

Insurance for amateur and semi-professional cyclists

Insurance Product Information Document

Company: Great Lakes Insurance UK Limited **Product: cycleGuard**

Great Lakes Insurance UK Limited is a company incorporated in England and Wales with company number 13436330 and registered office address is 10 Fenchurch Avenue, London, United Kingdom, EC3M 5BN. Great Lakes Insurance UK Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Firm Reference Number 955859. This insurance (for all sections excluding Cycling Legal Expenses) is underwritten by ERGO UK Speciality Limited on behalf of Great Lakes Insurance UK Limited, who is authorised by the Financial Conduct Authority and the Prudential Regulation Authority.

The cover under the Cycling Legal Expenses section is provided by ARAG plc who is authorised to administer this insurance on behalf of the insurer HDI Global Speciality SE (commercial register number: HRB 211924), (FRN: 659331).

This Insurance Product information Document is a summary of your cover. Full details of the terms and conditions are set out in the policy wording and associated policy documentation.

The Insurance Schedule shows the information you have given us, on which your quotation is based (including the premium to be paid) and the cover you have chosen.

What is this type of insurance?

This insurance policy provides cover for damage to, and theft of bikes and cycle related accessories and is suitable for amateur and semi-professional cyclists



What is insured?

Bikes and cycle related accessories

The following applies to bikes and cycle related accessories:

- ✓ Theft, attempted theft, accidental damage, malicious damage, vandalism, storm, flood & fire damage to your bike and cycle-related accessories
- ✓ Fire damage caused by electrical fault on e-bikes up to 3 years old
- ✓ New for old on all bikes
- ✓ Theft from a vehicle
- ✓ Cycle Rescue
- ✓ £500 Bike hire when making a claim
- ✓ £200 bike and roof-rack cover
- ✓ Up to £100,000 cycling legal expenses



What is not insured?

Bikes and cycle related accessories

The following applies to bikes and cycle related accessories:

- ✗ The policy excess
- ✗ Any claim where evidence of ownership of the insured item has not been provided
- ✗ Any claim where the lock requirements and/or the security requirements have not been met
- ✗ Any claim where the insured item(s) have been left in a location, other than your insured location, for more than 24 hours
- ✗ Mobile phones or smart phones
- ✗ An electrically-assisted pedal cycle is only covered if it is not subject to the Road Traffic Act, has to be powered by human pedalling, is only being assisted by electrically-motored power and has a motor with a maximum continuous rated power of 250W and which cuts-off at a maximum unassisted speed of 3.7mph and a maximum pedal-assisting speed of 15.5mph.
- ✗ Legal costs & expenses incurred before a claim has been accepted or without written agreement.
- ✗ Claims relating to incidents which happen before the start of your policy.

Policy Exclusion (applicable to all policy sections)

- ✗ Any claims caused by or resulting from disease, epidemic or pandemic, (including in all cases any contagious disease that affects animals)



What is insured?

Optional Covers

The following applies where optional covers have been chosen:

- Global Travel
 - 365 days cover Worldwide (maximum 60 days per trip)
 - £300 in-transit damage cover for bike boxes
 - £150 emergency bike hire, outside of the UK
 - £200 taxi hire recovery, outside of the UK
- Race & Compete
 - Extends your cover whilst competing in an amateur cycling-based race or event
 - Up to £750 race fees cover
 - Up to £500 cover for associated race travel & accommodation costs
- Public Liability
 - Up to £5m Public Liability cover (excludes North America)
 - Up to £10,000 Personal Accident cover
- Personal Injury
 - Up to £25,000 cover for cycling related injuries
 - Covers a range of injuries including broken bones, and treatments such as physiotherapy and dental treatment



What is not insured?

Optional Covers

The following applies where optional covers have been chosen:

- Any legal liability in North America
- 'Cycle Rescue' and standard 'Replacement Bike Hire' cover is not extended beyond the UK
- All personal accident, and illness or injury claims exclude any pre-existing conditions
- Any legal liability to third-party property or resulting in third-party bodily injury arising from a fire caused by an electrically assisted pedal bike. This exclusion includes fire originating from the charging of batteries associated with an electrically assisted pedal cycle whether such batteries are attached or detached from that electrically assisted pedal cycle
- Public Liability
 - £500 excess for property damage claims
 - any legal liability or personal accident claim for anyone aged under 16 at the time of the incident
 - any legal liability in North America
 - permanent total disablement benefit if over the age of 65 at the time of the incident
 - any legal liability or personal accident not involving the use or ownership of a bicycle
- Personal Injury
 - Cover option only applies to cycle related accidents or cycle related road-rage incidents



Are there any restrictions in cover?

- ! Theft from the insured location, vehicle or storage location unless involving unauthorised access or forcible and/or violent means, entry or exit.
- ! If the bicycle is left unattended, cover will only apply if the bicycle has been secured through the frame, by an approved lock, and to an immovable object.
- ! You and any persons named on the policy must be residents of the United Kingdom, living permanently in the United Kingdom for at least 6 months prior to the purchase of the policy.
- ! Cycling Legal Expenses claims must be reported to us during the period of insurance.

Where optional covers have been chosen

- Any illness or injury claims must be confirmed with a medical certificate from a qualified doctor or medical practitioner and are only subject to cycle-related incidents.
- Global Travel option does not extend cover beyond the UK for 'Cycle Rescue' and standard 'Replacement Bike Hire'.
- The damage to your bike box, through Global Travel cover, must have been caused whilst in transit with your transit provider.
- Claims for race fees & associated travel and accommodation can be made if you are unable to compete due to specific causes, including injury & illness.
- Bike box, taxi hire recovery & bike hire abroad cover only applies as part of a claim for an insured item.



Where am I covered?

- ✓ Cover applies within the United Kingdom and for 30 days within the EU, unless otherwise stated.

Cover can be extended to include 365 days Worldwide cover (maximum single trip 60 days), with our Global Travel option.

- ✓ Cover only applies within the United Kingdom for Replacement Bicycle Hire, Cycle Rescue Cover, and Cycling Legal Expenses.



What are my obligations?

You must provide full and accurate information to all questions asked. Your answers must be true to the best of your knowledge and belief. Your answers will form part of the statement of facts on which your policy will be based. If you become aware that information you have given us is inaccurate or has changed, you must inform us as soon as possible. Failure to do this may invalidate your policy and claims may not be paid.

You must follow our claims process which can be found in your policy documentation.

You must provide us with honest, accurate and complete information and inform us, without delay, of any changes in your circumstances. Failure to do so may invalidate your cover. In the event of a claim, you must notify us as soon as possible and in any event within 30 days of an event that may give rise to a claim.



When and how do I pay?

You can pay your premium with a one-off payment or in monthly instalments.



When does the cover start and end?

Your cover will take effect on the date stated in your policy schedule. Your Insurance contract will last for 12 months unless your policy is cancelled prior to this date.



How do I cancel the contract?

If you decide that, for any reason, this policy does not meet your insurance needs then please tell us within 14 days of issue. On the condition that no claims have been made or are pending, we will then refund your premium in full. Thereafter, you may terminate this insurance at any time. If you cancel the policy prior to the renewal date, you will receive a pro rata return of premium, less a £10 cancellation fee, provided that no claim has been made or is pending during the current period of insurance. You can contact us on 0333 004 3444 or contact us via email at support@guardcover.co.uk or in writing to cycleGuard, Thistle Insurance Services Limited, Southgate House, Southgate Street, Gloucester, GL1 1UB referencing your policy number.