

# CASTLE TRIATHLON SERIES

## GROUP RACE FEE & PEDAL CYCLE POLICY WORDING

This document is a legally binding contract of Insurance between Castle Triathlon Series (you) and us.

We agree to insure **your participants** under the terms, conditions and exceptions contained in this policy wording and outlined in the policy **schedule**. **Your participants** are insured during the **period of insurance** for which **you** have paid, or agreed to pay, a premium and for which **they** have opted-in.

Race fee cover starts from the time **your participants** opt in to **your** group policy through to the start time of the **event**. Theft cover is operative for the 24hr period surrounding the **event**. Damage cover is operative during the **event** only.

Unless we have agreed otherwise with **you**, this Insurance is governed by English law.

### COVER SUMMARY

This section is intended to provide a summary of the main coverage and exclusions of **your** group insurance policy and is personalised to **your** specific needs. **You** should refer to the main sections of the policy wording and **schedule** for complete pre-contractual and contractual information.

Please take the time to carefully check **your** documentation to ensure **you** have provided the correct details and fully understand **your** obligations pre-contract and throughout **your** policy period. Please contact us if **you** have any questions, or to amend the details we hold.

| SECTION               | WE WILL COVER  | EXCESS   | WE WILL NOT COVER  |
|-----------------------|--|--|--|
| Race Fee Cover        | <p>✓ The non-refundable entry cost of the event, up to £500, if <b>your participant</b> has to withdraw to due unforeseen circumstances, less any booking fees applicable.</p>                       | 10% of the entry cost                              | <p>✗ any pre-existing conditions</p> <p>✗ any refunds due from the organiser at the date of loss</p> <p>✗ booking fees</p> <p>✗ costs if the organiser or promoter cancels or delays the event for any reason</p> <p>✗ costs if <b>your participant</b> is unable to attend a rescheduled date for the event</p> <p>✗ costs if <b>your participant</b> is unable to provide a doctor's report for an injury or illness within 72hrs of the withdrawal</p> <p>✗ any change in personal or business circumstance</p> |
| Accidental Damage     | <p>✓ Accidental damaged sustained to the pedal cycle whilst partaking in event, up to £5,000.</p>  | 10% of the value of the claim, minimum excess £100 | <p>✗ accessories</p> <p>✗ claims where <b>your participant</b> cannot provide evidence of ownership</p> <p>✗ scratches, denting or cosmetic damage</p> <p>✗ damage whilst stored in the transition area</p>  |
| Theft from Transition | <p>✓ <b>Your participant's</b> pedal cycle for theft for a 24 hour period whilst stored in a secure official transition area during the event <b>your participant</b> has entered, up to £5,000.</p> | 10% of the value of the claim, minimum excess £100 | <p>✗ accessories</p> <p>✗ claims where <b>your participant</b> cannot provide evidence of ownership</p> <p>✗ claims without validation from the race organiser</p> <p>✗ theft from anywhere other than within the transition area</p>  |

### CLAIMS

Remember that it is a condition of **your** policy that **your participants** must provide all information and assistance we may require during the course of our investigations. Failure to do so may result in unnecessary delays and expense being incurred or **their** claim not being paid.

To submit a claim please click [HERE](#)

### HOW WE WILL SETTLE PEDAL CYCLE CLAIMS

We won't pay more than the amount it would have cost **us** to replace or repair using **our** own suppliers.

We do not have to use any **pedal cycle** dealer or distributor nominated or selected by **your participants**. However, if **their** preferred **pedal cycle** dealer or distributor will match the prices available to **us**, and work with **us** directly, **we** will consider **their** request.

**They** must accept that **we** may appoint a specialist, including carbon restoration experts, to investigate, repair and restore any **pedal cycle** claim on **our** behalf. **They** must retain any damaged **pedal cycles** for inspection unless **we** have advised otherwise.

The most **we** will pay will be the **value** of the **pedal cycle**.

Where there is a partial loss **we** will pay the proportionate **value** of the damaged item(s) being claimed for rather the full **pedal cycle** replacement cost as new. For a bespoke build, this may be restricted to the **value** for the individual damaged part.

## DEFINITIONS

The following words or phrases highlighted by the use of bold print have the same meaning whenever they appear in this document, the **schedule** and endorsements:

|                                |   |
|--------------------------------|---|
| <b>Accident / accidental</b>   | A sudden or unexpected crash, fall or impact whilst using <b>your pedal cycle</b> in the <b>event</b> which causes damage to <b>your participant</b> and/or <b>their pedal cycle</b> , during the <b>period of insurance</b> .  |
| <b>Accessories</b>             | <b>Pedal cycle</b> related equipment and clothing owned by <b>your participant</b> and used in conjunction with the <b>pedal cycle</b> which are not essential to its operation, including but not limited to: clothing, jerseys, bib shorts, helmets, glasses, wetsuits, cycle shoes, saddle bags, cycle computers, bottle cages, bottles, clip on tri bars.   |
| <b>Date of Loss</b>            | The date <b>your participant</b> first became aware of the incident that either caused <b>accidental damage to their pedal cycle</b> , or that caused <b>them</b> to withdraw from the <b>event</b> .   |
| <b>Event</b>                   | The race <b>your participant</b> entered, when opting into <b>your</b> group policy.  |
| <b>Evidence of Ownership</b>   | Original purchase receipt, showing the date, price paid, details of the <b>pedal cycle</b> including name and address of seller(s).   |
| <b>Participant</b>             | An entrant in one of <b>your events</b> who has opted-in to this group policy.  |
| <b>Pedal Cycle</b>             | Any bicycle, tricycle, tandem or trailer cycle (powered by human pedalling and/or an electric battery with an output not exceeding 250w and 15.5 mph) as disclosed on the <b>schedule</b> , including all components, equipment upgrades, or cycle related equipment which form part of the <b>pedal cycle</b> and are essential to its operation and which are owned by <b>your participant</b> or for which <b>they</b> are legally responsible.  |
| <b>Period of Insurance</b>     | The period for which this policy is in force as shown on the <b>schedule</b> . <b>Participants</b> are only covered for <b>accidental damage of their pedal cycle</b> whilst partaking in the <b>event</b> , and for theft of <b>their pedal cycle</b> for the 24 hours surrounding the <b>event</b> . Race fee cover starts from when <b>they</b> opt in to this policy, until the start time of the <b>event</b> .  |
| <b>Pre-existing condition:</b> | <ul style="list-style-type: none"> <li>a) Any respiratory condition (relating to the lungs or breathing), heart condition, stroke, Crohn's disease, epilepsy, allergy, or cancer for which <b>your participants</b> have ever received treatment (including surgery, tests or investigations by a doctor or a consultant/ specialist or prescribed medication).</li> <li>b) Any psychiatric or psychological condition (including anxiety, stress and depression) for which <b>they</b> have suffered which <b>they</b> have received medical advice or treatment or been prescribed medication for in the last five years.</li> <li>c) Any medical condition for which <b>they</b> have received surgery, in-patient treatment or investigations in a hospital or clinic within the last 12 months, or for which <b>they</b> are prescribed medication.</li> <li>d) Any disease, illness or injury <b>they</b> are aware of but for which <b>they</b> have not had a diagnosis.</li> </ul> |
| <b>Schedule</b>                | The document showing the details of the insured person and the cover provided.  |
| <b>Terrorism</b>               | <p>An act, or the threat of an act, by any person or group of persons, whether acting alone or on behalf of or in connection with any organisation or government, that:</p> <ul style="list-style-type: none"> <li>a) Is committed for political, religious, ideological or similar purposes; and</li> <li>b) Is intended to influence any government or to put the public, or any section of the public, in fear; and</li> <li>c) <ul style="list-style-type: none"> <li>i. involves violence against one or more persons; or</li> <li>ii. involves damage to property; or</li> <li>iii. endangers life other than that of the person committing the action; or</li> <li>iv. creates a risk to health or safety of the public or a section of the public; or</li> <li>v. is designed to interfere with or to disrupt an electronic system.</li> </ul> </li> </ul>  |
| <b>They/Them/Their</b>         | <b>Your participants.</b>   |
| <b>United Kingdom</b>          | England, Scotland, Wales, the Channel Islands, Isle of Man and Northern Ireland.  |
| <b>Value</b>                   | <p><b>Your participants</b> may use one of the following options to value <b>their pedal cycle</b>:</p> <ul style="list-style-type: none"> <li>a) The price in GBP <b>they</b> paid to purchase a new or second hand <b>pedal cycle</b>, including the sum of any parts <b>they</b> purchased and which form part of <b>their pedal cycle</b> (including VAT).</li> <li>b) For vintage or antique <b>pedal cycles</b>, which are of particular worth due to their age, style or collectability, the sum shown in any valuation <b>they</b> provide to <b>us</b>, provided that such valuation is less than three years old and has been provided by a vintage cycle retailer or other suitably qualified valuation expert.</li> <li>c) For custom builds, the price <b>they</b> paid for the sum of the parts excluding labour costs.</li> </ul>  |
| <b>We/Us/Our</b>               | The insurers named in the guidance notes of this policy wording.  |
| <b>You/Your</b>                | The insured person named on the <b>schedule</b> whose business is registered in the <b>United Kingdom</b> .   |

## SECTIONS OF COVER

### SECTION 1 - RACE FEE

#### WHAT IS COVERED

- ✓ We will cover **your participant**, if **they** need to withdraw from the **event**, due to a sudden, unexpected and unforeseeable event that takes place after **they** entered the **event** or opted in to this group policy (whichever is the latter), that prevents **them** from reasonably taking part.
- ✓ We will pay the non-refundable race fee cost, less any refunds applicable at the **date of loss**, up to £500.

#### WHAT IS NOT COVERED

- ✗ the excess
- ✗ booking fees
- ✗ claims due to **pre-existing conditions**
- ✗ any refunds due from the organiser at the **date of loss**
- ✗ if **they** change **their** mind or have a change of personal or business circumstance
- ✗ if **they** cannot provide a medical report to justify **their** claim, dated within 72hrs of the injury or cancellation
- ✗ any costs if the event organiser, cancels, postpones or reschedules the **event**
- ✗ costs if **your participant** is unable to attend a rescheduled date for the **event**
- ✗ claims for fertility or pregnancy related reasons, unless **they** suffer complications
- ✗ claims due to any Government intervention

### SECTION 2 - ACCIDENTAL DAMAGE

#### WHAT IS COVERED

- ✓ We will cover your participant's pedal cycle for **accidental damage** sustained in the event.

#### WHAT IS NOT COVERED

- ✗ the excess
- ✗ **accidental damage** not sustained in the event
- ✗ unexplained **accidental damage**
- ✗ claims for a frame or wheelset unless there are visible signs of structural damage
- ✗ any marring, scratching, denting or cosmetic damage
- ✗ accessories
- ✗ consequential losses arising from an uninsured event or damage.

### SECTION 3 - THEFT FROM TRANSITION

#### WHAT IS COVERED

- ✓ We will cover **your participant's pedal cycle** for theft from the designated and secured transition area of the **event**, for up to 24 hours surrounding the **event**.

#### WHAT IS NOT COVERED

- ✗ the excess
- ✗ claims where **they** cannot provide **evidence of ownership**
- ✗ theft if **you** and the police have not been notified within 48 hours of the theft occurring
- ✗ theft if **their pedal cycle** is left in transition for more than 24 consecutive hours surrounding the **event**
- ✗ accessories
- ✗ theft if the transition area is not marshalled or secured
- ✗ theft from anywhere other than within the transition area

## GENERAL EXCLUSIONS

We will not pay any element of any claim if it involves any the following causes:

- X** any act of fraud or dishonesty, as determined by us
- X** if the **date of loss** occurred before the **period of insurance**
- X** accessories
- X** professional cycling of any kind
- X** **pre-existing conditions**
- X** suicide, attempted suicide or deliberate injury to **themselves** or putting **themselves** in unnecessary danger (unless trying to save human life)
- X** solvent use, being under the influence of drugs or alcohol, except those prescribed by a registered doctor, or drugs which have been prescribed by a registered doctor and not those prescribed for drug addiction
- X** engaging in any criminal act
- X** natural disasters
- X** financial default,
- X** any epidemic or pandemic
- X** any act of **terrorism**
- X** pollution or threat of pollutant release.

## REFUNDS

- **Refund within the initial 14-day period**  
Your participants may cancel their cover under your group policy and receive a 100% refund of their opt-in costs, without giving reason, by sending us written notice within 14 days of the date they opted in, or if later, within 14 days of them receiving their contractual documentation. However, we will not refund any of their opt-in costs if they have made a claim.
- **Refund after the initial 14-day period**  
Whilst your participants may cancel this cover after the 14-day cooling-off period, no refund of their opt-in costs will be payable.
- **Refund if the event is cancelled or postponed by the organiser or governing body**  
If the event has been cancelled by the organiser, or a cancellation has been enforced by a governing body, we will refund 75% of your participants' group policy opt-in cost. They must request the refund by emailing [support@yellowjersey.co.uk](mailto:support@yellowjersey.co.uk) within 14 days of the date of the event cancellation, otherwise no refund will be paid.
- **Refund by us**  
We may cancel a participant's cover by sending them 7 days' notice to their last known address. We will refund in full, so long as they have not made a claim. If they have made a claim, there will be no refund.

## COMPLAINTS PROCEDURE

It is our intention to give your participants the best possible service. If they have any questions or concerns about this insurance or the handling of a claim, they should contact us using the details below:

Yellow Jersey, Prospero, 73 London Road, Redhill, Surrey, RH1 1LQ | Tel: 0333 003 0600 | Email: [support@YellowJersey.co.uk](mailto:support@YellowJersey.co.uk)

If it is not possible to reach an agreement, they have the right to make an appeal to the Financial Ombudsman Service. This also applies if they are insured in a business capacity and have an annual turnover of less than £2million and fewer than ten staff. They may contact the Financial Ombudsman Service at: The Financial Ombudsman Service, Exchange Tower, London, E14 9SR | Tel: 0300 123 9 123 | Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk). The above complaints procedure is in addition to your statutory rights as a consumer. For further information about their statutory rights contact their local authority Trading Standards Service or Citizens Advice Bureau.

## GUIDANCE NOTES

This insurance is Underwritten by AWP P&C SA and administered in the UK by AWP Assistance UK Ltd trading as Allianz Assistance.

AWP Assistance UK Ltd is authorised and regulated by the Financial Conduct Authority.

AWP P&C SA is duly authorised in France and the United Kingdom and subject to limited regulation by the Prudential Regulation Authority and the Financial Conduct Authority.

## SEVERAL LIABILITY NOTICE

The subscribing insurers' obligations under contracts of insurance to which they subscribe are several and not joint and are limited solely to the extent of their individual subscriptions. The subscribing insurers are not responsible for the subscription of any co-subscribing insurer who for any reason does not satisfy all or part of its obligations.

## FINANCIAL SERVICES COMPENSATION SCHEME

We are members of the Financial Services Compensation Scheme (FSCS). You may be entitled to compensation from the scheme if we are unable to meet our liabilities under this insurance. This depends on the type of business and the circumstances of the claim. A claim is protected for 90%, without any upper limit. Further information about the compensation scheme arrangements is available from FSCS. Information can be obtained on request or by visiting the FSCS website at [www.fscs.org.uk](http://www.fscs.org.uk).

## DATA PROTECTION NOTICE

We care about your personal data. The summary below and our full privacy notice explain how Allianz Assistance protects your privacy and uses your personal data. Our full privacy notice is available at [www.allianz-assistance.co.uk/privacy-policy-and-cookies/](http://www.allianz-assistance.co.uk/privacy-policy-and-cookies/). If a printed version is required, please write to Legal and Compliance Department, Allianz Assistance, 102 George Street, Croydon CR9 6HD.

### How will we obtain and use your personal data?

We will collect your personal data from a variety of sources including:

- Data that you provide to us; and
- Data that may be provided about you from certain third parties, such as vehicle recovery operators in the event of a breakdown.

We will collect and process your personal data in order to comply with our contractual obligations and/or for the purposes of our legitimate interests including:

- Entering into or administering contracts with you;
- Informing you of products and services which may be of interest to you.

### Who will have access to your personal data?

We may share your personal data:

- With public authorities, other Allianz Group companies, industry governing bodies, regulators, fraud prevention agencies and claims databases, for underwriting and fraud prevention purposes;
- With other service providers who perform business operations on our behalf;
- Organisations who we deal with which provide part of the service to you such as your car hire company;
- To meet our legal obligations including providing information to the relevant ombudsman if you make a complaint about the product or service that we have provided to you.

We will not share information about you with third parties for marketing purposes unless you have specifically given us your consent to do so.

### How long do we keep your personal data?

- We will retain your personal data for a maximum of seven years from the date the insurance relationship between us ends. If we are able to do so, we will delete or anonymise certain areas of your personal data as soon as that information is no longer required for the purposes for which it was obtained.

### Where will your personal data be processed?

- Your personal data may be processed both inside and outside the European Economic Area (EEA).
- Whenever we transfer your personal data outside the EEA to other Allianz Group companies, we will do so on the basis of Allianz's approved binding corporate rules (BCR). Where Allianz's BCR do not apply, we take steps to ensure that personal data transfers outside the EEA receive an adequate level of protection.

### What are your rights in respect of your personal data?

You have certain rights in respect of your personal data. You can:

- Request access to it and learn more about how it is processed and shared;
- Request that we restrict any processing concerning you, or withdraw your consent where you previously provided this;
- Request that we stop processing it, including for direct marketing purposes;
- Request that we update it or delete it from our records;
- Request that we provide it to you or a new insurer; and
- File a complaint.

### Automated decision making, including profiling

We carry out automated decision making and/or profiling when necessary.

### How can you contact us?

If you would like a copy of the information that we hold about you or if you have any queries about how we use your personal data, you can contact us as follows:

- By post: Data Protection Officer, AWP Assistance UK Ltd, 102 George Street, Croydon CR9 6HD

## FRAUD PREVENTION AND DETECTION

In order to prevent and detect fraud we draw to your attention in accordance with Data Protection Legislation, the fact that we may at any time record and monitor telephone calls for the purpose of detecting fraud & deception. We may also pass your details through any number of data sharing/fraud prevention Agencies such as Hunter and CIFAS.

Your Insurance cover details may be added to the Claims and Underwriting Exchange Register, run by the Insurance Database Services Ltd and the Insurance Anti-Fraud and Theft Register, run by the Association of British Insurers. It is a condition of your policy that you must tell us about any incident (such as accident or theft) whether or not it gives rise to a claim as soon as possible. We will pass information relating to it on to these Agencies. If you or anyone acting on your behalf gives us false or inaccurate information and we suspect fraud, all benefits under this policy will be void. The matter will be recorded with the above Agencies and pursued in accordance with the law.

We may share information about you with our associated and subsidiary companies. Other organisations may also use and search these records in their effort to combat fraud and undertake credit searches.

The company wishes to make it clear that the vast majority of honest Policyholders suffer as a result of a few. Our aim is to provide the best possible service to the genuine customer. Through the use of these systems and certain interview techniques, we are able to address fraud in such a manner that enables us to keep premiums competitive.

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