similar standard of transport and accommodation as was originally booked), or
2. **you** have to cancel **your journey** (where **you** cannot rearrange it prior to leaving **home**) **we** will pay **you**:
 - a. the value of the unused portion of **your** prepaid travel or accommodation arrangements that are non-refundable and not recoverable in any other way
 - b. **your** travel agent's cancellation fees equal to the lesser of \$500 or 15% of the value of the travel arranged by the travel agent. **We** will only pay these fees, if at the time the circumstances causing **your** claim happened, **you** had already paid at least the full deposit, and
 - c. the value of frequent flyer or similar flight reward points, air miles, redeemable vouchers or similar schemes lost by **you** following cancellation of the services paid for with those points, if **you** cannot recover **your** loss in any other way. The amount **we** will pay is calculated as follows:
 - i. For frequent flyer or similar flight reward points, loyalty card points, air miles:
 - The cost of an equivalent booking, based on the same advance booking period as **your** original booking. **We** will deduct any payment **you** made towards the booking and multiply it by the total number of points or air miles lost, divided by the total number of points or air miles used to make the booking
 - ii. For vouchers, the face value of the voucher or current market value of an equivalent booking, whichever is the lesser.

Sub-limits

3. The most **we** will pay for claims arising from an **injury** that caused the death of a **relative** living **overseas** is \$2,500 for an **insured person** or \$5,000 for an **insured person** with their **family**.

The maximum benefit limit for this section is:

Member Overseas Travel Policy	
insured person only	insured person with family
\$10,000	\$20,000

We will not pay for claims caused by:

1. the death, **disabling injury, sickness or disease** of any person, including a **relative** or **travelling companion**, not listed on **your Certificate of Insurance** who resides outside of **Australia** other than as specified in Benefit 5.3 on page 48
2. **your** or any other person's unwillingness or reluctance to proceed with the **journey** or deciding to change plans, or the breakdown or dissolution of any personal or family relationship
3. any costs or expenses prior to **you** or **your travelling companion** being certified by a qualified **medical practitioner** as unfit to travel
4. any contractual or business obligation or **your** financial situation. This exclusion does not apply to claims where **you** or **your travelling companion** are involuntarily made redundant from permanent full-time employment in **Australia** after a continuous working period of two years with the same employer and where **you** would not have been aware before the **relevant time** that the redundancy was to occur
5. mechanical breakdown of any means of transport
6. cancellations, delays, rescheduling or diversions to **your** scheduled or connecting transport, unless it is due to a strike, riot, hijack, civil protest, weather, **natural disaster** or a collision affecting **your** mode of transport
7. failure by **you** or another person to obtain the relevant visa, passport or travel documents
8. errors or omissions by **you** or another person in a booking arrangement
9. the standards and expectations of **your** prepaid travel arrangements being below or not meeting the standard expected
10. the failure of any travel agent, tour operator, accommodation provider, airline or other **carrier**, car rental agency or any other travel or tourism services provider to provide services or accommodation due to their **insolvency** or the **insolvency** of any other person, company or organisation they deal with

11. the failure of **your** travel agent, any tour operator, transport or accommodation supplier or provider, person or agency to pass on monies to operators or to deliver promised services
12. a request by **your** employer, **your** leave application being denied, or **your** leave being revoked. This exclusion does not apply if **you** are a full-time member of the Australian Defence Force or of federal, state or territory emergency services (e.g. police, fire, ambulance, paramedic) and **your** leave is revoked.
- 13.a lack in the number of persons required to commence any tour, conference, accommodation or travel arrangements or due to the negligence of a wholesaler or operator. This exclusion does not apply to prepaid travel arrangements bought separately to reach the departure point for the tour or for other travel arrangements

However, if a tour or river cruise, that is prepaid and overnight, is cancelled due to a lack of numbers **we** will pay in respect of **your** other prepaid arrangements the lesser of:
 - a. necessary amendment costs; or
 - b. the non-refundable unused portion of costs if **you** cancel the trip.In any case the most **we** will pay is \$800 under this section of the policy.
14. an **act of terrorism**, or
15. **you** operating a **rental vehicle** in violation of the rental agreement.

Benefit 6: Additional Expenses

Cover is subject to the written advice of the **overseas** treating **medical practitioner** and acceptance by **our** 24 hour emergency assistance team. If **your** claim is coverable, **we** or **our** emergency assistance team will not unreasonably withhold or delay **our** acceptance.

We will reimburse **your** reasonable **additional** accommodation (room rate only) expenses and **additional** transport expenses, at the same accommodation standard or fare class as originally booked, if a disruption to **your journey** arises from any of the following reasons:

1. **You** or **your travelling companion** cannot travel because of a **disabling injury, sickness or disease** and the treating **medical practitioner** certifies in writing that **you** or **your travelling companion** are unfit to travel.

The benefit ceases when **you** or **your travelling companion** are able to continue the **journey**, travel **home** or on the completion of the **period of cover**, whichever is the earlier.
2. **You** shorten **your journey** and return to **Australia** on the written advice of a **medical practitioner**

3. **You** are required to return early to **Australia** because **you** **travelling companion** or a **relative** of either of **you** dies unexpectedly or suffers a **disabling injury, sickness or disease**, which means hospitalisation is required
4. **your** scheduled or connecting transport is cancelled, delayed, rescheduled or diverted because of a strike, riot, hijack, civil protest, weather, **natural disaster** or a collision affecting **your** mode of transport
5. disruption of **your** scheduled transport because of a **cyber incident** provided **you** act reasonably in avoiding **additional** costs
6. **you** lose **your** passport, travel documents or **transaction cards** (except involving government confiscation or articles sent through the mail) or they are stolen
7. **Your home** is rendered uninhabitable by fire, explosion, earthquake or flood.

In any event, **you** must take advantage of any pre-arranged return travel to **Australia**.

If **you** did not have a return ticket booked to **Australia** before the event that gave rise to the claim, **we** will reduce the amount of **your** claim by the price of the fare to **Australia** from the place **you** planned to return to **Australia** from. The fare will be at the same fare class as the one in which **you** left **Australia**.

Sub-limits – Off-loading

If **you** are **off-loaded** and unable to obtain alternative transport on the same day, **we** will reimburse up to \$150 per night for 2 nights for reasonable **additional** meals and accommodation expenses **you** incur. **We** will not pay more than \$300 in total.

To be eligible for this benefit, a valid boarding pass with an assigned seat must have been issued to **you** by the airline prior to being **off-loaded** from a flight.

The maximum benefit limit for this section is:

Member Overseas Travel Policy	
insured person only	insured person with family
\$10,000	\$20,000

We will not pay for:

1. any costs or expenses prior to **you** or **your travelling companion** being certified by a qualified **medical practitioner** as unfit to travel
2. claims caused by the death, **disabling injury, sickness or disease** of any person, including a **relative** or **travelling companion**, not listed on **your Certificate of Insurance** who resides outside of **Australia**.
3. Off-loading: any loss incurred where an insured person has not been issued a valid boarding pass with an assigned seat and is **off-loaded** from a flight.

Benefit 7: Travel Service Provider Insolvency

If, due to the **insolvency** of a **travel services provider**:

1. **you** have to rearrange **your journey**, **we** will pay the reasonable cost of doing so. (**We** will not pay more for the cost of rearranging **your journey** than the non-refundable costs, which would have been incurred had the **journey** been cancelled. The cover is limited to the same or similar standard of transport and accommodation as was originally booked.)
2. **you** have to cancel **your journey** (where **you** cannot rearrange it prior to leaving **home**) **we** will pay **you**:
 - a. the value of the unused portion of **your** prepaid travel or accommodation arrangements that are non-refundable and not recoverable in any other way
 - b. **your** travel agent's cancellation fees, equal to the lesser of \$500 or 15% of the value of the travel arranged by the travel agent. **We** will only pay these fees if, at the time the circumstances causing **your** claim happened, **you** had already paid at least the full deposit, and
 - c. the value of frequent flyer or similar flight reward points, air miles, redeemable vouchers or similar schemes lost by **you** following cancellation of the services paid for with those points if **you** cannot recover **your** loss in any other way. The amount **we** will pay is calculated as follows:
 - i. For frequent flyer or similar flight reward points, loyalty card points, air miles:
 - The cost of an equivalent booking, based on the same advance booking period as **your** original booking. **We** will deduct any payment **you** made towards the booking and multiply it by the total number of points or air miles lost, divided by the total number of points or air miles used to make the booking
 - ii. For vouchers, the face value of the voucher up to the current market value of an equivalent booking, or
3. **you** have to incur **additional** expenses in returning **home**, **we** will pay **your** reasonable **additional** accommodation (room rate only) and **additional** transport expenses, at the same fare class and accommodation standard as originally booked.

You must recover the maximum amount available from any statutory fund, compensation scheme or any other source. For example, if **you** paid for **your** airline ticket with a credit card and the transaction meets the card issuer's terms and conditions regarding non-provision of services, **you** need to claim the cost of the airline ticket through the credit card issuer first.

The maximum benefit limit for this section is:

Member Overseas Travel Policy	
insured person only	insured person with family
\$5,000	\$12,000

We will not pay for claims caused by:

1. the **insolvency** of a **travel services provider** if the booking was not made before the start of **your journey** while **you** are still in **Australia**
2. the **insolvency** of any travel agent, tour wholesaler, tour operator or booking agent
3. **insolvency** of a **travel services provider** if, at the time of **relevant time**, the **travel services provider** was **insolvent** or a reasonable person would have reason to expect the **travel services provider** might become **insolvent**
4. accommodation expenses incurred after the date **you** originally planned to return to **Australia**, or
5. an **act of terrorism**.

Benefit 8: Resumption of Journey

We will pay the economy class transport costs **you** incur to return **overseas** if **you** are required to return **home** because, during **your journey**, **your relative** died unexpectedly or was hospitalised in **Australia** following a sudden serious **injury**, sickness or disease, provided:

1. it is possible for **your journey** to be resumed
2. there are more than 14 days remaining on the **period of cover**, as noted on **your Certificate of Insurance**, and
3. **you** resume **your journey** within 12 months of **your** return to **Australia**.

The maximum benefit limit for this section is:

Member Overseas Travel Policy	
insured person only	insured person with family
\$5,000	\$10,000

We will not pay for:

1. claims if **you** were aware of any reason, before **your period of cover** commenced, that **your journey** may be cancelled, delayed or disrupted.

Benefit 9: Accidental Death

If, during the **journey**, **you** suffer an **injury** resulting in **your** death **we** will pay **your** estate the amount shown in the table below provided **your** death occurs within one year of the **injury**.

This benefit is also available if, during **your journey**, something **you** are travelling on or in disappears, sinks or crashes and **you** are presumed dead and **your** body is not found within 12 months.

The maximum benefit limit for this section is:

Member Overseas Travel Policy		
insured person	spouse	accompanied child
\$25,000	\$25,000	\$5,000

Benefit 10: Loss of Income

If, during **your journey**, **you** suffer an **injury** requiring medical treatment **overseas** and:

- a. **you** become disabled within 30 days because of the **injury**
- b. the disablement continues for more than 30 consecutive days from the date of **your** return to **Australia**, and
- c. **you** lose all **your** income because **you** are unable to return to **your** usual place of employment in **Australia** as a result,

we will pay **you** up to \$750 per week for **your** weekly net of income tax wage for a maximum period of three months, starting from the 31st day after **your** return to **Australia**.

You must be under the regular care of, and acting in accordance with the instructions or advice of, a **medical practitioner** who certifies in writing that the disablement prevents **you** from gainful employment.

The maximum benefit limit for this section is:

Member Overseas Travel Policy	
insured person and/or spouse	\$7,500

Benefit 11: Travel Documents, Transaction Cards, Travellers Cheques and Cash

Travel documents

We will pay the issuer's fees for the replacement costs (including communication costs) of **your** essential travel documents (including passports), **transaction cards** or travellers cheques if they are lost by **you**, stolen from **you** or destroyed during **your journey**.

Transaction cards or travellers cheques

We will pay for any loss resulting from the fraudulent use of **your transaction cards** or travellers cheques that are lost or stolen during **your journey**.

Cash

We will reimburse **you** for cash, bank notes, currency notes, postal or money orders stolen from **your** person or from a locked safe or safety deposit box during the **period of cover**.

The maximum benefit limit for this section is:

Member Overseas Travel Policy	
insured person only	insured person with family
\$500	\$1,000

We will not pay for:

1. loss or theft that is not reported to the:

- police or security personnel, or
- issuing bank.

All cases of loss or theft must be reported as soon as possible and within 7 days. A copy of the relevant report must be submitted for any claim involving loss or theft. If **you** are unable to provide **us** with a copy of the relevant report, **you** must provide **us** with a reasonable explanation and details of the time and place **you** made the report, including their contact details.

- any amounts covered by any guarantee given by the bank or issuing company to **you** as the holder of the **transaction cards** or travellers cheques
- your** failure to comply with the recommended security guidelines for the use of bank or currency notes, cheques, credit card, postal or money orders or petrol coupons, or
- cash, bank notes, currency notes, postal or money orders not on **your** person or in a locked safe or safety deposit box at the time they were stolen.

Benefit 12: Baggage and Personal Goods

If during the **period of cover** **your** luggage or personal effects are lost, stolen or damaged, after deducting depreciation as shown in the depreciation table, **we** will pay **you** for the repair costs if it is practical and cost-effective to repair **your** item. If it is not practical and cost-effective to repair the item and depreciation is not applicable, **we** will replace the item or provide **you** with a replacement voucher. If the above do not apply, **we** will pay **you** the monetary value of the item. When **we** decide what to do, **we** will consider the circumstances of **your** claim and any preferences **you** may have. However, **we** will only pay **you** the monetary value of the item after applying any applicable depreciation if it is not practical or cost-effective to repair or replace the item.

If **your** prescription medication is lost, stolen or damaged during **your period of cover** **we** will pay up to \$500 for expenses incurred overseas to replace that prescription medication.

If **your** claim for loss or theft can be approved but **your** items are found in the meantime and can be posted to **you**, **we** will instead pay up to \$500 for postage costs so **you** can get **your** items back.

It is **your** responsibility to provide **us** with evidence to support **your** claim for an item. This is 'proof of ownership'.

- We** will accept the original or a copy of a purchase receipt, invoice and/or bank statement showing the purchase, the date of the purchase and the amount paid
- We** may consider valuation certificates (issued prior to the **relevant time**), ATM receipts and warranty cards with accompanying bank statement of purchases
- We** will not accept photographs, packaging or instruction manuals as proof of ownership.

Sub-limits

Our payment will not exceed the original purchase price of an item with a limit for any one item, set or pair of items including attached and unattached accessories of:

- \$3,000 per **business item** or **personal good**

Here are some examples of items considered as only one item for the purpose of this insurance. The appropriate single item limit will be applied: a camera, camera accessories, lenses and tripod (attached or not); a smart phone and cover/case; a matched or unmatched set of golf clubs, golf bag and buggy; a necklace and pendant; a charm bracelet and charms.

The maximum benefit limit for this section is:

Member Overseas Travel Policy	
insured person only	insured person with family
\$10,000	\$20,000

We will not pay for:

- business items** and/or **personal goods** left:
 - behind in any cruise cabin, hostel, hotel or motel room or peer to peer service type accommodation (including but not limited to Airbnb) after **you** have checked out
 - unattended** in a **public place**
 - behind in/on any aircraft, bus, car, peer to peer service transport vehicle (including but not limited to Uber), rental car, ship, taxi, train, tram or any other vehicle or vessel
 - behind, forgotten, misplaced or walked away from in a **public place**
 - unattended** in any motor vehicle overnight even if they were in a **concealed storage compartment**

- f. **unattended** in any motor vehicle other than overnight, unless they were stored in a **concealed storage compartment** of a locked motor vehicle and forced entry was gained: The most **we** will pay is \$2,500 in total for all items.
 - g. under the supervision of somebody who is not **you** or **your travelling companion**, or
 - h. with a person who steals or deliberately damages them
2. loss or theft that is not reported to the:
- a. police or security personnel
 - b. responsible **transport provider** (if **your** items are lost or stolen while travelling with a **transport provider**), or
 - c. accommodation provider

All cases of loss or theft must be reported as soon as possible and within 7 days. A copy of the relevant report must be submitted for any claim involving loss or theft. If **you** are unable to provide **us** with a copy of the relevant report, **you** must provide **us** with a reasonable explanation and details of the time and place **you** made the report, including their contact details

- 3. a mobile phone or device with phone capabilities if **you** are unable to supply the IMEI (International Mobile Equipment Identity)
- 4. damage, loss or theft of **valuables** placed in the care of a **transport provider** (unless security regulations prevented **you** from keeping the **valuables** with **you**), including any loss from the point of check in until collection by **you** from the baggage carousel or collection area at the end of **your** flight, **journey** or voyage
- 5. **valuables** left **unattended** in a motor vehicle at any time, even if stored in a **concealed storage compartment**
- 6. cash, bank notes, currency notes, cheques or negotiable instruments
- 7. watercraft of any type (other than surfboards)
- 8. sporting equipment (including bicycles) damaged, lost or stolen while in use
- 9. **snow sport equipment**
- 10. items that are being sent to **you**, unaccompanied by **you** or under a freight contract. This exclusion for unaccompanied items will be waived if **your** claim for lost stolen items can be approved but **your** items are found in the meantime and can be posted to **you**
- 11. an electrical or mechanical fault or breakdown
- 12. loss of, or damage to, any item that is brittle or fragile (except photographic or video equipment), unless the loss or damage is caused by thieves, burglars, fire, or a collision involving the means of transport in which **you** are travelling
- 13. damage caused by atmospheric or climatic conditions; wear and tear; vermin; or any process of cleaning or alteration

- 14. consequential damage caused while an item is being serviced, repaired or restored, unless **we** have authorised the work
- 15. loss of, or damage to, items that are commercial samples, works of art and antiques, or items **you** take to sell while **overseas**
- 16. deterioration, normal wear and tear, or damage arising from inherent defects in the **business items/property/personal goods**, or
- 17. any defective item or any defect in an item.

Benefit 13: Baggage Delay Expenses

If any of **your business items** and/or **personal goods** are delayed, misdirected or misplaced by the **carrier** during **your journey** for more than 12 hours **we** will reimburse **you** up to a maximum amount of \$500, per person, for underwear, socks, toiletries, non-prescription medication and change of shoes and clothing (and a bag) **you** bought after a 12 hour delay and before **your business items** and/or **personal goods** were returned to **you**.

The original receipts for the items and confirmation of the length of delay from the **carrier** must be produced in support of **your** claim.

This section does not apply on the leg of the **journey** that returns **you home**.

The maximum benefit limit for this section is:

Member Overseas Travel Policy	
insured person only	insured person with family
\$500	\$1,000

We will not pay for:

- 1. expenses **you** incur if **you** are entitled to compensation from the **carrier** **you** were travelling on for the relevant amount claimed. However, if **you** are not reimbursed the full amount, **we** will pay the difference between the amount of **your** expenses and what **you** were reimbursed, up to the limit of **your** cover.
- 2. delay that is not reported to the responsible **carrier**. All reports must be confirmed in writing by the **carrier** at the time of making the report. If **you** are unable to provide **us** with a copy of the **carrier's** report, **you** must provide **us** with a reasonable explanation and details of the time and place **you** made the report, including their contact details.

Benefit 14: Travel Delay Expenses

If **you** pre-booked transport is temporarily delayed for at least six hours due to an unforeseeable circumstance outside **your** control, **we** will reimburse up to \$250 for an **insured person** only, or \$500 for an **insured person** with their **family**, for reasonable **additional** meals and accommodation expenses **you** incur.

In addition, for each full 12 hour period that the delay continues beyond the initial six hour delay, **we** will reimburse up to \$150 for an **insured person** only to a maximum of \$400, or \$300 for an **insured person** with their **family** to a maximum of \$800, for reasonable **additional** meals and accommodation expenses **you** incur.

You must claim from the **transport provider** first, and provide **us** with written confirmation from the **transport provider** of the cause and period of the delay and the amount of compensation offered by them. If **you** are unable to provide **us** with a copy of the report, **you** must provide **us** with a reasonable explanation and details of the time and place **you** made the report, including their contact details.

You must also provide **us** with receipts for the expenses incurred.

The maximum benefit limit for this section is:

Member Overseas Travel Policy	
insured person only	insured person with family
\$650	\$1,300

We will not pay for claims:

1. caused by the **insolvency** of any travel agent, tour wholesaler, tour operator or booking agent.

Benefit 15: Alternative Transport Expenses

If, due to an unforeseeable circumstance outside **your** control, **your journey** would otherwise be cancelled, delayed, shortened or diverted resulting in **you** being unable to arrive in time to attend a wedding, funeral, 25th or 50th wedding anniversary or a prepaid conference, concert, music festival or sporting event or prepaid travel/tour arrangements, which cannot be delayed due to **your** late arrival, **we** will pay for:

1. the reasonable **additional** travel expenses to arrive at **your** destination on time, and
2. the cost of the unused connection (if **you** have to buy a new connection) less any refund or credit **you** are entitled to from the supplier of that connection.

The maximum benefit limit for this section is:

Member Overseas Travel Policy	
insured person only and/or with family	\$3,500

We will not pay for claims:

1. caused by the financial collapse or **insolvency** of any travel agent, tour wholesaler, tour operator or booking agent.

Benefit 16: Rental Vehicle Insurance Excess

This cover applies if **you**:

- hire a **rental vehicle**
- are the nominated driver on the **rental vehicle** agreement, and
- have purchased motor vehicle insurance or a damage waiver from the rental company or agency **you** rented the **rental vehicle** from.

If the **rental vehicle** is damaged or stolen while in **your** control during **your period of cover**, **we** will pay the lower of the **rental vehicle** insurance excess or the liability fee **you** are required to pay under a damage waiver or the repair costs to the **rental vehicle** that **you** become liable to pay.

This benefit does not cover items such as, but not limited to, tyres and/or windscreens if they are not covered by the motor vehicle insurance or damage waiver purchased from the rental company or agency.

You must provide **us** with a copy of **your rental vehicle** agreement, an incident report that was completed, the repair account, an itemised list of the value of the damage and written notice from the rental company or agency advising that **you** are liable to pay the excess or liability fee.

If **your** treating **medical practitioner** certifies in writing that **you** are unfit to return **your rental vehicle** to the nearest depot during **your journey**, then **we** will pay up to \$500 for the cost of returning **your rental vehicle**.

The maximum benefit limit for this section is:

Member Overseas Travel Policy	
insured person only and/or with family	\$5,000

We will not pay for:

1. any damage or theft, arising from the operation of a **rental vehicle** in violation of the terms of the rental agreement
2. **you** using the **rental vehicle** without a licence valid for the purpose that **you** were using it
3. any damage sustained to a **rental vehicle** while it is being driven on an unsealed surface, or
4. administration costs or loss of use penalties.

Benefit 17: Hijack and Kidnap

We will pay **you** \$250 for each continuous 24 hour period that **you** are forcibly detained if **you** are hijacked or kidnapped during **your journey**.

The maximum benefit limit for this section is:

Member Overseas Travel Policy	
insured person only and/or with family	\$5,000



Upgrades

This insurance cover is subject to the conditions, exclusions, limits, sub-limits and terms following and must be read in conjunction with *Important Information* and *Overseas Travel Policy*. **You** must also check *General exclusions* for other reasons why **we** will not pay.

Upgrade options, benefits and limits

An **insured person** can apply to include any of the following **Upgrades**. These options may be applied for or be added to an existing **Overseas Travel Policy**. Some options cannot be applied for if **you** have commenced **your journey** or the start date as shown on **your Certificate of Insurance** has passed. Please check the conditions in each **Upgrade** section following for the details around when an **insured person** can apply for a particular **Upgrade**.

If **you** buy an **Upgrade** on this policy on **your** trip after leaving **home**, this cover is subject to a 3 day no-cover period. This means there is no cover under any section of the policy for any event that has occurred already or that arises within the first 3 days of buying the **Upgrade**.

The **Upgrades** that an **insured person** has chosen, and that **we** have agreed to, will be shown on the **Certificate of Insurance**. The **insured person** will be required to pay **us** any **premium** that applies.

Overseas Medical and related covers for people aged 80 or over

If **you** are aged 80 or over at the time **you** commence **your journey** under this **Member Overseas Travel Policy**, **we** will only cover **you** for the following benefits provided **you** complete a medical assessment, **we** agree to cover **you** and **you** pay **us** any **premium** that applies:

- *Benefit 1: Overseas Emergency Medical Assistance*
- *Benefit 2: Overseas Emergency Medical and Hospital Expenses*
- *Benefit 4: Overseas Funeral or Cremation, or Body Repatriation*
- *Benefit 5: Cancellation Costs* and *Benefit 6: Additional Expenses* (where a claim is due to the death, **injury**, sickness or disease of an **insured person** or **spouse** aged 80 or over at the **relevant time**)

You cannot apply for this **Upgrade** if:

- **you** have commenced **your journey**.

We have the absolute right to accept or decline the application for an **Upgrade**, or impose special conditions such as an extra or increased excess.

Existing medical conditions and/or pregnancy

We cover some **existing medical conditions** and/or pregnancy described on pages 21-24. If **you** need cover for conditions outside the specified criteria or for other conditions **you** can apply for this **Upgrade** by:

- calling Cover-More on 1300 72 88 22 to complete a medical assessment.

Once **we** have agreed to cover **you** and **you** have paid **us** any **premium** that applies and **we** have issued a **Certificate of Insurance** confirming this **Upgrade**, cover will apply under *Overseas Medical* and *Overseas Travel Policy* for the following benefits:

- *Benefit 1: Overseas Emergency Medical Assistance*
- *Benefit 2: Overseas Emergency Medical and Hospital Expenses*
- *Benefit 4: Overseas Funeral or Cremation, or Body Repatriation*
- *Benefit 5: Cancellation Costs*
- *Benefit 6: Additional Expenses*

We will not pay any claims arising from, related to or associated with **your existing medical condition** if:

- **you** do not apply for this **Upgrade** cover for that **existing medical condition**
- **you** apply for this **Upgrade** cover for that **existing medical condition** and **we** do not agree to provide cover for that **existing medical condition**, or
- **we** agree to provide cover for that **existing medical condition** and **you** do not pay the required extra **premium**.

This means that **you** will have to pay for an **overseas** medical emergency which can be very expensive in some countries.

You cannot apply for this **Upgrade** if:

- **you** have commenced **your journey**, or
- the start date as shown on **your Certificate of Insurance** has passed.

If **you** have any questions about **existing medical conditions**, please call Cover-More on 1300 72 88 22.

Extension of period of cover

If an **insured person** intends to be travelling for longer than the **period of cover** available, the **insured person** can apply to extend the relevant **period of cover**.

If accepted and the **insured person** pays **us** any **premium** that applies, the **insured person** will be issued a **Certificate of Insurance** which will show the extended **period of cover**.

Note: The maximum length of any **journey** is 12 months.

Increased rental vehicle insurance excess

A **insured person** can increase the benefit limit that applies to *Benefit 16: Rental Vehicle Insurance Excess, Overseas Travel Policy*, pages 59-59, by nominating the level of extra cover required from the options **we** make available. The **insured person** must pay **us** any **premium** that applies.

This increased benefit limit is in addition to the benefit limit provided under the **Overseas Travel Policy** and is the amount that will be shown on the **Certificate of Insurance we** issue to the **insured person**.

Adventure Plus

As well as the cover **we** provide **you** under *Overseas Medical* and **Overseas Travel Policy**, the **insured person** can pay to upgrade cover to include participation in the adventure activities shown below during **your journey**. Cover is subject to meeting the criteria listed and starts from the time the extra premium is paid.

You cannot apply for this **Upgrade** if:

- **you** have commenced **your journey**, or
- the start date shown on **your Certificate of Insurance** has passed.

The maximum amount **we** will pay for all claims combined under each benefit is shown in a table in the relevant benefit section in *Overseas Medical* and **Overseas Travel Policy**. In addition to any exclusions listed under each benefit, please also check **General exclusions** on pages 34-39 for other circumstances when **we** will not pay.

Adventure Plus activities

- Closed circuit triathlon up to a 1.5 kilometre swim, 40 kilometre bike ride and 10 kilometre run.
- Scuba diving if the maximum depth is between 30 metres and 50 metres below the surface, provided **you** are diving under the direction of an accredited dive marshal, instructor or guide; or, if qualified, are diving within the guidelines of the relevant* diving or training agency or organisation and not diving alone.
*BSAC Sports Diver – 35 metres, BSAC Dive Leader – 50 metres, PADI Advanced Open Water – 30 metres, PADI Dive Master – 40 metres, PADI Deep Dive Speciality – 40 metres, SSI Advanced Open Water – 30 metres, SSAC Sports Diver – 35 metres or SSAC Master Diver – 50 metres.
- Scuba diving to a depth greater than 50 metres below the surface, provided **you** are qualified to do so, and are diving within the guidelines of the relevant diving or training agency or organisation, are diving with a professionally organised party, and not diving alone.

- Trekking (which does not require specialist climbing equipment) that reaches a maximum altitude between 4000 metres and 6000 metres above sea level, if the trek takes more than two days to complete.
- Trekking the Kokoda Track.

Note: We will not pay claims involving **your** participation during the **journey** in any activity undertaken in a **professional** capacity.

Motorcycle/Motorscooter/Quadbike Plus

As well as the cover **we** provide **you** under *Overseas Medical* and **Overseas Travel Policy**, the **insured person** can pay to upgrade cover for participation in the activities shown below during **your journey**. Cover is subject to meeting the criteria listed and starts from the time the extra premium is paid.

You cannot apply for this **Upgrade** if:

- **you** have commenced **your journey**, or
- the start date shown on **your Certificate of Insurance** has passed.

The maximum amount **we** will pay for all claims combined under each benefit is shown in a table in the relevant benefit section in *Overseas Medical* and **Overseas Travel Policy**. In addition to any exclusions listed under each benefit, please also check *General exclusions* on pages 34-39 for other circumstances when **we** will not pay.

Motorcycle/Motorscooter/Quadbike riding as the driver or passenger

Even if the **insured person** pays the extra **premium**, **you** will only be covered if:

- the engine capacity is between 51cc and 250cc inclusive if riding a motorcycle/motorscooter
- while in control of a motorcycle, motorscooter or quadbike **you** hold a valid Australian motorcycle rider's licence or Australian motor vehicle driver's licence
- while **you** are a passenger the driver holds a valid licence for riding that vehicle
- **you** are wearing a helmet
- **you** are not participating in a **professional** capacity
- **you** are not racing, and
- **you** are not participating in motocross.

Note: No cover will apply under *Benefit 3: Personal Liability* on pages 44-45. This means **you** are responsible to pay costs associated with damage to the vehicle or property or **injury** to another person arising from **your** use of a motorcycle, motorscooter or quadbike.

Snow Extras

As well as the cover **we** provide under *Overseas Medical and Overseas Travel Policy* for snow-based activities conducted **on-piste** (except those listed under *General exclusions*) an **insured person** can pay to upgrade **your** policy to include the Benefits 18.1 - 18.6 provided in the *Snow Extras*.

The maximum amount **we** will pay for all claims combined under each benefit is shown in the relevant benefit section.

In addition to the exclusions listed under each benefit, please also check *General exclusions* on pages 34-39 for other circumstances when **we** will not pay.

Benefit 18.1: Your Snow Sport Equipment

If **snow sport equipment you** own is accidentally damaged, permanently lost or is stolen during **your journey**, **we** will pay the lesser of the repair cost, the replacement cost, the amount it would cost **us** to repair or replace the item(s) allowing for any trade discounts **we** are entitled to or the original purchase price.

Our payment will not exceed the original purchase price of an item. Pairs or sets of equipment e.g. skis, ski poles, boots, or bindings are considered to be one item, not 2 or more separate items.

Where the incident occurred while travelling with a **transport provider**, **you** may be entitled to compensation. **We** will pay the difference between the amount **you** have been reimbursed and the amount of **your** loss.

The maximum benefit limit for this section is:

Member Overseas Travel Policy	
insured person only	insured person with family
\$2,000	\$4,000

Snow sport equipment that is left in a **concealed storage compartment** of a locked motor vehicle is only covered as long as not left overnight and up to a maximum amount of \$200 for each item, and \$1,000 in total for all stolen items.

We will not pay for:

- items left behind in any:
 - cruise cabin, hostel, hotel or motel room or peer to peer service type accommodation (including but not limited to Airbnb) after **you** have checked out
 - or on any aircraft, bus, car, peer to peer service transport vehicle (including but not limited to Uber), rental car, ship, taxi, train, tram or any other vehicle or vessel
- lost or stolen **snow sport equipment**, that is not reported to the:
 - police or security personnel
 - responsible **transport provider** (if **your** items are lost or stolen while travelling with a **transport provider**), or
 - accommodation providerAll cases of loss or theft must be reported as soon as possible and within 7 days. A copy of the relevant report must be submitted for any claim involving loss or theft. If **you** are unable to provide **us** with a copy of the relevant report, **you** must provide **us** with a reasonable explanation and details of the time and place **you** made the report, including their contact details
- snow sport equipment** items sent unaccompanied by **you** or under a freight contract
- loss or damage caused by atmospheric or climatic conditions, wear and tear, vermin or any process of cleaning, repairing, restoring or alteration
- snow sport equipment** left behind, forgotten, misplaced, walked away from or left **unattended** in a **public place**
- snow sport equipment** left **unattended** in a motor vehicle unless stored in a **concealed storage compartment** of a locked motor vehicle and not left overnight
- loss or damage to **snow sport equipment** while it is in use, or
- claims relating to **you** participating in ice skating, **off-piste** or backcountry activities, bobsleighbing, snow rafting, parapenting, heli-skiing, ski acrobatics, ski or snowboard jumping, aerial skiing, stunting, freestyle, skijoring or any form of power-assisted skiing or use of mechanised snowmobiles, except when provided by the recognised piste authorities for transporting **you** to and from designated areas.

Benefit 18.2: Snow Sport Equipment Hire

Snow sport equipment owned by you

If **snow sport equipment** you own is misdirected or delayed for a period of more than 24 hours, or is lost, stolen or damaged (and as part of a claim under Benefit 18.1) **we** will pay for the costs of hiring alternative **snow sport equipment**.

Snow sport equipment hired by you

If **you** are charged by the hire company following the loss of, or damage to, the **snow sport equipment** you hired, **we** will pay for the **snow sport equipment** hire insurance excess.

The maximum benefit limit for this section is:

Member Overseas Travel Policy	
insured person only	insured person with family
\$2,000	\$4,000

Benefit 18.3: Snow Sport Package

If **you** are unable to use **your** prepaid ski passes, **snow sport equipment** hire, tuition fees or lift passes due to **you** suffering a **disabling injury, sickness or disease** during **your** journey, **we** will reimburse **you** the unused portion of those costs.

You must obtain a medical certificate from **your** treating **medical practitioner**.

The maximum benefit limit for this section is:

Member Overseas Travel Policy	
insured person only	insured person with family
\$1,000	\$2,000

We will not pay for claims relating to you:

1. participating in ice skating, **off-piste** or backcountry activities, bobsleighting, snow rafting, parapenting, heli-skiing, ski acrobatics, ski or snowboard jumping, aerial skiing, stunting, freestyle, skijoring or any form of power-assisted skiing or use of mechanised snowmobiles except when provided by the recognised piste authorities for transporting **you** to and from designated areas, or
2. staying in resorts in the northern hemisphere outside the period 15th December to 31st March or the southern hemisphere outside the period 15th June to 30th September (except resorts open outside of these periods that have sufficient snow for normal skiing activities).

Benefit 18.4: Piste Closure

If all lift systems in **your** pre-booked holiday resort are closed for more than 24 hours as a result of bad weather, power failure or not enough snow, **we** will pay **you** up to \$100 for each 24 hour period for the costs of transport to the nearest resort or additional ski passes.

The maximum benefit limit for this section is:

Member Overseas Travel Policy	
insured person only	insured person with family
\$1,000	\$2,000

We will not pay for claims relating to:

1. resorts that do not have skiing facilities more than 1,000 metres above sea level, or
2. **you** staying in resorts in the northern hemisphere outside the period 15th December to 31st March or the southern hemisphere outside the period 15th June to 30th September (except resorts open outside of these periods that have sufficient snow for normal skiing activities).

Benefit 18.5: Bad Weather and Avalanche Closure

If **your** pre-booked outward or return **journey** is delayed for more than 12 hours from **your** scheduled departure time because of an avalanche or bad weather, **we** will pay **you** for **additional** travel and accommodation expenses **you** incur as a result of the delay.

You must have written confirmation from the appropriate authority confirming the reason for, and length of, the delay.

The maximum benefit limit for this section is:

Member Overseas Travel Policy	
insured person only	insured person with family
\$1,000	\$2,000

We will not pay for claims relating to:

1. resorts that do not have skiing facilities more than 1,000 metres above sea level, or
2. **you** staying in resorts in the northern hemisphere outside the period 15th December to 31st March or the southern hemisphere outside the period 15th June to 30th September (except resorts open outside of these periods that have sufficient snow for normal skiing activities).

Benefit 18.6: Snow Skiing/Boarding Off-piste and Heli-skiing/Boarding

Claims arising from **you** participation in the following activities during **your journey** are covered if the **insured person** adds the *Snow Pack* to the *Overseas Medical* and **Overseas Travel Policy** and pays **us** an extra premium. Cover starts from the time the extra premium is paid. Cover is subject to meeting the criteria listed below.

Snow skiing/boarding **off-piste** and heli-skiing/boarding provided:

- a. **you** are under 70 years of age at the time **you** buy the *Snow Pack* and **we** issue a **Certificate of Insurance** to **you**
- b. while heli-skiing/boarding **you** are on a guided tour with a licensed tour operator
- c. when skiing or snowboarding **off-piste**, **you** are not going against local advice or warning
- d. **you** are not participating in a **professional** capacity, and
- e. **you** are not racing.

Cruise Extras

As well as the cover **we** provided **you** under *Overseas Medical* and **Overseas Travel Policy** for cruising, the **insured person** can pay to upgrade **your** policy to include the Benefits 19.1 - 19.5 provided in the *Cruise Extras*.

The maximum amount **we** will pay for all claims combined under each benefit is shown below the relevant section. In addition to any exclusions listed under each benefit, please also check *General exclusions* on pages 34-39 for other circumstances when **we** will not pay.

Benefit 19.1: Cabin Confinement

If **you** suffer a **disabling injury, sickness or disease** during **your** If during the **period of cover you** suffer a **disabling injury, sickness or disease** on a cruise vessel and the on board treating **medical practitioner** orders **you** to be confined to **your** cabin or the on board hospital **we** will pay **you** \$50 for each 24 hour period of confinement.

The maximum benefit limit for this section is:

Member Overseas Travel Policy	
insured person only	insured person with family
\$500	\$1,000

Benefit 19.2: Prepaid Shore Excursion Cancellation

If **you** have a covered cabin confinement claim (see Benefit 19.1), **we** will pay **you** any cancellation costs incurred if **you** could not participate in **your** prepaid shore excursion(s) during that period of confinement.

The maximum benefit limit for this section is:

Member Overseas Travel Policy	
insured person only	insured person with family
\$1,000	\$2,000

Benefit 19.3: Formal Wear Damaged, Lost or Stolen

If **your** formal wear is accidentally damaged, permanently lost or is stolen during **your journey**, **we** will pay the lesser of:

- the repair or replacement cost, or
- the original purchase price.

Our payment will not exceed the original purchase price of an item. Pairs or sets of formal wear (e.g. gloves, shoes and suits) are considered to be one item, not two or more separate items.

The maximum benefit limit for this section is:

Member Overseas Travel Policy	
insured person only	insured person with family
\$1,000	\$2,000

We will not pay for:

1. items left behind in:
 - a. hotel or motel room or peer to peer service such as Airbnb after **you** have checked out
 - b. aircraft, ship, train, tram, taxi, bus or peer to peer service such as Uber
 - c. a cruise vessel cabin after **you** disembarked
2. lost, misplaced or stolen formal wear, that is not reported to the:
 - a. police or security personnel
 - b. responsible **transport provider** (if **your** items are lost or stolen while travelling with a **transport provider**), or
 - c. accommodation provider

All cases of loss or theft must be reported as soon as possible and within 7 days. A copy of the relevant report

must be submitted for any claim involving loss or theft. If **you** are unable to provide **us** with a copy of the relevant report, **you** must provide **us** with a reasonable explanation and details of the time and place **you** made the report, including their contact details

3. damage or loss caused by atmospheric or climatic conditions, wear and tear, vermin or any process of cleaning, repairing, restoring or alteration, or
4. items left behind, forgotten, misplaced, walked away from or left **unattended** in a **public place**.

Benefit 19.4: Delayed Formal Wear

If, on the outward leg of **your journey**, **your** formal wear is delayed, misdirected or misplaced for over 12 hours from the time **you** boarded the cruise vessel and it is necessary to buy or hire replacement formal wear, **we** will pay **you** the reasonable expenses to do so.

The maximum benefit limit for this section is:

Member Overseas Travel Policy	
insured person only	insured person with family
\$250	\$500

We will not pay for:

1. claims under this benefit if **you** are entitled to compensation from the bus line, airline, shipping line or rail authority **you** were travelling on for the relevant amount claimed. However, if **you** are not reimbursed the full amount, **we** will pay the difference between the amount of **your** expenses and what **you** were reimbursed, up to the limit of **your** cover.

Benefit 19.5: Marine Rescue Diversion

If the cruise vessel **you** are travelling on is obliged to carry out a marine rescue during **your journey**, **we** will give **you** \$100 for each 24 hour period the diversion lasts up to a maximum of five days.

Cover applies where the marine rescue is carried out according to international conventions governing the Law of the Sea and Search and Rescue.

The maximum benefit limit for this section is:

Member Overseas Travel Policy	
insured person only	insured person with family
\$500	\$1,000

General Information

General Insurance Code of Practice

We are a signatory to the General Insurance Code of Practice (the Code) and support the Code. The objectives of the Code are:

- to commit **us** to high standards of service;
- to promote better, more informed relations between **us** and **you**;
- to maintain and promote trust and confidence in the general insurance industry;
- to provide fair and effective mechanisms for the resolution of complaints and disputes **you** make about **us**; and
- to promote continuous improvement of the general insurance industry through education and training.

The Code Governance Committee is an independent body that monitors and enforces insurers compliance with the Code.

Further information about the Code or the Code Governance Committee and **your** rights under it is available at insurancecouncil.com.au/cop/ or by contacting us.

Financial Claims Scheme

If the insurer becomes insolvent, **you** may be entitled to payment under the Financial Claims Scheme (FCS). Access to the FCS is subject to eligibility criteria. Please visit fcs.gov.au for information.

We respect your privacy

In this Privacy Notice the use of “**we**”, “**our**” or “**us**” means both Cover-More and the insurer, unless specified otherwise.

Why your personal information is collected

We collect **your** personal information (including sensitive information) to help **us** in:

- identifying **you** and conducting necessary checks
- determining what services or products **we** can provide to **you** and/or others
- issuing, managing and administering services and products provided to **you** and/or others including claims investigation, handling and payment, and
- improving services and products, e.g. training and developing representatives, product and service research, data analysis and business strategy development.

Cover-More also collects **your** personal information to provide **you** with special offers of other services and products that may be of interest to **you**.

How your personal information is collected

We may collect **your** personal information through websites, from data **you** or **your** travel consultant input directly, or through cookies and other web analytic tools, also via email, fax, telephone or in writing.

We collect personal information directly from **you** unless:

- **you** have consented to collection from someone else
- it is unreasonable or impracticable for **us** to do so, or
- the law permits **us** to collect from someone else.

We also collect additional personal information from other third parties to provide **you** with **our** services and products. If **you** provide personal information to **us** about another person **you** must only do so with their consent and agree to make them aware of this Privacy Notice.

Who we disclose your personal information to

We may disclose **your** personal information to other parties and service providers for the reasons explained above. The other parties and service providers include:

- insurers and reinsurers
- medical providers, travel providers and **your** travel consultant
- **our** lawyers and other professional advisers
- **our** related companies and other representatives or contractors who **we** have hired to provide services or to monitor the services provided by **us** or **our** agents, **our** products or operations, and/or
- other parties **we** may be able to claim or recover against or other parties where permitted or required by law.

Additional parties and service providers are detailed in the Cover-More Privacy Policy and the insurer’s Privacy Statement. The contractual arrangements that **we** have in place with these parties and service providers generally include an obligation for them to comply with Australian privacy laws.

We may need to disclose personal information about **you** to other parties and service providers, some of whom may be located **overseas**. Who they are may change from time to time. Generally these recipients will be located in the **overseas** countries **you** travelled to over the duration of **your** policy and **your** claim. These recipients would usually be service providers, such as medical providers, providers of travel-related services, investigators, assessors and facilitators or **our** related entities that carry out services on **our** behalf in relation to **your** policy and **your** claim. Further details of these types of recipients are set out in the Cover-More Privacy Policy and the insurer’s Privacy Statement.

We may not always be able to take reasonable steps to ensure that these recipients comply with the *Privacy Act 1988*. Some of the countries where these recipients are based may not offer the same protection or obligations that are offered by the Act in Australia. By acquiring the services and products from **us**, **you** agree that **you** may not be able to seek redress under the Act, or from **us** and/or from the recipients in **overseas** countries, or to the extent permitted by law.

You and any other traveller included on the policy consent to these uses and disclosures unless **you** tell Cover-More, using the contact details following.

Your choices

If **you** choose not to provide **your** personal information and/or choose not to consent and/or withdraw **your** consent to the use and disclosure of **your** personal information, set out in this Privacy Notice, at any stage, **we** may not be able to provide **our** services or products or manage and administer services and products to **you** and/or others.

If **you** wish to withdraw **your** consent, including for things such as receiving information on products and offers, please contact Cover-More using the following methods.

More information

For more information about how **your** personal information is collected, used or disclosed, how to access or seek correction to **your** personal information or how to make a complaint and how such a complaint will be handled, please contact **us** or refer to the relevant website.

Cover-More Privacy Officer

Cover-More Insurance Services Pty Ltd
Mail: Private Bag 913, North Sydney NSW 2059 Australia
Email: privacy.officer@covermore.com.au
Call: 1300 72 88 22
Website: covermore.com.au/covermore_privacy_policy

ZAIL Privacy Officer

Zurich Australian Insurance Limited
Mail: PO Box 677, North Sydney NSW 2059
Email: privacy.officer@zurich.com.au
Call: 132 687
Website: zurich.com.au/important-information/privacy

Complaints and disputes resolution process

We and Cover-More are committed to resolving any complaint or dispute fairly.

If **you** have a complaint about an insurance product **we** issued or the service **you** have received (from us or one of our representatives), please contact us. **We** will put **you** in contact with someone who can help to resolve the complaint. **You** can talk over the phone, email or write:

- Call 1300 72 88 22
- Write to the Customer Relations Manager
Post: Private Bag 913, North Sydney NSW 2059 Australia
Email: customerrelations@covermore.com.au

We will acknowledge receipt of **your** complaint within 24 hours or as soon as practicable.

If **you** are not satisfied with our initial response, **you** may use our Internal Dispute resolution process.

We expect that our internal dispute resolution process will deal fairly and promptly with **your** complaint, however, **you** may take **your** complaint to the Australian Financial Complaints Authority (AFCA) at any time.

AFCA is an independent dispute resolution scheme. **We** are a member of this scheme and **we** agree to be bound by its determinations about a dispute. AFCA provides fair and independent financial services complaint resolution that is free to **you**.

Their contact details are:

Australian Financial Complaints Authority
Call: 1800 931 678
Address: GPO Box 3, Melbourne VIC 3001
Email: info@afca.org.au
Website: afca.org.au

If **your** complaint or dispute falls outside the AFCA rules, **you** can seek independent legal advice or access any other external dispute resolution options that may be available to **you**.

About the Group Policy

The **Group Policy** is a contract of insurance between **us** and the **policyholder** who is the insured entity under the policy.

Access to benefits under the **Group Policy** is provided to **insured persons** solely by operation of section 48 of the *Insurance Contracts Act 1984*.

Insured persons do not enter into any agreement with **us** and cannot vary or cancel the **Group Policy**, as they are not the contracting insured. If **we** or the **policyholder** cancel or vary the **Group Policy**, neither **we** or the **policyholder** need to obtain consent to do so.

We do not provide any notices to **insured persons**. **We** only send notices to the **policyholder** (to whom **we** have contractual obligations).

You are not obliged to accept any of the cover benefits, but if **you** wish to make a claim under the **Group Policy** then **you** have the same obligations to **us** as the **policyholder** in accordance with the *Insurance Contracts Act*. **We** have the same rights regarding **insured persons** as **we** have regarding the **policyholder**.

Neither **we** nor the **policyholder** hold anything in trust, for the benefit of, or on **your** behalf under the **Group Policy**.

The **policyholder** does not act on **our** behalf or on **your** behalf in relation to the insurance.

Any person who may be eligible should consider obtaining advice as to whether the benefits are appropriate or useful for their needs, from a person who is licensed to give such advice. No advice is provided by **us**, **our** representatives or the **policyholder** that this insurance is appropriate or useful for any person's needs. Nothing prevents such persons from entering into other insurance arrangements.

Termination of the Group Policy

The **policyholder** may terminate or vary the **Group Policy** at any time. If this happens, the **policyholder** will:

- give the **insured person** written notice of the variation or termination, or
- advise the **insured person** that a variation or termination will occur.

In these circumstances, the **policyholder** will not provide the **insured person** with a copy of the actual changes made to the cover. The **policyholder** will direct the **insured person** to the relevant website URL for the details of the variation or termination and inform the **insured person** that they can call the **policyholder** to request that a copy of the actual changes is sent to the **insured person** by post or email.

Cancelling your policy and refunds

The cover provided under any **Upgrades** can be cancelled by the **insured person** at any time.

For **Upgrades** cancelled within a cooling-off period of 21 days after **you** are issued **your Certificate of Insurance**, **you** will be given a full refund of the premium **you** paid, provided **you** have not started **your journey** or **you** do not want to make a claim.

After this period **you** can still cancel **your** cover. **We** will refund to **you** a proportion of the premium for the unexpired period of cover (less any non-refundable government charges and taxes that **we** have paid and are not recoverable). **You** are not entitled to a refund if **you** have started **your** journey, **you** want to make a claim, or exercise any other right under **your** cover.

To cancel **your** cover please contact Cover-More by phone 1300 72 88 22 or email enquiries@covermore.com.au.

Conduct of Others

When a claim involves a loss that is not covered by this policy due to the actions of someone insured under this policy, **we** may consider certain circumstances such as those following and provide assistance at **our** discretion.

Examples of certain circumstances include mental illness, an act of coercion, intimidation or violence by another policyholder or person entitled to benefit under this policy.

In such cases, **you** or any other person covered by this policy can contact **us** for assistance.

This assistance may include making a payment to **you** or repairing or replacing an item even though there is no legal obligation to do so and subject in any case to a maximum of the applicable policy limits available.

We aim to approach each situation with sensitivity and fairness, and to act reasonably in the circumstances.

This clause does not form part of the terms and conditions, confer any contractual or other rights.

Change of terms and conditions

From time to time, and where permitted by law, **we** may change parts of this Information Booklet. **We** will issue **you/the insured person** with a new Information Booklet or a Supplementary Information Booklet or other compliant document to update the relevant details, except in limited cases. Any updates, which are not materially adverse to **you/the insured person** from the view of a reasonable person deciding whether to acquire this insurance, can be found on www.covermore.com.au.

You/the insured person can obtain a paper copy of any updated information, without charge, by calling Us on 1300 72 88 22.

Contact details



Travel insurance

24 hour emergency assistance

Please call Australia DIRECT and TOLL FREE from:

USA 1800 937 9763 **UK** 0800 892 014

Canada 1800 645 8714 **NZ** 0800 445 524

Charges apply if calling from a pay phone or mobile phone.

From all other countries or if you experience difficulties with the numbers above:

Call direct: +61 2 8907 5619



General enquiries (non-emergency)

To query your policy, ask about claims or other details about this travel insurance, please call or email:

1300 728 178 (within Australia)

+61 2 8907 5000 (from overseas)

qacc@covermore.com

How to make a claim – See page 5

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