

# Visiting New Zealand

Your Policy Document



# Important - Please Read!

Thank you for choosing Visiting New Zealand travel insurance. We want You to enjoy Your stay here in New Zealand and to be confident knowing what You are covered for if the unexpected happens. This Policy only provides cover for Unexpected Events affecting Your Journey. We want to be able to pay Your claim in the event of a qualifying loss, so it is important that You understand Your obligations and the limitations of cover under this Policy. Please take the time to read this Policy wording.

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# About Southern Cross Travel Insurance

Southern Cross Benefits Limited, trading as Southern Cross Travel Insurance (SCTI), is the insurer of this Policy. Any reference to 'We', 'Us' or 'Our' in this Policy wording, means SCTI.

## Financial strength rating

Southern Cross Benefits Limited has an A (Strong) financial strength rating given by Standard & Poor's (Australia) Pty Ltd.

AAA (Extremely Strong)

AA (Very Strong)

A (Strong)

BBB (Good)

BB (Marginal)

B (Weak)

CCC (Very Weak)

CC (Extremely Weak)

SD or D (Selective Default or Default)

R (Regulatory Supervision)

NR (Not Rated)

Ratings from 'AA' to 'CCC' may be modified by the addition of a plus (+) or minus (-) sign to show relative standing within the major rating categories. Full details of the rating scale are available at [www.standardandpoors.com](http://www.standardandpoors.com). Standard & Poor's (Australia) Pty Ltd is an approved agency under the Insurance (Prudential Supervision) Act 2010.

## Complaints & Disputes

SCTI is a registered financial service provider and a member of the Insurance & Financial Services Ombudsman (IFSO) Scheme, which is an approved dispute resolution scheme.

If You have a complaint or dispute about the services We provide You, please follow Our Internal Disputes Resolution (IDR) process.

If Your complaint or dispute is not satisfactorily resolved, You can then follow Our External Disputes Resolution (EDR) process and refer the matter to the IFSO.

For more information or to access the free and independent IFSO process please call 0800 888 202, or visit [www.ifso.nz](http://www.ifso.nz). Please go to Our website to view Our IDR and EDR processes.

## How you can reach us

Email: [info@scti.co.nz](mailto:info@scti.co.nz)

Call us from New Zealand: 0800 784 691

Call us from overseas: +64 9 979 6597

Call Southern Cross Emergency Assistance: +64 9 359 1602

# Understanding Your Policy

This Policy wording contains information on this Policy's main benefits and features and is designed to help You decide if this travel insurance is right for You.

The Policy wording outlines the Policy's features, benefits, terms, conditions and exclusions. Please ensure You read and understand the Policy wording, including:

- **'Schedule of Benefits'** (page 10) which states the section limits and sub limits for the Policy and cover type You select.
- **'Definitions'** (page 12) which sets out the definitions of certain words that appear throughout the Policy wording. Words which are defined begin with capital letters and have specific meanings.
- **'General Conditions of this Policy Applying to All Sections'** (page 16).
- **'General Exclusions of this Policy Applying to All Sections'** (page 20).

## Eligibility

To be eligible for this Policy, You must:

- (a) hold a current New Zealand work visa or visitor visa; or
- (b) be exempt from the requirements to hold a visa to visit New Zealand; or
- (c) be exempt from the requirements to hold a visa to visit New Zealand but must instead hold a New Zealand Electronic Travel Authority (NZeTA).

You are not eligible for this Policy if You:

- (d) are a citizen or permanent resident of New Zealand; or
- (e) are travelling to New Zealand with the intention of obtaining medical or dental treatment, cosmetic surgery or related advice; or
- (f) have been advised by a registered medical practitioner that You are not fit to travel.

Please refer to general condition 22 (page 18).

## How To Apply

You can buy a Visiting New Zealand Policy online at [www.scti.co.nz](http://www.scti.co.nz) or by completing an application through a Designated Agent.

A requirement of this Policy is that You must have access to a valid email address in order for SCTI to communicate with You on all matters relating to Your Policy. Please refer to general condition 7 (page 16).

If We accept Your application for insurance, We provide confirmation of this by emailing You:

- a copy of the Policy document; and
- Your Certificate of Insurance, which sets out details of Your Policy including Your premium, the Policy type, Your Start Date of Insurance, End Date of Insurance, and any conditions applying to Your Policy.

Together, these documents set out the terms and conditions of Your Policy.

## Cover Types

There are two cover types available:

- 'Individual': applies to one person, or one adult and any of his or her Dependent Children, all of whom are named on the Certificate of Insurance and are travelling together on the same itinerary.
- 'Family': applies to one adult, and his or her Spouse and any of their Dependent Children, all of whom are named on the Certificate of Insurance and are travelling together on the same itinerary.

Please refer to general condition 23 (page 18).

## Your Premium

When You apply for Your Policy, You will be advised of the premium. The premium is based on a number of factors, including the cover type, number and age of people covered and length of Journey.

Your total premium will include government taxes, including Goods and Services Tax (GST) if applicable.

## Cooling-Off Period

If You are not completely satisfied with Your Policy, You have cooling off-rights and may be entitled to a refund of Your premium.

Please refer to general condition 34 (page 19).

## Limits On Cover

You need to be aware that cover under this Policy contains limits. A summary of some of the key limits is set out in this Policy wording. Full details of Your cover are set out in the Policy wording. Some examples are:

- This travel insurance Policy is designed for temporary visitors working or travelling in New Zealand. If You are injured or become ill and the cost of medical and/or additional expenses is likely to exceed the cost of repatriation, We are entitled to return You to Your Home Country if You are medically fit to fly. The standard of medical care available in Your Home Country will not affect Our decision to fly You home.
- If You have applied for a New Zealand Permanent Residency Visa and are injured or become ill, We are still entitled to return You to Your Home Country if You are medically fit to fly. So if You are thinking about living permanently in New Zealand, We would strongly recommend that You review Your Policy and its suitability for Your circumstances. Once You are a permanent resident of New Zealand, You are no longer eligible for cover under this Policy.
- Where a particular benefit has no sub limit specified, the section limit set out in the Schedule of Benefits on page 10 is the maximum amount We will pay for all claims under that section.

## Pre-Existing Medical Conditions

Your Pre-Existing Medical Conditions are excluded under this Policy.

We consider any medical or physical conditions, symptoms or circumstances which You are aware of, or a reasonable person in Your circumstances ought to have been aware of, prior to Your Start Date of Insurance to be Pre-Existing Medical Conditions, regardless of whether or not a diagnosis has been made.

There are also some conditions that We are unable to offer cover for, even if they manifest during Your Period of Insurance. These are listed under 'General Exclusions of this Policy Applying to All Sections'.

Please refer to general exclusions 1, 2, 3, 4, 5, 6 and 7 (page 20) and the 'Pre-Existing Medical Condition' definition (page 14).

## Your Obligations After Your Start Date of Insurance but Prior to Your Start Date of Journey

You must notify Us at [info@scti.co.nz](mailto:info@scti.co.nz) of any Illness, Injury or change in Your health that arises after Your Start Date of Insurance but prior to Your Start Date of Journey. We will not pay any claims arising directly or indirectly from Your Illness, Injury or change in Your health that arises after Your Start Date of Insurance but prior to Your Start Date of Journey, other than where You qualify for cover under Section 2.1 Changes to Your Journey or Section 2.4 Delayed Journey to a Special Event.

Any further deposits or payments made in relation to Your Journey after You become aware of Your Illness or Injury are at Your own risk, and will not be covered should You need to make a claim.

Please refer to general condition 2 (page 16).

## Medical Cover

Private hospital treatment is not automatically covered under this Policy so You must first seek public hospital treatment.

Please refer to 'Losses We Do Not Cover Under Section 1' subsection (a) (page 27).

## Changes to Your Journey Relating to an Immediate Family member

Cover under Section 2 Changes to Your Journey is only available for Unexpected Events that directly relate to You, or an Immediate Family member located in Your Home Country.

It is important to consider the health of Your Immediate Family when You arrange travel insurance. There are limits on when and what cover is available where a claim involves an Existing Condition of an Immediate Family Member.

Please refer to the 'Existing Condition of an Immediate Family Member' definition (page 12), 'Conditions Applying to Section 2' (page 28) and 'Sub Limits Applying to Section 2' (page 29).

## When & Where Cover Starts & Ends

Cover commences under Section 2.1 Changes to Your Journey and Section 2.4 Delayed Journey to a Special Event on Your Start Date of Insurance. Cover under all other sections of the Policy commences on Your Start Date of Journey, and You are covered:

- (a) while in New Zealand; and
- (b) departing Your Home Country travelling to New Zealand (inclusive of transit stops) for up to 5 days; and

(c) departing New Zealand travelling to Your Home Country (inclusive of transit stops) for up to 5 days.

You are not covered while in Your Home Country.

Cover ceases on Your End Date of Insurance.

Please refer to the 'Start Date of Insurance' definition (page 15), 'Start Date of Journey' definition (page 15), 'End Date of Insurance' definition (page 12), and general condition 24 (page 18).

### **Emergency Assistance**

If You need emergency assistance, contact Southern Cross Emergency Assistance on +64 9 359 1602, 24 hours a day, 7 days a week. This number should be used for emergencies only, and not for general queries or claims queries.

Under some circumstances, You are required to contact Southern Cross Emergency Assistance. Please refer to general condition 8 (page 16).

# Other Important Information

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## Claims

Claims must be submitted to Us as soon as reasonably possible after the Unexpected Event giving rise to the claim. If We require additional information, We will advise You of this. You must provide all reasonable assistance, information and co-operation requested by Us, including any and all necessary documents that We reasonably request. Please refer to general conditions 3 and 4 (page 16) and general conditions 13 and 14 (page 17).

All telephone calls to and from Us and Southern Cross Emergency Assistance are recorded and kept secure. We do this for training purposes and to ensure that any information exchanged over the telephone can be easily verified.

## Duty of Disclosure

When You apply for or amend a Policy with Us, We will ask You a series of questions. When You answer these questions You must declare everything You know, or which a reasonable person in the circumstances would be expected to know, for Us to decide:

- whether We will insure You;
- the amount We will charge You; and
- whether any special conditions will apply to Your Policy.

Everyone who is insured under the Policy must comply with this duty of disclosure. If You provide information about another insured, You are responsible for the accuracy and completeness of that information.

## Policy Cancellation

You may cancel this Policy in accordance with the cooling-off period set out in general condition 34 (page 19).

If at any time You have:

- failed to comply with Your 'Duty of Disclosure';
- made a misrepresentation to Us;
- given Us false information, documentation or statements;
- defrauded or attempted to defraud Us;
- failed to comply with a relevant provision of the Policy; or
- failed to notify Us of matters as required by the Policy;

We may:

- avoid the Policy from the beginning or cancel the Policy; and/or
- reduce Our liability to You for any claim.

If We avoid or cancel the Policy for any of these reasons, We will do so by giving You notice by email, and:

- We will not pay claims;
- We may retain any premium paid; and
- Your cover and the cover of all insureds listed on Your Certificate of Insurance will end.

If You purchased the Policy via an issuing agent and We avoid or cancel Your Policy, then We will notify Your issuing agent. Please refer to 'Duty of Disclosure' and 'Policy Cancellation' (page 8).



## Privacy

We collect, hold, use and disclose Your personal and health information in accordance with Our privacy statement. A summary of the key terms of Our privacy statement is set out below. You can find the full privacy statement on Our website [www.scti.co.nz/privacy](http://www.scti.co.nz/privacy).

- The information We collect and hold about You will be used to consider Your eligibility for this Policy, to provide You with services that You request and for other purposes set out in Our privacy statement. This may include insurance services such as managing, assessing and investigating claims.
- We may be required to collect personal information about You from third parties. Further details can be found in Our privacy statement.
- Your personal information may be disclosed to third parties in New Zealand or overseas who are involved in the purposes set out in Our privacy statement. These third parties may include reinsurers, claims investigators, police, medical and health service providers, legal and other professional advisers. Please see Our privacy statement for full details on when and to whom We may disclose Your personal information.
- If You would like to access or correct personal information that We hold about You, please email Us at [info@scti.co.nz](mailto:info@scti.co.nz).
- If You do not provide Us with the correct and complete personal information We request for all individuals on the Policy, We may not be able to process Your application for insurance, process Your claims, or provide You with Our services.
- We may change and update Our privacy statement from time to time. The current version can be accessed at [www.scti.co.nz/privacy](http://www.scti.co.nz/privacy).

## Notices & Contact

In relation to any aspect of the Policy, including for claims purposes, We may:

- (a) contact You as the main policyholder. If We do contact You this constitutes notice on all of the persons named on the Certificate of Insurance; or
- (b) contact any other persons named on the Certificate of Insurance.

Any contact, correspondence or information of any kind received by Us from the main policyholder is made on behalf of all persons named on the Certificate of Insurance, and the main policyholder is responsible for the accuracy and completeness of that contact, correspondence or information.

# Policy Wording

## Schedule of Benefits

Some of the sections have sub limits for particular types of claims. These are set out on page 11. Where a particular type of claim has no sub limit, the section limits apply.

### Section Limits

The maximum cover for the following sections in NZ\$

Maximum cover per Policy in NZ\$

#### Section 1

##### Medical & Evacuation

**\$100,000**

\$5,000, per person, per Policy  
3 week stand down applies if 65 years or older<sup>1</sup>

(\$100 Excess applies per Unexpected Event)

#### Section 2

##### Changes to Your Journey

**\$50,000**

(\$100 Excess applies per Unexpected Event)

#### Section 3

##### Personal Accident

**\$20,000**

(\$100 Excess applies per Unexpected Event)

#### Section 4

##### Personal Liability

**\$250,000**

(\$100 Excess applies per Unexpected Event)

#### Section 5

##### Rental Vehicle Excess

**\$2,000**

(\$100 Excess applies per Unexpected Event)

#### Section 6

##### Cash & Travel Documents

**\$1,000**

(\$100 Excess applies per Unexpected Event)

1. If You are aged 65 years or over at Your Start Date of Insurance and have an:

- Unexpected Event(s) that occurs during the first 3 weeks after Your Start Date of Insurance; or
- Unexpected Event(s) which has, as an underlying cause or is otherwise related to any medical or physical condition, symptom, sign or event, regardless of whether or not a medical diagnosis has been made, which occurs during the first 3 weeks after Your Start Date of Insurance,

the most We will pay under Section 1 Medical & Evacuation for all claims, costs or losses arising or incurred is \$5,000 per person, per Policy.

## Sub Limits

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### Section 1

#### Medical & Evacuation

Ancillary Services	\$200 per person, per Policy
Emergency Dental Treatment	\$750 per person, per Policy
Extra Travel & Accommodation	\$5,000 per Unexpected Event
Accompanying Person	\$10,000 per person, per Policy
Funeral Expenses or Return of Mortal Remains	\$25,000 per deceased person
Search & Rescue	\$10,000 per person, per Policy

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### Section 2

#### Changes to Your Journey

Travel Delay	\$250 per 12 hour period, up to \$2,000 per Unexpected Event
Delayed Journey to a Special Event	\$1,000 per person, up to \$5,000 per Policy
Claims due to an Existing Condition of an Immediate Family Member	\$2,500 per person, up to \$5,000 per Policy
Tickets Purchased Using Frequent Flyer Points	\$5,000 per Policy

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# Definitions

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Wherever the following words appear in this Policy wording starting with capital letters, such words mean:

**'We', 'Us', 'Our':** Southern Cross Benefits Limited (trading as Southern Cross Travel Insurance, or SCTI), the insurer of this Policy.

**'You', 'Your', 'Yourself':** the insured person(s) named on the Certificate of Insurance.

**'Ancillary Services':** services provided by registered acupuncturists, chiropractors, dermatologists, dieticians, osteopaths, physiotherapists, podiatrists, or Chinese medicine practitioners.

**'Certificate of Insurance':** the certificate that We send to You providing confirmation that We have issued a Policy to You and setting out details of Your Policy.

**'Dependent Children':** Your unmarried children, stepchildren, foster children, grandchildren, nieces and nephews, provided:

- (a) they are aged 17 years or under on Your Start Date of Insurance;
- (b) they are not in full-time employment; and
- (c) they are primarily financially dependent on the adult(s) named on the Certificate of Insurance.

**'Designated Agent':** any person or organisation who has signed a valid agent agreement with Us.

**'End Date of Insurance':** the date specified on Your Certificate of Insurance or the date and time of Your final return to Your Home Country, whichever occurs first.

**'Endorsement to Your Certificate of Insurance':** a written amendment or variation to Your existing travel insurance contract with Us which changes the terms of the original Policy or Certificate of Insurance.

**'Excess':** the amount of any claim You are responsible for. This amount will be deducted from any claim payment.

**'Existing Condition of an Immediate Family Member':** in relation to Immediate Family located in Your Home Country only, any medical or physical conditions, symptoms or circumstances for which advice, care, treatment, medication or medical attention has been sought, given, or recommended, prior to Your Start Date of Insurance.

**'Financial Collapse':** any service provider You are relying on for Your Journey that:

- (a) is not able to pay its debts as they fall due for payment in the ordinary course of business; or
- (b) ceases to carry on normal business operations; or
- (c) has not paid another service provider whose services You are relying on; or
- (d) is placed in receivership or liquidation; or
- (e) becomes subject to statutory management.

**‘Hazardous Work’:** any work or occupation where You are exposed to an increased risk of physical danger, harm or any adverse health effects as a result of Your duties and/or the location of Your work, including the following occupations, activities and locations:

- activities involving heights above two metres; or
- underground or underwater; or
- more than 12 nautical miles (22.2km) offshore; or
- work with wild animals, including in zoos, safari parks, game reserves and sanctuaries; or
- any area with limited or no telecommunications or medical services; or
- construction sites; or
- operation of heavy machinery; or
- working with or around hazardous chemicals and/or materials; or
- work with firearms, explosives or weaponry of any kind; or
- forestry; or
- demolition; or
- activities as a member of the armed forces or fire, police and ambulance services.

**‘Home Country’:** the country of origin nominated by You as being the country in which You principally resided prior to Your Start Date of Insurance.

**‘Illness’:** a symptom, sickness or disease (whether diagnosed or undiagnosed) which first manifests itself during Your Period of Insurance.

**‘Immediate Family’:** Your Spouse, fiancé, fiancée, parent, sibling, child, stepchild, foster child, niece, nephew, grandparent, grandchild, parent-in-law, brother and sister-in-law, son and daughter-in-law.

**‘Injury’:** a bodily injury caused solely and directly by accidental, visible and external means, that occurs during Your Period of Insurance.

**‘Journey’:** Your time away from Your Home Country, which commences on Your Start Date of Journey, and ceases on Your End Date of Insurance. Your Journey includes:

- (a) while You are in New Zealand; and
- (b) departing Your Home Country travelling to New Zealand (inclusive of transit stops) for up to 5 days; and
- (c) departing New Zealand travelling to Your Home Country (inclusive of transit stops) for up to 5 days.

**‘Medical Expenses’:** reasonable expenses necessarily incurred by You outside of Your Home Country during Your Journey in respect of hospital, medical, surgical, nursing home or other remedial attention or treatment given or prescribed by a registered medical practitioner, excluding optical and dental treatment (except as provided under section 1.4). For the purpose of this definition, ‘reasonable expenses’ are the expenses incurred for the standard level of hospital, medical, surgical, nursing home or other remedial attention or treatment given in the country You are in.

**‘Period of Insurance’:** the period commencing on Your Start Date of Insurance and ceasing on Your End Date of Insurance.

**‘Policy’:** means the contract of insurance between You and Us which consists of:

- a) this Policy; and
- b) Your latest Certificate of Insurance and any Endorsements to Your Certificate of Insurance; and
- c) any special terms and conditions in writing from Us confirming any addition or variation of Your Policy.

**‘Pre-Existing Medical Condition’ or ‘Pre-Existing Condition’:**

in relation to each person named on Your Certificate of Insurance, any medical or physical conditions (including congenital conditions, anomalies or defects but excluding congenital blindness and deafness), symptoms or circumstances which You are aware of, or a reasonable person in Your circumstances ought to have been aware of:

- (a) for which advice, care, treatment, medication or medical attention has been sought, given, or recommended; or
- (b) for which You are awaiting test results or further investigation, specialist treatment or specialist consultation; or
- (c) which have been diagnosed as a medical condition, or indicative of a medical condition; or
- (d) which are of such a nature to require, or which potentially may require medical attention; or
- (e) which are of such a nature as would have caused a prudent, reasonable person to seek medical attention;

prior to Your Start Date of Insurance and regardless of whether or not a medical diagnosis has been made.

**‘Professional Sport’:** sport for which participants receive payment for their performance, as opposed to amateur sport.

**‘Public Place’:** any area to which the public has access (whether authorised or not) including the foyers, balconies, grounds and common areas of any accommodation, hotels, motels, hostels, dormitories and other shared accommodation, cruise ships, ports, planes, trains, buses, taxis, airports, railway stations, bus terminals, taxi stands, wharves, restaurants, bars, pubs, night clubs, shops, markets, public toilets, libraries, beaches, streets, museums, galleries, campgrounds and general access areas.

**‘Rental Vehicle’:** a standard model motor vehicle or motor home designed to carry no more than 8 people including the driver, or a moped or motorcycle with a maximum engine capacity of 200cc, rented by You from a licensed motor vehicle rental agency.

**‘Schedule of Benefits’:** the table in this Policy wording which sets out the maximum sums insured for each section of the Policy and any sub limits that apply to each section.

**‘Scheduled Transport’:** air, rail, sea and/or road transport operated by an established and licensed passenger carrying service operator, tour operator or public transport service, in each case providing regular, scheduled transport for fare paying passengers.

**‘Southern Cross Emergency Assistance’:** the organisation that provides You with worldwide emergency assistance services.

**‘Special Event’:** a wedding, funeral, conference, concert, show, festival or sporting event.

**‘Spouse’:** the person:

- (a) to whom You are legally married; or
- (b) with whom You live in a relationship equivalent to marriage (whether of the same or opposite gender) and with whom You have continuously cohabitated for a period of at least 3 months prior to Your Start Date of Journey.

**‘Start Date of Insurance’:** the date and time We issue Your Certificate of Insurance.

**‘Start Date of Journey’:** either the date as specified on Your Certificate of Insurance, or the date and time that You depart from Your Home Country, whichever occurs later.

**‘Terrorism’:** any act, or preparation in respect of action, designed to influence a government or any political division in pursuit of political, religious or ideological gain or with the purpose of intimidating the public.

**‘Travel Arrangements’:** Scheduled Transport, accommodation, meals, activities and tours.

**‘Unattended’:**

- (a) not on or under the control of:
  - 1. Your person; or
  - 2. a member of Your Immediate Family; or
- (b) left in a place where it can be taken without Your knowledge; or
- (c) left at a distance where You are unable to prevent it from being unlawfully taken e.g. cash, bank cards, travel documents and passports left behind or walked away from, at the time of the loss, theft or damage.

**‘Unexpected Event’:** a cause or event that occurs during Your Period of Insurance that:

- (a) was sudden, unforeseeable or unintended; and
- (b) was outside of Your control; and
- (c) could not reasonably have been anticipated or avoided.

Any expected cause or event which has been in any national or international media (including weather warnings or news reports) before Your Start Date of Insurance, but hasn’t occurred yet, is not an Unexpected Event as the cause or event was foreseeable.

**‘Visiting New Zealand’:** the name of this travel insurance Policy.

# General Conditions of this Policy

## Applying to All Sections

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### Your Obligations

1. You must comply with Your 'Duty of Disclosure'. If You fail to comply with Your 'Duty of Disclosure' and/or carry out certain specified acts or omissions, We may avoid the Policy from the beginning or cancel the Policy, and/or reduce Our liability to You for any claim. If We avoid or cancel Your Policy, We may notify Your issuing agent. Please refer to 'Duty of Disclosure' and 'Policy Cancellation' (page 8).
2. You must notify Us at [info@scti.co.nz](mailto:info@scti.co.nz) of any Illness, Injury, or change in Your health that arises after Your Start Date of Insurance but prior to Your Start Date of Journey. We will not pay any claims arising directly or indirectly from Your Illness, Injury or change in Your health that arises after Your Start Date of Insurance but prior to Your Start Date of Journey, other than where You qualify for cover under and in accordance with Section 2.1 Changes to Your Journey or Section 2.2 Delayed Journey to a Special Event. Any further deposits or payments made in relation to Your Journey after You become aware of Your Illness or Injury are at Your own risk, and will not be covered should You need to make a claim.
3. You must provide all assistance, information and co-operation reasonably requested by Us.
4. You must obtain and provide any and all necessary documents, including proof of refunds, translations, repair reports and reports from a registered medical practitioner, police, airline, travel agent or other authority that We reasonably request.
5. You must obtain and provide all necessary documents regarding Your Immediate Family, including reports from a registered medical practitioner and death certificates, that We reasonably request. It is Your obligation to obtain appropriate authorisation from Your Immediate Family in order to obtain and provide this information to Us.
6. You must check the travel advisory ratings on the New Zealand Ministry of Foreign Affairs and Trade website ([www.safetravel.govt.nz](http://www.safetravel.govt.nz)) immediately prior to Your Start Date of Journey. We will not pay any claims where a travel advisory risk rating of 'do not travel' or 'avoid non-essential travel' has been published on that website prior to Your Start Date of Journey, except for cover provided under Section 2.1 Changes to Your Journey and Section 2.2 Delayed Journey to a Special Event if that rating was published after Your Start Date of Insurance but prior to Your Start Date of Journey.
7. You must have access to a valid email address in order for SCTI to communicate with You on all matters relating to Your Policy.

### When the Unexpected Happens

8. You, or someone acting on Your behalf, must contact Southern Cross Emergency Assistance under the following circumstances during Your Journey:
  - (a) if You require hospitalisation or surgical treatment; or
  - (b) in the event of Your death.
9. We are not responsible for the medical standards or services You may receive and You acknowledge and accept that different places, countries, facilities and tour operators may have lower medical standards and services than in New Zealand.



10. Unless it is not reasonably practicable, loss, theft or damage must be reported to police, security, or appropriate authorities within 24 hours of Your discovery of the loss, theft or damage and a full written report obtained and provided to Us, otherwise Your claim may not be paid.
11. Claims must be submitted to Us as soon as reasonably possible after the Unexpected Event giving rise to the claim. If We require additional information, We will advise You of this.
12. All currency mentioned in this Policy is in New Zealand dollars. All sums insured include any applicable taxes or duties.
13. You must provide sufficient evidence:
  - (a) of any Unexpected Event; and
  - (b) as is necessary to substantiate Your claim;to Our reasonable satisfaction, including all relevant original receipts and documents where available. We may also require You to provide Us with such other forms of supporting evidence as are necessary (in Our reasonable opinion) to evidence the Unexpected Event and substantiate Your claim. Photocopied, faxed or scanned documents will only be accepted if first agreed to by Us.
14. We have a right of subrogation and may, at Our expense and in Your name take any action necessary against any other party and take over and conduct the defence and settlement of any claim against You. You must obtain Our consent before You negotiate, settle, or make any agreement in relation to recovering compensation for any claim. You must provide all reasonable assistance and co-operate with Us and Our assessors, investigators, lawyers or anyone else We appoint to assist in the making of Your claim, its settlement and any defence of a potential claim against You or any action against anyone else.
15. The law of New Zealand shall apply and the courts of New Zealand will have exclusive jurisdiction in respect of any litigation in relation to this Policy.
16. Additional travelling and accommodation expenses for which You make a claim must be of the same nature and class as originally purchased and may not be upgraded without Our prior written approval.
17. If all or part of any valid claim is covered by another source, including any travel, sickness, accident, health, or income protection insurance policies, banks and/or credit card providers, or You are eligible to receive any refunds, credits, rebates or discounts, then You must provide Us with those details and We will only pay the difference. If You can claim against anyone else You must claim against them first before We will consider covering the difference. This condition does not apply to Section 3 Personal Accident.
18. You may claim for either Your unused, prepaid costs or Your additional costs, but not both.
19. You cannot become 'better off' financially due to a claim.
20. Your right to make a claim is subject to, and conditional on, You providing all authorisations which We are required to obtain to comply with privacy laws and codes of practice applying in New Zealand and elsewhere. These authorisations can relate to the collection, holding, use and disclosure of information, which We require to investigate and verify Your claim. Please see Our privacy statement for more information.

## Terms of Cover

21. You can rely on verbal statements made by a Designated Agent only when they are consistent with this Policy. If a statement is made which is inconsistent with this Policy, You cannot rely on it unless it is recorded in writing by Us.
22. To be eligible to apply for and to receive cover under this Policy, You must:
  - (a) hold a current New Zealand work visa or visitor visa; or
  - (b) be exempt from the requirements to hold a visa to visit New Zealand; or
  - (c) be exempt from the requirements to hold a visa to visit New Zealand but must instead hold a New Zealand Electronic Travel Authority (NZeTA).

You are not eligible for this Policy if You:

- (d) are a citizen or permanent resident of New Zealand; or
  - (e) are travelling to New Zealand with the intention of obtaining medical or dental treatment, cosmetic surgery or related advice; or
  - (f) have been advised by a registered medical practitioner that You are not fit to travel.
23. There are two cover types available:
    - (a) 'Individual': applies to one person, or one adult and any of his or her Dependent Children, all of whom are named on the Certificate of Insurance and are travelling together on the same itinerary.
    - (b) 'Family': applies to one adult, and his or her Spouse and any of their Dependent Children, all of whom are named on the Certificate of Insurance and are travelling together on the same itinerary.

24. Cover commences under Section 2.1 Changes to Your Journey and Section 2.2 Delayed Journey to a Special Event on Your Start Date of Insurance. Cover under all other sections of the Policy commences on Your Start Date of Journey, and You are covered:

- (a) while in New Zealand; and
- (b) departing Your Home Country travelling to New Zealand (inclusive of transit stops) for up to 5 days; and
- (c) departing New Zealand travelling to Your Home Country (inclusive of transit stops) for up to 5 days.

You are not covered while in Your Home Country.

Cover ceases on Your End Date of Insurance.

25. At the end of Your Period of Insurance, You may apply for another Policy. If You do purchase a new Policy, any medical conditions that have occurred during Your previous Policies will be excluded.
26. The issuing of a Visiting New Zealand Policy shall be at Our sole discretion. We may decline to offer cover or choose to offer cover on different terms and conditions, regardless of whether cover has been offered previously.
27. Any special terms and conditions that You receive in writing from Us will apply in addition to the terms and conditions contained in this Policy.
28. We may only change the terms and conditions contained in this Policy by Our written notice to You prior to Your Start Date of Journey. If We accept any change to Your Policy which You have requested, We will confirm the change by providing written confirmation to You. We are not obliged to accept any changes requested by You.

29. If, after Your Start Date of Journey, You return to Your Home Country is:
  - (a) delayed due to an Unexpected Event; and
  - (b) We have confirmed cover under this Policy,Your Period of Insurance will be extended at no charge until You are reasonably able to return to Your Home Country, subject to any limitations set out in this Policy.
30. If any provision of this Policy is held by any court or administrative body (including the IFSO) to be illegal, void or unenforceable, such determination does not impair the enforceability of the remaining parts of this Policy which will remain in full force.
31. The use of the words 'includes' or 'including' in this Policy does not limit what else is included.
32. In relation to any claim made under any section of this Policy, the maximum amount We will pay, subject to any applicable sub limit, is the section limit specified in the Schedule of Benefits.

## Premium

33. Payment of the premium is acceptance of these Policy terms and conditions.

## Cooling-Off Period

34. If You are not completely satisfied with the terms and conditions of Your Policy, You may cancel Your Policy within 14 days of Your Start Date of Insurance but prior to Your Start Date of Journey, and receive a full refund. If You cancel Your Policy later than 14 days after Your Start Date of Insurance but prior to Your Start Date of Journey You are still entitled to a refund, less a \$35 cancellation premium. If You cancel Your Policy We will not pay any claims made by You. No premium is refundable once a claim is made or after Your Start Date of Journey (except to the extent that You may be entitled to a refund under the Consumer Guarantees Act 1993).

# General Exclusions of this Policy

## Applying to All Sections

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We will not pay for any claims under any section of this Policy arising directly or indirectly from:

1. Pre-Existing Medical Conditions (may also be referred to as Pre-Existing Conditions).
2. Conditions for which You require, are on a waiting list for, or are scheduled to receive, a medical procedure (including overnight or day surgery) prior to Your Start Date of Insurance.
3. Acquired Immune Deficiency Syndrome (AIDS) or Human Immunodeficiency Virus (HIV).
4. A sexually transmitted infection (STI).
5. Mental health conditions including nervous disorders, depression, stress, anxiety or travel exhaustion.
6.
  - (a) Being under the influence or effect of alcohol, solvents or drugs (other than a drug administered or prescribed by a registered medical practitioner, and taken as prescribed), including any conduct engaged in whilst under the influence or effect of alcohol, solvents or drugs;
  - (b) addiction to alcohol, solvents or drugs; or
  - (c) any medical conditions where alcohol, solvent or drug use has caused damage to the body.
7. Pregnancy, except for pregnancy up to and including the 20th week, providing the pregnancy was without complication prior to Your Start Date of Insurance.  
Cover is for medical complications only. Common symptoms, including breast tenderness, constipation, fatigue, frequent urination, heartburn and nausea (morning sickness) are not covered.
8. Travelling against medical advice at any time.
9. Any loss, theft or damage to any of Your personal items or effects.
10. Elective or cosmetic procedures or treatment, including any complications that arise from any such procedure or treatment.
11. The breakdown or dissolution of any personal or family relationship.
12. Events relating to animals that belong to You or Your Immediate Family.
13. Self-harm (including suicide or attempted suicide) or any Illness or Injury caused by such self-harm.
14. Undergoing an abortion where it is not deemed medically necessary to do so by a registered medical practitioner.
15. Persons invited to Your accommodation or You visiting the accommodation of persons unknown to You.
16. Participating in any prostitution (using or providing services).
17. Participating in any gambling.
18. Hitchhiking (using or providing services).
19. Your unlawful activity.
20. Consequential loss including:
  - (a) loss of income;
  - (b) loss of value;
  - (c) loss of use; or

- (d) loss of benefits including:
1. loss arising from the use of frequent flyer points or similar loyalty programmes (except as specifically covered under sub limits applying to Section 2 Changes to Your Journey); or
  2. as part of a prize for a promotion or an employee incentive scheme.
21. Your loss of enjoyment, amenity or other non-financial loss.
22. Services provided by a family member or friend including accommodation or healthcare.
23. Air or sea travel except as a fare paying passenger on Scheduled Transport services (or aboard charter vessels where crew are included, which are operating within coastal waters, or sightseeing air tours from one location back to that location). We consider for the purpose of this clause that a fare paying passenger includes the utilisation of Your frequent flyer points or similar loyalty programme, or as part of a prize for a promotion or an employee incentive scheme.
24. Activity as an aircraft crew member. This includes anyone in control of a device that leaves the ground.
25. Riding a moped or motorcycle (whether as driver or passenger) in any of the following circumstances;
- (a) where the engine capacity is more than 200cc; or
  - (b) without a helmet; or
  - (c) without a valid driver's licence as required in the country You are in.
26. Participation in, or training for, the following activities at any time during Your Period of Insurance:
- (a) Professional Sport;
  - (b) individual or team sport competitions which involve monetary prizes;
  - (c) contact sport (i.e. any sport which allows physical contact with other players, either deliberate or incidental, within the rules of the sport) which is:
    1. competitive; or
    2. as part of a tournament,and where the Unexpected Event occurred because of physical contact with another player;
  - (d) racing, including against time and/or in timed events, of any sort (other than solely on foot);
  - (e) motor sports;
  - (f) hunting of any sort;
  - (g) pot-holing or caving;
  - (h) rodeo;
  - (i) micro light flying or kite surfing;
  - (j) mountaineering, hiking, trekking or tramping:
    1. where a reasonable person would use ropes, rock climbing equipment or oxygen;
    2. above altitudes of 3,000 metres; or
    3. between altitudes of 1,500 and 3,000 metres if You are, or intend to ascend more than 500 metres per day;
  - (k) abseiling or outdoor rock climbing;
  - (l) base jumping;

- (m) parachuting, paragliding, parasailing, hang gliding, bungee jumping, white water rafting, black water rafting, white water kayaking or land yachting, unless participating with an operator licensed in New Zealand;
  - (n) skiing or snowboarding:
    1. outside New Zealand;
    2. off-piste, outside a designated commercial ski area that is open for use;
    3. in any way that is not in accordance with any notices or regulations the commercial ski area publishes; or
    4. where You are not wearing a helmet on Your head;
  - (o) underwater activities involving the use of an artificial breathing apparatus unless You hold an open water diving certificate or are diving with a qualified instructor;
  - (p) touring in a remote area (being any area with limited or no telecommunications or medical services), except as part of a licensed organised tour; or
  - (q) ocean yachting 12 nautical miles or 22.2km or more away from populated land, or in a remote area (being any area with limited or no telecommunications or medical services).
27. Hazardous Work.
28. If You are travelling to a destination for which a travel advisory risk rating of 'do not travel' or 'avoid non-essential travel' has been issued by the New Zealand Government Ministry of Foreign Affairs and Trade and published on their website ([www.safetravel.govt.nz](http://www.safetravel.govt.nz)) prior to Your Start Date of Insurance.
29. Events related to a governmental or official authority directive, restriction, prohibition, quarantine, or detention, including border closures and seizures by government authorities.
30. Any:
  - (a) riot or civil commotion unless You have already left New Zealand prior to the riot or civil commotion, and You promptly take steps to avoid related risks;
  - (b) acts of foreseeable violence or involving military operations; or
  - (c) war, invasion or civil war, whether declared or not.
31. Acts of Terrorism (except for cover as provided under Section 1 Medical & Evacuation).
32. The use or release or the threat of biological and/or chemical materials, substances, compounds or the like used directly or indirectly for the purpose to harm or to destroy human life and/or create public fear.
33. The use or release or the threat of nuclear weapons, materials or ionising radiation or contamination of radioactivity from any nuclear waste or from the combustion of nuclear fuel. For the purpose of this exclusion combustion shall mean any self-sustaining process of nuclear fusion or fission.
34. Intentionally or recklessly placing Yourself in circumstances, or undertaking activities, which pose a risk to Your personal safety (except in an attempt to save a human life).
35. Your disinclination to remain in New Zealand, or the disinclination for You to remain in New Zealand on the part of any person upon whom Your travel depends.
36. Your refusal to return to Your Home Country after the date when You may, in the opinion of Our medical adviser, have safely been repatriated to Your Home Country.

37. Where Our/Southern Cross Emergency Assistance directions or instructions have not been followed.
38. An Unexpected Event which resulted in an evacuation or repatriation request after the date and time that We required Your evacuation or repatriation if You continue Your Journey.
39. Scams or fraud perpetrated against You that could have been reasonably anticipated or avoided.
40. Punitive damages, fines or penalties.

## Section 1

# Medical & Evacuation

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Minor medical accounts must be paid by You, then claimed from Us.

As a visitor to New Zealand You are covered by the Accident Compensation Corporation (ACC) if You are injured in an accident. ACC helps pay towards the cost of Your treatment, including GP services, dental treatment and services, physiotherapist treatment and chiropractor treatment.

If You require treatment for an Injury caused by an accident, You must first claim through ACC. We will not accept any claim or part of any claim (i.e. ACC top-up) unless written confirmation is provided to Us showing that ACC has declined to pay some or all of the cost.

### 1.1 Medical Treatment

If, as a result of an Unexpected Event, You require medical treatment during Your Journey, We will reimburse You for actual and reasonable Medical Expenses incurred, or We will confirm payment for a qualifying hospital claim. You, or someone acting on Your behalf, must contact Southern Cross Emergency Assistance, as soon as reasonably practicable, if You require hospitalisation or surgical treatment during Your Journey.

If We have confirmed cover for Your Medical Expenses, We have the option at Our cost of:

- (a) repatriating You to Your Home Country; or
- (b) evacuating You to another country for further treatment, if You are medically fit to travel.

If You decline to return to Your Home Country or to travel to another country in accordance with Our instructions, We will only reimburse You for Medical Expenses incurred up to the date and time that We required Your repatriation/evacuation.

### Sub Limits Applying to Section 1.1

'Ancillary Services': the maximum amount We will pay for any Ancillary Services is \$200 per person, per Policy.

### Conditions Applying to Section 1.1

There is no cover for further medical treatment if You decline to be evacuated or repatriated in accordance with Our instructions under benefits 1.2 Medical Repatriation/Evacuation Whilst Outside New Zealand and 1.3 Medical Repatriation at Your Request. You will only be covered for Medical Expenses incurred up to the date and time that We required Your evacuation or repatriation.

### Losses We Do Not Cover Under Section 1.1

We will not pay or reimburse You for any claims, costs or losses directly or indirectly arising from, related to or associated with:

- (a) specialist consultations, investigations or treatment without a referral from a registered medical practitioner where reasonably practicable (except Ancillary Services);
- (b) check-ups, self-prescribed medicine, treatment for infertility, maintenance examinations for preventative medicine, preventative treatment (including contraception and vaccines), and convalescence for treatment of a condition not detrimental to Your health; or
- (c) anything mentioned in Losses We Do Not Cover Under Section 1.

## 1.2 Medical Repatriation/Evacuation Whilst Outside New Zealand

If We have confirmed:

- (a) We would cover Your Medical Expenses under Section 1.1 Medical Treatment; or
- (b) We would have covered Your Medical Expenses under Section 1.1 Medical Treatment but instead this is covered under public funded services (including where You are in a country that has a reciprocal health agreement with Your Home Country), but We require You to be repatriated/evacuated to another location (including another country) in order to receive medical treatment,

We will cover the cost of actual and reasonable repatriation/evacuation transport expenses.

### Conditions Applying to Section 1.2

- (a) You must be deemed medically fit to travel by a registered medical practitioner and Our own medical team. If there is any disparity between Your and Our medical team, Our medical team will make the final decision in-line with the relevant International Air Transport Association guidelines.
- (b) The decision to repatriate/evacuate You is made by Us.
- (c) All medical repatriation/evacuation transport costs are assessed under Section 1.2 Medical Repatriation/Evacuation Whilst Outside New Zealand, not Section 2 Changes to Your Journey. Costs relating to other unused prepaid or additional expenses resulting from a medical repatriation/evacuation (such as accommodation, meals, tours, flights or travel expenses not related to Your return Journey) should be claimed under Section 2 Changes to Your Journey.

## 1.3 Medical Repatriation at Your Request

If as a result of an Unexpected Event, You need to cut Your Journey short for medical reasons, We will cover the cost of actual and reasonable repatriation expenses to repatriate You to Your Home Country.

### Conditions Applying to Section 1.3

- (a) You, or someone acting on Your behalf, must contact Southern Cross Emergency Assistance, so We can assess Your medical reasons and decide if it is medically necessary for You to be repatriated.
- (b) If We agree that it is medically necessary to repatriate You to Your Home Country We will decide the method and route of Your repatriation, taking into account Your original travel itinerary and medical requirements.
- (c) You must be deemed medically fit to travel by a registered medical practitioner and Our own medical team. If there is any disparity between Your and Our medical team, Our medical team will make the final decision in-line with the relevant International Air Transport Association guidelines.
- (d) All medical repatriation transport costs are assessed under Section 1.3 Medical Repatriation at Your Request, not Section 2 Changes to Your



Journey. Costs relating to other unused prepaid or additional expenses resulting from a medical repatriation (such as accommodation, meals, tours, flights or travel expenses not related to Your return Journey) should be claimed under Section 2 Changes to Your Journey.

- (e) If You hold a return ticket to Your Home Country at the time of an Unexpected Event We will first try to re-book Your travel using Your original return tickets. If We cannot re-book Your travel using Your original return tickets, You must seek a refund from Your transport provider. Any refund, up to the actual cost of repatriation incurred by Us, must be returned to Us as soon as practicable. Any refund over and above the cost of repatriation can be retained by You.
- (f) If You do not hold a return ticket to Your Home Country at the time of an Unexpected Event:
  - 1. We will deduct from any claim an amount equal to Your original carrier's one way economy class fare for the route used for Your return, as published on the date Your claim is finalised by Us; and
  - 2. You must provide Us Your full travel itineraries provided by Your transport provider(s).

#### 1.4 Emergency Dental Treatment

If, as a result of an Unexpected Event, You require emergency dental treatment during Your Journey We will pay or reimburse You, for actual and reasonable expenses, for emergency dental treatment during Your Journey that is for the relief of sudden and acute pain:

- (a) to sound and natural teeth by the application only of antibiotics, temporary fillings or extraction; or
- (b) caused by an Injury to Your teeth.

A sound and natural tooth is one that is whole or properly restored (with fillings only). A temporary filling is a soft material filling designed to seal a tooth for only a short time (about six to eight weeks).

The maximum amount We will pay is \$750 per person, per Policy.

#### Conditions Applying to Section 1.4

- (a) You need to obtain and provide to Us a report from the treating dentist to certify the treatment is:
  - 1. for the relief only of sudden and acute pain; and
  - 2. to sound and natural teeth, when not related to an Injury.
- (b) We will only cover one temporary filling per tooth per Policy.

#### 1.5 Extra Travel & Accommodation

If both of the following apply:

- (a) We have confirmed cover for Your Medical Expenses; and
- (b) Our medical advisers confirm that You are not fit to travel;

We will reimburse You for actual and reasonable additional costs necessarily incurred for related travel, communication, accommodation and meals for Yourself and any other person named on Your Certificate of Insurance accompanying You, until You are fit to travel.

The maximum amount We will pay is \$5,000 per Unexpected Event.

#### 1.6 Accompanying Person

If all of the following apply:

- (a) You are travelling alone; and
- (b) We have confirmed cover for Your Medical Expenses; and
- (c) You are hospitalised for more than 10 days;

We will pay the following costs for a person nominated by You:

- (d) a scheduled return economy flight to travel from Your Home Country or New Zealand to the place where You are receiving medical treatment; and
- (e) actual and reasonable accommodation and meal expenses.

The maximum amount We will pay is \$10,000 per person, per Policy.

### 1.7 Funeral Expenses or Return of Mortal Remains

In the event of an Unexpected Event that results in Your death during Your Journey, someone acting on Your behalf must contact Southern Cross Emergency Assistance, as soon as reasonably practicable, and We will pay for the actual and reasonable costs to embalm and/or to cremate Your body and either:

- (a) for funeral expenses incurred in the area where the death occurred; or
- (b) to return Your remains to Your Home Country.

We will also pay for a scheduled return economy flight for an Immediate Family member to assist with (a) or (b) above.

The maximum amount We will pay is \$25,000 per deceased person.

### Conditions Applying to Section 1.7

- 1. Your death must be caused by an Unexpected Event.
- 2. Sufficient evidence of Your death will need to be provided to Our reasonable satisfaction.
- 3. General exclusion 31 relating to Acts of Terrorism (page 22) does not apply to claims made under Section 1.7 Funeral Expenses or Return of Mortal Remains.

### 1.8 Search & Rescue

If, as a result of an Unexpected Event, You become legally liable for costs incurred in mounting a search and rescue operation to locate You, We will reimburse You (or directly pay the provider) for actual and reasonable costs up to a maximum of \$10,000 per person, per Policy.

### Conditions Applying to Section 1.8

- (a) For a search and rescue operation occurring in New Zealand the invoice must be raised by a member of New Zealand Land Search and Rescue Incorporated, the New Zealand Coastguard, the New Zealand Police or the New Zealand Defence Forces.
- (b) For a search and rescue operation occurring outside of New Zealand the invoice must be raised by the Police, the Coastguard or a member of a legally recognised Government Defence Force.

### Excess Applying to Section 1

All claims under section 1 are subject to a \$100 Excess deduction per Unexpected Event.

### Stand Down Limit applying to Section 1

If You are aged 65 years or over at Your Start Date of Insurance and have an:

- (a) Unexpected Event(s) that occurs during the first 3 weeks after Your Start Date of Insurance; or
- (b) Unexpected Event(s) which has, as an underlying cause or is otherwise related to any medical or physical condition, symptom, sign or event, regardless of whether or not a medical diagnosis has been made, which occurs during the first 3 weeks after Your Start Date of Insurance,

the most We will pay under Section 1 Medical & Evacuation for all claims, costs or losses arising or incurred is \$5,000 per person, per Policy.

## Losses We Do Not Cover Under Section 1

We will not pay for any claims arising directly or indirectly from:

- (a) Private hospital or medical treatment where public funded services or care is available whether or not that public healthcare is available under any reciprocal agreement between Your Home Country and foreign governments.
- (b) Any:
  - 1. medical or related expenses relating to Your hospital admittance or surgical treatment; or
  - 2. costs for funeral expenses or return of mortal remains, that arise because of You, or someone acting on Your behalf, not contacting Southern Cross Emergency Assistance for prior approval as soon as practicable.
- (c) Any services provided by a health practitioner:
  - 1. who does not have a current practicing certificate;
  - 2. who is not practicing in accordance with any restrictions placed on them by local laws; or
  - 3. whose scope of practice is not relevant to the healthcare services provided.
- (d) Immigration health screening.
- (e) Any treatment required due to an Injury, unless written evidence from the Accident Compensation Corporation (ACC) is provided to Us, proving it has declined to pay some or all of the cost.
- (f) First time purchase of medical equipment (including wheelchairs, crutches and nebulisers).
- (g) Medical Expenses incurred directly or indirectly due to the error or negligence of a medical provider.

## Section 2

### Changes to Your Journey

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#### 2.1 Changes to Your Journey

##### 2.1.1 Cancellation Before You Leave

If, as a result of an Unexpected Event You have to cancel any part of Your Travel Arrangements prior to:

- (a) Your departure from Your Home Country travelling to New Zealand; or
- (b) Your departure from New Zealand travelling to Your Home Country,

We will reimburse You the actual and reasonable, unrecoverable, unused, prepaid travel costs.

You cannot claim for both Cancellation Before You Leave under section 2.1.1 and Changes Before You leave under section 2.1.2.

##### 2.1.2 Changes Before You leave

If, as a result of an Unexpected Event prior to departing You need to alter Your Travel Arrangements relating to:

- (a) Your departure from Your Home Country travelling to New Zealand; or
- (b) Your departure from New Zealand travelling to Your Home Country,

We will pay You the actual and reasonable, additional cost of Your Travel Arrangements less any refunds from Your original Travel Arrangements.

You cannot claim for both Cancellation Before You Leave under section 2.1.1 and Changes Before You leave under section 2.1.2.

### 2.1.3 Travel Delay

If, as a result of an Unexpected Event Your prepaid Scheduled Transport is rescheduled or delayed for more than 12 hours relating to travel between Your Home Country and New Zealand, and You remain in the same destination, We will pay Your actual and reasonable:

- (a) accommodation;
- (b) transport to and from Your accommodation; and
- (c) meals,

costs up to \$250 for each full, 12 hours that Your Scheduled Transport is interrupted. The maximum amount We will pay is \$2,000 per Unexpected Event.

### 2.1.4 Changes Once You Have Left

If, once You have left, as a result of an Unexpected Event You cannot reach Your next destination or connecting Scheduled Transport on time and need to alter Your Travel Arrangements relating to travel between Your Home Country and New Zealand, We will pay You the higher of:

- (a) the unrecoverable, unused, prepaid costs; or
- (b) Your actual and reasonable, additional costs less any refund for Your original Travel Arrangements to continue Your travel,

for each of the following expenses:

- (a) Scheduled Transport;
- (b) accommodation;
- (c) meals;
- (d) activities; and
- (e) tours.

### 2.1.5 Cutting Your Travel Short

If, due to an Unexpected Event after arriving in New Zealand You need to cut Your travel short and return to Your Home Country, We will pay You the higher of:

- (a) the unrecoverable, unused, prepaid costs; or
- (b) Your actual and reasonable, additional costs less any refund for Your original Travel Arrangements to cut Your travel short,

for each of the following expenses:

- (a) Scheduled Transport;
- (b) accommodation;
- (c) meals;
- (d) activities; and
- (e) tours.

## 2.2 Delayed Journey to a Special Event

If, as a result of an Unexpected Event, Your Journey to attend a Special Event is delayed and the Special Event cannot be delayed or rescheduled, We will reimburse You for the actual and reasonable additional costs of travelling on alternative transport to enable You to attend the Special Event as planned.

Subject to the 'Sub Limits Applying to Section 2', the maximum amount We will pay is \$1,000 per person, up to a maximum of \$5,000 per Policy.

## Conditions Applying to Section 2

1. You cannot alter the destination of Your travel.
2. If You make a claim for additional Travel Arrangement expenses, they must be of the same nature and class as originally purchased and cannot be upgraded without Our prior written approval.

3. If Your claim is in relation to Your return travel and You do not hold a return ticket to Your Home Country at the time of an Unexpected Event, We will deduct from any claim an amount equal to Your original carrier's one way economy class fare to return You to Your Home Country, as published on the date Your claim is finalised by Us.
4. The Unexpected Event must directly relate to You, or an Immediate Family member, located in Your Home Country.
5. Where the Unexpected Event directly relates to an Immediate Family member located in Your Home Country, the Unexpected Event must result in that Immediate Family member's:
  - (a) death;
  - (b) admission to a public or private hospital, or a hospital wing of a rest home, for inpatient care relating to non-elective treatment;
  - (c) admission to end stage palliative care; or
  - (d) diagnosis of a terminal illness or condition, or a condition requiring radiotherapy or chemotherapy.
6. You must provide proof of refunds, or prove that Your costs are unrecoverable.
7. All medical evacuation or repatriation transport costs are assessed under:
  - (a) Section 1.2 Medical Repatriation/Evacuation Whilst Outside New Zealand; or
  - (b) Section 1.3 Medical Repatriation at Your Request, not Section 2.1 Changes to Your Journey.
8. Costs relating to other unused prepaid Travel Arrangements or additional expenses resulting from a medical evacuation/repatriation (such as accommodation, meals, tours, flights or travel expenses) should be claimed under Section 2.1 Changes to Your Journey.
9. You cannot claim for both:
  - (a) the medical evacuation or repatriation transport costs; and
  - (b) the cost of unused prepaid return tickets.
10. Any amount that is refunded or credited by another party will be deducted from Your claim to calculate Your unrecoverable unused prepaid costs.

## Sub Limits Applying to Section 2

- (a) Where the Unexpected Event relating to an Immediate Family member results in either condition 5 (a), (b), (c) or (d) above, and is directly or indirectly related to an Existing Condition of an Immediate Family Member, the maximum amount We will pay is \$2,500 per person, up to a maximum of \$5,000 per Policy.
- (b) If a transportation ticket purchased using frequent flyer points or similar loyalty programme must be cancelled or altered as a result of an Unexpected Event, We will reimburse You up to \$5,000 per Policy on the following basis:
  1. If Your frequent flyer points are redeemed as a dollar value equivalent, then this is the amount We will reimburse You.
  2. If there is no dollar value specified then We will reimburse You the equivalent dollar amount as advised by the transport provider.
  3. If the frequent flyer points company only charges a reinstatement or penalty fee, then this is the amount We will reimburse You.

## Excess Applying to Section 2

All claims under section 2 are subject to a \$100 Excess deduction per Unexpected Event.

## Losses We Do Not Cover Under Section 2

We will not pay for any claims arising directly or indirectly from:

- (a) Your disinclination to travel, Your personal wishes or the disinclination to travel on the part of any other person upon whom Your travel depends.
- (b) Cancellations or changes to Your Travel Arrangements at the request or requirement of an employer or academic provider.
- (c) Your financial circumstances, work or academic related commitments, or currency rate fluctuations.
- (d) Your failure to check-in or board at the correct prescribed time for Scheduled Transport services, or to pre-arrange and confirm that visas, passports, transport tickets, or any other bookings, were valid and correct, and carried with You.
- (e) Delays and rescheduling caused by transport providers, or for which a transport provider is responsible, where the costs are recoverable from the transport provider or any other source.
- (f) The error, default or Financial Collapse of any service provider.
- (g) A pandemic illness, or the threat or perceived threat of any such pandemic illness. Pandemic illness means an illness which has been declared, announced or notified as a pandemic by the U.S. Center for Disease Control and Prevention, the World Health Organisation or the Government of New Zealand.
- (h) You not having a confirmed seat, booking or reservation, including travelling on standby tickets, or not complying with Your obligations to make any return journey within the required time period stipulated in any form of open Travel Arrangements.
- (i) Payments for ceremonies or receptions, including wedding festivities and cultural events.
- (j) Your prepaid Scheduled Transport being rescheduled or delayed other than under 2.1.3 and 2.2.

## Section 3 Personal Accident

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If, while on Your Journey, You suffer an Injury which directly results in Your death, We will pay to Your estate the section limit specified in the Schedule of Benefits.

Your estate must provide medical reports and/or certificates to conclusively prove that death arose directly as a consequence of an Injury during Your Journey. We are entitled to arrange a post mortem examination at Our cost.

### Excess Applying to Section 3

All claims under section 3 are subject to a \$100 Excess deduction per Unexpected Event.

### Losses We Do Not Cover Under Section 3

We will not pay for any claims arising directly or indirectly from:

- (a) Death if it occurs after the 90th day from the date on which the Injury first occurred.
- (b) Death if You are aged 15 years or under, or 81 years or over, at Your Start Date of Insurance.
- (c) Any type of Illness or disease, even if contracted directly or indirectly as a consequence of an Injury.

## Section 4

# Personal Liability

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If, as a result of an Unexpected Event, You become legally liable for damages, compensation, or legal expenses as a result of Your negligence during Your Journey, causing:

- (a) bodily Injury (including death) of another person; or
- (b) loss of, or damage to, property;

We will reimburse You for Your actual and reasonable costs up to the section limit specified in the Schedule of Benefits.

### Conditions Applying to Section 4

1. You must not admit fault or liability to any other person without Our prior written consent.
2. For Unexpected Events occurring in New Zealand resulting in a claim of \$5,000 or more, legal liability must be established in a New Zealand court.
3. For Unexpected Events occurring in New Zealand resulting in a claim of less than \$5,000, liability must be established by an independent third party assessor satisfactory to Us, at Our sole discretion.
4. For all Unexpected Events occurring outside of New Zealand, legal liability must be established in a court of the country in which the Unexpected Event occurred.

### Excess Applying to Section 4

All claims under section 4 are subject to a \$100 Excess deduction per Unexpected Event.

### Losses We Do Not Cover Under Section 4

We will not pay for any claims arising directly or indirectly from:

- (a) Ownership, possession or use of mechanically and/or electrically propelled vehicles, aerial devices (including drones) or watercraft.
- (b) Ownership or occupation of land or buildings other than as a temporary residence.
- (c) The use of firearms.
- (d) Any work, occupation, business or profession.
- (e) Employer liability or contractual liability to any member of Your Immediate Family.
- (f) Legal costs resulting from any criminal proceedings.
- (g) Wilful, malicious or unlawful acts by You or any member of Your Immediate Family.
- (h) Bodily Injury to any member of Your Immediate Family ordinarily residing with You.
- (i) Animals belonging to You or in the care, custody or control of You or any member of Your Immediate Family.
- (j) Any damages, compensation and legal expenses for which You become liable due to the use of a Rental Vehicle, causing bodily Injury (including death) of another person, or loss or damage to property other than Your Rental Vehicle.
- (k) Personal items, cash, bank cards, travel documents or passports that are owned by a person not named on Your Certificate of Insurance.

## Section 5

# Rental Vehicle Excess

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If, as a result of an Unexpected Event, the Rental Vehicle which You hired is stolen or damaged during Your Journey, We will reimburse You for any excess payable to the Rental Vehicle company that is not refundable.

### Cover Does Not Apply:

- (a) If You are in breach of any local driving laws or rules.
- (b) If You have not hired from a licensed Rental Vehicle agency.
- (c) If You have breached the terms of the Rental Vehicle agreement.

### Excess Applying to Section 5

All claims under section 5 are subject to a \$100 Excess deduction per Unexpected Event.

### Losses We Do Not Cover Under Section 5

We will not pay for any claims arising directly or indirectly from:

- (a) Loss or damage that occurs whilst driving the Rental Vehicle other than on a formed or paved roadway or car park.
- (b) Loss or damage that occurs whilst the Rental Vehicle is driven by a person not covered on this Policy.
- (c) Loss or damage that occurs whilst driving the Rental Vehicle if the person driving is not a named driver on the Rental Vehicle agreement.
- (d) Any damages, compensation and legal expenses for which You become liable due to the use of a Rental Vehicle, causing bodily Injury (including death) of another person, or loss or damage to property other than Your Rental Vehicle.

## Section 6

# Cash & Travel Documents

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### 6.1 Cash

If, as a result of an Unexpected Event, Your cash is lost or stolen during Your Journey, We will reimburse You the value of this lost or stolen cash.

### 6.2 Bank Cards & Travel Documents

If, as a result of an Unexpected Event, Your essential bank cards, travel documents or passports which You are carrying with You during Your Journey are lost, stolen or damaged, We will reimburse You for actual and reasonable costs required for their replacement.

### Excess Applying to Section 6

All claims under section 6 are subject to a \$100 Excess deduction per Unexpected Event.

### Conditions Applying to Section 6

1. You must at all times exercise reasonable care for the safety and security of Your cash, bank cards, travel documents and passports, and not leave them Unattended. The degree of care that needs to be taken must be proportionate to the value of Your items.



## Losses We Do Not Cover Under Section 6

We will not pay for any claims arising directly or indirectly from:

- (a) The loss, theft or damage of cash, bank cards, travel documents or passports that are:
  - 1. left Unattended in a Public Place;
  - 2. left Unattended at a Special Event;
  - 3. left Unattended in a vehicle (including taxis);
  - 4. left in unlocked premises;
  - 5. not carried on Your person when using transport providers;
  - 6. left in Your accommodation where a safe or locker has been provided and You fail to use it; or
  - 7. when using transport providers.
- (b) Cash, bank cards, travel documents or passports sent by postal or courier service.
- (c) Depreciation, moth, vermin, leakage, gradual deterioration, atmospheric or climatic conditions, or the action of light.
- (d) The devaluation of currency or shortages due to error or omission during monetary transactions.
- (e) Fraudulent use of credit cards or bank cards.
- (f) Cash, bank cards, travel documents or passports that are owned by a person not named on Your Certificate of Insurance.



### How you can reach us

If You have any questions about Your Policy,  
please email [info@scti.co.nz](mailto:info@scti.co.nz) or call 0800 784 691  
or +64 9 979 6597, if calling from overseas.



**Southern Cross  
Travel Insurance**