

COMMERCIAL PROPERTY POLICY WORDING FOR OCCUPIED AND UNOCCUPIED PROPERTY

Vasek Insurance - 30-34 Hounds Gate, Nottingham NG1 7AB

Tel: 0115 950 5052 Fax: 0115 950 5053

Vasek Insurance Services Limited is authorised and regulated by the Financial Conduct Authority

INDEX

Your commercial property insurance policy	4
Cancelling this insurance	5
Your total peace of mind	5
Our service commitment to you	6
Definitions	7
General Conditions	9
Exclusions	10
How to Make a Claim under this insurance	13
Buildings section	15
Buildings section - Additional covers	17
Plate glass	21
Buildings section - Accidental damage	22
Contents section	24
Contents section - Additional covers	25
Contents section - Accidental damage	26
Property owners liability	28
Employers liability	30
Property inspection record sheet	31

YOUR COMMERCIAL PROPERTY INSURANCE POLICY

This insurance provides cover for the sections specified in the **schedule of cover** during the **period of insurance** for which **you** have paid and **we** have accepted **your** premium.

Please read all the documents carefully to make sure they meet **your** requirements. This insurance is a contract between **you** and the **insurer**, as named in the **schedule of cover** and the definitions on page 7. It has been issued in accordance with the authorisation granted to **Vasek Insurance** by the **insurer** under the contract reference number shown in the **schedule of cover** and is based on the information provided in the statement of fact.

The information provided in the statement of fact, whether provided orally, electronically or in writing and the declaration that **you** have made, have been relied upon by **us** in entering into the insurance. (*see important notice below)

This policy wording, along with the **schedule of cover**, any endorsement(s) and the statement of fact should be read together as one document and form the contract of insurance.

Certain conditions, exclusions and clauses apply to all sections of this insurance and are shown on pages 9, 10, 11 and 12. It is important that **you** read them carefully, as they apply at all times.

* Important Notice - Information you have given us

In deciding to accept this insurance and in setting the terms and premium, we have relied on the information given to us, either orally, electronically or in writing, by you or anyone acting on your behalf. You must take care when answering any questions we ask by ensuring that all information provided is accurate and complete. A copy of the information provided to us is contained within the statement of fact attached to the schedule of cover. If you agree that the information is correct then please sign and date the statement of fact and retain for your records. Should the information be incorrect or missing then please contact Vasek Insurance or your insurance broker as soon as practicable so the correct information can be provided and updated. Please note that any corrected information may result in a change to the premium charged and/or the terms set by us or it may result in us being unable to continue this insurance and having to cancel this policy.

If **we** establish that **you** deliberately or recklessly provided **us** with false or misleading information **we** will treat this policy as if it never existed and decline all claims.

If **we** establish that **you** carelessly provided **us** with false or misleading information it could adversely affect **your** policy and any claim. For example, **we** may:

- treat this policy as if it had never existed and refuse to pay all claims and return the premium paid. We
 will only do this if we provided you with insurance cover which we would not otherwise have offered;
- amend the terms of this insurance. We may apply these amended terms as if they were already
 in place;
- charge you more for your insurance and reduce the amount we pay on a claim in proportion to the premium you have paid; or
- cancel your policy in accordance with the cancellation condition as set out in this policy.

Vasek Insurance or **your** insurance broker will write to **you** if **we**:

- intend to treat this insurance as if never existed; or
- need to amend the terms of this insurance;
- require you to pay more for this insurance; or
- intend to cancel your policy.

CANCELLING THIS INSURANCE

You can cancel this insurance at any time by notifying the insurance broker who sold **you** this insurance, or **Vasek Insurance**.

This insurance has a cooling off period of 14 days' from either:

- The date you receive your insurance documentation, or
- The start of the period of insurance

whichever is the later, providing **you** have not made any claims **we** will refund the premium in full but not any credit card fees paid when **you** paid **Vasek Insurance** the premium.

You can cancel this insurance at any time outside the cooling off period by giving **us** 14 days' notice or 14 days' notice via **your** insurance broker. As long as no claims have been made or reported during the **period of insurance we** will return a proportion of **your** premium paid on a pro rata basis, less an administration charge of £20. No return of premium will be given if under £20 or if any claims have been reported or paid in whole or part during the **period of insurance**.

If however **you** elected to take a 3 or 6 month only policy no return of premium will be given.

We can cancel this insurance by giving **you** 14 days' notice in writing to **your** last known postal address or via **your** insurance broker. If **we** do this **we** will return a proportion of **your** premium paid on a pro rata basis. **We** will only do this for a valid reason (examples of valid reasons are but not limited to):

- non payment of premium, including any direct debit or premium finance instalment;
- a change in risk occurring which means that we can no longer provide you with insurance cover;
- non-cooperation or failure to supply any information or documentation we request;
- threatening or abusive behaviour or the use of threatening or abusive language.

ADMINISTRATION CHARGES

Vasek Insurance charge a small administration fee for arranging and amending policies. Information of these charges can be found within our Terms and Conditions at www.vasek.co.uk. However no charge will ever be made if **you** wish to make a claim. Any administration fees are included in the premium charged.

YOUR TOTAL PEACE OF MIND

Lloyd's insurers and **Vasek Insurance** are covered by the Financial Services Compensation Scheme. **You** may be entitled to compensation from the Scheme if a Lloyd's insurer or **Vasek Insurance** is unable to meet its obligations to **you** under this contract. If **you** were entitled to compensation under the Scheme, the level and extent of the compensation would depend on the nature of the contract. Further information about the Scheme is available from the Financial Services Compensation Scheme, 10th Floor, Beaufort House, 15 St.Botolph Street, London EC3A 7QU, by telephoning 0800 678 1100 and on their website www.fscs.org.uk.

DATA PROTECTION

It is understood by **you** that any information provided to **us** or **Vasek Insurance** regarding **you** will be processed by **us** and **Vasek Insurance** in compliance with the provision of the Data Protection Act 1998, for the purpose of providing insurance and handling claims or complaints, if any, which may necessitate providing such information to third parties.

SANCTIONS

We will not provide any benefit under this insurance to the extent of providing cover, payment of any claim or the provision of any benefit where doing so would breach any sanction, prohibition or restriction imposed by law or regulation.

THE LAW APPLICABLE TO THIS INSURANCE

Under the laws of the United Kingdom (England, Scotland, Wales and Northern Ireland) both **you** and **we** may choose the law which applies to this contract, to the extent permitted by those laws. Unless **you** and **we** agree otherwise, **we** have agreed with **you** that the law which applies to this contract is the law which applies to the part of the United Kingdom in which the **property** is situated, or, if the **property** is in the Channel Islands or the Isle of Man, the law of whichever of those two places applies.

We and **you** have agreed that any legal proceedings between **you** and **us** in connection with this contract will only take place in the courts of the part of the United Kingdom in which the **property** is situated, or, if the **property** is in either the Channel Islands or the Isle of Man, the courts of whichever of those two places applies.

OUR SERVICE COMMITMENT TO YOU

Our aim is to ensure that all aspects of **your** insurance are dealt with promptly, efficiently and fairly. At all times **we** are committed to providing **you** with the highest standard of service.

If **you** have any questions or concerns about **your** policy, the handling of a claim or wish to make a complaint **you** should, in the first instance, contact **Vasek Insurance**.

Vasek Insurance 30-34 Hounds Gate Nottingham NG1 7AB

Tel: 0115 950 5052 Fax: 0115 950 5053

Email: policymanagement@vasek.co.uk

claims@vasek.co.uk complaints@vasek.co.uk

In the event that **you** remain dissatisfied and wish to make a complaint, **you** can do so at any time by referring the matter to the Complaints Team at Lloyd's. The contact details are:-

Complaints Team

Lloyd's
Fidentia House
Walter Burke Way
Chatham Maritime
Chatham
Kent
ME4 4RN

Tel: 0207 327 5693 Fax: 0207 327 5225

Email: complaints@lloyds.com
Website: www.lloyds.com/complaints

If **you** remain dissatisfied after Lloyd's has considered **your** complaint, or, in any event, after a period of eight weeks from making **your** complaint, **you** may refer **your** complaint to the Financial Ombudsman Service (FOS). The Financial Ombudsman Service is an independent service in the UK for settling disputes between consumers and business providing financial services. The contact details for the FOS are: The Financial Ombudsman Service, Exchange Tower, London E14 9SR. Telephone 0800 023 4 567 (calls to this number are free from "fixed lines" in the UK) or 0300 1239123 (calls to this number are charged at the same rate as 01 and 02 numbers on mobile phone tariffs in the UK). Email complaint.info@financial-ombudsman.org.uk.

Should a complaint be received regarding companies other than **us** or **Vasek Insurance** and **we** are unable to provide a response, **we** will inform **you** of this and provide details of how **you** can progress **your** complaint.

This complaints procedure is without prejudice and does not affect **your** right to take legal action.

DEFINITIONS

Certain words will carry the same meaning wherever they appear in this policy, unless defined differently in the appropriate section. They are highlighted as follows:-

Accidental damage

physical damage caused suddenly and accidentally, and not through wear and tear, breakdown or malfunction.

Bodily injury

physical injury including accidental death, disease or illness.

Bond

the amount of money paid by **tenant(s)** as a surety at the outset of any lease or tenancy agreement.

Buildings

- the main structure of the **property** and its permanently fitted fixtures and fittings
- its domestic outbuildings and private garage(s)
- tennis courts, terraces, patios, paths, drives, walls, gates, fences, hedges, lamp-posts and railings
- permanently installed swimming pools, hot tubs and jacuzzi's
- permanently fitted central heating/fuel tanks, septic tanks and cesspits
- permanently fitted solar panels
- permanently fitted flooring, but not carpets

All within the **premises** named in the **schedule of cover** which **you** own or for which **you** are legally liable.

Contents

- household goods within the residential area of the premises, which you own or are legally liable for
- radio and television aerials, satellite dishes, satellite television receiving equipment, their fitting and masts which are attached to the property
- items in outbuildings, garages or sheds, which are situated within the boundaries of the **premises**, up to £500 in total
- metered water or domestic oil in a fixed oil tank up to £1,000 which **you** have paid for and are legally liable for
- carpets but not permanently fitted flooring

Contents are not

- motor vehicles, caravans, aircraft, trailers or watercraft or their accessories
- any living creature
- any part of the buildings, decorations or permanent fixtures and fittings at the property
- any item(s) insured under any other insurance
- gold, silver, gold and silver plated articles, jade, jewellery, furs, objet d'art or fine art, unless agreed by **us** and shown in the **schedule of cover**.
- any property held or used for business purposes
- anv business stock
- any office equipment.

Excess

the amount **you** will have to pay towards each separate claim.

Heave

upward and/or lateral movement of the site on which **your property** stands caused by swelling of the ground.

Insurer this insurance is underwritten by Certain Underwriters at Lloyd's, One Lime

> Street, London EC3M 7HA, United Kingdom. Both the Society of Lloyd's and Underwriters at Lloyd's are authorised and regulated by the Financial Conduct

Authority.

Please note that correspondence should not be directed to the above address, but must always go through the insurance broker who sold **you** this

insurance or Vasek Insurance.

Landslip downward movement of sloping ground.

Period of insurance the length of time for which this insurance is in force, as shown in the schedule

of cover.

Plate glass fixed plain or sheet fitted glass including single, double and triple glazed units.

the risk address which is named in the schedule of cover. **Premises**

the private residential and /or commercial premises built of brick, stone or **Property**

> concrete and roofed with slates, tiles, metal, asbestos, asphalt or concrete, or any entirely incombustible mineral ingredient, as shown in the schedule of

cover.

Schedule of cover the printed document containing details of you, the premises, the sums

insured, the **period of insurance**, the **excess**, the **insurer**, and any special

terms which may apply.

Settlement downward movement of the site on which your property stands as a result

of soil being compressed by the weight of the **property** within ten years of

construction.

Solar panels photovoltaic modules, panels or systems professionally installed at the

property for the purpose of generating an electrical supply.

Subsidence downward movement of the site on which your property stands by a cause

other than weight of the **property** itself.

Tenant(s) any person(s) paying rent to you or who is/are allowed to occupy the premises

as a guest(s), or any leaseholder that occupies the **premises** when **you** own

the freehold.

not having had you or the tenant(s) living at the premises overnight for more Unoccupied (residential area)

than 30 consecutive days.

Unoccupied not having had **you** or the **tenant(s)** occupying the **premises** for more than (commercial area)

3 consecutive days or it is reasonably expected to be **unoccupied** for more

than 3 days.

We/us/our the insurer.

White goods fridges, freezers, cookers, ovens, microwaves, washing machines, tumble

dryers and dish washers used for domestic purposes in the residential area.

You/your the person(s) named in the **schedule of cover**.

Vasek Insurance the company who have been authorised by the insurer under a delegated

> authority, to transact insurance business on their behalf. Vasek Insurance are authorised and regulated by the Financial Conduct Authority, their Firm

Reference Number is 309354.

GENERAL CONDITIONS, EXCLUSIONS AND CLAUSES WHICH APPLY TO THE WHOLE OF THIS INSURANCE POLICY

General Conditions

- A) i) you must ensure that all protections provided for the security of the premises, including all intruder and fire alarm systems and locks, are maintained in good working order throughout the period of insurance, and are in full and effective operation and use whenever the premises are unoccupied or there are no tenant(s) resident at the premises,
 - ii) where there is a statutory or regulatory requirement for the **premises** to be protected by a fire alarm system or any other fire protection then **you** must ensure that these protections are maintained in accordance with the manufacturer's specifications and be in full and effective operation and use at all times,
 - if you fail to comply with any part of this condition your claim will be void and not paid.
- B) **you** must ensure that the **premises** are adequately protected and secure at all times, when any part of the **property** is **unoccupied** or the **tenant(s)** have vacated any part of the **premises**. If **you** fail to comply with this condition claims as a result of the **premises** being insecure will not be covered,
- C) it is a condition precedent to **our** liability that **you** comply with all regulations and statutory conditions regarding the letting, leasing or renting of the **premises**. If **you** fail to comply with this condition precedent then this policy will be void,
- D) it is a condition precedent to our liability that throughout the period of insurance you must have an electrical certificate which is not more than 5 years old issued by an NICEIC member or recognised alternative European trade body for the premises which confirms the entire electrical system is in a good state of repair, but only in respect of the commercial area of the premises,
- E) **you** must notify **us**, by way of a claim form, of all incidents that may give rise to a claim, please refer to the **Vasek Insurance** website www.vasek.co.uk or the "How to make a claim under this insurance" section of this policy for more information regarding claims and **your** duties,
- F) if any premium has not been paid by the payment due date at the time of any claim or incident giving rise to a claim **your** claim will be void and not paid,
- G) you must notify us before any alterations, extensions or renovations take place at the premises, if you fail to comply with any part of this condition your claim may be void and not paid or not paid in full.

EXCLUSIONS

We will not cover:

- A) 1) loss or destruction of or any damage to any **premises** or insured items whatsoever, or any loss or expenses whatsoever resulting or arising therefrom;
 - 2) any legal liability of whatsoever nature

directly or indirectly caused by or contributed to by or arising from:-

- i) ionising radiations or contamination by radioactivity from any nuclear waste from the combustion of nuclear fuel,
- ii) the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component thereof,
- B) any loss or damage or liability directly or indirectly caused by, happening through or in consequence of war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, or confiscation or nationalisation or requisition or destruction of or damage to property by or under the order of any government or public or local authority,
- C) any loss or damage caused directly or indirectly by any criminal activity at the **premises** by the **tenant(s)**, except as covered by Additional Cover "Unauthorised Alterations",
- D) loss or damage resulting from mould, mildew, fungus, climatic or atmospheric conditions, frost, wet or dry rot, vermin, insects, chewing, scratching, tearing, fouling, pets or spores or other micro-organism of any type, nature or description including but not limited to any substance whose presence poses an actual or potential threat to human health,
- E) loss or damage caused directly or indirectly to by or from any felt roof at the **premises** unless the felt roof has been fully replaced or renewed in the last 12 years,
- F) loss or damage to any **premises** or insured items as a result of seizure or confiscation or attempts at either of these by customs or any other authorities,
- G) any loss or damage occurring before cover commenced,
- H) any loss or damage resulting from theft or malicious acts by **you** or any other person(s) lawfully at the **premises**, other than **your tenant(s)**
- the cost of replacing or repairing any undamaged item or parts of items forming part of a pair, set, suite or other article of a uniform nature colour or design, when damage occurs within a clearly identifiable area or to a specific part,
- J) any loss or damage that is not directly associated with the incident that caused **you** to claim, or any reduction in value except where that loss or damage is expressly included within this insurance,
- K) any loss or damage caused by or in part through misuse, poor maintenance or wear and tear at the **premises**,
- L) any loss or damage caused by faulty workmanship, general maintenance or anything that happens gradually at the **premises**,

M) Terrorism exclusion clause

We will not cover

- 1) Loss or destruction of or damage to any property whatsoever, or any loss or expenses whatsoever resulting or arising therefrom;
- 2) Or any legal liability of whatsoever nature,
- 3) Death or injury to any person,

directly or indirectly caused by or contributed to by or arising from:

- Terrorism; and/or
- Steps taken to prevent, suppress, control or reduce the consequences of any actual attempted, suspected or perceived terrorism.

For the purposes of this exclusion "Terrorism" means any act(s) of any person(s) or organisation(s) involving:

- The causing, occasioning or threatening of harm of whatever nature and by whatever means;
- Putting the public or any section of the public in fear.

In circumstances in which it is reasonable to conclude that the purpose(s) of the person(s) or organisation(s) concerned are wholly or partly of a political, religious, ideological or similar nature. In respect of Employers Liability, this exclusion shall only apply in excess of £5,000,000 any one occurrence.

N) Northern Ireland overrider exclusion clause

We will not cover loss or destruction of or damage to any property in Northern Ireland or any loss or expenses whatsoever resulting or arising therefrom caused by or happening through or in consequence of:

- 1) Civil commotion; and/or
- 2) Any unlawful, wanton or malicious act committed maliciously by a person(s) acting on behalf of, or in connection with any Unlawful Association.

For the purposes of this exclusion "Unlawful Association" means any organisation which is engaged in Terrorism and includes an organisation which at any relevant time is a proscribed organisation within the meaning of the Northern Ireland (Emergency Provisions) Act 1973. Terrorism means the use of violence for political ends and includes any use of violence for the purpose of putting the public or any section of the public in fear.

O) Electronic data exclusion clause

We will not cover

- 1) Loss or destruction of or damage to any property whatsoever, or any loss or expenses whatsoever resulting or arising therefrom;
- 2) Or any legal liability of whatsoever nature

directly or indirectly caused by or contributed to by or arising from:

- Computer viruses, erasure or corruption of electronic data,
- The failure of any equipment to correctly recognise the date or change of date. For the purposes of this exclusion "computer virus" means a corrupting instruction from an unauthorised source that propagates itself via a computer system or network.

P) Biological and chemical contamination exclusion clause

We will not cover

- 1) Loss or destruction of or damage to any property whatsoever, or any loss or expenses whatsoever resulting or arising therefrom;
- 2) Or any legal liability of whatsoever nature,
- 3) Death or injury to any person,

directly or indirectly caused by or contributed to by or arising from Biological or Chemical contamination due to or arising from;

- Terrorism; and/or
- Steps taken to prevent, suppress, control or reduce the consequences of any actual attempted, suspected or perceived terrorism.

For the purposes of this exclusion "terrorism" means any act(s) of any person(s) or organisation(s) involving:

- The causing, occasioning or threatening of harm of whatever nature and by whatever means;
- Putting the public or any section of the public in fear.

In circumstances in which it is reasonable to conclude that the purpose(s) of the person(s) or organisation(s) concerned are wholly or partly of a political, religious, ideological or similar nature.

Q) The Contracts (rights of Third Parties) Act 1999 Clarification Clause

A Person who is not a party to this insurance has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this insurance but this does not affect any right or remedy of a third party which exists or is available apart from the Act.

HOW TO MAKE A CLAIM UNDER THIS INSURANCE

Naturally **we** hope that **you** will not have any accidents or misfortune, but if **you** do and wish to make a claim under this insurance, please contact the **Vasek Insurance** claims department as soon as possible. **You** will be required to complete a claim form, this can be done on **our** website by submitting an electronic claim form or by downloading a claim form to email or post back to **us**, **we** can also post one out to **you** if required. Alternatively **your** broker will be able to assist **you** in making a claim.

Vasek Insurance Claims Department 30-34 Hounds Gate Nottingham NG1 7AB

Tel: 0115 950 5052
Fax: 0115 950 5053
Email: claims@vasek.co.uk
Website: www.vasek.co.uk

At the time of making a claim, we will require you to provide:-

- The policy number stated on your schedule of cover;
- · Details of the claim,

We may require you to provide:-

- Documentation to support your claim such as purchase receipts, invoices, photographs or surveys,
- Two separate independent estimates or quotations for the replacement or repair of damaged property.

We reserve the right to request additional information to give due consideration to your claim.

We may need to arrange an inspection of your premises by a loss adjuster who will make sure that your claim is settled fairly and satisfactorily, this will be at our expense. We or our representatives will be entitled to enter the premises or any building where any loss or damage has occurred and deal with the claim,

Your Duties

In the event of a claim or possible claim under this insurance

- 1) **you** must provide the Claims Department with any other information they require within 30 days of their request.
- 2) **you** must forward to the Claims Department as soon as possible, but no later than 14 days, any letter, claim, writ, summons or other legal document **you** receive if a claim for liability is made against **you**, **you** must forward all information unanswered.
- you must inform the Police as soon as possible following malicious acts, violent disorder, riots or civil commotion, theft, attempted theft or lost property.
- 4) **you** must not admit liability or offer or agree to settle any claim without the written permission of the Claims Department.
- 5) **you** must provide the Claims Department with, at **your** own expense, reasonable evidence of value or age (or both) for all items involved in a claim.
- 6) **you** must take all reasonable care to limit any loss, damage or injury
- 7) **you** must not dispose of or repair any damaged property before **we** have had the opportunity to inspect them or **you** have been advised by the Claims Department to dispose of them.
- 8) **you** must not abandon any property to **us** without **our** written permission.

If **you** fail to comply with any of the above duties this may invalidate a claim, or any payment could be reduced.

How we deal with your claim

1. Defence of claims

We may

- take full responsibility for conducting, defending or settling any claim in **your** name.
- take any action **we** consider necessary to enforce **your** rights or **our** rights under this insurance.

2. Other insurance

We will not pay any claim if any loss, damage or liability covered under this insurance is also covered wholly or in part under any other insurance except in respect of any excess beyond the amount which would have been covered under such other insurance had this insurance not been effected.

3. Fraudulent claims

you must not act in a fraudulent manner.

If you or anyone acting with you or on your behalf:-

- makes a claim under the insurance knowing the claim to be false or fraudulently exaggerated in any respect, or
- makes a statement in support of a claim knowing the statement to be false in any respect or submit a document in support of a claim knowing the document to be forged or false in any respect, or
- makes a claim in respect of any loss or damage caused by your wilful act or connivance then:-
- **we** shall not pay the claim
- we shall not pay any other claim which has been or will be made under the insurance
- we may at our option declare the insurance void
- **we** shall be entitled to recover from **you** the amount of any claim already paid under the insurance since the last renewal date
- we shall not return any premium
- **we** may inform the Police of the circumstances

BUILDINGS SECTION

The following cover applies only if the **schedule of cover** shows that it is included.

We cover loss or damage directly caused by insured events 1 – 11 to the buildings at the premises.

INSURED EVENTS

WHAT IS COVERED		WHAT IS NOT COVERED
	insurance covers the buildings for loss or nage directly caused by	We will not pay
1.	Fire, lightning, earthquake or explosion	
2.	Storm, flood or weight of snow	 a) for loss or damage caused by subsidence, landslip or heave other than as covered under Insured Event 11 of this section b) for loss or damage to domestic fixed fuel oil tanks in the open, swimming pools, hot tubs, jacuzzi's, tennis courts, drives, patios, paths, terraces, gates, hedges, fences or railings
3.	Escape of water from any fixed appliance, pipe or tank	
4.	Escape of oil from any fixed appliance, pipe or tank	
5.	Theft or attempted theft	for loss or damage unless caused by forcible and/ or violent entry to or exit from the premises
6.	Riot	
7a.	Malicious damage or hold up by violence or threats of violence	
7b.	Malicious damage caused by your tenant(s)	
8.	Collision with the property by aircraft, animals or vehicles	
9.	Falling trees or branches, lampposts or telegraph poles	for loss or damage caused by trees being cut down or cut back at the premises
10.	Breakage or collapse of satellite television receiving equipment or television and radio aerials	

WHAT IS COVERED

WHAT IS NOT COVERED

	,
This insurance covers the buildings for loss or damage directly caused by	We will not pay
11. Subsidence, landslip or heave of the site on which the buildings stand	a) for loss or damage to terraces, patios, paths, drives, walls, gates, fences, hedges, lampposts, railings, swimming pools, hot tubs, jacuzzi's, tennis courts, permanently fitted central heating/fuel tanks, septic tanks or cesspits unless the main structure of the premises is also affected at the same time and by the same event
	b) for loss or damage caused by coastal or river erosion
	c) for loss or damage whilst the buildings are undergoing any structural repairs, alterations or extensions
	d) for loss or damage caused by the normal bedding down, settlement or expansion or contraction of new structures, the settlement of newly made up ground or compaction of infill, demolition, defective design, faulty materials or faulty workmanship
	e) for loss or damage which compensation has been provided for or would have been but for the existence of this insurance under any contract or a guarantee or by law
	f) for loss or damage to solid floors unless the walls of the property are damaged at the same time and by the same event
	g) the first £1,000 of each claim, unless shown differently in the schedule of cover

ADDITIONAL COVERS

WHAT IS COVERED		WHAT IS NOT COVERED	
This	section of the insurance also covers	We will not pay	
12.	Theft or attempted theft by your tenant(s) for this cover to be effective the premises must be inspected by either you or your appointed representative at least once every six months and records of such inspections kept	any amount over £5,000 per incident	
13.	Landlords contents loss or damage to carpets, curtains, blinds and white goods belonging to you while they are at the premises for the sole use of the tenant(s)	any amount over £5,000 per incident	
14.	Nest removal the costs you are responsible to pay for professional contractors to trace and remove bird, animal and insect nests at the premises	a) any amount over £1,000 per incident b) for the removal of nests that existed before cover commenced	
15.	Underground services the cost of repairing accidental damage caused by external and visible means from a single identifiable event to domestic oil pipes underground water-supply pipes underground sewers, drains and septic tanks blocked sewers including the cost of braking into them and making necessary repairs underground gas pipes underground cables serving the premises and which you are legally liable for		
16.	Loss of rent if the premises become uninhabitable following loss or damage which is covered by an Insured Event for i) the amount of any rent that is due to be paid to you which is lost, and ii) the amount of ground rent payable by you, but only in respect of the period necessary to repair the premises	 a) any amount over 25% of the sum insured for buildings in total b) for any period exceeding 24 months 	

ADDITIONAL COVERS

	WHAT IS NOT COVERED
This section of the insurance also covers	We will not pay
17. Trace and Access if the buildings are damaged by water or oil escaping from any fixed tanks, apparatus, pipes or any fixed heating installation at the property , we will pay for the cost of removing and replacing any other parts of the buildings necessary to find and repair the source of the leak and making good	any amount over 10% of the sum insured for buildings in total
18. Unauthorised alterations the necessary costs you may incur in reinstating the premises back to its original condition immediately prior to the current rental period if your tenant(s) alters or changes the structure of the premises without your knowledge or consent, including where these alterations or changes are when the premises have been or are being used as a drug factory for this cover to be effective the premises must be inspected by either you or your appointed representative at least once every six months and records of such inspections kept	any amount over 10% of the sum insured for buildings in total
 19. Additional expenses any necessary expenses you may incur following loss or damage which is covered by an Insured Event for architects', surveyors', consulting/structural engineers and legal fees the cost or removing debris, demolition, shoring or propping up and making the premises safe the costs you have to pay in order to comply with any Government or local authority requirements 	 a) any expenses or fees for preparing a claim or an estimate of loss or damage b) any costs if Government or local authority requirements have been served on you before the loss or damage

ADDITIONAL COVERS

This	section of the insurance also covers	We will not pay
20.	Replacement locks the necessary costs you may incur in replacing the locks to external doors at the premises (including final exit doors for individual flats or apartments) following i) theft of keys from your place of business or your own private home or the private home of your employee, or ii) theft of keys from the insured premises, or iii) theft of keys following mugging against, you, your employee or your tenant(s) iv) loss of keys by you, your employee or your tenant(s)	any amount over £5,000 in total
21.	Fire extinguisher expenses the necessary costs you may incur in replacing or refilling fire extinguishers, replacing sprinkler heads and refilling sprinkler tanks at the premises following loss or damage which is covered by an Insured Event	any amount over £5,000 in total
22.	Unauthorised use of services the costs you may incur following the unauthorised use of electricity, gas or water at the premises by persons occupying the premises without your authority or consent provided that you take all reasonable steps necessary to terminate such services immediately you become aware of such occupation	any amount over £5,000 in total
23.	Emergency access expenses the necessary costs you may incur for repairing the property following damage caused to the premises by any of the Emergency Services in gaining entry to the premises to deal with a medical emergency or to prevent damage to the premises	any amount over £5,000 in total
24.	Closed circuit television systems the necessary costs you may incur in repairing or replacing closed circuit television systems at the premises following accidental damage or loss or damage covered under this section of the policy	any amount over £5,000 in total

ADDITIONAL COVERS

This	section of the insurance also covers	We	will not pay
25.	Fly tipping the necessary costs you have to pay for removing illegally dumped items from the premises and disposing of them at a fully licensed amenity site plus the costs of repairing any damage caused by fly tippers at the premises	a) b)	any amount over £1,000 per incident for removing any items that were present before cover commenced
26.	Index linking your buildings sum insured against inflation so your buildings sum insured will be indexed each month by us in line with The House Rebuilding Cost index issued by the Royal Institution of Chartered Surveyors		
	we will not charge you any premium for this monthly increase, but at each renewal we will calculate the premium using the new sum insured for your added protection should the index fall we will not reduce the sum insured		

PLATE GLASS

This section of the policy only applies to the commercial areas of any **premises** where the **buildings** are insured.

WHAT IS COVERED

WHAT IS NOT COVERED

 breakage directly caused by any of the insured events, or damage directly caused by any of the insured events, plus the necessary costs of boarding up pending fixing or replacement of the plate glass but only in respect of the costs of fixing or replacing such plate glass that are your responsibility or have to be paid for by you. installed, fitted or moved d) for loss or damage to plate glass which is defective or damaged before cover commenced e) for loss or damage to plate glass in light fittings, gaming, amusement or vending machines f) for loss or damage to plate glass forming part of the stock at the premises g) for loss or damage to plate glass forming part of the stock at the premises g) for loss or damage to plate glass forming part of the stock at the premises g) 	This section of the insurance also covers	We will not pay
 breakage directly caused by any of the insured events, or damage directly caused by any of the insured events, plus the necessary costs of boarding up pending fixing or replacement of the plate glass but only in respect of the costs of fixing or replacing such plate glass that are your responsibility or have to be paid for by you. installed, fitted or moved d) for loss or damage to plate glass which is defective or damaged before cover commenced e) for loss or damage to plate glass in light fittings, gaming, amusement or vending machines f) for loss or damage to plate glass forming part of the stock at the premises g) for loss or damage to plate glass forming part of the stock at the premises g) for loss or damage to plate glass forming part of the stock at the premises g) 	replacing plate glass in windows, neon signs and doors at the premises , including window frames	b) for loss or damage arising during the course of repairs, redecoration or renovation at the
from mechanical or electrical breakdown or the application of electrical energy i) the first £500 of each and every claim whilst the commercial area of the premises are unoccupied	 events, or damage directly caused by any of the insured events, plus the necessary costs of boarding up pending fixing or replacement of the plate glass but only in respect of the costs of fixing or replacing such plate glass that are your responsibility or 	 installed, fitted or moved d) for loss or damage to plate glass which is defective or damaged before cover commenced e) for loss or damage to plate glass in light fittings, gaming, amusement or vending machines f) for loss or damage to plate glass forming part of the stock at the premises g) for loss or damage to external signs arising from any process of cleaning or restoring h) for loss or damage to external signs arising from mechanical or electrical breakdown or the application of electrical energy i) the first £500 of each and every claim whilst the commercial area of the premises are

ACCIDENTAL DAMAGE COVER TO THE BUILDINGS

The following cover applies only if the **schedule of cover** shows that **accidental damage** to the **buildings** is included.

WHAT IS COVERED

WHAT IS NOT COVERED

This extension covers	We will not pay
Accidental damage to the buildings	a) for damage that we specifically exclude elsewhere under the buildings section
	b) for damage caused by the buildings moving, settling, shrinking, collapsing or cracking
	c) for damage while the premises are being altered, refurbished or extended
	d) for damage to outbuildings or garages that are not built of brick, stone or concrete or roofed with slates, tiles, metal, asbestos, asphalt or concrete
	e) for damage arising from faulty design, specification or materials
	f) for damage caused by mechanical or electrical faults or breakdown
	g) for damage caused by dryness, dampness, extremes of temperature or exposure to light
	h) for damage to swimming pools, tennis courts, drives, patios and terraces, walls, gates and fences and fuel tanks
	i) for damage caused by or contributed to by or arising from any kind of pollution and/or contamination

SETTLING CLAIMS

How we deal with your claim

- If your claim for loss or damage is covered under the buildings section we can choose to settle your claim by:
 - Repairing
 - Replacing
 - Reinstating
 - Payment

But not so that it is better or more extensive than immediately prior to the incident giving rise to the claim.

- 2. If **we** have agreed with **you** that the **buildings** will not be repaired, replaced or reinstated following loss or damage **we** will agree a cash settlement with **you** and may deduct an amount for wear and tear.
- 3. When **we** pay **your** claim **we** will deduct the amount of **excess** as stated in the **schedule of cover** or this policy.

Your sum insured

- 4. **We** will not reduce the sum insured under the **buildings** section after **we** have paid a claim as long as **you** agree to carry out **our** recommendations to prevent further loss or damage.
- 5. If **you** are under insured, which means the cost of rebuilding the **buildings** at the time of loss or damage is more than **your** sum insured for the **buildings**, then **we** will only pay a proportion of the claim.

For example if **your** sum insured only covers one half of the cost of rebuilding the **buildings**, then **we** will only pay one half of the whole cost of **your** claim.

This settlement basis applies to the whole of the **buildings** section.

CONTENTS SECTION (RESIDENTIAL AREAS ONLY)

The following cover applies only if the **schedule of cover** shows that it is included.

We cover loss or damage directly caused by insured events 1 - 11 to the **contents** at the **premises**.

INSURED EVENTS

AA UN	T IS COVERED	WHAT IS NOT COVERED
1	insurance covers the contents for loss or mage directly caused by	We will not pay
1.	Fire, lightning, earthquake or explosion	
2.	Storm, flood or weight of snow	for loss or damage to contents in the open
3.	Escape of water from any fixed appliance, pipe or tank	
4.	Escape of oil from any fixed appliance, pipe or tank	
5.	Theft or attempted theft	for loss or damage unless caused by forcible and/ or violent entry to or exit from the premises
6.	Riots	
7a.	Malicious damage or hold up by violence or threats of violence	
7b.	Malicious damage caused by your tenant(s)	
8.	Collision with the property by aircraft, animals or vehicles	
9.	Falling trees or branches, lampposts or telegraph poles	for loss or damage caused by trees being cut down or cut back at the premises
10.	Breakage or collapse of satellite television receiving equipment or television and radio aerials	
11.	Subsidence, landslip or heave of the site on which the buildings stand	 a) for loss or damage caused by coastal or river erosion b) for loss or damage whilst the premises are undergoing any structural repairs, alterations or extensions c) for loss or damage arising from defective design, faulty materials or faulty workmanship d) for loss or damage which compensation has been provided for or would have been but for the existence of this insurance under any contract or a guarantee or by law e) for loss or damage following damage to solid floors unless the walls of the property are damaged at the same time and by the same event

CONTENTS SECTION (RESIDENTIAL AREAS ONLY) (continued)

ADDITIONAL COVERS

This	section of the insurance also covers	We will not pay
12.	Theft or attempted theft by your tenant(s)	any amount over £5,000 per incident
	for this cover to be effective the premises must be inspected by you or your appointed representative at least once every six months and records of such inspections kept	
13.	Loss of rent if the premises become uninhabitable following loss or damage which is covered by an Insured Event for i) the amount of any rent that is due to be paid to you which is lost, and ii) the amount of ground rent payable by you but only in respect of the period necessary to repair the premises	 a) any amount over 25% of the sum insured for contents in total b) for any period exceeding 24 months

CONTENTS SECTION (RESIDENTIAL AREAS ONLY) (continued)

ACCIDENTAL DAMAGE COVER TO THE CONTENTS

The following cover applies only if the **schedule of cover** shows that **accidental damage** to the **contents** is included.

WHAT IS COVERED

WHAT IS NOT COVERED

This extension covers	We will not pay
IT IIS CALCUSOFF COVERS	We will not pay
Accidental damage to the contents	a) for damage that we specifically exclude elsewhere under the contents section
	b) for damage to contents within garages and outbuildings
	c) for damage while the premises are being altered, refurbished or extended
	d) for damage or deterioration to any item caused by dyeing, cleaning, repair, renovation or whilst being worked upon
	e) for damage arising from faulty design, specification or materials
	f) for damage caused by mechanical or electrical faults or breakdown
	g) for damage caused by dryness, dampness, extremes of temperature or exposure to light
	h) for damage caused by or contributed to by or arising from any kind of pollution and/or contamination

SETTLING CLAIMS

How we deal with your claim

- 1. If **your** claim for loss or damage is covered under the **contents** section **we** can choose to settle **your** claim by:
 - Repairing
 - Replacing
 - Reinstating
 - Payment

For total loss or destruction of any item **we** will pay the cost of replacing the item as new as long as the new item is as close as possible to but not an improvement on the original item when it was new.

2. When **we** pay **your** claim **we** will deduct the amount of **excess** as stated in the **schedule of cover** or this policy.

Your sum insured

- 3. **We** will not reduce the sum insured under the **contents** section after **we** have paid a claim as long as **you** agree to carry out our recommendations to prevent further loss or damage.
- 4. If **you** are under insured, which means the cost of replacing the **contents**, as new, at the time of loss or damage is more than **your** sum insured for the **contents**, then **we** will only pay a proportion of the claim.

For example if **your** sum insured only covers one half of the cost of replacing the **contents**, as new, then **we** will only pay one half of the whole cost of **your** claim.

This settlement basis applies to the whole of the **contents** section.

PROPERTY OWNERS LIABILITY

This section of the policy works in the following way:

• If the **buildings** are insured, **your** legal liability is covered below.

The most **we** will pay for any one accident or series of accidents arising out of any one event is £5,000,000 plus the costs and expenses, which **we** have agreed to pay, unless shown differently in the **schedule of cover**.

WHAT IS COVERED

WHAT IS NOT COVERED

We will cover you	We will not cover you for any liability
Property Owners Liability for your legal liability as property owner for any amounts you become legally liable to pay as damages for • bodily injury • damage to property caused by an accident happening at the premises during the period of insurance	a) for bodily injury to

PROPERTY OWNERS LIABILITY (continued)

WHAT IS COVERED

WHAT IS NOT COVERED

We will not cover you for any liability
 h) arising from the Party Wall etc Act 1996 or any amending legislation i) in respect of any kind of pollution and/or contamination other than • caused by a sudden, identified, unexpected and unforeseen accident which happens in its entirely at a specific moment of time at the premises during the period of insurance; and • is reported to us not later than 30 days from the end of the period of insurance
 j) arising out of your ownership, occupation, possession or use of any land or building/structure that is not within the boundaries of the premises k) if you are entitled to indemnity under any other insurance until such insurance(s) is/are exhausted

EMPLOYERS LIABILITY

This section of the policy works in the following way:

• If the **buildings** are insured, **your** legal liability is covered below

The most **we** will pay for any one claim or series of claims arising out of any one occurrence inclusive of all costs and expenses is £10,000,000, unless shown differently in the **schedule of cover**.

WHAT IS COVERED

WHAT IS NOT COVERED

We will cover you	We will not cover you for any liability
for any amounts you become legally liable to pay for • injury sustained by any of your employees arising out of and in the course of their employment or engagement by you caused during the period of insurance , plus	a) for injury sustained by any employee whilst carried in or upon entering, leaving, ascending, descending, mounting or alighting from any vehicle on a road as defined, designated or specified in any Road Traffic Legislation
the costs and expenses which we have agreed to pay while	b) for injury sustained by any employee whilst offshore, however if we are required by compulsory insurance regulations to make a payment in respect of injury occurring offshore then the most we will pay for any one
in Great Britain, Northern Ireland, the Channel Islands or the Isle of Man	occurrence is £5,000,000 inclusive and in total
temporarily outside the countries in 1) above provided that any such employee is;ordinarily resident is any of the countries in 1) above, and	c) for injury sustained by any employee whilst working upon, repairing, decorating or cleaning any external work above ground level
ii) engaged in non-manual work	d) for injury sustained by any employee whilst working on any structural building work

RIGHT OF RECOVERY

The indemnity granted by this section of this insurance policy is deemed to be in accordance with the provisions of any law relating to compulsory insurance of liability to employees in Great Britain, Northern Ireland and the Isle of Man, but **you** shall repay to **us** all sums paid by **us** which **we** would not have been liable to pay but for the provision of such law.

PROPERTY INSPECTION RECORD SHEET

you may use this sheet to record inspections of the **property/ies**.



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