

# CASTLE RACE SERIES

## GROUP RACE FEE & PEDAL CYCLE POLICY WORDING

This document is a legally binding contract of Insurance between Castle Race 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
Entry Fee Cover	<p>✓ The non-refundable entry cost of the event, up to £500, if your participant 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>✗ claims submitted more than 14 days after the date of loss</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 your participant is unable to attend a rescheduled date for the event</p> <p>✗ costs if your participant 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 £250	<p>✗ Pedal cycles with a value above £5,000.</p> <p>✗ claims submitted more than 14 days after the date of loss</p> <p>✗ accessories, helmet and clothing</p> <p>✗ claims without photographic evidence showing the damage, date and location of loss</p> <p>✗ claims where your participant 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>✓ Your participant's pedal cycle for theft for a 24 hour period whilst stored in a secure official transition area during the event your participant has entered, up to £5,000.</p>	10% of the value of the claim, minimum excess £250	<p>✗ Pedal cycles with a value above £5,000.</p> <p>✗ claims submitted more than 14 days after the date of loss</p> <p>✗ accessories, helmet and clothing</p> <p>✗ claims where your participant cannot provide evidence of ownership</p> <p>✗ claims without the race organiser confirming the theft occurred</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:

Accident / accidental	A sudden or unexpected crash, fall or impact whilst using <b>their pedal cycle</b> in the event which causes damage to <b>your participant</b> and/or <b>their pedal cycle</b> , during the <b>period of insurance</b> .
Accessories	Pedal cycle 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.
Date of Loss	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> .
Event	The race <b>your participant</b> entered, when opting into <b>your group policy</b> .
Evidence of Ownership	Original purchase receipt, showing the date, price paid, details of the <b>pedal cycle</b> including name and address of seller(s).
Participant	An entrant in one of <b>your events</b> who has opted-in to this group policy.
Pedal Cycle	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), including all components, equipment upgrades, power meters, 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.
Period of Insurance	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 event, and for theft of <b>their pedal cycle</b> for the 48 hours surrounding the event. Race fee cover starts from when <b>they</b> opt in to this policy, until the start time of the event.
Pre-existing condition:	<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>
Schedule	The document showing the details of the insured person and the cover provided.
Terrorism	<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) 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>
They/Them/Their	<b>Your participants.</b>
United Kingdom	England, Scotland, Wales, the Channel Islands, Isle of Man and Northern Ireland.
Value	<p>Is defined by using one of the following circumstances at <b>our</b> discretion. <b>Values</b> will be in GBP, inclusive of VAT:</p> <ul style="list-style-type: none"> <li>a) <b>new or second hand pedal cycles</b> will be valued at the price <b>your participant</b> paid, including the sum of any parts or upgrades which <b>they</b> purchased and which form part of <b>their pedal cycle</b>;</li> <li>b) <b>new or second hand pedal cycles</b> will be valued at the price <b>your participant</b> paid;</li> <li>c) <b>vintage or antique pedal cycles</b> which are of particular worth due to their age, style or collectability, will be valued at the sum shown in any valuation <b>your participant</b> provides 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. If <b>your participant</b> is unable to provide photos documenting the condition of <b>their pedal cycle</b> at the time of the valuation, <b>they</b> must accept <b>our</b> valuation;</li> <li>d) <b>heavily discounted bikes</b> will be valued at the undiscounted replacement cost at the purchase date for a <b>pedal cycle</b> which, when purchased from new, benefited from a significant and one-off discount. This discount must be visible on purchase receipt from a recognised retailer. If <b>your participant</b> has added parts to this since, <b>we</b> will include these at price <b>they</b> paid;</li> <li>e) <b>custom builds</b> will be valued at the price <b>your participant</b> paid for the sum of all the parts, including reasonable labour costs but excluding accessories;</li> <li>f) <b>ex-demo, ex-display or ex-team pedal cycles</b> will be valued at the price <b>your participant</b> paid, including any parts or upgrades <b>they've</b> added;</li> <li>g) <b>prize or gifted new pedal cycles</b> will be valued at the RRP at the time of receipt, with evidence of the RRP and evidence of gifting. Any parts or upgrades will be included on top;</li> <li>h) <b>gifted second hand or used pedal cycles</b> will be valued at the price paid. If <b>your participant</b> is unable to evidence this cost, <b>we</b> reserve the right to apply <b>our</b> view of value based on the <b>pedal cycle's</b> condition and current market value.</li> </ul>
We/Us/Our	The insurers named in the guidance notes of this policy wording.
You/Your	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 (10% of the entry cost)
- ✗ claims submitted more than 14 days after the **date of loss**
- ✗ 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 (up to £5,000).

#### WHAT IS NOT COVERED

- ✗ the excess (10%, £250 minimum)
- ✗ claims submitted more than 14 days after the date of loss
- ✗ claims without photographic evidence showing the damage, date and location of loss
- ✗ **pedal cycles** with a value above £5,000.
- ✗ claims submitted more than 7 days after the date of loss
- ✗ claims where **they** cannot provide **evidence of ownership**
- ✗ **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**, helmet and clothing
- ✗ 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 (up to £5,000) 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 (10%, £250 minimum)
- ✗ pedal cycles with a value above £5,000.
- ✗ claims submitted more than 14 days after the date of loss
- ✗ 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, helmet and clothing
- ✗ theft if the transition area is not marshalled or secured
- ✗ theft from anywhere other than within the transition area

## HOW SHOULD I VALUE MY BIKE?

Other insurers may have differing views on how to value items. **Your participants** may have even had a different cycling insurance policy in the past. With **their** Castle Race Series policy, **we** can only insure **pedal cycles** with a **value** up to £5,000. If **their pedal cycle** is worth more than this, **we** cannot insure it. If in doubt, **your participants** should contact **our** friendly support team who will be able to help.

**We** have a consistent valuation method. **Our** examples below might help **your participants** if **they're** unsure after reading the definitions.

## A FEW VALUATION SCENARIOS WHEN BUYING A BIKE FROM NEW

<b>Q1</b>	I purchased my bike for £5,000 from a retailer in 2016 and have had no upgrades since; does this policy cover me?
<b>A</b>	Yes. The value will be £5,000, i.e. the price you paid for it.
<b>Q2</b>	I purchased my bike for £5,000 from a retailer in 2018 and then spent £1,800 upgrading the wheels and saddle in 2019; does this policy cover me?
<b>A</b>	No. This bike is valued at £6,800. You should consider a more bespoke policy for the event, or purchase year round cover. Our support team will be able to advise.
<b>Q3</b>	I purchased a bike worth £6,000 RRP for £4,500 in a sale; does this policy cover me?
<b>A</b>	Yes. The value would be capped at £4,500. The invoice should show the discounted price.
<b>Q4</b>	I was gifted a new bike worth RRP £3,000 in 2019; does this policy cover me?
<b>A</b>	Yes. This would be valued at £3,000. This also includes if you won the bike as a prize in a competition. <b>! Remember to keep proof of the prize or evidence it was gifted.</b>
<b>Q5</b>	I purchased an antique bike ridden by Eddy Merckx for £5,000 in 2012; does this policy cover me?
<b>A</b>	Yes. In this instance, we would require photos of the bike and a copy of the valuation letter less than three years old to verify the value.
<b>Q6</b>	I built a bike up myself from parts. I paid a total of £4,500 for the frameset, wheelset, groupset and finishing kit from various sources; does this policy cover me?
<b>A</b>	Yes. The value would be £4,500.

## A FEW VALUATION SCENARIOS WHEN BUYING A USED BIKE

<b>Q1</b>	I purchased a bike from a friend for £750; does this policy cover me?
<b>A</b>	Yes. The value would be £750 in the event of a claim. <b>! Remember to keep a copy of the receipt or transfer of ownership</b>
<b>Q2</b>	I bought a bike for £4,000 on eBay, and then purchased a brand new wheelset for £2,000; does this policy cover me?
<b>A</b>	No. Your bike is valued at £6,000. You should consider a more bespoke policy for the event, or purchase year round cover. Our support team will be able to advise here.
<b>Q3</b>	My Aunt gifted me a second-hand bike; does this policy cover me?
<b>A</b>	Gifted bike values should be agreed upon with us in advance. Whether we can cover it depends on how much your Aunt paid for it. If she spent more than £5,000, then no. <b>! If you don't know the price she paid, you should speak to our support team to double check.</b>
<b>Q4</b>	My brother gifted me a second-hand bike, and I've since spent £2,500 upgrading the groupset and wheelset; does this policy cover me?
<b>A</b>	It depends on the combined value of the entire bike. <b>! If you're in doubt, confirm the value with our support team.</b>
<b>Q5</b>	I paid £4,500 for an ex-display bike, but it's worth £6,000 RRP; does this policy cover me?
<b>A</b>	Yes. The value would be £4,500 in the event of a claim.

## GENERAL EXCLUSIONS

! Claims submitted more than 14 days after the date of loss will not be accepted.

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. For the avoidance of doubt, the date of cancellation shall begin on the day that Castle Race Series sends **participants** a written notification via email declaring that an **event** is cancelled.
- **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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