

# Your Business Insurance

Packaged Retail and Salons Product



# Welcome...

## to your Policy Summary

The Packaged Retail and Salons policy is a comprehensive All Risks product that is designed to specifically meet the insurance needs of shops and salons.

This policy summary provides a summary of the significant benefits, features and limitations of the cover. The full terms, conditions and exclusions of your policy can be found in your policy wording, so please take time to read it in conjunction with the statement of fact and policy schedule and make sure you understand the cover provided.

As standard, the policy will provide cover for:

- Property Damage
- Business Interruption
- Money and Assault
- Employers Liability
- Public and Products Liability

The following optional covers are also available. Your schedule will show if you have selected them:

- Deterioration of Refrigerated Stock
- Loss of License
- Terrorism
- Legal Expenses

Your cover is valid for 12 months and is renewable annually.

## Contact Us...

If you need to make a claim under sections 1-8, please call:  
**0330 024 2266**

If you need to make a claim under section 9, please call:  
**0161 603 2203**

Please have your policy number to hand when contacting us  
All calls may be recorded for training and evidential purposes

# Significant features and benefits of the policy

## Section 1: Property Damage (Buildings and Contents)

What you are covered for	Standard policy limit
All Risks cover for damage to buildings occurring within 50 metres of the premises	Up to the Property Damage sum insured shown on the schedule
Additional Statutory Costs	£500,000 or 10 % of the Property Damage sum insured, whichever is the lower
Alternative Accommodation - Residential Portions	£25,000 any one period of insurance with a 24 month indemnity period
Automatic Worldwide Extension (All Risks)	£2,500 for a single item or £5,000 for any one occurrence, whichever is the lower
Capital Additions	£250,000 or 10 % of the Property Damage sum insured, whichever is the lower
Debris Removal Costs	Up to the Property Damage sum insured
Exhibitions	£25,000 any one period of insurance
Goods In Transit	£10,000 for own vehicles and £500 for rail, by post or courier, any one period of insurance
Loss of Metered Utilities	£25,000 any one period of insurance
Seasonal Stock Increase	25 % uplift on Stock for: <ul style="list-style-type: none"> <li>• November, December and the first 15 days of January and 30 days up to and including Easter Day and 7 days thereafter</li> <li>• During any other period of the year where the seasonal trend of your business requires such an increase providing such increase does not exceed 90 days any one period of insurance</li> </ul>
Shop Front	£10,000 any one period of insurance
Temporary Removal (excluding stock)	10 % of the item sum insured
Theft Damage to Buildings	£50,000 or 10 % of the Property Damage sum insured, whichever is the lower, any one period of insurance
Theft of Fixed Fabric of the Buildings	£25,000 any one period of insurance
Trace and Access	£25,000 any one period of insurance
Unspecified Storage Sites	£5,000 any one period of insurance for Stock anywhere within the territorial limits
<b>Optional Covers:</b> Subsidence, Ground Heave and Landslip	

## Section 2: Business Interruption

What you are covered for	Standard policy limit
Interruption or interference with the business as a consequence of damage	£750,000 Gross Profit over a 24 month indemnity period
Book Debts	£50,000 additional expenditure any one occurrence

# Significant features and benefits of the policy

## Section 2: Business Interruption *continued*

What you are covered for	Standard policy limit
Compulsory Closure	£25,000 in any one period of insurance
Deeds and Documents	£50,000 any one occurrence
Exhibition Sites	£50,000 any one occurrence
Prevention of Access or Loss of Attraction	£50,000 any one occurrence
Public Utilities	£50,000 any one occurrence
Unspecified Customers	£50,000 any one occurrence
Unspecified Storage Sites	£50,000 any one occurrence
Unspecified Suppliers	£50,000 any one occurrence

## Section 3: Money and Assault

What you are covered for	Standard policy limit
<b>Money</b>	
Loss of physical Money within the territorial limits	Up to the limits shown in the schedule
Non-negotiable money	£500,000
Money in Transit	£5,000
Money on the premises during business hours	£5,000
Money on the premises out of business hours contained in a locked safe	£3,500
Money on the premises out of business hours not contained in a locked safe	£500
Money in the home or in the home of an authorised employee	£1,000
Repair or replacement of safes following theft	£2,500 any one period of insurance
Credit Cards	£2,500 any one period of insurance
<b>Personal Assault Extension</b>	
Death, loss of limb, loss of sight or permanent total disablement	£10,000
Temporary total disablement	£100 per week
Counselling costs	£1,000 any one occurrence

## Section 4: Deterioration of Stock (optional)

What you are covered for	Standard policy limit
Damage to refrigerated stock caused by deterioration or putrefaction	Up to the refrigerated stock sum insured

# Significant features and benefits of the policy

## Section 4: Deterioration of Stock (optional) *continued*

What you are covered for	Standard policy limit
Rise or fall in temperature caused by breakdown or failure of the electricity supply	Up to the refrigerated stock sum insured
Contamination by the escape of refrigerant fumes	Up to the refrigerated stock sum insured
Seasonal Increase for Refrigerated stock	25 % uplift for up to 90 days any one period of insurance

## Section 5: Loss of Licence (optional)

What you are covered for	Standard policy limit
The amount of depreciation in value of your interest in the premises and or business due to forfeiture of licence under the provision of legislation governing such licences	Up to the sum insured show on the schedule
The amount of depreciation in value of your interest in the premises and or business due to refusal of a licencing authority to renew your licence	Up to the sum insured show on the schedule

## Section 6: Employers' Liability

What you are covered for	Standard policy limit
Protection against your legal liability for bodily injury to your employees	£10,000,000 any one occurrence including costs and expenses
Corporate Manslaughter and Corporate Homicide	£1,000,000 any one period of insurance
Court Attendance Compensation	£500 per day for you, any director or partner £250 per day for Employees
Indemnity to Other Persons	Up to the limit of indemnity
Cross Liabilities	Up to the limit of indemnity
Health and Safety at Work Act 1974	Up to the limit of indemnity
Unsatisfied Court Judgements	Up to the limit of indemnity

## Section 7: Public and Products Liability

What you are covered for	Standard policy limit
Protection against your legal liability to third parties for accidental injury or damage	£5,000,000 any one occurrence in respect of Public Liability Up to £5,000,000 per period of insurance for Products Liability Up to £1,000,000 per period of insurance in respect of Communicable Disease.
Contingent Motor Liability	Up to the limit of indemnity
Corporate Manslaughter and Corporate Homicide	£1,000,000 any one period of insurance
Court Attendance Compensation	£500 per day for you, any director or partner £250 per day for Employees

# Significant features and benefits of the policy

## Section 7: Public and Products Liability *continued*

What you are covered for	Standard policy limit
Cross Liabilities	Up to the limit of indemnity
Defective Premises Act 1972	Up to the limit of indemnity
General Data Protection Regulation	£1,000,000 or up to the limit of indemnity whichever is the lower
Health and Safety at Work Act 1974	Up to the limit of indemnity
Indemnity to Other Persons	Up to the limit of indemnity
Libel and Slander	£25,000 any one period of insurance
Overseas Personal Liability	Up to the limit of indemnity
Property in Your Custody or Control	Up to the limit of indemnity
<b>Extension of Liabilities (optional)</b>	
Hair and Beauty Treatment	£500,000 any one period of insurance

## Section 8: Terrorism (optional)

What you are covered for	Standard policy limit
Acts of terrorism in England, Scotland and Wales	
Section 1: Property Damage	Up to the Property Damage sum insured
Section 2: Business Interruption	Up to the Business Interruption sum insured

## Section 9: Legal Expenses (optional)

This Section of the policy is administered by MSL Legal Expenses Limited and underwritten by Financial & Legal Insurance Company Limited authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority

What you are covered for	Standard policy limit
Legal costs and expenses for insured incidents in connection with the business	
Employee Disputes	£100,000
Employment Compensation Awards	£100,000
Health and Safety Appeals	£100,000
Jury Service	£1,000
Legal Defenses	£100,000
Contract Disputes and Debt Recovery	£100,000
Court Attendance	£1,000
Property Disputes	£100,000

# Significant features and benefits of the policy

## Section 9: Legal Expenses (optional) *continued*

What you are covered for	Standard policy limit
Tax Protection	£100,000 (£2,000 in respect of any Aspect Enquiry)
Licence Protection	£100,000
Personal Injury	£100,000

# Significant and unusual exclusions or limitations of the policy

The table below shows the exclusions and limitations that are contained in your policy and where they can be found. For full details of the exclusions and limitations, please refer to the policy wording.

## The Policy

Description	See policy document
Acts of Terrorism (available as optional cover)	General Exclusions
Radioactive Contamination	General Exclusions
Asbestos	General Exclusions
Pollution or Contamination	General Exclusions
Electronic Risk	General Exclusions
Communicable Disease	General Exclusions
Vacant or Unoccupied Condition	General Conditions
Sanctions	General Conditions

## Section 1: Property Damage

Description	See policy document
Property Insured at any premises that are unoccupied for a period exceeding 30 days	Page 22
Damage caused by inherent vice, latent defect, defective design, plan or specification or the use of faulty materials	Page 22
Damage caused by wear, tear or depreciation or diminution in value	Page 22
Damage caused by subsidence, ground heave or landslip (optional cover)	Page 22
Theft unless involving forcible and violent entry to or exit from the premises	Page 22
Property or structures in the course of demolition, construction or erection and materials, equipment or supplies.	Page 22
Vehicles required to be licensed for road use (including accessories thereon)	Page 22
The first part of any claim (The Excess)	£250 or the excess shown in the schedule

## Section 2: Business Interruption

Description	See policy document
Any interruption of or interference with the business not caused by damage other than described in the Extension – Compulsory Closure	Page 27
Deliberate falsification of business records	Page 27



# Significant and unusual exclusions or limitations of the policy

## Section 2: Business Interruption *continued*

Description	See policy document
The deliberate act of the Electricity Authority in restricting or withholding supply	Page 27
Wear and tear and gradual deterioration, vermin, rust, damp or mildew	Page 27
The connivance of any Employee	Page 27

## Section 3: Money and Assault

Description	See policy document
<b>Money</b>	
Clerical or accounting errors or shortages due to error or omission	Page 29
Any loss due to the fraud or dishonesty of any director, partner or employee unless discovered within 10 working days of the occurrence	Page 29
Loss from any unattended vehicle	Page 29
Damage caused by theft or attempted theft outside of business hours to any till or cash register unless its draw has been left in an open position	Page 29
Loss of money belonging to the Post Office	Page 29
The first part of any claim (The Excess)	£100 or the excess shown in the schedule
<b>Personal Assault Extension</b>	
Illness or disease not resulting from injury or suffering from injury due to any gradually operating cause	Page 30
Death or disablement arising from or attributed to intentional self-injury, provoked assault or willful exposure to needless peril	Page 30
Death or disablement contributed to or accelerated by the influence of intoxicating liquor or drugs taken by the insured person	Page 30

## Section 4: Deterioration of Stock (optional)

Description	See policy document
A deliberate act of the Electricity Authority	Page 31
Damage due to any willful act or neglect by you or any employee	Page 31
Damage due to faulty packing or stowage, inherent defect or any form of normal trade loss	Page 31
Damage due to any loss as a result of failure of a refrigeration unit over 10 years old where the refrigeration unit is not maintained annually by a suitably qualified electrical engineer	Page 31
The first part of any claim (the Excess)	£250 or as shown in the schedule

# Significant and unusual exclusions or limitations of the policy

## Section 5: Loss of Licence (optional)

Description	See policy document
Any loss for which you are entitled to obtain compensation under the provision of any statute	Page 32
Failure to comply with any direction or requirement of licencing or other authority	Page 32
Loss of licence through your misconduct, connivance, neglect or omission	Page 32

## Section 6: Employers' Liability

Description	See policy document
Bodily injury to any employee arising out of the ownership, possession or use of any mechanically propelled vehicle or trailer if liability is required by any road traffic legislation	Page 35
Bodily injury to any employee working in or on any offshore installation including whilst in transit to and from any offshore installation or support vessel	Page 35
Cover for acts of terrorism is limited to £5,000,000 per event	General Exclusions

## Section 7: Public and Products Liability

Description	See policy document
Damage to property which you or any of your employees are or have been working on	Pages 40-41
Legal liability arising from or caused by the provision of advice or any plan, design, formula or specification given separately for a fee or for which a fee is normally charged	Pages 40-41
Legal liability arising from or caused by professional neglect, errors, omissions in treatment, medication, advices, certification or other services by you	Pages 40-41
Liability arising in connection with any visits to or work on any offshore installation or whilst in transit to or from any offshore installation or support vessel	Pages 40-41
Products which with your knowledge are exported directly or indirectly to the United States of America or Canada	Pages 40-41
Exposure to, inhalation of, fears of the consequences of exposure to/inhalation of, costs incurred in repairing, removing, replacing, recalling, rectifying, reinstating managing any property arising out of the presence of Asbestos	Pages 40-41
Cover for acts of terrorism is limited to £2,000,000 per event	General Exclusions

# Significant and unusual exclusions or limitations of the policy

## Section 7: Public and Products Liability *continued*

Description	See policy document
<p>Liability directly or indirectly caused by, contributed to by, resulting from or arising out of or in connection with:</p> <ul style="list-style-type: none"> <li>any Cyber Act or Cyber Incident including but not limited to any action taken in controlling, preventing, suppressing or remediating any Cyber Act or Cyber Incident</li> <li>loss of use, reduction of functionality, repair, replacement, restoration or reproduction of any Data, including any amount pertaining to the value of such Data.</li> </ul> <p>This Exclusion shall not apply in respect of:</p> <ul style="list-style-type: none"> <li>Bodily Injury</li> <li>physical damage to material property</li> </ul> <p>directly or indirectly caused by, contributed to by, resulting from, arising out of or in connection with a Cyber Act or a Cyber Incident.</p>	Pages 40-41
<b>Extension of Liabilities (optional)</b>	
Hair and Beauty Treatment	
Any treatment carried out by any person other than a qualified operator	Page 39
Liability in connection with the preparation or other goods manufactured or made up to your formula in any way by you or any employee	Page 39
Any treatment not noted within the policy schedule and or policy wording	Page 39

## Section 8: Terrorism (optional)

Description	See policy document
<p>Subject to the same exclusions as under the Property Damage and Business Interruption Sections</p> <p>Riot civil commotion war invasion act of foreign hostilities civil war rebellion revolution insurrection or military or usurped power</p> <p>Damage to any computer system or any alteration, modification, distortion, erasure or corruption of data except in certain circumstances. For full details, please refer to the Terrorism Section Exclusions in the policy</p>	Pages 43-44

## Section 9: Legal Expenses (optional)

This section of the Policy is provided by MSL Legal Expenses Limited and underwritten by Financial & Legal Insurance Company Limited authorised by the Prudential Regulation Authority under 202915.

Description	See policy document
Any claim or incident prior to the commencement of this insurance policy	Pages 49-50
Any claim relating to a motor vehicle	Pages 49-50

# Significant and unusual exclusions or limitations of the policy

## Section 9: Legal Expenses (optional) *continued*

Description	See policy document
Dishonesty, deliberate acts, violence and fraud by the insured person	Pages 49-50
Any claim where the insured person is bankrupt, in liquidation or receivership	Pages 49-50
Any costs and expenses which are covered under any other insurance except for any amount in excess which would have been payable under such insurance(s)	Pages 49-50
Any claim against MSL and or Covéa Insurance and or disputes between the insured person and any domestic partner or family members living permanently with the insured person	Pages 49-50
Any claim arising from war risks	Pages 49-50
Any claim arising from radioactive contamination and pressure waves	Pages 49-50
The first part of any claim (the Excess)	As shown in the schedule

# Customer Information

## Registration and Regulatory Information

Insurance cover under sections 1-8 is provided by Covea Insurance plc. Covea Insurance plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Registration Number 202277. Registered Office: A & B Mills, Dean Clough, Halifax, HX3 5AX. Registered in England and Wales Number 613259.

The legal expenses cover under Section 9 is underwritten by Financial & Legal Insurance Company Limited Registered in England No. 03034220. Registered office: No.1 Lakeside, Cheadle Royal Business Park, Cheadle, Cheshire, SK8 3GW.

Financial & Legal Insurance Company Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority, their Firm Reference Number is 202915.

The legal expenses cover under Section 9 is administered by MSL Legal Expenses Limited. Registered in England No. 2210857. Registered Office: No.1 Lakeside, Cheadle Royal Business Park, Cheadle, Cheshire SK8 3GW.

MSL Legal Expenses Limited is authorised and regulated by the Financial Conduct Authority, their Firm Reference Number is 311676.

You can check the regulatory status of each firm on the Financial Services Register by visiting the FCA's website [www.fca.org.uk/register](http://www.fca.org.uk/register)

## How to make a Claim - Sections 1-8

Should you be unfortunate enough to have to make a claim, Covéa Insurance Commercial Careline will manage all aspects of the claim for you from the time it is reported.

Covéa Insurance Commercial Careline is a service operated 24 hours a day, 365 days a year.

You can notify us of a claim by:

Telephone: **0330 024 2266**

All calls may be recorded for training and evidential purposes.

Email: [newcommercialclaims@coveainsurance.co.uk](mailto:newcommercialclaims@coveainsurance.co.uk)

Post: Covéa Insurance Commercial Careline,  
A & B Mills, Dean Clough, Halifax, HX3 5AX

Staff trained in managing commercial claims will:

- Take details of your claim over the phone, in most cases removing the need for completion of an incident report form.
- Take control of the management of your claim from start to finish.

Our aim is to bring your claim to a satisfactory conclusion.

## How to make a Claim - Section 9 Legal Expenses

Claims should immediately be reported to Financial & Legal Insurance Company:

Tel: **0161 603 2203**

Email: [nonmotorclaims@financialandlegal.co.uk](mailto:nonmotorclaims@financialandlegal.co.uk)

Post: Financial & Legal Insurance Company,  
No.1 Lakeside, Cheadle Royal Business Park, Cheadle,  
Cheshire, SK8 3GW.

## How to Cancel Your Policy

### (a) Your Rights to Cancel the Policy

You may cancel this policy within 14 days from the date it begins or from the date you receive the policy document and schedule, whichever is the latter, returning the policy document and schedule to your broker. If cover has not yet started you will receive a full refund of the premium. If cover has started we will refund the premium for the exact number of days left on the policy. No refund will be given if a claim has been submitted or there have been any incidents likely to give rise to a claim during the current period of insurance.

In the event of cancellation by you after the 14 day period described above, we will refund the premium for the exact number of days left on the policy. No refund will be given if a claim has been submitted or there have been any incidents likely to give rise to a claim during the current period of insurance.

### (b) Our Rights to Cancel the Policy

We or any agent appointed by us and acting with our authority have the right to cancel your policy, where there is a valid reason for doing so.

We will give you fourteen days notice of cancellation in writing, by recorded delivery, to the latest address we have for you and will set out our reason for cancellation in our letter. Valid reasons may include but are not limited to:

#### (i) not:

- paying a premium when it is due
- co-operating with us, or sending us information or documentation that materially affects our ability to process the policy or our ability to defend our interests
- taking all reasonable precautions to prevent or minimise damage accident or injury as required by General Condition 8 – Reasonable Precautions of the policy

and failing to put this right when we ask you to by sending you seven days written notice to your latest address.

#### (ii) use of threatening or abusive behaviour or language, or intimidation or bullying of our staff or suppliers.

#### (iii) not:

- giving us access to your premises when we have asked to carry out a risk survey
- complying with any risk improvements required by us following a survey within the timescales specified.

# Customer Information

If we cancel your policy, we will refund the premium for the exact number of days left on the policy. No refund will be given if a claim has been submitted or there have been any incidents likely to give rise to a claim during the current period of insurance.

If you are paying by monthly instalments:

- (a) all outstanding monies must be paid to us as described in your Loan Agreement
- (b) we may exercise our right to collect the balance of any outstanding premium in the event of a claim.

## How to make a Complaint – Sections 1-8

It is always our intention to provide a first class standard of service. However we do appreciate that occasionally things go wrong. In some cases the broker who arranged your insurance will be able to resolve any concerns, particularly if your complaint relates to the way the policy was sold, and you should contact them directly.

Alternatively please contact us using the following details quoting your policy or claim number:

Customer Relations Covéa Insurance  
A & B Mills, Dean Clough

Halifax, HX3 5AX

Telephone: **0330 221 0444**

All calls may be recorded for training and evidential purposes.

Website: [www.coveainsurance.co.uk](http://www.coveainsurance.co.uk)

Email: [customer.relations-rdg@coveainsurance.co.uk](mailto:customer.relations-rdg@coveainsurance.co.uk)

Full details of the Covéa Insurance Internal Complaints Procedure are detailed in our leaflet 'Complaints Procedure' which is available on request or may be downloaded from our website at [www.coveainsurance.co.uk/complaints](http://www.coveainsurance.co.uk/complaints).

## Complaints relating to Section 9 – Legal Expenses

MSL Legal Expenses Limited aim is to provide a first class standard of service at all times. If you wish to raise a complaint relating to the sale of the Legal Expenses Insurance Section, please contact your broker.

If you feel that MSL Legal Expenses Limited have let you down and you wish to raise a complaint, please contact them on:

Telephone: **0161 492 5834**

Email: [complaints@financialandlegal.co.uk](mailto:complaints@financialandlegal.co.uk)

Post: Financial & Legal Insurance Company  
No.1 Lakeside, Cheadle Royal Business Park, Cheadle,  
Cheshire SK8 3GW.

Their staff will attempt to resolve your complaint within 3 business days of receipt and a summary resolution communication letter will be sent to you. Where this is not possible, they will acknowledge your complaint promptly. If the complaint is not resolved within 4 weeks of receipt, they will write to you and let you know what further action they will take. A final response letter will be issued within 8 weeks of receipt.

## Financial Ombudsman Service – all Sections

You may be eligible to refer your complaint to the Financial Ombudsman Service. There are a few instances where they will not be able to assist and they will confirm if your complaint is eligible when you contact them. Their contact details are:

Financial Ombudsman Service  
Exchange Tower, Harbour Exchange Square  
London E14 9SR

Website: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk)

Email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)

## Financial Services Compensation Scheme

Covéa Insurance, MSL Legal Expenses Limited and Financial & Legal Insurance Company Limited are covered by the Financial Services Compensation Scheme. You/an Insured Person may be entitled to compensation from the scheme if we or MSL Legal Expenses Limited or Financial & Legal Insurance Company Limited are unable to meet our liabilities under this insurance.

Further information is available from the  
Financial Services Compensation Scheme  
10th Floor Beaufort House,  
15 St Botolph Street,  
London EC3A 7QU.

Telephone: **020 7741 4100**

Email: [enquiries@fscs.org.uk](mailto:enquiries@fscs.org.uk)

Website: [www.fscs.org.uk](http://www.fscs.org.uk)

## Your Business Insurance

### Packaged Retail and Salons Product

0330 221 0444

All calls may be recorded for training and evidential purposes

[www.coveainsurance.co.uk](http://www.coveainsurance.co.uk)

A & B Mills  
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