

Jack Hayward Insurance Services

Insurance Product Information Document

Company: Y&S Technologies Ltd
T/A Jack Hayward Insurance Services.
Authorised and regulated by the Financial
Conduct Authority
Regulated number: 761121
Registered: United Kingdom



Product: Jack Hayward Traditional
Musical Instrument Insurance

Insurer: Great Lakes Insurance UK Ltd

This document provides a summary of the cover, exclusions and restrictions. It is not personalised to your individual selections.

The full terms and conditions of this insurance, including the general policy limits, can be found in the policy documents which are available on request.

What is this type of insurance?

This is an insurance policy to cover loss or damage to your instrument(s) and accessories caused by accident.

Cover may vary based on the level of cover you have selected and the information you have provided to us.



What is insured?

Cover for your instruments and accessories:

- ✓ The cost of repair or replacement of the instrument(s) and/or accessories, identified in the policy schedule
- ✓ New for old cover, T&C apply.
- ✓ Unattended vehicle cover (where cover permits outside your home)
- ✓ If you loan your instrument/accessories to a 3rd party on a non-commercial basis.

We will also pay for:

- ✓ Cost of transportation to/from a repairer.
- ✓ Cost of hiring a replacement instrument

Cover for you

- ✓ Legal Liability to the public up to £1m: Your liability as a private individual and as owner and user of an insured instrument. Higher limits are available subject to an additional premium.



What is not insured?

- ✗ Any item that could be reasonably considered consumable in the normal course of using the instrument or accessory (Strings, Reeds, Drumheads etc.) **UNLESS** lost or damaged through an accepted claim
- ✗ Loss or damage caused if your instrument/accessories are left unattended outside of an enclosed property (i.e. a field).
- ✗ Damage caused by faulty design, materials, workmanship or wear and tear.
- ✗ Damaged caused by climate or atmospheric conditions or extremes of temperature, unless as a result of storm, flood or fire which involves the presence of a naked flame.
- ✗ We will not cover damage or loss to any instrument whilst transported by a 3rd party companies unless it is protected by a suitable hard case or packed by a professional.



Are there any restrictions on cover?

- ! For claims for damaged or loss of an instrument/accessory, the first £15 of any claim
- ! For claims on legal liability to the public the first £250 of any claim
- ! A limit of £4,000 to hire of a replacement instrument whilst your is being repaired, subject to reasonable daily charges.
- ! A limit of £3,500 to cover the reasonable transportation cost of your instrument to/from repairers.
- ! A maximum of the sum assured to repair or replace your instrument/accessory.
- ! If your instrument is damaged/lost whilst loaned to a 3rd Party non commercially, the policy excess is increased to 10% of the instrument value and there is no theft cover. This restriction can be removed by the payment of an additional premium.



Where am I covered?

Our policies allow many instruments to be covered on a single policy, each instrument can have its own cover and/or circumstance, this will be clearly identified in your policy documentation.

Levels of cover/circumstance include:

For personal customer/Education/Schools/Societies

At a minimum

- ✓ In your premises (I.e. Home/School)

Optionally (your selection will be on documented in your quotation/Renewal letter and in your Policy Booklet)

- Anywhere within the UK & Ireland
- Anywhere within Europe
- Anywhere Worldwide
- Whilst your instrument(s) are on hire/loaned to a third party on a commercial basis.

For commercial/Retail customers

At a minimum

- ✓ Whilst on your Retail Premises

Optionally

- Whilst out at exhibitions/pop up stores
- Whilst your instrument(s) are on hire/loaned to your customers on a commercial basis.



What are my obligations?

- At the beginning of the period of insurance or when making changes to your policy, you must give complete and accurate answers to any questions you are asked relating to the insurance.
- You must make us aware of any inaccuracies or changes in the information you have provided to us, whether happening before or during the period of insurance.
- You must tell us if your circumstances change either before your policy starts or during the period of insurance. For example, if you move house, have any unspent or pending criminal convictions or are or have been made bankrupt.
- You must maintain your instruments and accessories and keep them as safe and secure as possible when left unattended.
- You must take all reasonable steps to prevent loss, damage or an accident during use and transportation.
- You must tell us about any event which might lead to a claim as soon as practical.
- Wherever possible you must retain proof of purchase/ownership for any items covered by this policy.
- You must retain evidence of a signed loan agreement where you have lent or rented your instrument, this must include evidence of the person's identity.

Failure to meet your obligations could result in a claim being rejected, a reduction in the amount we pay or the cancellation of your policy.



When and how do I pay?

Payment is accepted by credit/debit card, cheque or bank transfer. Details of these payment methods will be provided on your renewal invitation or quotation.



When does the cover start and end?

Your cover will start and end on the dates you requested and we agreed. You will find details on your Certificate of Insurance.



How do I cancel the policy?

You can cancel this insurance at any time by contacting us. After the 14 day cooling off period, provided you have not made a claim, you will be entitled to a refund of some of the premium paid, subject to a deduction for any time for which you have been covered and the administrative cost of providing the insurance.