

Your Bikmo cycle insurance policy summary

This document contains the cover summary for any policy covers you have selected to protect you. This summary outlines the key information about your policy so you can be confident that you have understood what you have bought and what you are covered for. However, you should carefully read your policy in full and ensure that you understand its terms and conditions. If you have any queries, you should contact your insurance broker, Bikmo Limited.

Underwritten by: Hiscox Underwriting Ltd on behalf of the insurers named in the policy schedule.

Key benefits: what risks are you protected against?

The Bikmo cycle insurance policy protects you when your cycle is accidentally damaged or stolen during the period of insurance. Cover extends to include all permanent members of your household, including domestic employees who live at your home.

Property cover will pay for:

- accidental damage to and theft of your cycle, including any upgraded parts and components which are critical to the operation of your cycle. Your cycle is covered while being used by any person with your permission;
- accidental damage to and theft of any equipment fixed to your cycle, other than mobile phones and PDAs;
- accidental damage to and theft of any articles of specialist cycling, biathlon or triathlon clothing;
- accidental damage to and theft of any luggage designed specifically for the carriage of your cycle;
- the necessary and reasonable costs that you incur to return directly to your home by a registered taxi or by public transport following theft of or accidental damage to your cycle insured under this section;
- the necessary and reasonable costs of hiring an alternative cycle following theft of or accidental damage to your cycle insured under this section;
- non-refundable fees in respect of an organised competitive cycling event if you are no longer able to attend the race as a sole and direct result of a cause which is entirely beyond your control.

Repair or replacement is provided on the following basis:

- for current cycles and accessories, other than clothing and headgear, the cost of repair or replacement as new;
- for discontinued cycles and accessories, other than clothing and headgear, the cost of repair or replacement with an item of a similar type or equivalent specification;
- for vintage or antique cycles and accessories, other than clothing and headgear, which are of particular value due to their age, style or collectability, the cost of repair or the value shown in any valuation you provide to us;
- for clothing and headgear, the cost of repair or replacement taking into account wear and tear.

You can also choose to include the following covers:

Public liability cover will pay for:

- claims brought against you by others for injury to them or damage to their property arising from the ownership or use of your cycle.

Personal accident cover will pay:

- a capital benefit following accidental bodily injury to you resulting directly from the use of your cycle;
- for the costs of medical, surgical or remedial attention incurred by you in connection with a covered claim under this section;
- for the costs of psychological counselling incurred by you in connection with a covered claim under this section;
- for the costs of treatment by a dentist if you suffer an accidental dental injury directly arising from your use of a cycle;
- for the costs of treatment by an optician or ophthalmologist if you suffer an optical injury directly arising from your use of a cycle.

Significant or unusual limitations or exclusions

You have an obligation to protect your property against loss or damage and to keep any property insured under this policy in good condition and repair. You must also take reasonable steps to prevent accident or injury and make every reasonable effort to minimise any loss, damage or liability.

Property cover will not pay for:

- any race fees or any cycle or accessories being used for any competition, unless you have purchased the competition use extension and your competition appearance fees are less than £5,000 in total per year;
- theft from your home unless the normal security protections are fully operative and in force and the theft is a direct result of violent or forcible entry or exit by the thieves;
- theft away from your home unless the cycle is secured through the frame by an approved lock to an immovable object;
- theft away from your home when the cycle is left for more than 24 consecutive hours;
- any theft or damage where you cannot provide us with evidence of ownership;
- any cycle or accessories being used for trade or business purposes, other than commuting;

- any cycle or accessories being used to participate in any stunts or using equipment specifically designed for undertaking stunts;
- any cosmetic damage to your cycle or accessories, unless the operation, function or safety is also affected;
- unexplained loss, disappearance or abandonment of your cycle or accessories;
- any costs of hiring an alternative cycle which we have not agreed before you have incurred them or which are more than the replacement or repair cost of the cycle;
- any clothing and headgear which is more than seven years old.

Public liability cover will not pay for any claim or loss directly or indirectly arising from the use of any cycle being used:

- for any competition, unless you have purchased the competition use extension and your competition appearance fees are less than £5,000 in total per year;
- for trade or business purposes, other than commuting;
- to participate in any stunts or the use equipment specifically designed for undertaking stunts.

Personal accident cover will not pay for any accidental bodily injury:

- where you were using the cycle to participate in any competition, unless you have purchased the competition use extension and your competition appearance fees are less than £5,000 in total per year;
- where you were using the cycle for trade or business purposes, other than commuting;
- where you were using the cycle to participate in any stunts or using equipment specifically designed for undertaking stunts;
- to any person under 16 or over 85 years old at the start date of the period of insurance.

Please read the policy for details of terms in full.

Your obligations

Remember, your premium and insurance are based on the details you provide to us. Please make sure this information accurately reflects your circumstances and that you inform us immediately if anything needs to change. Please also tell us of any changes in circumstances that may affect the services provided by us or the cover provided by your policy. This is particularly important before taking out a policy, but it also applies throughout the life of the policy too.

You need to consider:

- If you fail to fairly present the risk to us, including by failing to disclose any information material to the insurance, you could invalidate the policy, claims may not be paid or the amount we pay may be reduced.
- You should read and check all insurance documents to ensure that you are aware of the cover, limits and other terms that apply.
- If you fail to let us know of any changes to your circumstances during the period of insurance or, if when telling us about such changes you fail to present the risk to us fairly, you could invalidate the policy, claims may not be paid or the amount we pay may be reduced.
- Please be aware of all terms and conditions of your policy because failure to comply with them could invalidate it or result in us not paying a claim or reducing the amount we pay.
- If you make a fraudulent claim or try to deceive us, we may terminate the policy.

Policy length

The period of insurance is shown on your policy schedule. Cover can be arranged either on an annual basis or on a short-period basis of up to 30 days. Short-period policies are not renewable and annual policies will also come to an end at the end of the period of insurance, unless you renew the policy with us.

Geographical and jurisdiction limits

Where any section of your schedule shows the geographical limits which apply to that section of the policy, we will only pay for claims and losses under that section which arise from acts, incidents or occurrences taking place within those geographical limits. Where any section provides cover in respect of your liability to third parties, we will only cover claims first made in a country within the applicable courts stated in that section of your schedule.

Cancellation rights for annual policies

You may cancel this policy by writing to us within 14 days from the start of this insurance or the date of receipt of your policy, whichever the later, and receive a full premium refund if you have not made a claim; You may cancel this policy by writing to us at any time after the first 14 days from the start of this insurance or receipt of the policy documents, whichever the later, and we will return any premium you have paid for any period of insurance left provided you have not made a claim. We will not refund more than 60% of the annual premium unless this policy is a renewal of your insurance with us, in which case we will give you a pro-rata refund of the premium for the remaining portion of the period of insurance.

We may cancel this policy by sending you 30 days' notice by recorded post to your correspondence address shown in the schedule. We will only do this for a valid reason. We will give you a pro-rata refund of the premium for the remaining portion of the period of insurance. However, we will not refund any premium if you have made a claim.

Cancellation rights for short-period policies

The following applies if you have taken out a policy with a period of insurance of 30 days or less with us.

If you decide prior to cover commencing under this policy, that this policy does not meet your requirements, you may cancel this policy and receive a full refund of the premium you have already paid. As you have selected your period of insurance for this policy, if you cancel the policy after cover has commenced under this policy, you will not receive a refund of any premium you have already paid.

We can cancel the policy by giving ten days' written notice by recorded post to your correspondence address shown in the schedule. We will only do this for a valid reason. We will give you a pro-rata refund of the premium for the remaining portion of the period of insurance. However, we will not refund any premium if you have made a claim.

In the event of a claim

If anything happens that might be covered under the policy, you must comply with the obligations set out in What to do when a loss occurs within the General terms and conditions. If you are making a claim under the Personal accident section of the policy, you must also comply with the obligations set out under Your obligations in that section. It is particularly important that you notify us of the incident or event giving rise to the claim in accordance with the notification provisions. If someone brings or threatens to bring a claim against you, you must not make any admission of liability or make any offer of settlement or appoint solicitors or other legal representation without our prior written agreement.

If you do not comply with these obligations, we may be entitled to refuse to cover you entirely, or reduce the amount we pay, for that particular claim. As with any insurance, you have an obligation to take reasonable steps to mitigate any loss or liability. In the event of a claim, you must bear the amount of the corresponding excess stated on the schedule or in the policy, if applicable.

Claims service

You must notify us, as soon as possible, of anything likely to lead to a claim under this policy. If you need to make a claim, you must, as soon as possible, complete the online claim form or request (or download) a claim form and follow any instructions relating to the claim from:

Hiscox Property Claims, Hiscox House, Middleborough, Colchester, CO3 3XL United Kingdom
Telephone: +44 (0) 800 840 2432
Email: property.claims@hiscox.com

Within 28 days of the notification of a claim you must provide, at your own expense, full details of your claim in writing together with any documentation, information, and proof of ownership which may be requested from you.

Any concerns or complaints?

If you have any concerns about your policy or wish to complain, you should contact your insurance broker Bikmo Limited at:

David George, Bikmo Limited, 7 Abbey Square, Chester, CH1 2HU, United Kingdom
Telephone: +44 (0)1244 470 337
Email: dave@bikmo.com

They will do all they can to put things right, but if you're still not satisfied, we'll tell you how to take your case to the Financial Ombudsman. If we can't meet our obligations to you, you may be entitled to compensation. In that case, rest assured we're fully covered by the Financial Services Compensation Scheme (FSCS).