



**Blue Cross 藍十字**

An **AIA** Company 友邦保險成員公司

# Travel Smart 智在遊

## Terms and Conditions 條款及細則

Please read these terms and conditions carefully.  
Should you have any queries, please contact us for assistance.  
請詳細閱讀此條款及細則。如有任何查詢，請與我們聯繫。

Blue Cross (Asia-Pacific) Insurance Limited is a subsidiary of AIA Group Limited. It is not affiliated with or related in any way to Blue Cross and Blue Shield Association or any of its affiliates or licensees.

藍十字（亞太）保險有限公司乃友邦保險控股有限公司之子公司，與 Blue Cross and Blue Shield Association 及其任何關聯公司或持牌人並無任何關聯。

## TERMS AND CONDITIONS FOR “TRAVEL SMART”

### INSURING CLAUSE

The Company will provide the cover as set out in this Policy according to the terms, conditions and exclusions of the Policy subject to the payment of the premium in full to the Company by the Policyholder and the Company's approval of the Policyholder's application.

### TERRITORIAL SCOPE OF INSURANCE COVER

Subject to the terms and conditions of this Policy, the Company will cover any Journey that an Insured Person takes departing from the Place of Origin during the Period of Insurance.

### DEFINITIONS

The definitions below apply to the following words and phrases wherever they appear in this Policy unless the context otherwise requires:

1. **“Accident”** means a sudden and unforeseen event occurring entirely beyond one's control and caused by violent, external and visible means.
2. **“Act of Terrorist”** means an act, including but not limited to the use of force or violence and/or the threat thereof, by any person or group of persons, whether acting alone or on behalf of or in connection with any organisation or government, committed for political, religious, ideological or similar purposes including the intention to influence any government and/or to put the public, or any section of the public, in fear.
3. **“Age”** means the age of the Insured Person on the commencement date of the Period of Insurance. Age less than 1 shall be considered as 1 under this Policy.
4. **“Baggage and Personal Property”** means the personal property which is normally worn or carried by and owned by the Insured Person during the Journey; or the property which is normally carried by the Insured Person on a business trip and is in the possession of a company which is either owned by the Insured Person or which employs the Insured Person.
5. **“Certificate of Insurance”** means the document proof, in respect of Single-trip Cover and each of the trips under Multi-trip Cover, that the insurance contract exists and is attached to this Policy.
6. **“Chinese Medicine Practitioner”** means a Chinese medicine practitioner who is i) duly qualified, registered and legally authorised in the geographical area of his/her practice to render traditional Chinese medicine and/or acupuncture and/or bone-setting for medical consultations and treatments outside of Hong Kong; or ii) duly qualified and registered with the Chinese Medicine Council of Hong Kong pursuant to the Chinese Medicine Ordinance (Cap. 549 of the Laws of Hong Kong) to render traditional Chinese medicine and/or acupuncture and/or bone-setting for follow-up medical consultations and treatments in Hong Kong, but in no circumstance shall include the Insured Person, the Policyholder, an insurance intermediary, an employer, employee, Immediate Family Member or business partner of the Policyholder and/or the Insured Person.
7. **“Close Business Partner”** means a business associate who has a share in the Insured Person's business.
8. **“Company”** means Blue Cross (Asia-Pacific) Insurance Limited.
9. **“Complete Day”** means a continuous period of 24 hours.
10. **“Compulsory Quarantine”** means a compulsory quarantine in a Hospital or at a specific place appointed by the government.
11. **“Congenital Conditions”** means any medical, physical or mental abnormalities which existed at the time of birth, whether or not being manifested, diagnosed or known about at birth or any neonatal abnormalities which become apparent before an Insured Person reaches the Age of 12.
12. **“Designated Pet Insurance Policy”** means a pet policy issued by the Company that must remain in force before and on the Effective Date and as at the date of death of the Pet.
13. **“Designated Service Provider”** means a licensed accommodation service provider or vehicle rental company which provides accommodation, private car or motorhome rental service in the destination territory.
14. **“Developmental Conditions”** means disorders which manifest signs of early or delayed development or impairment in a child's physical, mental, cognitive, motor, language, behavioural, social interaction, learning or other development when compared to the normal healthy state of a person at the given age, level or stage of development.
15. **“Domestic Partner”** means an adult, whether of the same or opposite sex, of the Age of 18 or above who has resided with the Insured Person in an intimate and committed relationship for at least three years prior to the Effective Date, and is able to provide such proof of residence (upon the Company's request). Domestic Partner does not include roommates.
16. **“Effective Date”** means:

- a) for Single-trip Cover and each of the trips under Multi-trip Cover, the issue date of the Certificate of Insurance; or
  - b) for Annual Cover, (i) the issue date of the Policy or (ii) the date when any Travel Arrangement for the Journey is confirmed by or for the benefit of Insured Person, whichever is later.
17. **"Eligible Loss"** means any deposits or charges paid or contracted to be paid for the Travel Arrangement which are inevitably forfeited and irrecoverable from any sources.
18. **"Eligible Medical Expenses"** means those medical expenses necessitated by an Injury or a Sickness covered by this Policy and incurred on the recommendation of a Physician but shall not exceed the reasonable and customary charges for the same. Eligible Medical Expenses shall not in any event exceed the actual charges incurred.
19. **"Foreign Domestic Helper"** means the domestic helper of foreign nationality who is lawfully employed by the Insured Person and residing with the Insured Person and/or Immediate Family Member.
20. **"Fractured Leg or Patella with Established Non-union"** means a complete break into 2 or more pieces of the patella or leg bone and the broken leg does not mend properly and function normally. This condition will last for the remainder of life of the Insured Person.
21. **"Hong Kong"** means the Hong Kong Special Administrative Region of the People's Republic of China.
22. **"Hospital"** means an establishment duly constituted and registered as a hospital for the care and treatment of sick and injured persons as resident patients, and which:
- a) has facilities for diagnostic procedures and major operations;
  - b) provides 24-hour nursing services by licensed or registered nurses;
  - c) maintains a Physician; and
  - d) is not primarily a clinic, a place for alcoholics or drug addicts, a nursing, rest or convalescent home, a hospice or palliative care centre, a rehabilitation centre, an elderly home or a similar establishment.
23. **"Hospital Confinement"** or **"Confined"** means the status of staying in a Hospital as an inpatient for medical treatment upon the recommendation of a Physician for a minimum continuous period of 24 hours prior to discharge.
24. **"Household Contents"** means all of the Insured Person's furniture, furnishings, home appliances, household and personal effects including household appliances hired to the Insured Person or the Insured Person's family members.
25. **"Immediate Family Member"** means the Insured Person's Spouse/Domestic Partner, children, parents, brothers or sisters, grandparents, grandchildren, legal guardian or parents-in-law.
26. **"Infectious Disease"** means any kind of infectious disease for which a pandemic alert is issued by the World Health Organisation and Compulsory Quarantine is required by the government.
27. **"Injury"** means any bodily injury which (i) is caused by an Accident solely and independently of any other cause, and (ii) (a) occasions the death of a person within 12 calendar months of the date of the Accident or (b) necessitates medical and/or surgical treatment.
28. **"Insured Person"** means the person named as an "Insured Person" in the Certificate of Insurance, the Policy Schedule, or the subsequent endorsement to this Policy.
29. **"Journey"** means: the trip taken by an Insured Person, which shall commence when the Insured Person completes the immigration departure clearance procedure at the Place of Origin on or after the commencement date of the Period of Insurance specified in the Certificate of Insurance or the Policy Schedule for the purpose of commencing such trip and ends (i) on the last day of the Period of Insurance specified in the Certificate of Insurance or the Policy Schedule; (ii) when the Insured Person completes the immigration arrival clearance procedure for returning to the Place of Origin after such trip; or (iii) on the expiry of a period of 90 consecutive days after the commencement of such trip (applicable to Annual Cover only), whichever is the earliest.
30. **"Local Tour"** means a guided local day tour organised and provided by a Local Tour Operator.
31. **"Local Tour Operator"** means an operator of the Local Tour with business of carrying out tour activities and guided tour duly licensed and/or registered in the destination territory and/or country of the Journey.
32. **"Loss of Hearing"** means the total and irrecoverable loss of hearing for all sounds of both ears at above 80dB measured as follows:  
$$1/6 \text{ of } (a+b+c+d) > 80\text{dB}$$
  
where:  
a = hearing loss at 500 Hertz  
b = hearing loss at 1,000 Hertz  
c = hearing loss at 2,000 Hertz  
d = hearing loss at 4,000 Hertz  
  
and a, b, c and d are expressed in units of decibel (dB).
33. **"Loss of Limb"** means the permanent and irrecoverable loss by physical severance at or above the wrist or ankle joint.
34. **"Loss of Sight"** means the entire, permanent and irrecoverable loss of sight.

35. **"Loss of Speech"** means the disability in articulating any three of the four sounds which contribute to the speech such as the labial sounds, the alveololabial sounds, the palatal sounds and the velar sounds or total loss of vocal cord or damage of speech centre in the brain resulting in aphasia.
36. **"Loss of Thumb, Finger or Toe"** means the complete severance through or above the metacarpophalangeal joints or metatarsophalangeal joints of the thumb, finger or toe.
37. **"Loss of Use"** means a total functional disablement.
38. **"Medically Necessary"** means the need to have treatment or service for the purpose of treating an Injury, Sickness or post-traumatic stress disorder (as the case may be) in accordance with the generally accepted standards of medical practice and such treatment or service must:
  - a) require the expertise of a Physician, Chinese Medicine Practitioner, registered physiotherapist, registered chiropractor, registered psychiatrist or registered clinical psychologist (as the case may be);
  - b) be consistent with the diagnosis and necessary for the treatment of the condition;
  - c) be rendered in accordance with professional and prudent standards of medical practice, and not be rendered primarily for the convenience or the comfort of the Insured Person, his family members, caretaker or his attending Physician, Chinese Medicine Practitioner, registered physiotherapist, registered chiropractor, registered psychiatrist or registered clinical psychologist (as the case may be); and
  - d) be rendered in the most cost-efficient manner and setting appropriate in the circumstances.
39. **"Money"** means cash, currency note, coins, cheques, postal orders, bankers drafts, travellers cheques, travel tickets, saving certificates, stamps, gift tokens/coupon and cash coupon.
40. **"Period of Insurance"** means the period of time specified in the Certificate of Insurance or the Policy Schedule during which this Policy is effective.
41. **"Permanent Total Disablement"** means a total disablement caused by an Accident that prevents an Insured Person from attending to his normal occupation for a minimum of 52 consecutive weeks and is certified by a Physician acceptable to the Company at the expiration of the said period to be a condition that will permanently and totally disable the Insured Person from engaging in any gainful occupation and that such condition is beyond any hope of improvement. Upon certification by a Physician, a Permanent Total Disablement shall be deemed to have commenced on the first day of the said 52-week period.
42. **"Pet"** means a dog or cat which is owned by the Insured Person or any person residing with the Insured Person and is named as an "Insured Pet" in the policy schedule or the subsequent endorsement of the Designated Pet Insurance Policy at the time of its death.
43. **"Physician"** means a medical practitioner who is (i) duly registered with the Medical Council of Hong Kong pursuant to the Medical Registration Ordinance (Cap. 161 of the Laws of Hong Kong) or in relation to jurisdictions outside of Hong Kong, a body of equivalent standing, and (ii) legally authorised to render medical and surgical service as a practitioner of western medicine in the locality where the treatment is provided to the Insured Person, but in no circumstance shall include the Insured Person, the Policyholder, an insurance intermediary, an employer, employee, Immediate Family Member or business partner of the Policyholder and/or the Insured Person(s).
44. **"Place of Origin"** means Hong Kong, unless otherwise agreed by the Company in writing solely for Annual Cover.
45. **"Policy"** means and refer to the entire policy contract between the **Policyholder** and the Company including these Terms and Conditions, the Schedule of Benefits, the Certificate of Insurance or the Policy Schedule (as the case may be) issued hereunder and any endorsements thereto together with the application, proposal (if applicable), declaration and/or beneficiary designation form submitted or made by the Policyholder or the Insured Person(s) or his/their authorised representatives.
46. **"Policy Schedule"** means the policy schedule, in respect of Multi-trip Cover and Annual Cover, with coverage outlined and attached to this Policy.
47. **"Policyholder"** means the person named as "Certificate Holder" in the Certificate of Insurance or as "Policyholder" in the Policy Schedule (as the case may be) or in the subsequent endorsement to this Policy.
48. **"Pre-existing Condition"** means any injury, sickness, disease or other condition which has existed before the Effective Date of the Policy in respect of the Insured Person, which has manifested signs or symptoms of which the Insured Person is aware or should reasonably have been aware.
49. **"Prescribed Medicines and Drugs"** means any medicine or drug for which a Physician's prescription has been issued and dispensed in a Physician's clinic or by a licensed pharmacist in respect of treatment covered under this Policy.
50. **"Public Conveyance"** means a mechanically propelled conveyance operated by a company or an individual licensed to carry passengers for hire as a regularly-scheduled transportation which only include bus, coach, ferry, helicopter, hovercraft, hydrofoil, ship, train, tram, cruise ship, underground train and fixed-wing aircraft provided and operated by an airline or an air charter company which is

duly licensed for the regularly-scheduled transportation of fare-paying passengers and operating only between established commercial airports.

51. **"Public Examination"** means any examination or assessment administered by the Hong Kong Examinations and Assessment Authority.
52. **"Schedule of Benefits"** means a schedule of benefits incorporated in this Policy, which sets out the maximum limits and sub-limits of the covered benefit items that shall be payable under this Policy.
53. **"School"** means (i) any school duly registered with the Education Bureau pursuant to the Education Ordinance (Cap. 279 of the Laws of Hong Kong) providing kindergarten, primary, secondary or post-secondary education; or (ii) any university or higher education institution duly established in Hong Kong providing post-secondary education.
54. **"Serious Bodily Injury"** or **"Serious Sickness"** respectively means an Injury or Sickness which requires treatment by a Physician, and which condition is certified in writing by a Physician as being dangerous to life. Where an Insured Person or a Travel Companion is concerned, the Physician shall also certify in writing that he is unfit to travel or continue with the Journey or unfit to participate in a Local Tour or Travel Event during the Journey.
55. **"Sickness"** means a condition marked by a deviation from the normal healthy state of human being.
56. **"Spouse"** means the same sex or opposite sex spouse legally married according to the law of the jurisdiction in which the spouse is married.
57. **"Travel Arrangement"** means the travel ticket, accommodation, tour package or admission ticket to the Travel Event for the benefit of the Insured Person during the Journey.
58. **"Travel Companion"** means the person who made the travel booking or reservation with the Insured Person and accompanied the Insured Person throughout the whole Journey. Travel Companion does not include a tour guide of the Insured Person or a tour member travelling in the same tour with the Insured Person.
59. **"Travel Event"** means a theme park, a museum, a concert, a musical or sport-related ornamental performance event which is located or shall take place outside of the Place of Origin.

## POLICY BENEFITS

**Note:** All benefits payable pursuant to Sections 1-19 below are subject to the maximum limits and sub-limits as stated in the Schedule of Benefits for the plan selected, AND subject to the terms, conditions and exclusions of this Policy.

## SECTION 1 Medical Expenses Benefit

### 1.1 Medical Expenses during the Journey

The Company will reimburse the Eligible Medical Expenses reasonably incurred by the Insured Person for the hospitalisation, surgery, ambulance and paramedic services, diagnostic tests, consultations and treatments by Physicians and Prescribed Medicines and Drugs arising from the Injury sustained or Sickness contracted by the Insured Person outside of the Place of Origin during the Journey.

The benefit under Subsection 1.1 shall also cover consultations and treatments received from a Chinese Medicine Practitioner (including general practice, bone-setting and acupuncture), qualified and registered physiotherapist or chiropractor outside of the Place of Origin during the Journey, provided that a referral letter issued by a Physician outside of the Place of Origin is provided to the Company's satisfaction for any physiotherapy or chiropractic treatment.

**Room and Board** — Where Eligible Medical Expenses for hospitalisation are payable under this Subsection 1.1, the sub-limit for Room and Board shall apply. For the purpose of this Subsection 1.1, Room and Board means Hospital accommodation charges including meals and general nursing services reasonably incurred by the Insured Person who is registered as an inpatient in a Hospital.

### 1.2 Follow-up Medical Expenses in Hong Kong

The Company will also pay for the Eligible Medical Expenses reasonably incurred by the Insured Person in Hong Kong within 90 days after his return from the Journey for the continuation of medical treatment by a Physician, provided that (i) Hong Kong is the final destination of the Journey and (ii) the medical treatment for such Injury or Sickness has first been sought from a Physician during the Journey outside the Place of Origin. The benefit under Subsection 1.2 shall cover treatments received from a Chinese Medicine Practitioner (including general practice, bone-setting and acupuncture), qualified and registered physiotherapist or chiropractor in Hong Kong, provided that a referral letter issued by a Physician is provided to the Company's satisfaction for any physiotherapy or chiropractic treatment.

### 1.3 Trauma Counselling

In the event that the Insured Person is diagnosed to be suffering from a post-traumatic stress disorder (notwithstanding exclusion (3) of this Section and General Exclusion 3(e)) by a Physician as a direct result of witnessing, or being a victim of, a Serious Bodily Injury, armed robbery, fire, explosion, natural disaster, hijack or Act of Terrorist occurred during the Journey and requiring counselling service from a qualified and registered psychiatrist or qualified and registered clinical psychologist, the Company will pay the reasonable and necessary

medical expenses incurred for such counselling service (i) during the Journey; and/or (ii) in Hong Kong within 90 days after the Insured Person's return from the Journey.

If the Insured Person is over the Age of 70, the maximum amount of benefit payable under this Section shall be limited to 50% of the benefit limit applicable to Section 1 (Medical Expenses Benefit) stated in the Schedule of Benefits.

#### **Exclusions Applicable to Section 1**

The Company shall not be liable for:

1. any expenses related to the additional cost of a single or private room at Hospital or charges in respect of special or private nursing; wheelchair, crutch or any other similar equipment;
2. any expenses related to cosmetic surgery, apparatus to correct visual acuity or refractive error, contact lenses, glasses or hearing aids, prosthesis, and medical equipment, appliances and accessories;
3. any expenses related to psychiatric, psychological disorder, mental or nervous disorders (including any related primary/basic signs and symptoms);
4. any expenses related to (i) treatment or services undertaken without the recommendation of a Physician; (ii) routine physical examinations or (iii) health check-ups not incidental to the treatment or diagnosis of a suspected Injury or Sickness sustained during the Journey;
5. any medical expenses incurred 180 days after the date on which the Injury or Sickness is sustained or contracted;
6. any expenses incurred for any treatment or service which is not Medically Necessary; or
7. any treatment provided by Physicians, Chinese Medicine Practitioner (including general practice, bone-setting and acupuncture), qualified and registered physiotherapist or chiropractor who is the Insured Person, the Policyholder, an insurance intermediary, an employer, employee, Immediate Family Member or business partner of the Policyholder and/or the Insured Person.

### **SECTION 2 Overseas Hospital or Quarantine Cash Allowance Benefit**

#### **2.1 Overseas Hospital Cash Allowance**

Provided that the benefit under Subsection 1.1 (Medical Expenses during the Journey) is payable, the Company will also pay a cash allowance for each Complete Day of the Insured Person's Hospital Confinement during the Journey.

#### **2.2 Compulsory Quarantine Cash Allowance**

The Company will pay a cash allowance for each Complete Day of Compulsory Quarantine imposed on the Insured Person during the Journey or within 7 days after his return to Hong Kong for reason of being suspected of suffering from or confirmed to be

infected with an Infectious Disease.

***A claim can only be made once under either Subsection 2.1 or 2.2 in respect of the same cause.***

#### **Exclusions Applicable to Section 2**

The Company shall not be liable:

1. for any dwelling quarantine;
2. if the planned destination has been declared as an infected area by the local government and/or the World Health Organisation on or before the commencement date of the Period of Insurance (applicable to Single-trip Cover and each of the trips under Multi-trip Cover) or before the commencement of the Journey (applicable to Annual Cover); or
3. if the confinement or quarantine period is less than a continuous period of 24 hours.

### **SECTION 3 24-hour Worldwide Emergency Aid**

**Emergency Medical Assistance** - If the Insured Person suffers Serious Bodily Injury or Serious Sickness during the Journey, the Insured Person or his representative may contact the "24-hour Worldwide Emergency Aid" hotline for the following services, provided that such Journey is not undertaken (i) against medical advice or (ii) for the purpose of seeking or obtaining any medical treatment outside of the Place of Origin, or resting and recuperation following any accident or illness prior to the Journey.

#### **3.1 Emergency Evacuation**

If the Insured Person's condition must require immediate medical treatment which is not available at the place of Accident causing Serious Bodily Injury or Serious Sickness, emergency evacuation to the nearest and appropriate medical facility will be arranged.

#### **3.2 Repatriation to the Place of Origin**

Necessary repatriation of the Insured Person to the medical facility in the Place of Origin by scheduled airline flight or other appropriate means of transportation can be arranged, provided that (i) the Insured Person shall surrender any unused travel ticket to the Company and (ii) the fare class of the scheduled Public Conveyance shall not be higher than the fare class of the original travel ticket of the Insured Person.

Any decision in relation to repatriation, in particular, whether a repatriation is necessary, shall be made jointly and exclusively by both the attending Physician and the Company.

#### **3.3 Hospital Admission Deposit Guarantee**

The Company will guarantee or provide Hospital admission deposit to the Hospital on behalf of the Insured Person, provided that (i) any payment made hereunder shall be deducted from the benefit payable under Section 1 (Medical Expenses Benefit) of this Policy and (ii) the Insured Person or his

representative must repay the Company any Hospital admission deposit which cannot be offset by the benefit payable within the period of time requested by the Company.

Under all circumstances, the Insured Person or his representative is responsible for the full payment of the medical expenses directly with the Hospital, including Hospital admission deposit guaranteed by the Company, when the Insured Person is discharged.

### 3.4 Additional Costs of Travel and Accommodation (including Caring Visit)

- a) Additional Costs of Travel and Accommodation – The Company will reimburse the additional costs of Public Conveyance in economy class only to return the Insured Person to the Place of Origin and additional costs of accommodation reasonably incurred by the Insured Person outside of the Place of Origin, when such costs directly arise from Serious Bodily Injury or Serious Sickness of the Insured Person necessitating medical treatment outside of the Place of Origin.
- b) Caring Visit – In the event of death or Hospital Confinement for over 3 consecutive days of the Insured Person during the Journey, the Company will reimburse the additional costs of Public Conveyance in economy class and accommodation expenses reasonably incurred outside of the Place of Origin by the following persons:
  - (i) two Immediate Family Members to join and take care of the Insured Person; or
  - (ii) one Immediate Family Member to join and take care of the Insured Person and one Travel Companion to stay behind to take care of the Insured Person.

### 3.5 Return of Unattended Dependent Children

The Company will reimburse the additional Public Conveyance and accommodation expenses reasonably incurred outside of the Place of Origin for returning the Insured Person's child under the Age of 18 who is left unattended outside of the Place of Origin as a direct result of the Serious Bodily Injury, Serious Sickness or hospitalisation of the Insured Person, to the Place of Origin, provided that under no circumstances shall the fare class of such additional Public Conveyance and/or the room type of the accommodation be higher than the fare class of the original planned Public Conveyance and/or the room type of the accommodation in the original itinerary of the Journey.

### 3.6 Repatriation of Mortal Remains

The Company will reimburse the transportation charges reasonably incurred for the repatriation of

the mortal remains (including ashes or body) of the Insured Person to the Place of Origin.

### 3.7 Compassionate Payment on Death

In the event of death of the Insured Person during the Journey as a direct result of Serious Bodily Injury or Serious Sickness, the Company will pay this benefit to such Insured Person's named beneficiary (if a beneficiary has been designated) or to the legal personal representative of such Insured Person's estate (if no beneficiary has been designated), after the Company's receipt of the police report or other official certification of the Insured Person's death.

### 3.8 Referral Services

Upon request of the Insured Person or his representative, referral services for legal assistance, interpreter and replacement of lost travel document or travel ticket will be provided through the "24-hour Worldwide Emergency Aid" hotline.

### Exclusions Applicable to Section 3

The Company shall not be liable:

1. for any expenses incurred 180 days after the date on which the Serious Bodily Injury or Serious Sickness is sustained or contracted during the Journey; or
2. to pay any benefits under Subsections 3.1, 3.2, 3.3 and 3.6 if the Company's prior approval has not been obtained by the Insured Person or his representatives before any assistance is provided or payment of deposits is guaranteed.

#### Procedure:

The Insured Person or his representative shall call the following "24-hour Worldwide Emergency Aid" hotline for the services set out in this Section.

Tel: (852) 2263 7303 Fax: (852) 2263 7757

It is required to provide the insurance certificate number as shown in the Certificate of Insurance or the policy number as shown in the Policy Schedule, the name and Hong Kong Identity Card or Passport number of the Insured Person as provided in the application to this Policy, the nature and the location of the emergency and his contact details. After validation, the services under the "24-hour Worldwide Emergency Aid" will be provided.

### Limitations of Liability

1. All service providers rendering services to the Insured Person under this Section (including but not limited to the emergency assistance provider, Physicians, and Hospitals) (the "Service Providers") are not employees, agents or servants of the Company. Accordingly, the Service Providers shall be responsible for their own acts, and the Insured Person shall not have any recourse or claim against the Company in connection with any services rendered by the Service Providers.

2. The Company assumes no liability in any manner and shall not be liable for any loss or damage arising out of or howsoever caused by any advice given or services rendered by or any acts or omissions of any Service Providers.
3. The Company and the Service Providers shall not be held responsible for any failure to provide the "24-hour Worldwide Emergency Aid" services and/or delays if caused by or contributed to by acts of God, or any circumstances and conditions beyond their control, including but not limited to, any administrative, political or government impediment, strike, industrial action, riot, civil commotion, or any form of political unrest (including but not limited to war, terrorism, insurrection), adverse weather condition, flight conditions or situations where the rendering of such service is prohibited or delayed by local laws, regulators or regulatory agencies.
4. In no event shall the Company be liable under this Section or in the course of the provision of the "24-hour Worldwide Emergency Aid" service, for any incidental, special, consequential or indirect loss, damage, cost, charge, fee or expense.
5. The Company may cancel this "24-hour Worldwide Emergency Aid" service by giving 30 days' prior notice to the Policyholder at the address last known to the Company.
6. The use of the "24-hour Worldwide Emergency Aid" service is of the Insured Person's own accord. The Company shall not be liable for any loss or liabilities arising from such use.

#### SECTION 4 Personal Accident Benefit

The Company will pay a personal accident benefit under this Section 4 if death or any permanent disablement as set out in the Table of Benefits below as an insured event occurs to the Insured Person due to an Accident during a Journey, provided that the applicable insured event occurs to the Insured Person within 12 months from the date of the Accident.

The amount of personal accident benefit payable under this Section 4 for the relevant insured event is equal to

- (i) (a) for an Insured Person at the Age of 18 to 70, the maximum limit applicable to Section 4 (Personal Accident Benefit) as set out in the Schedule of Benefits; or (b) for an Insured Person under the Age of 18 or over the Age of 70, 50% of the maximum limit applicable to Section 4 (Personal Accident Benefit) as set out in the Schedule of Benefits, multiplied by
- (ii) the prescribed percentage corresponding to the insured event as set out in the Table of Benefits below.

**Table of Benefits**

Insured Event		Prescribed Percentage of the Applicable Maximum Limit for Each Insured Event
1.	Accidental death	100%
2.	Permanent disablement (2.1 to 2.18)	
2.1	Permanent Total Disablement	100%
2.2	Permanent and incurable paralysis of all limbs	100%
2.3	Permanent total Loss of Sight of both eyes	100%
2.4	Permanent total Loss of Sight of one eye	50%
2.5	Loss of or permanent total Loss of Use of two Limbs	100%
2.6	Loss of or permanent total Loss of Use of one Limb	50%
2.7	Permanent total Loss of Speech and Hearing	100%
2.8	Permanent total Loss of Hearing in a) both ears b) one ear	75% 15%
2.9	Permanent total Loss of Speech	50%
2.10	Permanent total loss of the lens of one eye	30%
2.11	Removal of the lower jaw by surgical operation	30%
2.12	Loss of or permanent total Loss of Use of Thumb and four Fingers of a) right hand b) left hand	70% 50%
2.13	Loss of or permanent total Loss of Use of four Fingers of a) right hand b) left hand	40% 30%
2.14	Loss of or permanent total Loss of Use of one Thumb as particularised below: a) both right joints b) one right joint c) both left joints d) one left joint	30% 15% 20% 10%
2.15	Loss of or permanent total Loss of Use of a Finger as particularised below: a) three right joints b) two right joints c) one right joint d) three left joints e) two left joints f) one left joint	10% 7.5% 5% 7.5% 5% 2%
(In the event that the Insured Person is left-handed, the applicable percentages for left and right hands as shown in 2.12 to 2.15 shall be reversed.)		
2.16	Loss of or permanent total Loss of Use of Toes as particularised below: a) all toes of one foot b) both joints of a great toe c) one joint of a great toe d) each toe other than a great toe	15% 5% 3% 2%
2.17	Fractured Leg or Patella with Established Non-Union	10%
2.18	Shortening of leg by at least 5 cm	7.5%

**The benefit payable under this Section 4 is subject to the following conditions:**

1. The total benefits payable under this Section 4 shall not exceed 100% of the applicable maximum limit under Section 4 (Personal Accident Benefit) in the Schedule of Benefits, regardless of the number of insured event(s) occurred to the Insured Person during the Journey.
2. The total benefit payable under this Section 4 in respect of Injury to more than one portion of a limb or body part during a Journey shall not exceed the benefit limit payable in respect of the whole of that limb or body part.
3. If a benefit under this Section 4 has been paid for permanent disablement which occurred to a body part of an Insured, no further benefit shall be payable under this Section 4 in respect of permanent disablement of the same body part of such Insured.

**Extension of "Personal Accident Benefit"**

The benefit under this Section is extended to cover an Accident, which has directly led to an insured event, that occurred to the Insured Person when he is travelling on a direct route:

- a) from his principal home or regular place of employment in the Place of Origin to the immigration departure clearance control point in the Place of Origin within 3 hours prior to the scheduled time of departure of the arranged Public Conveyance for the purpose of commencing the Journey, notwithstanding that the Period of Insurance has yet to commence; or
- b) from the immigration arrival clearance control point in the Place of Origin to his principal home or regular place of employment in the Place of Origin within 3 hours after the scheduled time of arrival of the arranged Public Conveyance for the purpose of completion of the Journey, notwithstanding that the Period of Insurance has expired as long as the scheduled time of arrival falls within the Period of Insurance or the 10-days automatic extension period of this Policy due to any unavoidable delay as provided in General Condition 4 below, whichever is later.

For the purpose of this Section 4, it will be presumed that the Insured Person has suffered an accidental death, if the whereabouts of the Insured Person cannot be located within 1 year after the date of the disappearance, sinking or wrecking of an aircraft or other conveyance in which he is travelling either on land or at sea during the Journey.

**Exclusion Applicable to Section 4**

The Company shall not be liable for any loss caused by an Injury which is a consequence of or result directly or indirectly of any kind of Sickness.

**SECTION 5 Major Burns Benefit**

The Company will pay this benefit if an Insured Person suffers any third-degree burns (i.e. destruction of the skin to its full depth and damage to the tissues beneath with burnt areas equal or greater than 5% of the Insured Person's head or 10% of the Insured Person's total body surface area) directly arising from an Accident during the Journey, provided that the assessment of the burns is certified by a Physician with medical reports and full diagnosis. Such benefit can only be claimed once during the Journey.

**SECTION 6 Trip Cancellation Benefit**

The Company will reimburse the Eligible Loss upon cancellation of the Journey prior to the departure from the Place of Origin as a direct result of the occurrence of any of the following events:

- a) within 90 days prior to the scheduled date of departure of the Journey:
  - (i) death, Serious Bodily Injury or Serious Sickness of the Insured Person, Immediate Family Member, Close Business Partner, Foreign Domestic Helper or Travel Companion; or
  - (ii) duty of the Insured Person to comply with a witness summons, jury service or Compulsory Quarantine (provided that the notice or order of such witness summons, jury service or Compulsory Quarantine is served on the Insured Person after the Effective Date); or
- b) within 7 days prior to the scheduled date of departure of the Journey:
  - (i) adverse weather condition, natural disaster, Infectious Disease, unanticipated outbreak of industrial action involving the arranged Public Conveyance, closure of airport, Act of Terrorist, riot or civil commotion (notwithstanding General Exclusion 3(c)) at the planned destination of the Journey which prevents the Insured Person from commencing the Journey; or
  - (ii) severe damage to the Insured Person or Travel Companion's principal home in Hong Kong directly arising from fire, flood, burglary or natural disaster; or
  - (iii) death of the Pet, provided that the Insured Person (i) is the policyholder of; or (ii) is residing with the policyholder of, the Designated Pet Insurance Policy; or
- c)
  - (i) the Insured Person who is below the Age of 18 or
  - (ii) the Insured Person who is a parent or legal guardian and a Travel Companion of an Insured Person who is below the Age of 18 has to attend a School interview or Public Examination in person

which has been rescheduled after the Effective Date to a date falling within the scheduled period of the Journey.

**The benefit payable under this Section is subject to the following conditions:**

1. The Insured Person shall surrender all of his original unused travel tickets and admission tickets of the Travel Events paid for the purpose of the Journey to the Company.
2. Once a claim is made under this Section, no other benefits shall be payable under this Policy in respect of the same Journey, and, in respect of Single-trip Cover and each of the trips under Multi-trip Cover, all coverage offered under the same Certificate of Insurance shall cease.

**Exclusions Applicable to Section 6**

The Company shall not be liable:

1. for any loss arising from death, Serious Bodily Injury or Serious Sickness of a Travel Companion if for the purpose of the Journey, he is a travel agent, tour escort, tour leader or tour organiser for remuneration;
2. for any loss arising from the failure to notify the travel agent or provider of the transportation, accommodation or Travel Event immediately after cancellation of the Journey as a result of the events prescribed under this Section; or
3. if the rescheduled School interview or Public Examination could be attended by (i) a form or means other than in person, including but not limited to online platform; or (ii) a representative for and on behalf of the Insured Person.

**SECTION 7 Trip Interruption Benefit**

**7.1 Trip Curtailment**

If as a direct result of the occurrence of any of the following events during the Journey, the Journey is interrupted and curtailed after its commencement and the Insured Person is inevitably required to return to the Place of Origin:

- a) death, Serious Bodily Injury or Serious Sickness of the Insured Person, Immediate Family Member, Foreign Domestic Helper, Close Business Partner or Travel Companion;
- b) hijack of Public Conveyance or a mechanically propelled vehicles and vessels arranged by a travel agency in which the Insured Person is travelling as a fare-paying passenger;
- c) adverse weather condition, natural disaster, Infectious Disease, unanticipated outbreak of industrial action involving the arranged Public Conveyance, closure of airport, Act of Terrorist, riot or civil commotion (notwithstanding General Exclusion 3(c)) at

the planned destination of the Journey which prevents the Insured Person from continuing with the Journey;

- d) severe damage to the Insured Person's or Travel Companion's principal home in Hong Kong directly arising from fire, flood, burglary or natural disaster; or
- e) death of the Pet, provided that the Insured Person (i) is the policyholder of; or (ii) is residing with the policyholder of, the Designated Pet Insurance Policy,

the Company will pay for:

- (i) the Eligible Loss for each Complete Day of the Journey which is interrupted and the benefit payable for such Eligible Loss shall be calculated on pro-rata basis; and
- (ii) the additional Public Conveyance expenses reasonably and inevitably incurred by the Insured Person to return to the Place of Origin direct by means of a Public Conveyance, provided that under no circumstances shall the fare class of such additional Public Conveyance be higher than the fare class of the original planned Public Conveyance in the original itinerary of the Journey.

**The benefit payable under this Section is subject to the following conditions:**

1. the Insured Person has confirmed the itinerary and the booking of Travel Arrangement prior to the commencement of the Journey; and
2. the Insured Person has surrendered all of his original unused travel tickets and admission tickets of the Travel Events paid for the purpose of the Journey to the Company.

**7.2 Re-routing**

If the Journey has to be re-routed as a direct result of the occurrence of any of the following events at the planned destination of the Journey which prevents the Insured Person from continuing with his original itinerary after the Journey has begun:

- a) adverse weather condition;
- b) natural disaster;
- c) Infectious Disease;
- d) unanticipated outbreak of industrial action involving the arranged Public Conveyance;
- e) closure of airport;
- f) Act of Terrorist;
- g) riot or civil commotion (notwithstanding General Exclusion 3(c)); or

- h) Serious Bodily Injury or Serious Sickness of the Insured Person or Travel Companion,

the Company will pay for:

- (i) the additional Public Conveyance and/or accommodation expenses (less any expenses recovered/ recoverable from any source) reasonably and inevitably incurred by the Insured Person outside of the Place of Origin solely for the purpose of continuing his Journey to the original planned destination or returning to the Place of Origin, provided that under no circumstances shall the fare class of such additional Public Conveyance and/or the room type of the accommodation be higher than the fare class of the original planned Public Conveyance and/or the room type of the accommodation in the original itinerary of the Journey; or
- (ii) the Eligible Loss for each Complete Day of the Journey which is re-routed, solely for the purpose of continuing his Journey to the original planned destination or returning to the Place of Origin, and the benefit payable for such Eligible Loss shall be calculated on pro-rata basis.

**The benefit payable under this Section is subject to the following conditions:**

1. the Insured Person has confirmed the itinerary and the booking of Travel Arrangement prior to the commencement of the Journey; and
2. the Insured Person has surrendered all of his original unused travel tickets and admission tickets to the Travel Events paid for the purpose of the Journey to the Company.

***A claim can only be made once under either Subsection 7.1 or 7.2 in respect of the same cause.***

### **7.3 Cancellation of Local Tour**

The Company will reimburse the expenses prepaid in advance for the Local Tour (including any travel tickets and admission tickets to the tourist spots that needs to be separately purchased from the Local Tour Operator for the sole purpose of joining such Local Tour) which are forfeited and irrecoverable from any source upon cancellation of the Local Tour as a direct result of the occurrence of any of the following events before the commencement of such Local Tour:

- i) closure of the Local Tour Operator due to its bankruptcy or winding-up; or
- ii) closure of the tourist spot, which is specified in the itinerary provided by the Local Tour Operator for such Local Tour, due to unpredictable serious destruction.

This benefit is payable only if the above relevant event takes place at least 24 hours after payment is made for such Local Tour.

### **7.4 Overbooking**

In the event that the Insured Person fails to board the Public Conveyance during the Journey due to overbooking even though the Insured Person has obtained a prior confirmed reservation, the Company will reimburse the additional expenses reasonably incurred for the accommodation and/or meal expenses outside of the Place of Origin which are not provided, compensated or subsidised by the relevant Public Conveyance provider or any other sources.

The failure to board the Public Conveyance due to overbooking must be verified in writing by the relevant Public Conveyance provider.

### **7.5 Special Allowance - Closure of Designated Service Providers**

In the event that the Insured Person has prepaid a Designated Service Provider for accommodation, private car or motorhome rental services (as the case may be) outside of the Place of Origin, the Company will reimburse the additional expenses reasonably incurred by the Insured Person outside of the Place of Origin for purchasing the same service from an alternative Designated Service Provider as a direct consequence of the closure of the original Designated Service Provider due to its bankruptcy or winding-up, provided that:

1. the benefit payable under this Subsection shall not exceed the actual amount paid to the original Designated Service Provider; and
2. a hired vehicle or private car in this Subsection be any motor vehicle except for all kinds of commercial vehicles, motorcycles and any vehicle with 9 seats or above.

***The total benefit payable under Subsections 7.1, 7.2, 7.3, 7.4 and 7.5 shall not exceed 100% of the maximum limit payable for Section 7 (Trip Interruption Benefit) for the same Journey.***

### **Exclusions Applicable to Section 7**

The Company shall not be liable for:

1. any loss and expenses arising from death, Serious Bodily Injury or Serious Sickness of a Travel Companion if he is travelling in the capacity of a travel agent, tour escort, tour leader or tour organiser for remuneration;
2. any loss and expenses arising from the operation of a Public Conveyance, a mechanically propelled vehicle or vessel by a Travel Companion or a tour member;
3. any loss arising from the failure to give immediate

notice to the travel agent or provider of the transport or accommodation services of the curtailment of the Journey as a result of the events prescribed under this Section;

4. any loss arising from circumstances which already existed and were known or ought to have been known before the Insured Person entered into a contractual agreement for the related services with the Designated Service Provider or Local Tour Operator; or
5. any costs where no written contractual agreement exists between the Insured Person and the Designated Service Provider or Local Tour Operator.

## **SECTION 8      Travel Delay Benefit**

The Company will pay the benefits under this Section if the scheduled time of departure or arrival of the arranged Public Conveyance is delayed directly due to the occurrence of any of the following events (each a “**Covered Delay**”) by the respective length of time specified in Subsections 8.1, 8.2 or 8.3:

- a) adverse weather condition;
- b) natural disaster;
- c) unanticipated outbreak of industrial action involving the arranged Public Conveyance;
- d) riot or civil commotion (notwithstanding General Exclusion 3(c));
- e) Act of Terrorist;
- f) closure of airport;
- g) hijack of the arranged Public Conveyance; or
- h) mechanical breakdown of the arranged Public Conveyance.

With respect to a Covered Delay in relation to departure of a Public Conveyance, the period of delay is calculated from the original scheduled time of departure of the arranged Public Conveyance as specified in the itinerary supplied to the Insured Person until the actual departure time of (i) the arranged Public Conveyance or (ii) the first available alternative transportation offered by the relevant Public Conveyance provider.

With respect to a Covered Delay in relation to arrival of a Public Conveyance, the period of delay is calculated from the original scheduled time of arrival of the arranged Public Conveyance as specified in the itinerary supplied to the Insured Person until the actual arrival time of (i) the arranged Public Conveyance or (ii) the first available alternative transportation offered by the relevant Public Conveyance provider.

In the event that (i) the arranged Public Conveyance for commencing the Journey fails to depart at its original scheduled time of departure due to a cancellation or delay of service as a direct result of mechanical breakdown and (ii) the provider of such arranged Public Conveyance is unable to provide the Insured Person with an alternative transportation, a claim can only be made once under either Subsection 8.1 (Travel Delay - Cash Allowance

Benefit) or Subsection 8.3 (Cancellation of Journey due to Travel Delay Benefit) in respect of the same cause. No benefit under Subsection 8.2 (Loss of Travel Expenses due to Travel Delay Benefit) shall be payable in such circumstances.

### **8.1      Travel Delay - Cash Allowance**

The Company will pay a cash allowance for each and every 5 consecutive hours of a Covered Delay, provided that no other benefits under this Section shall be payable.

### **8.2      Loss of Travel Expenses due to Travel Delay**

- 1) Public Conveyance Expenses for Delayed Departure

The Company will reimburse the additional Public Conveyance expenses reasonably and inevitably incurred by the Insured Person for taking alternative means of transport as a direct consequence of a Covered Delay of at least 6 consecutive hours from the scheduled time of departure solely for travelling to the planned destination as specified in the Insured Person's original itinerary, provided that under no circumstances shall the fare class of such additional Public Conveyance be higher than the fare class of the original planned Public Conveyance in the original itinerary of the Journey.

- 2) Overseas Accommodation Cost

In the event of i) a Covered Delay of at least 6 consecutive hours; or ii) the Insured Person's failure to catch a prepaid connecting Public Conveyance according to his itinerary as a direct consequence of a Covered Delay, the Company will reimburse either:

- a) the additional accommodation expenses reasonably and inevitably incurred by the Insured Person outside of the Place of Origin; or
- b) the irrecoverable expenses paid or contracted to be paid for accommodation incurred by the Insured Person outside of the Place of Origin.

### **8.3      Cancellation of Journey due to Travel Delay**

In the event that the scheduled departure time of the arranged Public Conveyance from the Place of Origin as specified in the itinerary supplied to the Insured Person is delayed due to a Covered Delay by at least 10 consecutive hours directly resulting in the Insured Person's failure to proceed with the Journey or cancellation of the Journey, the Company will reimburse the Eligible Loss.

**The benefit payable under this Subsection is subject to the following conditions:**

- (i) the Insured Person shall surrender all of his original unused travel tickets and admission tickets to Travel Events paid for the purpose of

- the Journey to the Company; and
- (ii) once a claim is made under this Subsection 8.3, no other benefits shall be payable under this Policy in respect of the same Journey, and, in respect of the Single-trip Cover, all coverage offered under the same Certificate of Insurance shall cease.

***A claim can only be made once under either Subsection 8.1, 8.2 or 8.3 in respect of the same cause.***

#### **Exclusions Applicable to Section 8**

The Company shall not be liable for:

1. any delay arising from an act or omission on the part of the Insured Person, including his failure to check in or arrive at the departure gate at the scheduled time suggested by the Public Conveyance provider or immigration clearance control point;
2. the Insured Person's failure to secure a confirmed advanced booking of travel tickets prior to the occurrence of a Covered Delay;
3. any delay arising from the Insured Person's refusal or failure to take the first available alternative transportation offered by the relevant Public Conveyance provider; or
4. any delay the cause of which exists or is known to exist, or an announcement contemplating such cause of delay (such as information about the hoisting of any typhoon signal) has been made by the carrier, tour operator, the observatory or the authorities before the Effective Date.

***If the Insured Person is eligible to make a claim under both Section 7 (Trip Interruption Benefit) and Section 8 (Travel Delay Benefit) in respect of the same cause, the Company will only pay the benefit of a higher payable amount.***

#### **SECTION 9 Baggage Delay Benefit**

The Company will pay a cash allowance for an Insured Person's checked-in baggage if such checked-in baggage has been misdirected or delayed by the Public Conveyance provider and is not returned to the Insured Person within 6 hours from the time of arrival at a destination outside of the Place of Origin.

#### **Exclusions Applicable to Section 9**

The Company shall not be liable for:

1. any delay which is caused by detention or confiscation by customs or other law enforcing officials;
2. any loss of baggage which is covered under Section 10 (Baggage Benefit);
3. any loss which occurs after the Insured Person has returned to the Place of Origin or reached his final destination; or
4. any of the Insured Person's baggage, souvenir or any

other item which is either separately mailed or shipped by the Insured Person, or intentionally arranged to be carried by a Public Conveyance other than the one the Insured Person carries on board.

#### **SECTION 10 Baggage Benefit**

The Company will pay for the accidental loss of or damage to the following Baggage and Personal Property, suffered during the Journey:

- (i) sport equipment;
- (ii) mobile phone (only 1 unit of mobile phone will be covered for each Insured Person in the same Journey);
- (iii) tablet computer or laptop computer (only 1 unit of tablet computer or 1 unit of laptop computer will be covered for each Insured Person in the same Journey);
- (iv) business sample (applicable to Annual Cover only and notwithstanding exclusion (4) of this Section); and
- (v) Baggage and Personal Property other than those as listed in the above (i) to (iv).

The Company will pay, at its option, the reasonable cost of repair or replacement of the lost or damaged Baggage and Personal Property, after deducting the rate of depreciation as shown in the Depreciation Table below, up to the benefit limit under this Section, provided that:

1. the Insured Person shall take reasonable precautions to safeguard the Baggage and Personal Property, including but not limited to making sure that the Baggage and Personal Property will not be left unattended in a public place; and
2. the damaged Baggage and Personal Property must be examined immediately by the Insured Person upon receipt from the carrier.

#### **Depreciation Table**

<b>Age of Baggage and Personal Property from the date of purchase</b>	<b>Rate of Depreciation</b>
New to 12 months	10%
13 - 24 months	20%
25 - 60 months	40%
More than 60 months	70%

For any accidental loss of or damage to mobile phone which has been purchased for more than 60 months from the date of purchase, the Company will pay, either i) the reasonable cost of repair or replacement of the lost or damaged mobile phone (less the rate of depreciation as shown in the Depreciation Table above) up to the benefit limit under this Section; or ii) a cash allowance of up to HK\$500, whichever is lower.

The original receipt with purchase date and price for the lost or damaged Baggage and Personal Property are required to be provided to the Company, failing which the

Company will not pay for the claim.

#### **Exclusions Applicable to Section 10**

The Company shall not be liable for:

1. loss or damage in consequence of delay, confiscation, detention or examination by customs authorities or other officials;
2. loss of or damage to sports equipment whilst in use;
3. loss of or damage to Money, negotiable instruments, bonds or securities, deeds, credit cards, stored-value devices (such as Octopus cards and other prepaid electronic tickets) and other instruments of payment or documents of any kind, passports, visas, and transportation, accommodation or any other travel vouchers or coupons;
4. loss of mobile phone, unless the Insured Person is able to provide the original receipt for the purchase of the mobile phone showing its International Mobile Equipment Identity (IMEI), serial number and model number, the date of purchase and the price paid; or damage to mobile phone, unless the relevant repair services are provided by an official authorised service support centre;
5. loss of or damage to the following properties:
  - a) software and accessories of mobile phone, laptop computer or tablet computer;
  - b) fragile or brittle articles of every description (including any kind of substance contained therein), china, glassware, porcelains, objects of art, set or unset precious or semiprecious gemstones;
  - c) jewellery, articles of gold, platinum, silver, jade, diamond or other precious metals or stones;
  - d) foodstuff and beverage, perishable articles of every description (including but not limited to foodstuff and beverage), medicine, tobacco;
  - e) business merchandises or samples;
  - f) motorcycles; bicycles or any other conveyance;
  - g) household furniture; or
  - h) contact lenses or dentures (and all relating appliances and accessories);
6. loss of data recorded on tapes, cards, diskettes, mobile phone, laptop computer or tablet computer;
7. loss or damage caused by wear and tear, moth, vermin or inherent vice, mechanical, electrical or electronic breakdown or derangement, faulty design or workmanship, cleaning, repairing or restoring process, atmospheric or climatic changes;
8. loss of or damage to any Baggage and Personal Property that is left behind or unattended in a Public Conveyance or vehicle of any other kind (unless it is locked inside the trunk or at the storage area behind the back seat of the locked vehicle) or in a public place or as a result of the Insured Person's failure to take due care and precautions for the

safeguard and security of such Baggage and Personal Property;

9. loss of or damage to the Insured Person's Baggage and Personal Property or souvenir which is either separately mailed or shipped by the Insured Person, or intentionally arranged to be carried by a Public Conveyance other than the one the Insured Person carries on board;
10. any unexplained loss or mysterious disappearance of the Baggage and Personal Property;
11. loss of or damage to any Baggage and Personal Property while in the custody of a carrier, unless the Insured Person reports immediately in writing to the carrier within 24 hours upon discovery, and the carrier must acknowledge receipt of such report; and for loss or damage to any Baggage and Personal Property occurred on an airline flight, a "Property Irregularity Report" must also be obtained;
12. any loss which the Insured Person fails to report to the local police within 24 hours upon discovery of loss; or
13. any claim for damaged Baggage and Personal Property unless the Insured Person can produce the Baggage and Personal Property for inspection by the Company upon request.

#### **SECTION 11 Loss of Travel Documents Benefit**

In the event of accidental loss of an Insured Person's travel document and/or travel ticket outside of the Place of Origin during the Journey, the Company will reimburse for:

1. the replacement cost of the travel document and/or travel ticket charged by the issuing body; and/or
2. the additional Public Conveyance and accommodation expenses reasonably incurred by the Insured Person outside of the Place of Origin during the Journey for the sole purpose of obtaining a replacement travel document and/or travel ticket from the issuing body which is nearest to the place where the Insured Person is first aware of the loss of such document, provided that under no circumstances shall the fare class of such additional Public Conveyance and/or the room type of the accommodation be higher than the fare class of the original planned Public Conveyance and/or the room type of the accommodation in the original itinerary of the Journey.

If the Insured Person obtains both the temporary and regular travel documents, either the cost of issuing a temporary document or the cost of replacement of the regular document, whichever is higher, will be reimbursed by the Company but not the cost of both documents.

#### **Exclusions Applicable to Section 11**

The Company shall not be liable for:

1. any loss which the Insured Person fails to report to police within 24 hours or as soon as practicable upon discovery of such loss;

2. any replacement fees charged by the issuing body which is incurred after 30 days of returning to the Place of Origin or the expiry of this Policy, whichever is earlier;
3. any loss contributed by the Insured Person leaving the travel document or travel ticket unattended in a public place;
4. any benefit under this Section if the lost travel document or travel ticket is not a necessary document for completing the Journey;
5. any loss of the travel document or travel ticket arising from the confiscation by a government authority, customs official or police; or
6. any unexplained loss or mysterious disappearance of the travel document or travel ticket.

## **SECTION 12      Personal Money Benefit**

The Company will reimburse the loss of personal money which is owned and carried by the Insured Person in the form of banknotes, cash or travellers cheques directly arising only from theft, robbery or burglary during the Journey.

### **Exclusions Applicable to Section 12**

The Company shall not be liable for:

1. any loss which the Insured Person has failed to report to the police within 24 hours or as soon as practicable upon discovery of such loss;
2. any loss of travellers cheques not immediately reported to the local branch or agent of the issuing body;
3. any loss or shortages of personal money arising due to an error or omission of any third party, any fluctuation in any rate of currency exchange, devaluation, or confiscation by any governmental authorities of any kind;
4. any loss contributed to by the Insured Person leaving the personal money unattended in a public place; or
5. any loss occurring to an Insured Person below the Age of 10.

## **SECTION 13      Loss of Home Contents Benefit**

The Company will reimburse the reasonable cost of replacement or repair of an Insured Person's Household Contents and personal effects (excluding Money) if the Insured Person suffers loss of or damage to the same as a result of burglary occurring at the Insured Person's principal home in Hong Kong while it is unoccupied during the Journey. A burglary must be evidenced by visible marks of force or violence on the exterior of or inside the premises, and must be reported to the police of Hong Kong within 24 hours after (i) the Insured Person becomes aware of such incidence of burglary or (ii) the Insured Person being returned to his principal home in Hong Kong after the Journey, whichever is earlier.

### **Exclusions Applicable to Section 13**

The Company shall not be liable:

1. for any loss or damage caused or facilitated by the recklessness or wilful act of any person lawfully access to the Insured Person's principal home in Hong Kong;
2. for any loss not reported to the police of Hong Kong within 24 hours after (i) the Insured Person becomes aware of such incidence of burglary or (ii) the Insured Person being returned to his principal home in Hong Kong after the Journey, whichever is earlier, and a police report for such incidence has not been obtained;
3. if the premises is unoccupied for more than 30 consecutive days prior to the departure date of the Journey; or
4. for any loss arising from the Insured Person not taking all reasonable efforts to take due care and precautions for the safeguarding and security of Home Contents and personal effects within the Insured Person's principal home in Hong Kong to avoid or to mitigate any loss and damage from the incidence of burglary.

## **SECTION 14      Personal Liability Benefit**

The Company will pay this benefit if an Insured Person incurs legal liability to a third party (inclusive of legal costs and expenses) for:

1. accidental bodily injury to a third party; or
  2. accidental loss of or damage to third party's property,
- as a direct result of the Insured Person's negligence towards the third party during the Journey, provided that written immediate notice of the event giving rise to legal liability on the part of the Insured Person is given to the Company.

### **Exclusions Applicable to Section 14**

The Company shall not be liable for any liability, loss or claim:

1. where the Insured Person or his authorised representative has admitted liability or entered into any agreement or settlement without notifying and obtaining the prior written consent of the Company;
2. in respect of loss of or damage to property belonging to or in the care, custody or control of any Insured Person;
3. arising directly or indirectly from:
  - a) employers' liability, contractual liability or liability to the Travel Companion or Immediate Family Members of the Insured Person;
  - b) pursuit of a trade business or profession;
  - c) ownership or occupation of lands or buildings (other than occupation only of any temporary residence);
  - d) ownership, possession, hire, use or operation of drone, vehicles, aircraft, watercraft, weapons, firearm, fireworks or animals;
  - e) legal costs or penalties resulting from any criminal proceedings; or

- f) bailment, contractual licences or conveyances of real estate or personal property.

## **SECTION 15 Credit Card Protection Benefit**

In the event that a claim is payable under this Policy for the death of an Insured Person as a direct result of an Accident, the Company will reimburse the outstanding amount charged to the Insured Person's credit card account for goods purchased by the Insured Person during the Journey.

### **Exclusion Applicable to Section 15**

The Company shall not be liable for any interest accrued or financial charges on the outstanding balance.

## **SECTION 16 Golfer Benefit**

### **16.1 Hole In One Benefit**

If an Insured Person hits a "hole-in-one" in a competition or friendly game at any recognised golf courses outside of the Place of Origin during the Journey, the Company will pay, on a one-off basis, the bar expenses incurred by the Insured Person on the same day at the same golf course in celebration and on account of the "hole-in-one", provided that (i) the "hole-in-one" is properly witnessed in accordance with the practice of the recognised golf course where the competition or friendly game was held and (ii) a properly authenticated certificate was issued by the golf course for the "hole-in-one".

### **16.2 Prepaid Booking for Golf Course or Tuition**

If an Insured Person is unable to engage in any golf activity outside of the Place of Origin during the Journey directly due to Serious Bodily Injury or Serious Sickness, the Company will pay, for each Complete Day of the recognised golf course unused by and/or golf tuition not taken part in by the Insured Person for leisure purpose, for the loss of the prepaid and unused portion of booking fees for such golf course and/or the golf tuition fees which are forfeited and irrecoverable from any sources, and the benefit payable for such loss shall be calculated on a pro-rata basis.

### **Exclusions Applicable to Section 16**

The Company shall not be liable if:

1. the Insured Person is below the Age of 18; or
2. the Insured Person is a professional golfer, golf-coach, golf-instructor or golf-trainer.

## **SECTION 17 Rental Vehicle Excess Protection Benefit**

The Company will reimburse the vehicle insurance excess or deductible incurred by the Insured Person under a rental agreement of a private car or motor home and/or the non-operation charge (NOC) charged by the licensed vehicle rental company as a result of a car accident, parking damage or theft during the Journey, provided that:

1. the vehicle is hired from a licensed vehicle rental company and a motor vehicle insurance policy

providing coverage on the hired vehicle during the rental period is taken out by the Insured Person;

2. the Insured Person is nominated as a named driver in the rental agreement;
3. the hired vehicle is driven by the Insured Person at the relevant time when the car accident occurs;
4. the Insured Person is duly licensed to drive in the territory where the car accident occurs;
5. all the terms and conditions of the rental agreement and those of the applicable motor vehicle insurance are duly complied with, and
6. the benefit under this Section cannot be claimed more than once for the same Journey.

### **Exclusions Applicable to Section 17**

The Company shall not be liable for:

1. any loss of the hired vehicle if the hired vehicle is any kind of commercial vehicle, motorcycle or any vehicle with 9 seats or above;
2. any loss sustained while the Insured Person is under the influence of alcohol or drugs at the time when he is in control of the hired vehicle during the rental period;
3. any loss owing to illegal or unlawful use of the hired vehicle by the Insured Person during the rental period; or
4. any other liability.

## **CRUISE BENEFITS — Sections 18 – 19 (Applicable to Cruise Plan only)**

## **SECTION 18 Cruise Cancellation and Interruption Benefit**

### **18.1 Cruise Cancellation**

The Company will reimburse the expenses prepaid for the cruise tour which are forfeited and irrecoverable from any source upon cancellation of the cruise tour by the Insured Person if the Public Conveyance in which the Insured Person has arranged for travelling to the port of departure is delayed by at least 8 consecutive hours counting from the scheduled time of arrival specified in the itinerary due to adverse weather condition, natural disaster, unanticipated outbreak of industrial action involving the arranged Public Conveyance, closure of airport, Act of Terrorist, riot or civil commotion (notwithstanding General Exclusion 3(c)), hijack or mechanical breakdown of the arranged Public Conveyance during the Journey, provided that such delay must be the direct cause of the Insured Person's failure to board the cruise at the designated boarding port.

### **18.2 Cruise Interruption**

The Company will pay for the additional Public Conveyance expenses reasonably and inevitably incurred by the Insured Person for travelling from

the port of departure to the next scheduled port of call specified in the original itinerary to catch up with the cruise tour if the Public Conveyance in which the Insured Person has arranged for travelling to the port of departure is delayed by at least 8 consecutive hours counting from the scheduled time of arrival specified in the itinerary due to adverse weather condition, natural disaster, unanticipated outbreak of industrial action involving the arranged Public Conveyance, closure of airport, Act of Terrorist, riot or civil commotion (notwithstanding General Exclusion 3(c)), hijack or mechanical breakdown of the arranged Public Conveyance during the Journey, provided that (i) such delay must be the direct cause of the Insured Person's failure to board the cruise at the designated boarding port; and (ii) under no circumstances shall the fare class of such additional Public Conveyance be higher than the fare class of the original planned Public Conveyance in the original itinerary of the Journey.

***Should a loss arise for which a claim under Section 18 (Cruise Cancellation and Interruption Benefit) is payable, no further claims shall be payable under Section 6 (Trip Cancellation Benefit) and Section 7 (Trip Interruption Benefit) in respect of the same loss.***

## **SECTION 19 Post-Departure Cruise Benefit**

After commencement of the cruise tour, the benefits below will be payable in accordance with the following provisions:

### **19.1 Shore Excursion Cancellation**

The Company will reimburse the deposits or any payment made in advance for any shore excursion tour organised by any licensed parties which are forfeited and irrecoverable from any source upon cancellation of the shore excursion as a direct result of the occurrence of any of the following events, except any shore excursion tour that commences at the scheduled port of disembarkation:

1. Serious Bodily Injury or Serious Sickness suffered by the Insured Person or Travel Companion or;
2. adverse weather condition, natural disaster, Infectious Disease, unanticipated outbreak of industrial action, Act of Terrorist, riot or civil commotion (notwithstanding General Exclusion 3(c)) at the scheduled destination of the shore excursion tour which prevents the Insured Person from continuing with the Journey.

For the purpose of this Subsection, "port of disembarkation" means the port at which a passenger leaves the cruise ship for the purpose of ending the cruise tour.

### **19.2 Satellite Phone Expenses**

The Company will indemnify the Insured Person for the satellite phone call expenses reasonably

incurred while on board a cruise during the Journey in the event that the Insured Person or Travel Companion shall suffer from Serious Bodily Injury or Serious Sickness which prevents the Insured Person from continuing the Journey, provided that the Insured Person must return directly to Hong Kong following such interruption.

## **Exclusions Applicable to Sections 18 and 19**

The Company shall not be liable for:

1. any loss directly or indirectly arising from any government's regulations, control or act, or from the bankruptcy, liquidation, error, omission or default of any travel agent, tour operator, cruise company, and/or other provider of any service forming part of the original itinerary of the Journey;
2. any loss arising from any circumstances where the Insured Person fails to notify the travel agent, tour operator, cruise company, and/or other provider of any service forming part of the original itinerary of the Journey timely of the cancellation of any Travel Arrangement or to notify the relevant providers of the need to make any alternative arrangement immediately when it is found necessary to do so;
3. any loss arising from the late arrival of the Insured Person at the airport or port (i.e. arrival at a time later than the time required for check-in or booking-in except for late arrival due to unanticipated outbreak of industrial action involving the arranged Public Conveyance);
4. any travel delay arising from the Insured Person's refusal or failure to take the first available alternative transportation offered by the relevant Public Conveyance provider or cruise company;
5. any loss in relation to alterations to the original itinerary which is not accepted by the airline, travel agent, cruise company, or other relevant organisations before commencement of the relevant shore excursion tour;
6. any expenses incurred for the services provided by a third party for which the Insured Person is not liable to pay and/or any expenses already included in the cost of a scheduled voyage; or
7. any loss in respect of which a claim under Section 8 (Travel Delay Benefit) is payable.

## **GENERAL EXCLUSIONS**

Unless specifically provided otherwise, this Policy does not cover any of the following:

1. any loss, costs or expenses to the extent that they are recoverable from government program, travel agent, airline, cruise company, Public Conveyance providers, any providers of travel, accommodation and transport arrangements or other insurance (whether such other insurance is stated to be primary, contributory, excess, contingent or otherwise) (excluding Section 2 (Overseas Hospital or Quarantine Cash Allowance

Benefit), Section 3.7 (Compassionate Payment on Death), and Section 4 (Personal Accident Benefit), Section 5 (Major Burns Benefit), Section 8.1 (Travel Delay Benefit – Cash Allowance) and Section 9 (Baggage Delay Benefit) ;

2. any loss if the Journey does not commence from the Place of Origin;
3. any loss arising from a direct or indirect consequence of:
  - a) any Pre-existing Conditions, Congenital Conditions, Developmental Conditions or hereditary conditions. If the Company alleges that by reason of this exclusion any loss is not covered by this Policy, the burden of proving the contrary shall be upon the Insured Person or any other person claiming to be indemnified;
  - b) any Injury, Sickness, death, loss, expense or other liability attributable to Human Immunodeficiency Virus (HIV) and/or any HIV related illness including Acquired Immune Deficiency Syndrome (AIDS) and/or any mutant derivative or variations thereof howsoever caused;
  - c) war (whether declared or not), invasion, act of foreign enemies, civil war, rebellion, revolution, riot, civil commotion, military or usurped power, performing duties as a member of armed forces, or other law enforcing agencies;
  - d) any wilful, malicious, unlawful or deliberate act of the Insured Person, Immediate Family Member or Travel Companion;
  - e) suicide, attempted suicide or intentional self-inflicted bodily injuries, mental or nervous disorders, abortion, miscarriage, assigned complications, pregnancy, child-birth, venereal and sexually transmitted diseases, the use of alcohol or drugs other than those prescribed by a Physician; dental treatment unless resulting from Injury to sound and natural teeth;
  - f) nuclear fission, nuclear fusion or radioactive contamination;
  - g) accidents to an Insured Person whilst engaging in any sport or game in a professional capacity where the Insured Person would or could earn income or remuneration from engaging in such sport or game or racing of any kind (other than on foot) or any competition;
  - h) whilst the Insured Person is engaging in duty of the following occupations: being a crew member or an operator of any Public Conveyance, tour guide, tour escort, fisherman, cook, kitchen worker, naval, military or air force service or operations or armed force services, performing as an actor or actress or artist, any kind of manual labour work whether for business or leisure, hazardous offshore

activities including commercial diving, oil rigging, mining, handling of explosives, site working, stunt works and aerial photography;

- i) trekking at an altitude limit greater than 5,000 metres above sea level or diving to a depth greater than 45 metres below sea level;
  - j) any loss due to medical or physical conditions or other circumstances affecting the Insured Person or Immediate Family Member, Travel Companion, Close Business Partner, Foreign Domestic Helper or Pet (if applicable) (as the case may be) which (a) has existed before the Effective Date and (b) has presented signs or symptoms of which the Insured Person is or should reasonably have been aware of;
  - k) any activity or involvement of the Insured Person in the air unless the Insured Person is at the relevant time (i) travelling as a fare paying passenger on a regularly-scheduled flight or licensed chartered aircraft, or (ii) participating in such activity where the maneuver or navigation of such activity is managed and controlled by another person who is adequately licensed for guiding such activity and the provider of such activity must be authorised by the relevant local authority.
  - l) any loss directly or indirectly arising from any government's regulations, control or any circumstances leading to the relevant delay, cancellation or interruption of the Journey which existed or is announced or publicly known on or before the Effective Date;
  - m) save as provided in (a) to (l) above, any loss which is indirect and consequential in nature;
4. any loss if the Insured Person is travelling contrary to the advice of a Physician or for the purpose of obtaining medical treatment; or
  5. any loss if the Insured Person is travelling for migration.

## GENERAL CONDITIONS

1. **Interpretation –**
  - a) Throughout this Policy, where the context so admits, words embodying the masculine gender shall include the feminine gender, and words indicating the singular case shall include the plural and vice-versa.
  - b) Headings are for convenience only and shall not affect the interpretation of this Policy.
  - c) A time of day is a reference to the time in Hong Kong.
  - d) Unless otherwise provided in any endorsement attached to this Policy, should there be any conflict between the terms and conditions in this Policy and those contained in any other material produced by the Company, these terms and conditions shall prevail.

- e) Unless otherwise defined, capitalised terms used in this Policy have the meanings ascribed to them under the definitions section of these terms and conditions.

2. **Compliance with Conditions** – The due observance and fulfilment of all the terms and conditions of this Policy by the Policyholder and Insured Person(s), or anyone acting on his/her behalf insofar as they relate to anything to be done or complied with by the Policyholder and Insured Person, or anyone acting on his/her behalf shall be a condition precedent to any liability of the Company to make any payment under this Policy. This Policy is issued based on information, declarations and statements that the Policyholder and the Insured Person(s) provided to the Company during application for the Policy. This Policy is issued in consideration of such information, declarations and statements contained in the application forms and the relevant application documents.

3. **Cancellation –**

- a) Applicable to Single-trip Cover and Multi-trip Cover: The Policy is non-cancellable. No refund of premium will be made once the Policy is issued.
- b) Applicable to Annual Cover: The Company may cancel this Policy by giving no less than 7 days' prior notice to the Policyholder at his or her last known email address provided that the Company shall in that event return to the Policyholder a proportionate part of the premium corresponding to the unexpired period of insurance.

The Policyholder may cancel this Policy by giving no less than 7 days' prior written notice to the Company. Provided that no claim has been made during the Period of Insurance, the Policyholder shall be entitled to a partial refund of premium equivalent to the actual premium paid for that Period of Insurance less the premium to be charged as calculated at the Company's short period rates (as shown in the Short Period Rate Table below) for the Period of Insurance already in force, subject to the minimum premium per policy as stipulated in the Policy Schedule.

**Short Period Rate Table**

Period of Insurance in force		Premium to be charged	
Not exceeding	1 month	30%	of annual premium
	2 months	40%	
	3 months	50%	
	4 months	60%	
	5 months	70%	
	6 months	80%	
	7 months	90%	
Over 7 months		Full annual premium	

4. **Automatic Extension for Unavoidable Delay** – The coverage provided by this Policy in respect of a Journey will be automatically extended for a maximum period of 10 days if, owing to an unexpected reason or condition entirely beyond the Insured Person's control and independent of any other cause, the Insured Person's Journey as scheduled prior to his departure is unavoidably delayed which prevents him from returning to the Place of Origin within the Period of Insurance (applicable to Single-trip Cover and each of the trips under Multi-trip Cover only) or within 90 days after the commencement of the Journey (applicable to Annual Cover only). The extension will terminate at the expiry of the aforesaid 10-day period or on the date when the reason or condition causing the delay ceases to exist, whichever is earlier.

5. **Payment of Benefits under the Policy**

- a) If the Insured Person is below the Age of 18 on the commencement date of the Period of Insurance, the Company will pay all benefits (excluding Compassionate Payment on Death, 24-hour Worldwide Emergency Aid, Personal Accident Benefit in respect of death as an insured event and Personal Liability Benefit) to the Insured Person's parent/ legal guardian. If the Insured Person is at the Age of 18 or above on the commencement date of the Period of Insurance, the Company will pay all benefits (excluding Compassionate Payment on Death, 24-hour Worldwide Emergency Aid, Personal Accident Benefit in respect of death as an insured event and Personal Liability Benefit) to the Policyholder or the Insured Person (as determined by the Company).
- b) Notwithstanding paragraph 5(a) above, for payment of Compassionate Payment on Death and Personal Accident Benefit in respect of death as an insured event, the Company will pay all such benefit to the relevant Insured Person's named beneficiary (if a beneficiary has been designated) or to the legal personal representative of such Insured Person's estate (if no beneficiary has been designated).
- c) Notwithstanding paragraph 5(a) above, for payment of applicable benefits under 24-hour Worldwide Emergency Aid, the Company will pay such benefit to the Service Provider.
- d) Upon payment by the Company to the person indicated under paragraph 5(a) or 5(b) above (as the case may be) shall be deemed a final and complete discharge of all liabilities of the Company.

6. **No Direct Billing** – There is no direct billing under this Policy except the billing service arranged through the "24-hour Worldwide Emergency Aid" with the approval of the Company.

7. **Age Limit of the Insured Person –**

- a) Applicable to Single-trip Cover and Multi-trip Cover: Anyone who is at the Age of 6 weeks or above is eligible to enrol in this Policy.
- b) Applicable to Annual Cover: Anyone who is between the Age of 6 weeks and 75 inclusive is eligible to enrol in this Policy. Subject to the approval of the Company and payment of the relevant premium in full, the coverage for an Insured Person under this Policy will be renewed up to the Age of 80 of the Insured Person. Any renewal above the Age of 80 of the Insured Person is subject to the Company's consideration and approval at its sole discretion.

Any child under the Age of 18 must obtain the consent of his parents or legal guardian in order to be insured under this Policy. All benefits would be payable according to the Age of the Insured Person on the commencement date of the Period of Insurance of this Policy.

8. **Recovery from Insured Person where Charges exceed Benefits** – If the total charges for "Emergency Medical Assistance" or other services under this Policy utilised by the Insured Person exceed the total amount of benefits payable under the applicable limit of this Policy, the Policyholder and/or the Insured Person shall be liable for such excess. The Company can deduct the amount of the excess from any benefits payable and/or ask the Policyholder and/or the Insured Person to pay the excess.
9. **Pair and Set** – In the event of loss of or damage to any article which is a part of a pair and set, the measure of loss of or damage to such article shall be a reasonable and fair proportion of the total value of the pair and set and will not be construed to mean a total loss of the pair and set (Note: camera body, lenses, storage devices and accessories will be treated as a set).
10. **One Set of Benefits** – If the Insured Person is covered under more than one travel insurance policy underwritten by the Company which provides insurance coverage in respect of the same Journey, except for any complimentary insurance provided by the travel agent, the liability of the Company in respect of that Insured Person for the same Journey is limited to the maximum benefits payable under one of the policies which provides the highest amount of benefit. In addition, benefits under the complimentary insurance provided by the travel agent will also be payable.
11. **Validity of Policy** – This Policy is only valid for Journeys taken for the sole purpose of leisure travel or business travel (limited to administrative and clerical works only) in their entirety. Participation in amateur sport or tourist activities are covered, provided that such activities are: (i) accessible to the general public without restriction, (ii) performed under the guidance and supervision of qualified personnel and/or instructors of recognised local tour operator or activity provider, (iii) authorised by the relevant local authority, and (iv) not an excluded

activity as stipulated in the General Exclusions.

12. **Abandoned Claims** – If the Company disclaims liability for any claims under this Policy; and such claim has not been referred by the Policyholder and/or Insured Person to arbitration as described below within 12 calendar months from the date of such disclaimer, then the claim shall for all purposes be considered abandoned and not recoverable.
13. **Subrogation** – The Company has the right to proceed at its own expense in the name of the Policyholder and/or the Insured Person(s) against any third party who may be responsible for any occurrence giving rise to a claim under this Policy and any amount so recovered from any third party shall belong to the Company. The Policyholder and/or Insured Person(s) shall fully cooperate with the Company in the recovery action.
14. **Suits Against Third Parties** – Nothing in this Policy shall render the Company liable to indemnify, join, respond to or defend any suit for damages for any cause or reason which may be instituted by the Policyholder or the Insured Person(s) against any medical service provider or medical institution nominated under this Policy, including without limitation to any suit for negligence, malpractice or professional misconduct or any other causes in relation to or arising out of the treatment or examination of the Insured Person(s) under the terms of this Policy.
15. **Arbitration** – Any disputes or differences arising out of or in connection with this Policy shall be referred to and determined by arbitration in accordance with the Arbitration Ordinance (Cap. 609 of the Laws of Hong Kong). If the parties fail to agree on the choice of an arbitrator, the Chairperson of Hong Kong International Arbitration Centre shall appoint one.
16. **Notice** – All notices required to be given to the Company must be in writing and addressed to the Company and no alteration to this Policy including any endorsement thereto shall be valid unless the same is duly signed by an authorised representative of the Company.
17. **Misrepresentation/Fraud** – If the application, proposal and/or declaration of the Policyholder and/or Insured Person(s) is untrue in any respect or if any material fact affecting the risk is incorrectly stated therein or omitted therefrom or if this insurance shall have been obtained through any misstatement, misrepresentation or suppression or if any claim made shall be fraudulent or exaggerated or if any false declaration or statement shall be made in support thereof, then the coverage of this Policy shall become null and void with effect from the issue date of the Certificate of Insurance or the Policy.
18. **Governing Law** – This Policy is issued in Hong Kong and shall be governed and construed in accordance with the laws of Hong Kong.
19. **Severability** – If any provision of this Policy or any part thereof is held to be unenforceable, invalid or

void for any reason, the enforceability and validity of the remaining part of that provision and the remaining provisions of this Policy shall, to the extent allowable, remain in full force and effect.

20. **Rights of Third Parties** – Any person or entity who is not a party to this Policy shall have no rights under the Contract (Rights of Third Parties) Ordinance (Cap. 623 of the Laws of Hong Kong) to enforce any terms of this Policy.
21. **Language** – The Chinese version of this Policy is for reference only. Should there be any discrepancy between the English and Chinese versions, the English version shall prevail.
22. **Sanction Limitation and Exclusion Clause** – It is hereby declared and agreed that notwithstanding anything to the contrary in this Policy:
  - (a) The Company may, on such notice in writing as the Company may decide, terminate this Policy at any time, whether with effect from inception of this Policy or otherwise, in circumstances where the Policyholder, the Insured Person or any person or entity connected with this Policy have exposed or may, in the Company's opinion, expose the Company to the risk of being or becoming subject to any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of any jurisdiction applicable or relevant to the Company, or any other applicable economic or trade sanction laws or regulations which the Company deems to be applicable. The Company shall not thereafter be required to transact any business with the Policyholder and/or the Insured Person and/or any person or entity connected with this Policy, including but not limited to making or receiving any payments under this Policy.
  - (b) Without prejudice to paragraph (a) above, this Policy shall not be deemed to provide cover and the Company shall not be liable to pay any claim or provide any benefit hereunder (i) to the extent that the provision of such cover, payment of such claim or provision of such benefit would expose the Company to any, or any risk of, sanction, prohibition, or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of any jurisdiction applicable or relevant to the Company, or any other applicable economic or trade sanction laws or regulations which the Company deems to be applicable; and (ii) arising from travel to any of the countries and/or territories specified in the Excluded Countries and Territories List.

“Excluded Countries and Territories List” means a list to be provided, displayed and

updated from time to time in the Company's official website (which may be updated or revised from time to time) referred to in Clause 22 (b) under the “General Conditions” section.

23. **Clerical Error** – Any clerical error shall not invalidate insurance otherwise valid nor continue insurance otherwise not valid.
24. **Renewal (Applicable to Annual Cover only)** – At the expiry of this Policy, subject to the consent of the Company and the right of the Company to terminate this Policy as provided herein, this Policy may be renewed for another Period of Insurance subject to the successful collection of premium at such rate or on such terms as the Company may determine depending on the benefits and the scope of coverage at the time of each renewal.

The Company reserves the right to revise the benefits, premiums, terms and conditions, and to make changes to this Policy upon renewal. The Company shall give the Policyholder a written notice not less than 30 days prior to the expiry of the Period of Insurance specifying the revised benefits, premiums and/or terms and conditions, which shall take effect on the next renewal date. This Policy shall automatically terminate on the next renewal date unless the Policyholder accepts the revised terms of the written notice and pays the premium.

25. **Change in Risk (Applicable to Annual Cover only)** – During the Period of Insurance and upon the application of each renewal of this Policy, the Policyholder shall give immediate notice to the Company in respect of any change of address, any material fact affecting the cover of this Policy including any injury, disease, physical or mental defect or infirmity affecting the Insured Person(s) or any change thereof and also of any other insurance effected by or on behalf of the Insured Person(s) against accident or incapacity.
26. **No Claim Discount (Applicable to Annual Cover only)** – Provided that no benefit has been claimed, paid or is payable under this Policy during the respective no claim period as specified in the table below, the corresponding discount rate shall be applied to the premium payable upon renewal of the Policy:

No claim period immediately preceding renewal	Discount rate
1 year	10%
2 consecutive years	15%
3 consecutive years or more	20%

27. **Change in Benefits (Applicable to Annual Cover only)** – Subject to the approval of the Company, the Policyholder may request for change of level of benefits by switching to another plan and/or premium package, if applicable, offered by the Company only at the time of the renewal of this Policy.

## CLAIMS PROVISIONS

1. The Company shall be under no liability in respect of a claim under this Policy if the claim is in any respect fraudulent or exaggerated or if any fraudulent means or devices have been used by an Insured Person or anyone acting on the Insured Person's behalf to obtain benefit under this Policy.
2. Notice of any claim must be given to the Company in writing or via e-claim platform at Blue Cross Corporate Website or Blue Cross HK App within 30 days from the expiry of the Period of Insurance (applicable to Single-trip Cover and each of the trips under Multi-trip Cover) or after the occurrence of the event giving rise to a claim under this Policy (applicable to Annual Cover) (except otherwise provided in Section 14 (Personal Liability Benefit) of the Policy Benefits of these terms and conditions).
3. All claims shall be made with supporting documents to the satisfaction of the Company at the Insured Person's own cost. In particular, the Company requires the documentary proof showing the trip duration and the following supporting documents:

### Sections 1 – 2

#### Medical Expenses and Overseas Hospital or Quarantine Cash Allowance Benefit

- (i) Original Hospital invoice and/or medical expenses receipt issued by Hospital or other registered medical service providers;
- (ii) Medical report / Written confirmation of the Insured Person's illness or injury from a qualified member of the medical, such as, physician or dental profession (including diagnosis, all relevant dates of sickness and/or injury commenced, circumstances of symptoms, summary of treatment and services rendered, prescription and date, time and duration of confinement as an inpatient) (the "**Medical Report**");
- (iii) Original certificate / written confirmation from the government or relevant authority including details of the Compulsory Quarantine (such as the relevant dates and reasons).

### Sections 4 – 5

#### Personal Accident and Major Burns

- (i) Hospital and/or Physician's report giving details on the nature, the extent of the injury and the period of disability;
- (ii) If death as a result of accident, a copy of the death certificate and the relevant coroner's report are required;
- (iii) Original local police report confirming details of the accident and/or copy of statement to police (if applicable).

### Sections 6 – 7

#### Applicable to All Claim Items Listed in Trip

## Cancellation and Trip Interruption

- (i) Evidence of any prepaid expenses and recovered expenses of unused travel ticket and/or accommodation and other Travel Arrangement of the original itinerary;
- (ii) Original receipt issued by the relevant parties (such as tour operator, travel agent, transport provider, hotels and any other providers of alternative Travel Arrangement or accommodation, whenever appropriate) of prepaid tour including local tour travel ticket, accommodation or other Travel Arrangements;
- (iii) Confirmation from the relevant parties (such as tour operator, travel agent, transport provider, hotels and any other providers of alternative Travel Arrangement or accommodation, whenever appropriate) certifying the refund amount of deposit or pre-paid fare.

## Section 6: Trip Cancellation, Subsection 7.1: Trip Curtailment and Subsection 7.2: Re-routing

- (i) Documentary proof certifying the cause and date of occurrence :-  
For example:-
  - Hospital invoice, death certificate, Physician's confirmation;
  - police report;
  - written advice from the transport provider confirming the circumstance of interruption or delay (including causes and details of the delay and alternative arrangement);
  - report from the cruise company confirming the date and time the Insured has boarded the cruise ship;
  - the witness summons, jury service or Compulsory Quarantine order or official report/ certificate issued by the government or the relevant public body/authority;
- (ii) Document certifying the relationship, e.g. copy of marriage certificate or birth certificate or employment contract of Foreign Domestic Helper or business relationship proof, whenever appropriate;
- (iii) Death certificate issued by a veterinary for the death of the pet, or original receipt issued by a funeral service provider for the cremation and/or funeral service provided for the death of the pet with the death date stated thereon, (if applicable);
- (iv) Written advice or evidential proof from the School or the Hong Kong Examinations and Assessment Authority for the reschedule details, forms and means of the School interview or Public Examination (Only applicable to Trip Cancellation);
- (v) Original receipts issued by the relevant

- parties (such as tour operator, travel agent, transport provider, hotels and any other providers of alternative Travel Arrangement or accommodation, whenever appropriate) of alternative Travel Arrangement (for Trip Cancellation / Curtailment);
- (vi) Original receipts issued by the relevant parties (such as tour operator, travel agent, transport provider, hotels and any other providers of alternative Travel Arrangement or accommodation, whenever appropriate) of alternative Travel Arrangement or accommodation (for Re-routing) (if applicable).

### **Subsection 7.3: Cancellation of Local Tour**

- (i) Evidence of closure of the Local Tour Operator, including the official announcement made in the form of written advice or website information/notification of such Local Tour Operator;
- (ii) Evidence of closure of the tourist spot, including the official announcement made in the form of website information/notification of such tourist spot;
- (iii) Written advice from the Local Tour Operator confirming the relevant circumstance;
- (iv) The itinerary provided by the Local Tour Operator.

### **Subsection 7.4: Overbooking**

- (i) Written advice from the relevant Public Conveyance provider verifying that the Insured Person failed to board the Public Conveyance due to overbooking;
- (ii) Original receipts issued by the relevant parties (such as tour operator, travel agent, transport provider, hotels and any other providers of alternative Travel Arrangement or accommodation, whenever appropriate) of accommodation and meals which are not provided, compensated or subsidized.

### **Subsection 7.5: Closure of Designated Service Providers**

- (i) Evidence of closure of the Designated Service Provider by way of bankruptcy or winding up, including the official winding up / bankruptcy announcement made in the form of written advice or website information/notification of such Designated Service Provider;
- (ii) Invoices and original receipts of purchase of the relevant service issued by both of the original and alternative Designated Service Providers.

## **Section 8 Travel Delay**

- (i) Copy of boarding pass, air ticket or transportation ticket;

- (ii) Official document from the airline or public conveyance stating the reason, date, time and duration of delay and alternative arrangement;
- (iii) Evidence of any prepaid and recovered expenses of unused travel tickets and accommodation of the original itinerary;
- (iv) Original receipts issued by any tour operator, travel agent, transport provider, hotels and any other providers of alternative Travel Arrangement or accommodation.

## **Section 9 Baggage Delay**

- (i) Airline's property irregularity report or public conveyance's confirmation stating the duration of delay.

## **Section 10 – 13 Baggage and Personal Property, Loss of Travel Documents, Personal Money and Loss of Home Contents**

- (i) Original local police report and/or copy of statement to police;
- (ii) Original incident report to the local branch or agent of the issuing body for the travelers cheques;
- (iii) Purchase receipt of the lost or damaged item(s), particularly:-

### **Loss of Travel Documents:**

- Invoices and original receipts issued by the issuing authority for the replacement of the travel document and/or the additional travel and accommodation expenses incurred (if applicable).

### **Loss of mobile phone:**

- original purchase receipt showing its International Mobile Equipment Identity (IMEI), serial number and model number, the date of purchase and the price paid.
- (iv) Repair quotation showing the cause of damage or repairer's confirmation of irreparable damage (if damaged), particularly:-

### **Damaged mobile phone:**

- Repair receipt issued by an official authorised service support centre.
- (v) Property irregularity report or confirmation of incidents from the relevant authorities, transport provider or carrier (if applicable)
- (vi) Photos showing the damaged item (if damaged), particularly:-

### **Loss of Home Contents:**

- Photos showing the visible marks of force or violence and the damaged Household Contents and personal effects.
- (vii) Invoices and original receipts issued by the issuing authority for the replacement of the

travel document (if applicable).

## **Section 14**

### **Personal Liability**

- (i) Letter of claim from third parties;
- (ii) Local police report and/or copy of statement to police (if any);
- (iii) Medical report containing particulars of the claim (if any);
- (iv) Photo(s) relevant to the claim (if applicable);
- (v) Written confirmation from the Insured Person to confirm that no admission of liability has been made, no promise of payment and no settlement has been made or agreed to.

#### **Important Note:**

- *No admission of liability, offer, settlement, promise of payment or payment should be made or agreed without the Company's prior knowledge and written consent;*
- *Must notify to the Company in writing of any impending prosecution, inquest or fatal injury, the possible claim indicating the nature and circumstances of the incident or event immediately;*
- *Must provide to the Company of any third party correspondences, impending prosecution, inquest or fatal injury, the possible claim indicating the nature and circumstances of the incident or event, summons, court documents, solicitors' and other legal correspondence immediately.*

## **Section 15**

### **Credit Card Protection**

- (i) Death certificate of the Insured Person;
- (ii) Original credit card monthly statement(s) of the Insured Person showing the goods purchased during the journey;
- (iii) Original invoice and receipt of the goods purchased during the journey.

## **Section 16**

### **Golfer Benefit**

#### **Hole-in-One:**

- (i) Copy of "Hole-In-One" certificate authenticated by a recognised golf course;
- (ii) Original invoice and receipt of the bar expenses issued by the recognised golf course.

#### **Prepaid Booking for Golf Course or Tuition:**

- (i) Evidence of any prepaid and recovered expenses of unused golf course and/or golf tuition;
- (ii) Written advice certifying the refund amount of prepaid fees;

- (iii) Original receipts issued by any recognised golf course, golf club, golf tuition provider or any other providers arranging the golf activity;
- (iv) Medical Report.

## **Section 17**

### **Rental Vehicle Excess Protection**

- (i) Original local police report and/or copy of statement to police;
- (ii) Copy of valid driving licence;
- (iii) Rental agreement with detailed terms and conditions between the Insured Person and the vehicle rental company;
- (iv) Original payment receipt issued by the vehicle rental company evidencing the rental charges;
- (v) Documents of the claim which the Insured Person has lodged with the insurer of the rental vehicle;
- (vi) Written report from the vehicle rental company confirming that the Insured Person is liable to pay the excess and/or non-operation charge;
- (vii) Original rental vehicle excess receipt and/or non-operation charge.

## **Section 18 – 19**

### **Cruise Cancellation and Interruption/ Post-Departure Cruise Benefit**

- (i) Official document from the airline or public conveyance stating the reason, date, time and duration of delay;
  - (ii) Original receipt for prepaid cruise tour, shore excursion tour, air ticket or other arrangements;
  - (iii) Confirmation from travel agent/operator, cruise company and relevant parties certifying the "refund amount" of deposit or pre-paid fare;
  - (iv) Official document from cruise company stating the actual boarding date and time;
  - (v) Documentary proof certifying the cause of occurrence, e.g. Hospital invoice, Physician's confirmation, official report/ certificate issued by the relevant public body/authority;
  - (vi) Invoice and confirmation from the telecommunications service provider including the relevant dates and the name of the phone user.
4. In the event of death of an Insured Person, any claims under this Policy shall be paid to the Insured Person's legal personal representative or the Insured Person's named beneficiary (if applicable).
5. The Company shall be entitled to decline to take over the conduct of defence of any third party claim if there has been a breach of the Policy terms and conditions.

6. Incomplete claim forms will be returned to the claimants and any insufficiency of supporting information or documentation will result in delays in processing the claims.
7. No arbitration shall be commenced within the first 60 days from the date when all proof of claims as required by the Policy has been received by the Company.
8. In the event that the Company is entitled to repudiate or refuse indemnity under this Policy, any amounts paid pursuant to a claim under this Policy shall be fully refunded by the Insured Person to the Company upon its demand.
9. The Company will not accept liability for any claim if the required information is not received within 60 days from the issue date of any written request for information from the Company and the claim will thereafter be deemed to be abandoned.

## 「智在遊」條款及細則

### 保險條款

受限於保單持有人向本公司全額支付保費且本公司批准保單持有人的申請下，本公司同意根據本保單的條款及細則及不保事項提供本保單中規定的保障。

### 保障涵蓋的地域範圍

受限於本保單之條款及細則，本公司將保障受保人於受保期內由起保地點出發之旅程。

### 釋義

除非文意另有規定，以下之定義適用於本保單內出現的下列詞語：

1. 「意外」指因暴力、外在及可見因素引致並且不可預見或預料、完全非當事人所能控制的突發事故。
2. 「恐怖主義活動」指任何個人或團體，無論單獨或代表任何機構或政府或與其相關之人士或團體，因政治、宗教、意識形態或其相類似等目的，或懷著影響任何政府及 / 或引起公眾或任何部分公眾恐慌的意圖，包括但不限於利用武力或暴力及 / 或威嚇手段而作出的行為。
3. 「年齡」指受保人於受保期起始日時的年歲，如年齡少於 1 歲，該受保人於本保單下之年齡將被視為 1 歲。
4. 「行李及個人財物」指在旅程中受保人一般會穿戴或攜帶及屬於受保人的個人財物；或通常由受保人出外公幹時攜帶，並由受保人持有的公司或僱用受保人的公司擁有之財物。
5. 「保險證明書」指，就單次旅程保障及多次旅程保障中的每次旅程而言，附載於本保單內並證明保單合約已存在的證明文件。
6. 「中醫」指 i) 於香港以外地區，已合資格、註冊、並獲准在其執業的地區合法提供中醫全科及 / 或針灸及 / 或跌打診療的中醫；或 ii) 已合資格、根據《中醫藥條例》(香港法例第 549 章) 於香港中醫藥管理委員會妥善註冊並於香港提供中醫全科及 / 或針灸及 / 或跌打覆診治療的中醫，惟在任何情況下不包括受保人、保單持有人、保險中介人或保單持有人及 / 或受保人的僱主、僱員、直屬家庭成員或業務夥伴。
7. 「緊密業務夥伴」指於受保人的業務佔有股份的業務夥伴。
8. 「本公司」指藍十字 (亞太) 保險有限公司。
9. 「整日」指連續的 24 小時。
10. 「強制隔離」指於醫院或其他由政府指定的隔離地點進行的強制性隔離。
11. 「先天性疾患」指任何於出生時已存在的醫學、身體或精神異常，不論該異常狀況是否於出生時已出現、確診或知悉，或任何在受保人之年齡達 12 歲前出現的新生嬰兒異常。
12. 「指定寵物保險保單」指由本公司就寵物保險繕發的

保單，而該保單必須在生效日期當日及之前及在寵物身故當日仍然生效。

13. 「指定服務提供者」指在目的地當地為住宿或私家車或汽車屋提供租用服務的持牌住宿服務提供者或車輛租賃公司。
14. 「成長障礙狀況」指兒童於特定年齡、發育水平或階段在其身體、精神、認知、運動、語言、行為、社交、學習或其他發展上出現較正常健康狀況早發或遲緩的發育或受損的發育障礙徵兆。
15. 「同居伴侶」指一名年齡為 18 歲或以上、無論是同性或異性、在生效日期前已與受保人以親密和忠誠的關係共同生活最少三年的成年人，以及能提供相關住址證明 (如本公司要求)。同居伴侶並不包括室友。
16. 「生效日期」指：
  - a) 就單次旅程保障及多次旅程保障中的每次旅程而言，保險證明書之繕發日；或
  - b) 就全年保障而言，(i) 保單繕發日或 (ii) 受保人或為受保人確認任何旅遊安排當日，以較遲者為準。
17. 「可償損失」指為旅遊安排已預付或約定支付而無可避免地被沒收並且不能從任何來源退回的訂金或費用。
18. 「符合索償資格的醫療費用」指受保範圍內的傷患或疾病所須，並經醫生建議的服務所支付的醫療費用，但不得超過該項服務合理慣例的收費。惟符合索償資格的醫療費用不能超過實際支付費用。
19. 「外傭」指受保人合法僱用並與受保人及 / 或直屬家庭成員居住的外籍家庭傭工。
20. 「折斷腿部或膝蓋而無法縫合」指膝蓋骨或腳骨完全折斷為兩截或以上，而折斷的腿部無法正確地縫合及正常活動。該情況在受保人餘生將一直持續。
21. 「香港」指中華人民共和國香港特別行政區。
22. 「醫院」指正式註冊成立作為醫院，提供住院服務以護理及治療傷病人士的機構，同時：
  - a) 具備診斷及進行大型手術的設施；
  - b) 由持牌或註冊護士提供 24 小時看護服務；
  - c) 駐有醫生；及
  - d) 並非一般診所、戒酒或戒毒中心、護理療養中心、寧養或舒緩護理中心、康復中心、或護理老院或同類機構。
23. 「住院」指按醫生建議需以住院病人身分留院最少連續 24 小時以接受治療。
24. 「家居物品」指受保人家中所有的傢俱、陳設品、家居電器、家居及個人用品包括受保人或其家庭成員租用的家庭器具。
25. 「直屬家庭成員」指受保人的配偶/同居伴侶、子女、父母、兄弟姊妹、祖父母、孫、法定監護人或配偶的父母。
26. 「傳染病」指世界衛生組織發出大流行警戒的任何種類傳染病，並須按政府要求強制隔離。
27. 「受傷」或「傷患」乃指(i)因意外引致而非涉及其他

原因所引致，並(ii)(a)在意外發生後 12 個月內引致死亡或(b)需要接受醫藥及 / 或手術治療的身體傷患。

28. 「**受保人**」指於保險證明書、保單資料頁或隨後附加於本保單的批註內列為受保人的人士。
29. 「**旅程**」指受保人參與，由受保人於保險證明書或保單資料頁上列明的受保期之起始日期或之後，在起保地點辦妥離境手續起開始，直至(i)保險證明書或保單資料頁上列明的受保期之最後一天；(ii)受保人於旅程後返抵起保地點及辦妥入境手續；或(iii)當旅程開始後連續 90 天期限屆滿為止（只適用於全年保障）（以最早者為準）之旅遊過程。
30. 「**當地旅遊團**」指由當地旅遊承辦商安排及提供並帶有導遊服務的當地旅遊團。
31. 「**當地旅遊承辦商**」指在旅程目的地當地及 / 或國家進行旅遊活動並帶有導遊服務的持牌及 / 或登記旅遊承辦商。
32. 「**喪失聽覺能力**」指雙耳根據以下量度方式，於 80 分貝以上完全對所有聲音永久失聰並無法復原：  
 $(a+b+c+d)$ 之  $1/6$  高於 80 分貝  
而  
a = 於 500 赫時之聽力損失  
b = 於 1,000 赫時之聽力損失  
c = 於 2,000 赫時之聽力損失  
d = 於 4,000 赫時之聽力損失  
以及 a、b、c 及 d 均以分貝為單位。
33. 「**斷肢**」指手腕或足踝關節以上部分的肢體完全永久從身體分離並無法復原。
34. 「**失明**」指完全、永久和不可復原地喪失視力。
35. 「**喪失語言能力**」指無法發出說話所需的 4 種語言音中的 3 種，例如唇音、齒齶音、顎音及軟顎音，或聲帶完全喪失功能，或大腦控制說話的中樞受損，導致語言失能症。
36. 「**喪失姆指、手指或腳趾**」指姆指或手指之掌指關節或腳趾之跖趾關節以上的位置完全切斷。
37. 「**喪失功能**」指完全喪失有關功能。
38. 「**醫療必要**」指需要就受傷、疾病或創傷後壓力症（按情況而定）接受治療或服務，而所進行的治療或服務按照一般公認的醫療標準乃屬必要的。被視為「醫療必要」的治療或服務必須符合以下各項：
- a) 需要醫生、中醫、註冊物理治療師、註冊脊椎治療師、註冊精神科醫生或註冊臨床心理學家的專業知識（視情況而定）；
  - b) 與診斷一致，並對醫治該狀況而言屬必需；
  - c) 根據專業而審慎的醫療標準提供，而並非主要為使受保人、其家庭成員、護理人員或主診醫生、中醫、註冊物理治療師、註冊脊椎治療師、註冊精神科醫生或註冊臨床心理學家（視情況而定）帶來方便或感到舒適而提供；及
  - d) 在該情況下以最具成本效益的方式和設定提供。
39. 「**金錢**」指現金、流通紙幣、硬幣、支票、郵政匯

票、銀行本票、旅行支票、旅遊套票、存款票據、郵票、禮品代幣 / 代用券及現金券。

40. 「**受保期**」指保險證明書或保單資料頁內所列的保單生效時期。
41. 「**永久完全傷殘**」指因發生意外而令受保人完全喪失能力，導致受保人持續至少 52 個星期不能從事其正常工作，並在前述時期終止時經本公司認可的醫生證明該情況將令受保人永久完全失去任何從事有報酬工作的能力，而該狀況並無康復希望。經醫生證實後，永久完全傷殘將被視為由前述 52 個星期之首日開始。
42. 「**寵物**」指在其身故時為受保人或與受保人同住的任何人士所擁有，並於指定寵物保險保單的保單資料頁或隨後附加於該保單的批註內列為受保寵物之狗隻或貓隻。
43. 「**醫生**」指任何(i)根據《醫生註冊條例》（香港法例第 161 章）於香港醫務委員會妥善註冊或如涉及香港以外地區，於當地擁有同等地位的機構註冊，及(ii)在受保人接受治療當地獲合法授權從事西方醫學的內科 / 外科診療的西醫。惟在任何情況下不包括受保人、保單持有人、保險中介人或保單持有人及 / 或受保人的僱主、僱員、直屬家庭成員或業務夥伴。
44. 「**起保地點**」指香港（除非僅就全年保障經本公司另作書面同意）。
45. 「**保單**」指保單持有人與本公司之間的整份保單合約，包括本條款及細則、保障項目表、保險證明書或保單資料頁（按情況而定）、任何批註及由保單持有人或受保人或其核准的代表所提交的申請表格、投保書（如適用）、聲明及 / 或保險受益人委任表。
46. 「**保單資料頁**」指，就多次旅程保障及全年保障而言，附載於本保單內並概括列明保障範圍的保單資料頁。
47. 「**保單持有人**」指於保險證明書內列為證書持有人或於保單資料頁內列為保單持有人（按情況而定），或於隨後附加於本保單的批註內列為保單持有人的人士。
48. 「**已存在的病症**」指受保人於保單生效日期前已存在的受傷、疾病或其他狀況，而受保人當時已知悉或按合理情況下應已知悉出現了病徵或徵兆。
49. 「**經醫生處方的藥物**」指就受保範圍內的治療而言，由醫生處方，並經由醫生診所或由註冊藥劑師配發的藥物。
50. 「**公共交通工具**」指由個別公司或個人持牌出租並提供定時班次以接載付款乘客的機動客運交通工具，惟只包括公共巴士、旅遊巴士、渡輪、直升機、氣墊船、水翼船、輪船、火車、電車、郵輪、地下火車，及由註冊的航空公司或包機公司營運提供定時班次以接載付款乘客、來往於商業機場之間的飛機。
51. 「**公開考試**」指任何由香港考試及評核局舉辦的考試或評核。
52. 「**保障項目表**」指一份列明本保單各項保障的最高賠償額及分項賠償額上限，並構成本保單一部分的項目表。

53. 「學校」指(i)任何根據《教育條例》(香港法例第 279 章)於教育局妥善註冊以提供幼稚園、小學、中學或專上教育的學校；或(ii)任何於香港正式成立以提供專上教育的大學或高等教育院校。
54. 「嚴重身體受傷」或「嚴重疾病」分別指需接受醫生治療的傷患或疾病，並經醫生書面證實為有生命危險的身體狀況。當涉及受保人和其同行夥伴時，更須由醫生書面證明為不適合旅遊或繼續旅程、或在旅程期間不適合出席當地旅遊團或旅遊活動。
55. 「疾病」指身體顯示出異於正常健康的狀況。
56. 「配偶」指根據結婚所在司法管轄區的法律合法結婚的同性或異性配偶。
57. 「旅遊安排」指在旅程期間為受保人而安排的交通票據、住宿、旅行團或旅遊活動的入場券。
58. 「同行夥伴」指與受保人一同報名參加或預訂旅遊行程的人士，並於整個旅程中一直與受保人同行。同行夥伴不包括受保人的導遊或與受保人在同一旅遊團旅遊的團友。
59. 「旅遊活動」指位於或於起保地點以外地方舉行的主題公園、博物館、演唱會、音樂劇或觀賞性的運動賽事。

## 保障項目

注意：依據以下的第 1 至 19 部分應付的所有賠償受限於選擇的保險計劃的保障範圍、保障項目表內的最高賠償額上限及分項賠償額上限，並受本保單之條款、條件及不保事項的條文約束。

## 第 1 部分 醫療費用保障

### 1.1 旅程期間醫療費用

如受保人於旅程期間在起保地點以外地方受傷或患上疾病，本公司將賠償受保人因該傷患或疾病就以下各項合理地招致的符合索償資格的醫療費用：住院、手術、救護車及輔助醫療、診斷測試、醫生諮詢及治療及經醫生處方的藥物。

第 1.1 分項保障包括於旅程期間接受由中醫（包括全科、跌打及針灸）、合資格及已註冊的物理治療師或脊椎治療師於起保地點以外地方提供的諮詢及治療，惟物理治療及脊椎治療必須在本公司收到由在起保地點以外地方的醫生發出而本公司滿意的轉介信的前提下，方才接受。

**住院房間及膳食費用** – 住院房間及膳食費用的分項限額適用於在第 1.1 分項下本公司就留院而賠償的符合索償資格的醫療費用。就第 1.1 分項而言，住院房間及膳食費用指留院費用包括受保人登記為住院病人所合理地招致的膳食及一般護理服務的費用。

### 1.2 回港覆診費用

在(i)香港為旅程最終目的地及(ii)受保人於旅程期間曾就傷患或疾病首次向醫生求診的前提下，本公司將賠償受保人結束旅程後返回香港起計 90 天內就該傷患或疾病於香港接受由醫生提供的延續治療所合理地招

致的符合索償資格的醫療費用。第 1.2 分項保障包括接受由中醫（包括全科、跌打及針灸）、合資格及已註冊的物理治療師或脊椎治療師於香港提供的治療，惟物理治療及脊椎治療必須在本公司收到由醫生發出而本公司滿意的轉介信的前提下，方才接受。

### 1.3 創傷輔導

如受保人在旅程期間直接因其目擊或以受害者身分遇上嚴重身體受傷事故、持械行劫、火災、爆炸、天然災難、騎劫或恐怖主義活動而被醫生診斷罹患創傷後壓力症（儘管本部分的不保事項第 3 項及一般不保事項第 3(e)項另有規定），並需要接受合資格及註冊精神科醫生或合資格及註冊臨床心理學家提供的輔導服務，本公司將支付受保人於(i)旅程期間及 / 或(ii)結束旅程後返回香港後起計 90 天內於香港接受有關輔導服務而合理地招致的任何必需的醫療開支。

儘管有其他規定，就年齡為 70 歲以上的受保人而言，本部分應付之最高賠償額將受限於載列於保障項目表內第 1 部分「醫療費用保障」的最高賠償額的 50%。

## 適用於第 1 部分的不保事項

本公司不負責賠償：

1. 任何有關入住醫院的單人或私家病房或聘用特別或私家看護的額外費用；輪椅、拐杖或任何其他類似儀器的費用；
2. 任何有關整容手術、視力或屈光矯正器材、隱形眼鏡、眼鏡或助聽器、義肢及有關醫療器材、裝置及附件的費用；
3. 任何有關精神或心理失常及精神或神經紊亂（包括任何初期徵兆或病徵）的費用；
4. 有關(i)非由醫生建議的治療或服務、(ii)例行體格或健康檢查及(iii)非因受保人需治療或診斷於旅程期間懷疑遇上或感染的傷患或疾病而須作出的體格或健康檢查的費用；
5. 於受傷或患上疾病當日起計 180 天後的任何醫療費用；
6. 任何非醫療必要的治療或服務所招致的費用；或
7. 受保人、保單持有人、受保人及/或保單持有人的保險中介人、僱主、僱員、直屬家庭成員、商業夥伴作為醫生、中醫（包括全科、跌打及針灸）、合資格及註冊物理治療師或脊醫所提供的任何治療。

## 第 2 部分 海外住院或隔離現金津貼保障

### 2.1 海外住院現金津貼

在本公司須支付第 1.1 分項「旅程期間醫療費用」保障的前提下，如受保人於旅程期間住院，本公司將就每整日住院支付此現金津貼。

### 2.2 強制隔離現金津貼

如受保人因疑似感染或確診患上傳染病而於旅程期間或於返回香港後 7 天內被強制隔離，本公司將就每整日強制隔離支付此現金津貼。

**就同一原因而言，只可就第 2.1 或 2.2 分項其中一項提出一**

次索償。

### 適用於第 2 部分的不保事項

本公司不負責賠償：

1. 任何家居隔離；
2. 若已計劃前往的旅程目的地於受保期起始日或之前（適用於單次旅程保障及多次旅程保障中的每次旅程）或旅程開始前（適用於全年保障）已被當地政府及／或世界衛生組織宣佈為傳染病區域；或
3. 若住院或隔離時間少於連續 24 小時。

## 第 3 部分 24 小時全球緊急援助

**緊急醫療援助** – 如受保人於旅程期間不幸遭受嚴重身體受傷或患上嚴重疾病，受保人或其代表可聯絡「24 小時全球緊急援助」熱線尋求以下的支援服務，惟該旅程必須並非為(i)有違醫生意見或(ii)其目的為於起保地點以外地方尋求或接受任何治療，或就旅程前發生之意外或疾病接受休息或療養。

### 3.1 緊急運送

如受保人需要接受即時的緊急治療，而其發生導致嚴重身體受傷之意外或患上嚴重疾病當地無法提供該治療，受保人將獲安排運送至最近而合適的醫療設施。

### 3.2 送返起保地點

如受保人需要被運送返回起保地點之醫療設施，本公司可安排以正常航班或其他合適交通工具運送，惟，(i)受保人必須將其未曾使用的交通票據交由本公司處置，及(ii)安排之公共交通工具的票價等級並不可高於受保人原有交通票據的票價等級。

任何送返的決定，尤其有否送返的需要，必須由主診醫生和本公司共同及完全地作出。

### 3.3 入院按金保證

本公司可代表受保人向醫院作保證或提供入院按金，惟(i)該款項須於本保單之第 1 部分「醫療費用保障」的應付賠償中扣除，及(ii)受保人或其代表必須於本公司要求的時間內向本公司償還任何未能以應付賠償抵銷之入院按金。

在任何情況下，受保人或其代表均須於出院時負責直接向醫院繳清所有醫療開支，包括本公司保證的入院按金。

### 3.4 額外交通及住宿費用（包括親屬探望）

- a) 額外交通及住宿費用 – 如受保人在起保地點以外地方直接因遭受嚴重身體受傷或患上嚴重疾病而需返回起保地點接受治療，本公司將支付受保人因返回起保地點所招致的額外公共交通工具費用（以經濟客位為限）及在起保地點以外地方合理的額外住宿費用。
- b) 親屬探望 – 如受保人於旅程中不幸身故或連續住院超過 3 天，本公司將支付下列人士在起保地點以外地方合理招致的額外公共交通工具費用（以經濟客位為限）及額外住宿費用：
  - (i) 兩名直屬家庭成員前往探望及照料受保

人；或

- (ii) 一名直屬家庭成員前往探望及照料受保人及一位同行夥伴留下照料受保人。

### 3.5 缺乏照顧子女護送

如受保人直接因遭受嚴重身體受傷、患上嚴重疾病或需要留院，而令受保人年齡為 18 歲以下的兒童在起保地點以外地方缺乏人照顧，本公司將支付將該兒童送返起保地點所合理地在起保地點以外地方招致的額外公共交通工具費用及住宿費用，惟在任何情況下，該額外公共交通工具的票價等級及住宿房間等級不能高於旅程的原定行程表上原先安排之公共交通工具的票價等級及住宿房間的等級。

### 3.6 遺體運返

本公司將支付運送受保人的遺骸(包括遺體或骨灰)返回起保地點所合理地招致的費用。

### 3.7 身故恩恤金

如受保人於旅程期間直接因嚴重身體受傷或嚴重疾病導致不幸身亡，在收到警方報告或受保人之死亡證明書或其他正式身故核證後，本公司將向受保人的指定遺產受益人（如已指定遺產受益人）或合法遺產代理人（如沒有指定遺產受益人）支付此項賠償。

### 3.8 轉介服務

應受保人或其代表要求，「24 小時全球緊急援助」熱線將就法律援助、傳譯及補領遺失旅遊證件或交通票據提供轉介服務。

### 適用於第 3 部分的不保事項

本公司不負責賠償：

1. 於旅程期間遇上嚴重身體受傷或患上嚴重疾病 180 天後引致的任何費用；或
2. 於第 3.1、3.2、3.3 及 3.6 分項下之保障，如受保人或其代表於提供援助或保證繳付按金前沒有獲得本公司的預先批核。

### 手續：

受保人或其代表可致電「24 小時全球緊急援助」熱線，以尋求本部分載列之服務。

電話：(852) 2263 7303 傳真：(852) 2263 7757

需提供保險證明書上的保險證明書號碼或保單資料頁上的保單號碼、本保單的申請上所提供的受保人的姓名、香港身份證號碼或護照號碼、緊急事故性質及其所在地點以及致電者之聯絡資料。資料一經核證後，本公司將透過「24 小時全球緊急援助」提供相關支援服務。

### 責任限制

1. 就本部分下，所有提供服務予受保人的服務提供者（包括但不限於緊急援助服務商、醫生和醫院）（「服務提供者」）並非本公司的僱員、代理或員工，故其須以獨立身份承擔個別行為責任，而受保人並沒有就任何有關服務提供者提供的服務對本公司擁有追索權。

2. 本公司不對任何因服務提供者提供的意見、服務或其行為、疏忽所產生或導致的損失或損害（不論如何產生）承擔責任。
3. 本公司及服務提供者無須對任何因天災或其控制範圍以外的情況包括但不限於任何行政、政治或政府阻撓、罷工、工業行動、暴動、內亂，或任何類型的政局不安（包括但不限於戰爭、恐怖主義、起義）、惡劣天氣環境、航班情況或因受制於當地法律或規管當局而導致未能或延遲提供「24 小時全球緊急援助」服務而承擔責任。
4. 本公司無須就本部分或因提供「24 小時全球緊急援助」服務對任何直接、間接或衍生的損失、損害、成本、收費或支出承擔責任。
5. 本公司可取消這項「24 小時全球緊急援助」服務，惟須按本公司記錄的最新地址，向保單持有人預先發出 30 日通知。
6. 受保人使用「24 小時全球緊急援助」服務乃屬自願。本公司對就使用有關服務而引致的任何損失或責任概不負責。

#### 第 4 部分 個人意外保障

如於旅程期間受保人因意外而發生下文保障百分比表內的身故或永久傷殘的受保事故，本公司將根據本第 4 部分項支付個人意外保障，前提是適用的受保事項需於意外當日的 12 個月內發生於受保人身上。

按本第 4 部分就相關受保事項應付的個人意外保障金額等於

- (i) (a) 就年齡為 18 至 70 歲的受保人而言，保障項目表適用於第 4 部分「個人意外保障」的最高賠償額；或(b) 就年齡為 18 歲以下或 70 歲以上的受保人而言，保障項目表適用於第 4 部分「個人意外保障」的最高賠償額的 50%，乘以
- (ii) 下文的保障百分比表所列的受保事項的相應百分比。

保障百分比表

受保事項			每項受保事項適用之最高限額的百分比
1.	意外身故		100%
2.	永久傷殘 ( 2.1 至 2.18 )		
	2.1	永久完全傷殘	100%
	2.2	永久及無法治癒的四肢癱瘓	100%
	2.3	永久完全喪失雙目視力	100%
	2.4	永久完全喪失單目視力	50%
	2.5	喪失兩肢或永久完全喪失其功能	100%
	2.6	喪失一肢或永久完全喪失其功能	50%
	2.7	永久完全喪失語言及聽覺能力	100%
	2.8	永久完全喪失聽覺能力	
		a) 兩隻耳朵	75%
		b) 一隻耳朵	15%
	2.9	永久完全喪失語言能力	50%
	2.10	永久完全喪失單目的晶狀體	30%
	2.11	通過外科手術切除下顎	30%

受保事項			每項受保事項適用之最高限額的百分比
	2.12	喪失拇指及四隻手指或永久完全喪失其功能	
		a) 右手	70%
		b) 左手	50%
	2.13	喪失四隻手指或永久完全喪失其功能	
		a) 右手	40%
		b) 左手	30%
	2.14	喪失一隻拇指或永久完全喪失其功能，說明如下：	
		a) 兩個右指骨	30%
		b) 一個右指骨	15%
		c) 兩個左指骨	20%
		d) 一個左指骨	10%
	2.15	喪失一隻手指或永久完全喪失其功能，說明如下：	
		a) 三個右指骨	10%
		b) 兩個右指骨	7.5%
		c) 一個右指骨	5%
		d) 三個左指骨	7.5%
		e) 兩個左指骨	5%
		f) 一個左指骨	2%
( 倘受保人為左撇子，於 2.12 至 2.15 列為適用於左右手之百分比將對調。 )			
	2.16	喪失腳趾或永久完全喪失其功能，說明如下：	
		a) 一隻腳掌之全部腳趾	15%
		b) 大腳趾之兩個趾骨	5%
		c) 大腳趾之一個趾骨	3%
		d) 大腳趾以外之其他腳趾	2%
	2.17	折斷腿部或膝蓋而無法縫合	10%
	2.18	腿部縮短至少 5 厘米	7.5%

此第 4 部分的保障受限於以下規定：

1. 按第 4 部分所支付的賠償總額不得超過保障項目表內適用的最高賠償額的 100%，不論受保人於旅程期間遭受多少項受保事項。
2. 如旅程期間某個肢體或身體部位之中多於一個部分受傷，根據本第 4 部分下應支付的賠償總額將不可超過整個該肢體或身體部位受傷而支付的賠償限額。
3. 如受保人的某個身體部位發生永久傷殘而已按本第 4 部分支付賠償，則不會再根據本第 4 部分支付該受保人的同一身體部位的永久傷殘的賠償。

#### 「個人意外」伸延保障

本部分之保障將伸延至下述任何直接引致受保人遭受受保事項之意外：

- a) 儘管受保期尚未開始，為開始旅程，受保人於已安排乘搭的公共交通工具的預定起程時間前 3 小時內，從其位於起保地點的主要住所或慣常工作地點直接前往入境處辦事處管制站地點途中；或
- b) 旅程結束後，受保人已安排乘搭的公共交通工具的預定抵達時間後 3 小時內（儘管受保期已經屆滿，只要抵達時間屬受保期或下述一般條款第 4 項訂定的因不

能避免的延誤所引致的 10 天自動延長保險期內 ( 以較遲者為準 ) )，直接從入境處辦事處管制站地點前往其位於起保地點的主要住所或慣常工作地點。

僅就本部分而言，如受保人於旅程期間其乘搭的飛機或其他陸上或海上交通工具墜毀、沉沒或失蹤，並於該墜毀、沉沒或失蹤日期後一年內未能確定受保人身處地點，受保人將被視作意外身故。

#### 適用於第 4 部分的不保事項

本公司將不負責因任何疾病而引起的傷患所招致的損失。

### 第 5 部分 嚴重燒傷保障

如受保人於旅程期間因意外直接引致三級程度燒傷 ( 深入至皮下組織的損傷且燒傷部分達其頭部表面面積的 5%或以上或其身體總表面面積的 10%或以上 )，本公司將作出賠償。惟燒傷的評估須由醫生及詳細列出診斷結果的醫療報告作證明。本公司只會就每次旅程支付此保障一次。

### 第 6 部分 旅程取消保障

如因發生以下事項，而直接導致在起保地點出發前取消旅程，本公司將賠償可償損失：

- a) 於旅程預定出發日期前 90 天內發生以下事項：
  - (i) 受保人、直屬家庭成員、緊密業務夥伴、外傭或同行夥伴身故、遇上嚴重身體受傷或患上嚴重疾病；或
  - (ii) 受保人須出任審判證人、陪審員或遭強制隔離 ( 惟有關出任審判證人、陪審員或遭強制隔離的公告或命令必須於生效日期後才送達受保人 ) ；或
- b) 於旅程預定出發日期前 7 天內發生以下事項：
  - (i) 已計劃前往的旅程目的地遇上惡劣天氣、天然災難、傳染病、突然爆發涉及已安排乘搭的公共交通工具的工業行動、機場關閉、恐怖主義活動、暴動或內亂 ( 儘管一般不保事項第 3(c) 項另有規定 )，致使受保人不能展開旅程；或
  - (ii) 受保人或同行夥伴於香港的主要住所因火災、水浸、爆竊或天然災難而直接導致嚴重損毀；或
  - (iii) 寵物身故 ( 惟受保人必須(i)為一份指定寵物保險保單之保單持有人；或(ii)與一份指定寵物保險保單之保單持有人同住 ) ；或
- c) (i) 年齡為 18 歲以下的受保人或(ii)年齡為 18 歲以下的受保人的父母或法定監護人及同行夥伴，而需要親身到場出席在生效日期後被重新安排至旅程的預定期間進行的學校面試或公開考試。

此部分的保障受限於以下規定：

1. 受保人須把他所有為旅程支付而未曾使用的原有交通票據及旅遊活動的入場券交由本公司處置。
2. 此部分的保障一經索償，本公司將無須就同一旅程根

據本保單提供其他保障，而就單次旅程保障及多次旅程保障中的每次旅程，就同一份保險證明書提供之所有保障隨即終止。

#### 適用於第 6 部分的不保事項

本公司將不負責賠償：

1. 因同行夥伴不幸身故、遇上嚴重身體受傷或患上嚴重疾病所招致的損失，如就該次旅程而言，該同行夥伴之身分屬收取報酬的旅行代理商、導遊、領隊或旅行團策劃人；
2. 因本部分所載列的事項而取消旅程後，未有即時通知旅行代理商、提供交通或住宿或旅遊活動之供應商所招致的損失；或
3. 若被重新安排的學校面試或公開考試可以透過(i)親身到場以外的其他形式或方式 ( 包括但不限於網上平台 ) 參加；或(ii)由受保人的代表代為參加。

### 第 7 部分 旅程阻礙保障

#### 7.1 縮短旅程

於旅程期間如因發生以下情況直接引致受保人的旅程於開始後遇到阻礙而需要縮短，而受保人無可避免地必須返回起保地點：

- a) 受保人、直屬家庭成員、外傭、緊密業務夥伴或同行夥伴身故、遇上嚴重身體受傷或患上嚴重疾病；
- b) 受保人以付費乘客身份乘搭的公共交通工具、或任何由旅行社安排的任何機械性推動的車輛或船艦遭騎劫；
- c) 已計劃前往的旅程目的地遇上惡劣天氣、天然災難、傳染病、突然爆發涉及已安排乘搭的公共交通工具的工業行動、機場關閉、恐怖主義活動、暴動或內亂 ( 儘管一般不保事項第 3(c) 項另有規定 )，致使受保人不能繼續旅程；
- d) 受保人或同行夥伴於香港的主要住所因火災、水浸、爆竊或天然災難而直接導致嚴重損毀；或
- e) 寵物身故 ( 惟受保人必須(i)為一份指定寵物保險保單之保單持有人；或(ii)與一份指定寵物保險保單之保單持有人同住 )。

本公司將支付：

- (i) 就受阻的旅程日數每整日計向受保人賠償可償損失，而就該可償損失的應付賠償會按比例計算；及
- (ii) 受保人直接返回起保地點無可避免地所產生之合理額外公共交通工具費用 ( 在任何情況下，該額外公共交通工具的票價等級不能高於旅程的原定行程表上原先安排之公共交通工具的票價等級 )。

此部分的保障受限於以下規定：

1. 受保人於旅程開始前已確定其行程及預訂旅遊安排；及

2. 受保人須把所有為旅程支付而未曾使用的原有交通票據及旅遊活動的入場券交由本公司處置。

## 7.2 行程改道

如在旅程期間在已計劃前往的旅程目的地因發生以下情況直接引致受保人的旅程於開始後遇到阻礙而不能繼續其原定行程並需作改道：

- a) 惡劣天氣；
- b) 天然災難；
- c) 傳染病；
- d) 突然爆發涉及已安排乘搭的公共交通工具的工業行動；
- e) 機場關閉；
- f) 恐怖主義活動；
- g) 暴動或內亂（儘管一般不保事項第 3(c)項另有規定）；或
- h) 受保人或同行夥伴遇上嚴重身體受傷或患上嚴重疾病；

本公司將支付：

- (i) 就受保人純粹因要繼續前往原本已計劃的旅程目的地或返回起保地點而改道並無可避免地所產生之合理額外公共交通工具費用及 / 或在起保地點以外地方的住宿費用（須扣減已獲或可獲從任何來源退回的費用），惟在任何情況下，該額外公共交通工具的票價等級及 / 或住宿房間等級不能高於旅程的原定行程表上原先安排之公共交通工具的票價等級及 / 或住宿房間的等級；或
- (ii) 純粹因要繼續前往原本已計劃的旅程目的地或返回起保地點而改道的旅程日數每整日計受保人賠償可償損失，而就該可償損失之應付賠償會按比例計算。

此部分的保障受限於以下規定：

1. 受保人於旅程開始前已確定其行程及預訂旅遊安排；及
2. 受保人須把所有為旅程支付而未曾使用的原有交通票據及旅遊活動的入場券交由本公司處置。

**就同一原因而言，只可就第 7.1 或 7.2 分項其中一項提出一次索償。**

## 7.3 當地旅遊團取消

如受保人直接因發生下列事項而導致在展開當地旅遊團前取消該當地旅遊團，本公司將賠償已預付而被沒收並且不能從任何來源退回的當地旅遊團費用（包括僅為參與當地旅遊團而需向當地旅遊承辦商另行購買的任何交通票據及旅遊景點入場券）：

- (i) 當地旅遊承辦商因破產或清盤而倒閉；或
- (ii) 由當地旅遊承辦商就該當地旅遊團提供的行程表中所列的旅遊景點因受到不可預測的嚴重破壞而關閉。

上述有關事項必須於支付當地旅遊團最少 24 小時後發生，本保障才會獲賠償。

## 7.4 超額訂票

倘若受保人即使已獲預先確認其預訂的公共交通工具，但因超額訂票而導致受保人未能在旅程中登上該公共交通工具，而受保人並未獲相關公共交通工具供應商或任何其他來源提供在起保地點以外地方的住宿及/或膳食或為此作出有關補償或補貼，本公司將會賠償受保人因此而在起保地點以外地方合理地招致的額外住宿及/或膳食費用。

若因超額訂票而未能登上有關公共交通工具，必須由相關公共交通工具供應商以書面證明屬實。

## 7.5 特別津貼 – 指定服務提供者倒閉

如受保人已預先向指定服務提供者就在起保地點以外地方的住宿、私家車或汽車屋租用（按情況而定）服務支付費用，本公司將賠償受保人直接因該原有指定服務提供者破產或清盤而倒閉而需向在起保地點以外地方的其他替代指定服務提供者購買同樣服務所合理地招致的額外費用，前提是：

1. 就此分項應支付的賠償將不超過向原有指定服務提供者已實際支付的金額；及
2. 本分項所述之租用車輛或私家車指任何車輛，除所有類別之商用車輛、摩托車及任何 9 個座位或以上之車輛。

**就同一旅程而言，本公司就第 7.1、7.2、7.3、7.4 及 7.5 分項應支付的總賠償額將不超過第 7 部分「旅程阻礙保障」之最高賠償額的 100%。**

## 適用於第 7 部分的不保事項

本公司將不負責賠償：

1. 因同行夥伴不幸身故、遇上嚴重身體受傷或患上嚴重疾病所招致的損失及費用，如該同行夥伴於旅程中，其身分屬收取報酬的旅行代理商、導遊、領隊或旅行團策劃人；
2. 由同行夥伴或旅行團團員所操控的公共交通工具或任何機械性推動的車輛或船艦所招致的損失及費用；
3. 因本部分所載列的事項而縮短旅程後，未有即時通知旅行代理商、提供交通或住宿服務之供應商所招致的損失；
4. 受保人與指定服務提供者或當地旅遊承辦商就相關服務訂立合同協議之前已存在及已知或應當知道的情況造成的損失或；或
5. 受保人與指定服務提供者或當地旅遊承辦商之間不存在任何書面合同協議的情況下招致的損失。

## 第 8 部分 旅程延誤保障

如受保人已安排乘搭的公共交通工具因發生任何以下情況（每一項「受保延誤」）直接導致啟程時間或抵達時間較原定時間延誤達第 8.1、8.2 或 8.3 分項分別規定的時段，本公司將支付以下第 8.1、8.2 或 8.3 分項之保障：

- a) 惡劣天氣；
- b) 天然災難；
- c) 突然爆發涉及已安排乘搭的公共交通工具的工業行動；
- d) 暴動或內亂（儘管一般不保事項第 3(c)項另有規定）；
- e) 恐怖主義活動；
- f) 機場關閉；
- g) 已安排乘搭的公共交通工具遭騎劫；或
- h) 已安排乘搭的公共交通工具出現機械性故障。

就公共交通工具之啟程時間引致的受保延誤而言，*延誤時間*的計算乃由已安排乘搭的公共交通工具在原定行程內所訂明之原定啟程時間起計至(i)該已安排乘搭的公共交通工具或(ii)有關公共交通工具供應商提供最早可啟程的替代交通工具的實際啟程時間為止。

就公共交通工具之抵達時間引致的受保延誤而言，*延誤時間*的計算乃由已安排乘搭的公共交通工具在原定行程內所訂明之原定抵達時間起計至(i)該已安排乘搭的公共交通工具或(ii)有關公共交通工具供應商提供最早可啟程的替代交通工具的實際抵達時間為止。

如(i)受保人為開始旅程而已安排乘搭的公共交通工具因出現機械性故障而服務遭取消或延誤，直接導致未能於原定時間啟程，及(ii)該公共交通工具供應商無法向受保人提供其他替代公共交通工具，受保人只可為同一原因在第 8.1 分項「旅程延誤 - 現金津貼保障」或第 8.3 分項「因旅程延誤引致取消旅程保障」兩者當中其中一項，提出一次索償。在這些情況下，本公司無須償付第 8.2 分項「因旅程延誤引致的旅遊費用損失保障」的賠償。

### 8.1 旅程延誤 - 現金津貼

在本公司無須支付本部分提供的其他保障的前提下，本公司將就每連續 5 小時之受保延誤向受保人支付現金津貼。

### 8.2 因旅程延誤引致的旅遊費用損失

- 1) 公共交通工具費用 - 延誤啟程  
如受保延誤由原定啟程時間起計達連續 6 小時或以上，並直接導致受保人純粹因要繼續前往在受保人原定行程表上的旅程目的地而必須轉乘其他替代公共交通工具，本公司將賠償因此所合理及無可避免地招致的額外公共交通工具費用，惟在任何情況下，該額外公共交通工具的票價等級不能高於旅程原定行程表上原先安排之公共交通工具的票價等級。
- 2) 海外住宿費用  
如因 i) 受保延誤達連續 6 小時或以上或 ii) 受保延誤直接導致受保人未能依照行程安排乘搭已預先付費的接駁公共交通工具，本公司將賠償：
  - a) 受保人在起保地點以外地方合理及無可避免地招致的額外住宿費用；或
  - b) 受保人已預付或約定支付但被沒收且不能從任何來源退回的在起保地點以外地方的住宿費用。

### 8.3 因旅程延誤引致取消旅程

如因受保延誤導致已安排乘搭從起保地點出發的公共交通工具較向受保人提供的原定行程表內所訂明之原定出發時間延誤連續 10 小時或以上，而直接導致受保人未能繼續或須取消旅程，本公司將賠償可償損失。

此分項的保障受限於以下規定：

- (i) 受保人須把他所有為旅程支付而未曾使用的原有交通票據及旅遊活動的入場券交由本公司處置；及
- (ii) 第 8.3 分項的保障一經索償，本公司將無須就同一旅程根據本保單提供其他保障，而就單次旅程保障及多次旅程保障中的每次旅程而言，就同一份保險證明書提供之所有保障隨即終止。

**就同一原因而言，只可就第 8.1、8.2 或 8.3 分項其中一項提出一次索償。**

### 適用於第 8 部分的不保事項

本公司將不負責賠償：

1. 因受保人的作為或不作為而引致的任何延誤，包括受保人未能於公共交通工具供應商或出入境管制站建議之時間辦理登機手續或抵達登機開口；
2. 受保人並未在受保延誤發生前確定其預訂之交通票據；
3. 因受保人拒絕或未有乘搭由有關公共交通工具供應商所提供的最早可啟程的替代交通工具所引致的任何延誤；或
4. 於生效日期前，引致延誤之原因已存在或已知其存在，或公共交通工具供應商、旅遊承辦商、天文台或其他機構已就預期會導致延誤之原因作出公布（如颱風懸掛的消息）。

**如受保人就同一原因可同時索償第 7 部分「旅程阻礙保障」及第 8 部分「旅程延誤保障」，本公司只會就兩者之中應付保障較高的一項作出賠償。**

### 第 9 部分 行李延誤保障

如公共交通工具供應商錯誤或延誤運送受保人的寄艙行李，而未能於受保人抵達起保地點以外之目的地後 6 小時內將該寄艙行李送回受保人，本公司將就此支付現金津貼。

### 適用於第 9 部分的不保事項

本公司將不負責賠償：

1. 因遭受海關或其他執法部門扣留或充公所引致的延誤；
2. 按第 10 部分「行李保障」可獲賠償的行李損失；
3. 受保人返抵起保地點或抵達最終目的地後發生的任何損失；或
4. 任何受保人獨立郵寄或寄運、或訂意安排經非其乘搭之公共交通工具托運之行李、紀念品或任何其他物品。

## 第 10 部分 行李保障

本公司將支付於旅程期間引致以下行李及個人財物之意外遺失或破損：

- (i) 運動設備；
- (ii) 手提電話（每名受保人在同一個旅程內只可獲保障 1 部手提電話）；
- (iii) 平板電腦或手提電腦（每名受保人在同一個旅程內只可獲保障 1 部平板電腦或 1 部手提電腦）；
- (iv) 商業樣本（只適用於全年保障及儘管本部分的不保事項第 4 項另有規定）；及
- (v) 上述(i)至(iv)項以外的行李及個人財物。

在本部分的最高賠償額為限的前提下，本公司有權選擇支付修理或更換遺失或破損之行李及個人財物所需的合理費用（須先根據下列的折舊率計算表，扣除該物品的折舊率），前提是：

- 1. 受保人須對行李及個人財物採取合理的預防措施予以安全保管，包括但不限於確保不會隨意並在無人看守下在公眾地方放置行李及個人財物；及
- 2. 從承運者取回破損或遭毀壞之行李及個人財物時，受保人必須立即加以檢查。

### 折舊率計算表

由購買日起計的行李及個人財物年齡	折舊率
全新至 12 個月	10%
13 個月至 24 個月	20%
25 個月至 60 個月	40%
60 個月以上	70%

如意外遺失或破損的手提電話由其購買日起計超過 60 個月以上，本公司以本部分的最高賠償額為限，有完全酌情權選擇支付 i) 修理或更換遺失或破損之手提電話所需的合理費用（須先根據折舊率計算表，扣除該物品的折舊率），或 ii) 現金津貼最高 HK\$500，以較低者為準。

列有遺失或破損之行李及個人財物的購買日期及價值的收據正本需提供予本公司，否則本公司不會作出賠償。

### 適用於第 10 部分的不保事項

本公司將不負責賠償：

- 1. 因遭海關或其他有關部門延遲、充公、扣留或檢查而引致的損失或損毀；
- 2. 使用中的運動設備的損失或損毀；
- 3. 金錢、可轉讓票據、債券或證券、契約、信用卡、儲值的器件（如八達通卡及其他增值卡及預繳電子貨幣）、其他付款工具或任何類型的文件，護照、簽證文件、交通及住宿代用券或任何其他旅遊代用券的損失或損毀；
- 4. 手提電話的損失（除非受保人能提供載有該手提電話的國際行動裝置辨識碼(IMEI)、序號及機型號碼 / 型

號、購買日期及購買款項之收據正本）或損毀（除非有關維修服務經由官方授權服務支援中心所提供）；

- 5. 以下財物的損失或損毀：
  - a) 手提電話、手提電腦或平板電腦的軟件及附件；
  - b) 任何易碎或脆弱的物品（包括儲存於內的任何物質）、瓷器、玻璃物品、陶具、藝術品、已鑲嵌或未經鑲嵌的寶石或半寶石；
  - c) 珠寶、黃金、白金、銀、翡翠、鑽石或其他珍貴金屬或礦石；
  - d) 食品及飲料、任何容易腐爛或變質的物品（包括但不限於食物及飲料）、藥物、煙草；
  - e) 商品或樣本；
  - f) 電單車、單車或任何其他交通工具；
  - g) 傢俬；或
  - h) 隱形眼鏡、假牙（及所有其有關儀器及配備）；
- 6. 任何儲存於磁帶、卡、磁碟、手提電話、手提電腦或平板電腦的資料遺失；
- 7. 正常損耗，發霉蟲蛀，固有的瑕疵，機械、電機或電子故障，設計錯誤或手工藝上缺陷，清洗維修或翻新過程或因大氣或氣候轉變而引致的損失或損毀；
- 8. 因遺漏或於無人看守下放置在公共交通工具或任何其他種類的車輛內（除非該物品被存放在已上鎖的汽車行李箱內，或後座背的儲物位置）、或公眾地方的行李及個人財物，或因受保人未有採取適當措施予以安全保管其行李及個人財物而導致的損失或損毀；
- 9. 任何受保人獨立郵寄或寄運、或刻意安排經非其乘搭之公共交通工具托運之行李、紀念品或任何其他物品的損失或損毀；
- 10. 任何就行李及個人財物無法解釋的損失或離奇失蹤；
- 11. 在運送期間遺失或損毀的行李及個人財物（除非受保人能於發現遺失或損毀後 24 小時內立即向承運商作出書面報告，而他們亦確認收到該書面報告。如該遺失或損毀是在航班上發生，受保人須取得航空公司填寫的行李事故報告書；
- 12. 受保人沒有於發現該損失後 24 小時內向當地警方報案的任何損失；或
- 13. 任何行李及個人財物的索償，除非於本公司要求的情況下受保人能夠提供該行李及個人財物讓本公司檢查。

## 第 11 部分 旅遊證件遺失保障

如受保人於旅程期間在起保地點以外地方意外遺失旅遊證件及 / 或交通票據，本公司會賠償：

- 1. 由簽發旅遊證件及 / 或發行交通票據之機構所收取的補領費用；及 / 或
- 2. 在旅程期間純粹因換領其旅遊證件及 / 或交通票據在起保地點以外地方所合理地招致的額外公共交通工具費用及住宿費用，惟受保人必須前往最近其遺失旅遊證件及 / 或交通票據的地方的簽發及 / 或發行機構作補領。在任何情況下，該額外公共交通工具的票價等級及 / 或住宿房間等級不能高於旅程原定行程表上原先安排之公共交通工具的票價等級及 / 或住宿房間的等級。

如受保人同時獲發臨時及正規的旅遊證件，本公司並不會同時賠償兩者之費用，而只會就兩者之中費用較高的一項作出賠償。

#### 適用於第 11 部分的不保事項

本公司在以下任何情況將不負責賠償：

1. 受保人未有於發現該損失後的 24 小時內或於可行的情況下儘快向當地警方報案的任何損失；
2. 於返回起保地點或本保單屆滿後 30 天（以較早者為準）後由簽發旅遊證件之機構收取的任何補領證件的費用；
3. 受保人在無人看守下將旅遊證件或交通票據放置在公眾地方而導致的任何損失；
4. 遺失的旅遊證件及交通票據並非為完成旅程所必須的證件；
5. 旅遊證件或交通票據被政府機構、海關或警方充公而引致的任何損失；或
6. 任何就旅遊證件或交通票據無法解釋的損失或離奇消失。

#### 第 12 部分 個人錢財保障

如受保人於旅程期間遭盜竊、搶劫或爆竊而直接導致其擁有及隨身攜帶的個人錢財（即鈔票、現金或旅遊支票）損失，本公司會作出賠償。

#### 適用於第 12 部分的不保事項

本公司將不負責賠償：

1. 受保人未有於發現該損失後 24 小時內或於可行的情況下儘快向當地警方報案的損失；
2. 就遺失旅行支票而未有立即向簽發機構在當地的分行或代理報失的任何損失；
3. 因任何第三者的錯誤或遺漏、貨幣匯兌率的浮動、貶值或政府機構充公引致的個人錢財短缺或損失；
4. 受保人在無人看守下將個人錢財放置在公眾地方而導致的任何損失；或
5. 發生於年齡為 10 歲以下的受保人身上的任何損失。

#### 第 13 部分 家居物品損失保障

如受保人於香港的主要住所於旅程期間空置而遭爆竊，本公司將賠償重置或修理其家居物品及個人財物（不包括金錢）的合理費用。爆竊指住所單位須遭人使用暴力進入，於住所單位內 / 外留下明顯痕跡，並於(i) 受保人發現爆竊事故或(ii) 當受保人完成旅程返回其香港的主要住所(以較早者為準) 的 24 小時內向香港警方報案。

#### 適用於第 13 部分的不保事項

本公司將不負責賠償：

1. 任何可以合法地進出受保人主要住所的人士因其魯莽或蓄意的行為引致或促成的損失或損毀；
2. 任何沒有於(i)受保人發現爆竊事故或(ii)當受保人完成

旅程返回其香港的主要住所(以較早者為準) 24 小時內向香港警方報案，及沒有獲取警方的損失報告的損失；

3. 該單位於旅程出發日前已經連續空置超過 30 天；或
4. 受保人沒有對存放於香港主要住所的家居物品及個人財物採取合理的預防措施予以安全保管，以避免或減低爆竊事故的任何損失或損毀。

#### 第 14 部分 個人責任保障

如在旅程期間直接因受保人的疏忽導致：

1. 第三者意外身體受傷；或
2. 第三者財物意外受損，

而須向第三者負上法律責任（包括法律費用及開支），本公司將作出賠償，惟受保人必須就可能導致法律責任一事即時以書面知會本公司。

#### 適用於第 14 部分的不保事項

本公司概不承擔任何責任、損失或索償，如：

1. 受保人或其授權代表已承認責任或達成任何協議或和解，而事前並無知會本公司及取得本公司的書面同意；
2. 屬任何受保人擁有、於其託管或受其控制的財物的損失或損毀；
3. 由下列各項直接或間接引起：
  - a) 僱主責任、合約性責任，或對同行夥伴或受保人直屬家庭成員的責任；
  - b) 從事商業貿易或職業；
  - c) 擁有或佔用土地或建築物（暫時佔用作臨時居所則除外）；
  - d) 擁有、佔用、租用、使用或操作航拍機、車輛、飛機、船隻、武器、爆炸品、槍械或動物；
  - e) 進行任何刑事訴訟涉及的法律費用或罰款；或
  - f) 委託保管、合約牌照、產業或個人財產的轉讓。

#### 第 15 部分 信用卡保障

如受保人直接因意外導致身故而根據本保單可獲得賠償，本公司將賠償受保人於旅程期間以信用卡簽賬購物而招致但尚未繳付之欠款。

#### 適用於第 15 部分的不保事項

本公司將不負責賠償因過期未繳欠款而需支付之任何利息或財政費用。

#### 第 16 部分 高爾夫球保障

##### 16.1 一桿入洞保障

如受保人於旅程期間在起保地點以外地方的任何認可高爾夫球場內進行比賽或友誼賽時成功創下「一桿入洞」的佳績，本公司將支付受保人在同一天於該高爾夫球場之酒吧內就「一桿入洞」而招致之一次性的祝捷費用，惟此佳績必須 (i) 在進行比賽或友誼賽的認可高爾夫球場所內按慣例妥善地見證並 (ii) 獲高爾夫球

場所發出一桿入洞而經正確驗證的證明書。

#### 16.2 預繳高爾夫球場地或課程費用

如在旅程期間受保人直接因遇上嚴重身體受傷或患上嚴重疾病而無法於起保地點以外地方進行任何高爾夫球活動，本公司會就受保人未能使用認可高爾夫球場及／或參加高爾夫球課程的日數（以每整日計及以消閒性質為目的）向受保人賠償就已預付但未使用及不獲任何來源退回該認可高爾夫球場的預訂費用及／或高爾夫球課程費用，而該損失的應付賠償會按比例計算。

#### 適用於第 16 部分的不保事項

本公司將不負責，如：

1. 受保人年齡未滿 18 歲；或
2. 受保人為職業高爾夫球員、高爾夫球教練、高爾夫球指導員或高爾夫球訓練員。

### 第 17 部分 租車自負額保障

如受保人以租賃合約租用私家車或汽車屋，並於旅程期間發生汽車意外或車輛在停泊時遭損毀或被偷竊，本公司將支付該租用車輛之汽車保險保單下受保人承擔的自負額及／或持牌車輛租賃公司因而收取的營業損失賠償(NOC)；惟：

1. 該租用車輛須由持牌車輛租賃公司租出，同時受保人須為該租用車輛購買一份汽車保險，該汽車保險須於租賃期內為該租用車輛提供保障；
2. 受保人屬租賃合約中的記名駕駛者；
3. 於汽車意外發生時，租用車輛須由受保人駕駛；
4. 受保人須於發生汽車意外之地區持有有效駕駛執照；
5. 受保人須適當遵守租賃合約及適用汽車保險中的所有條款及細則；及
6. 就同一旅程而言，本部分的保障只可以索償一次。

#### 適用於第 17 部分的不保事項

本公司將不負責賠償：

1. 如租用車輛為商用車輛、摩托車及任何 9 個座位或以上之車輛而引致的任何損失；
2. 於租賃期內，受保人在酒精或藥物影響下操控該租用車輛而引致的任何損失；
3. 於租賃期內，受保人非法或不合法使用租用車輛而引致的任何損失；或
4. 任何其他責任。

### 郵輪保障 – 第 18 至 19 部分 (只適用於郵輪計劃)

#### 第 18 部分 郵輪旅程取消及阻礙保障

##### 18.1 郵輪旅程取消

如受保人於旅程期間，因惡劣天氣情況、天然災難、突然爆發涉及已安排乘搭的公共交通工具的工業行動、機場關閉、恐怖主義活動、暴動或內亂（儘管一般不保事

項第 3(c)項另有規定）、已安排乘搭的公共交通工具出現騎劫或機械性故障導致受保人已安排乘搭前往出發港口的公共交通工具比載列於行程表內的原定抵達時間延誤最少連續 8 小時，而該延誤直接導致受保人未能於該指定出發港口登上郵輪，本公司將賠償就該郵輪旅程已預付但被沒收並無法從任何來源退回的費用。

##### 18.2 郵輪旅程阻礙

如受保人於旅程期間因惡劣天氣情況、天然災難、突然爆發涉及已安排乘搭的公共交通工具的工業行動、機場關閉、恐怖主義活動、暴動或內亂（儘管一般不保事項第 3(c)項另有規定）、已安排乘搭的公共交通工具出現騎劫或機械性故障導致受保人已安排乘搭前往出發港口的公共交通工具比載列於行程表內的原定抵達時間延誤最少連續 8 小時致使受保人需要由出發港口前往載列於原定行程表的下一個停泊港口以乘搭該郵輪繼續行程，本公司將賠償因此而合理及無可避免地招致之額外公共交通工具費用，但前提是(i) 該延誤直接導致受保人未能於該指定出發港口登上郵輪；及(ii)在任何情況下，該額外公共交通工具的座位等級不能高於受保人原定行程表上原先安排之公共交通工具的座位等級。

**就同一損失而言，如受保人依照第 18 部分「郵輪旅程取消及阻礙保障」獲得賠償，本公司則無須再就第 6 部分「旅程取消保障」及第 7 部分「旅程阻礙保障」作出賠償。**

#### 第 19 部分 郵輪出發後保障

於郵輪旅程開始後，以下保障會根據下述條文獲賠償：

##### 19.1 岸上觀光取消

如直接因發生以下情況導致受保人被迫取消任何持牌機構安排之岸上觀光行程，本公司將賠償就該岸上觀光行程已預付但被沒收並無法從任何來源退回的訂金或任何費用，惟任何於原定離船港口啟程的岸上觀光行程則除外：

1. 受保人或同行夥伴嚴重身體受傷或患上嚴重疾病；或
2. 根據岸上觀光行程原定前往之目的地發生惡劣天氣情況、天然災難、傳染病、突然爆發工業行動、恐怖主義活動、暴動或內亂（儘管一般不保事項第 3(c)項另有規定），致使受保人未能繼續其旅程。

僅就本分項而言，「離船港口」指乘客離開郵輪以結束其郵輪旅程之港口。

##### 19.2 衛星電話費用

如受保人或同行夥伴於旅程期間因嚴重身體受傷或患上嚴重疾病，而未能繼續旅程，在受保人因此而須直接返回香港的前提下，本公司將賠償受保人於郵輪上使用衛星電話而招致之合理費用。

#### 適用於第 18 及 19 部分的不保事項

本公司將不負責賠償：

1. 直接或間接因政府的條例、管制、行為，或因旅行代

理商、旅遊承辦商、郵輪公司及 / 或根據原定行程會於旅程中提供服務的機構 / 人士破產、清盤、或其錯誤、疏忽或違責所招致的任何損失；

2. 投保人在知悉需取消任何旅遊安排後未有即時將消息通知旅行代理商、旅遊承辦商、郵輪公司及 / 或根據原定行程會於旅程中提供服務的機構 / 人士，或未有即時通知相關服務提供機構需另作安排而導致的損失；
3. 因投保人延誤抵達機場或停泊港口所引致的任何損失（即在指定登記時間結束後才抵達，惟因突然爆發涉及已安排乘搭的公共交通工具的工業行動致使投保人延誤抵達則除外）；
4. 因投保人拒絕或未有乘搭由有關公共交通工具供應商或郵輪公司提供最早可啟程的替代交通工具所引致的任何旅程延誤；
5. 於有關岸上觀光行程開始前，任何未經航空公司、旅行代理商、郵輪公司或其他相關機構同意而對原定行程作出修定所帶來的損失；
6. 任何由第三者提供的服務所招致而投保人無須承擔的費用及 / 或已包括在原定航程收費中的費用；或
7. 根據第 8 部分「旅程延誤保障」可獲賠償的任何損失。

#### 一般不保事項

除本保單另有規定外，本保單不賠償任何以下：

1. 任何可向政府計劃、旅行代理商、航空公司、郵輪公司、公共交通工具供應商、任何安排旅遊住宿及交通之服務供應商或其他保險申請索償（不論該保險註明屬主要的、分擔性的、附加的、待確定的或其他）的損失、費用、開支（不適用於第 2 部分「海外住院或隔離現金津貼保障」、第 3.7 部分「身故恩恤金」、及第 4 部分「個人意外保障」、第 5 部分「嚴重燒傷保障」、第 8.1 部分「旅程延誤保障 - 現金津貼」及第 9 部分「行李延誤保障」）；
2. 如旅程非於起保地點出發之任何損失；
3. 因下列任何原因直接或間接招致之損失：
  - a) 任何已存在的病症、先天性疾病、成長障礙狀況或遺傳的狀況。如本公司以此不保事項作為理據下指出任何損失並不承保於本保單，受保人或其他人士稱可獲得賠償時是有舉証責任提供就此不保事項所持的相反理據；
  - b) 任何因人類免疫力缺乏症病毒(HIV)及 / 或任何與 HIV 有關的病症包括後天免疫缺乏症候群（即愛滋病(AIDS)）、及 / 或其任何突變衍化物或變種造成的任何受傷、疾病、死亡、損失、費用或其他責任；
  - c) 戰爭（無論已宣戰與否）、侵略、外敵行動、內戰、叛亂、革命、暴動、內亂、軍事或篡奪行動、為軍隊或執法機關執勤；
  - d) 任何受保人、直屬家庭成員或同行夥伴蓄意、惡意、非法或故意的行為；
  - e) 自殺、企圖自殺或蓄意自殘身體、精神或神經紊亂、墮胎、流產、懷孕及其併發症、分娩、

性病、服用酒精或非由醫生處方的藥物、非因自然及狀況良好的牙齒受傷而需進行的牙齒護理治療；

- f) 核裂變、核聚變或輻射污染；
- g) 受保人以專業身份參與任何運動或競賽，而受保人將能或可能通過參與此類運動、競賽、速度賽（徒步以外）或比賽獲得收入或酬勞時發生的意外；
- h) 受保人從事以下職業的職務期間：出任為任何公共交通工具的機務人員或操作員、導遊、領隊、漁夫、廚師、從事或參與海陸空服務或行動或持械工作、以演員 / 歌星 / 藝人表演、任何體力勞動工作（不論屬商業或業餘性質）或從事離岸危險活動包括商業潛水、石油開採、開礦、處理爆炸物、工地工作、特技工作及空中攝影時發生的意外；
- i) 在海拔 5 千米以上進行高山遠足、或在超過 45 米水深範圍潛水；
- j) 影響受保人、直屬家庭成員、同行夥伴、緊密業務夥伴、外傭或寵物（如適用）（按情況而定）的醫療或身體狀況或其他情況而造成的任何損失，惟該醫療或身體狀況或其他情況 (a) 在生效日期之前已存在，並且 (b) 已出現病徵或徵兆，而受保人已知悉或按合理情況下應已知悉該病徵或徵兆；
- k) 受保人在空中的任何活動或參與，除非當時受保人(i)是以付費乘客身份在定時班次的航機上或註冊包機的航機上，或(ii)所參與之活動是由另一位持牌帶領有關活動的人士負責操縱及航行而提供活動的舉辦者亦已獲當地有關當局授權；
- l) 於生效日期或之前已存在或宣佈或為公眾所知的政府條例、管制或其他情況而直接或間接導致相關旅程取消、延誤或阻礙所招致的任何損失；
- m) 除載列於上述(a)至(l)之不保事項外，任何其他間接或相應引致的損失；

4. 受保人有違醫生建議或以接受治療為目的之旅行的任何損失；或

5. 受保人以移民為目的之旅行的任何損失。

#### 一般條款

##### 1. 合約詮釋 –

- a) 在本保單中，表示單一性別的詞包含所有性別；單數詞包括複數涵義，反之亦然。
- b) 所有標題乃為方便而設，不會影響對本保單的闡釋。
- c) 本保單內所有時間均指香港時間。
- d) 除非於本保單附載的批註內另有規定，若本保單與本公司其他文件之條款及細則出現任何抵觸，將以此條款及細則為準。
- e) 除非另有註解，否則本保單內所用之詞語具有此條款及細則之釋義部分所載明的涵義。

2. **遵守條件** – 保單持有人及受保人或代表他/她行事的任何人適當遵守及履行本保單的所有條款及條件（只要該條款及條件及要做或遵守的事宜有關保單持有人及受保人或代表其行事的任何人）是本公司承擔本保單下任何付款責任的先決條件。本保單是根據保單持有人及受保人在申請保單時向本公司提供的資訊、聲明及陳述而簽發的。本保單是按申請表及相關申請文件中包含的該資訊、聲明和陳述而發出。

3. **取消保單 –**

- a) 適用於單次旅程保障及多次旅程保障：本保單一經發出便不得取消，且保費將不獲退還。
- b) 適用於全年保障：本公司可按保單持有人最後登記的電郵地址，向保單持有人發出不少於 7 天通知以取消本保單。本公司將就餘下之受保期按比例向保單持有人退還保費。

保單持有人可於任何時候向本公司發出不少於 7 天的書面通知以取消本保單。在未有於受保期內提出任何索償之前提下，保單持有人可獲得退還部分保費，退還的價值相等於已付的保費在扣除本公司按本保單已生效的受保期及短期保費率（如下述短期保費率表所示）所計算出的應收保費後的餘額，惟應收保費將受限於保單的保單資料頁內所列之最低保費。

**短期保費率表**

已生效的受保期		應收保費	
不超過	1 個月	全年保費之	30%
	2 個月		40%
	3 個月		50%
	4 個月		60%
	5 個月		70%
	6 個月		80%
	7 個月		90%
7 個月以上		全年保費的全額	

4. **因不能避免的延誤所引致自動延長保險期** – 如純粹因未能預計及完全在受保人控制範圍以外的原因或情況，而引致受保人於出發前已預定的旅程出現無可避免的延誤，令其無法在受保期（只適用於單次旅程保障及多次旅程保障中的每次旅程）或旅程開始後 90 天（只適用於全年保障）內返回起保地點，本保單就該旅程提供之保障將自動延長最多 10 天。自動延長的保障會於上述 10 天期間屆滿時或當導致延誤的原因或情況不復存在當日終止，以較早者為準。

5. **本保單的保障賠償**

- a) 若受保人於受保期的起始日年齡未滿 18 歲，本公司將向受保人的父母/法定監護人支付全部賠償（不包括身故恩恤金、24 小時全球緊急援助、個人意外保障下作為受保事件的意外身故及個人責任保障）。若受保人於受保期起始日年齡已滿 18 歲或以上，本公司將向保單持有人或受保人（由本公司決定）支付全部賠償（不包括身故恩恤金、24 小時全球緊急援助、個人意外保障下作為受保事件的意外身故及個人責任保障）。

- b) 儘管上述第 5(a)段的規定，對於身故恩恤金及個人意外保障下作為受保事件的意外身故的賠償，本公司將向相關受保人的指定遺產受益人（如已指定遺產受益人）或該受保人的合法遺產代理人（如沒有指定遺產受益人）支付此項賠償。
- c) 儘管上述第 5(a)段的規定，對於 24 小時全球緊急援助的適用賠償，本公司將向服務提供者支付賠償。
- d) 本公司向上述第 5(a)或 5(b) 段（視情況而定）指定的人士付款後，應被視為本公司最終和完全解除所有責任。

6. **不可直接付賬** – 除經「24 小時全球緊急援助」安排並獲本公司批核之付賬服務外，本保單將不會直接支付任何賬項。

7. **受保人年齡限制 –**

- a) 適用於單次旅程保障及多次旅程保障：任何年齡為 6 週歲或以上之人士均合資格投保。
- b) 適用於全年保障：任何年齡介乎 6 週歲至 75 歲（包括首尾歲數）之人士均合資格投保。在得到本公司的批准及完全繳交相關保費的情況下，受保人在本保單下之保障可續保至 80 歲。任何年齡為 80 歲以上的受保人之續保均須經本公司全權酌情考慮和批准。

年齡在 18 歲以下的兒童必須獲家長或合法監護人同意才可受保於本保單。所有保障會根據受保人於本保單之受保期起始日時的年齡來支付賠償額。

8. **向受保人追討超額賠償** – 倘若受保人需使用緊急醫療援助或其他本保單內保障的服務而總費用超出保障項目表內適用限額之下可得最高賠償總額時，保單持有人及 / 或受保人則須負責超出適用限額之部分。本公司可從任何應支付的保障中扣除該超額之款項及 / 或要求保單持有人及 / 或受保人支付該超出部分。
9. **一對及組合物品** – 如遺失或損毀一對或一個組合中的部分配件，賠償額為該原對或組合配件之總值的一個公平及合理比率，而該對或組合物品並不會因此而被視為全損（備註：相機機身、鏡頭、儲存器件及配件視為同一組合）。
10. **單一保障** – 如受保人就同一次旅程受到多於一份由本公司承保的旅遊保險保單所保障（任何由旅行代理商贈送的保險除外），就同一旅程而言，本公司對受保人的責任僅限於在所有保單中，提供最高保障額的該份保單下受保人可得的最高賠償額。此外，受保人亦將獲得由旅行代理商贈送的保險所提供的保障賠償。
11. **保單有效性** – 本保單只適用於完全以消閒或公幹（只限於行政及文職工作）性質為唯一目的旅程。參與一般業餘運動或旅遊活動均受保障，但該活動必須為：(i)沒有限制公眾使用、(ii)由當地認可之旅遊承辦商或活動團體監管及由其指派的合格人員或教練帶領進行、(iii)得到當地有關政府授權，及(iv)不涉及一般不保事項所列之不受保活動。
12. **放棄索償** – 若本公司拒絕就本保單之索償作出賠償，而該項索償並未於拒絕賠償日期起計 12 個月內由保單持有人及 / 或受保人根據下文交付仲裁，則該項索償就各方面而言將被視為放棄論，且日後不能再提出索償。

13. **代位權** – 本公司有權以保單持有人及 / 或受保人的名義，對可能須就引致本保單提出索償的事故負上責任的第三者進行追討，有關費用將由本公司承擔，而所討回的款項亦歸本公司所有。保單持有人及 / 或受保人須在追討行動中與本公司充分合作。
14. **對第三者的訴訟** – 如保單持有人或受保人就任何原因對本保單所指定的醫療服務機構或人員提出訴訟要求賠償，包括但不限於受保人根據本保單之條款在接受治療或檢查時因對方失職、治療不當、專業失當或與該治療或檢查相關之其他原因引起的訴訟，本保單中並無任何條款可致使本公司須就有關訴訟作出彌償、加入其中，作出回應或答辯。
15. **仲裁** – 由本保單引致之所有糾紛或爭議，均須根據《仲裁條例》(香港法例第 609 章) 進行仲裁。若雙方未能就仲裁員的選擇達成協議，則由香港國際仲裁中心當時的主席指派一位仲裁員。
16. **通知** – 向本公司提供的所有通知必須以書面發出，並送達本公司的地址。除非由本公司的授權代表正式簽署，否則就本保單 (包括其任何批註) 作出的任何更改均屬無效。
17. **失實陳述 / 欺詐** – 倘若保單持有人及 / 或受保人的申請表格、投保書及 / 或聲明之內容有任何失實之處，或就影響風險的任何重要事實作出錯誤陳述或有所遺漏，或倘若此保險涉及任何錯誤陳述、失實陳述或隱瞞，或有任何涉及欺詐成份或誇大之索償或以虛假聲明或陳述為依據之索償，則本保單內的保障將於保險證明書或保單繕發當日起視為無效。
18. **法規** – 本保單於香港簽發，並受香港法律規管並按其詮釋。
19. **可分割性** – 若本保單內的任何條款或條款之任何部份因任何原因被認為不能執行或無效，在容許之範圍內，該條款之餘下部份與本保單內其他任何條款之可執行性或有效性將不會受該條款或該部份所影響。
20. **第三者權利** – 任何不是本保單某一方的人士或實體，不能根據《合約 (第三者權利) 條例》(香港法例第 623 章) 強制執行本保單的任何條款。
21. **語言** – 本保單之中文版本僅作參考。英文版本與中文版本之間如有任何差異，均以英文版本為準。
22. **制裁限制及不保條款** – 特此聲明並同意，儘管本保單有任何相反的規定：
  - (a) 如果保單持有人、受保人或與本保單有關的任何人士或實體令本公司 (或本公司認為可能令本公司) 面臨或將面臨受到根據聯合國決議的任何制裁、禁制或限制；或根據任何適用於本公司或與本公司相關的司法管轄區的貿易或經濟制裁、法律或法規下的任何制裁、禁制或限制；或於本公司認為任何其他適用的經濟或貿易制裁的法律或法規下的任何制裁、禁制或限制；或本公司認為可能令本公司面臨受到任何前述的制裁、禁制或限制的風險，則本公司可發出書面通知並根據由本公司決定的書面通知隨時終止本保單 (無論此終止日期是從此保單的繕發日或其他日期起生效)。此後，本公司無需再與保單持有人及 / 或受保人及 / 或與本保單有關的任何人士或實體進行與此保單有關的任何業務往來，包括但不限於

根據本保單支付或收取任何款項。

- (b) 在不影響上文第 (a) 段之前提下，此保單下不得被視為提供保障、支付賠償或提供利益，及而本公司亦無責任於此保單下提供任何保障、支付任何賠償或提供任何利益，若：(i) 令本公司面臨受到根據聯合國決議的任何制裁、禁制或限制；或根據任何適用於本公司或與本公司相關的司法管轄區的貿易或經濟制裁、法律或法規下的任何制裁、禁制或限制；或於本公司認為適用的任何其他適用的經濟或貿易制裁的法律或法規下的任何制裁、禁制或限制；或令本公司面臨受到任何前述的制裁、禁制或限制的風險；及 (ii) 相關賠償、保障或利益是因前往「不承保國家與地區名單」中所列之任何國家及 / 或地區而產生。

「不承保國家與地區名單」指於本公司官方網站 (該網站連結可能不時更新或修訂) 提供、展示及不時更新，並於「一般條款」部分第 22 (b) 條中提及之名單。

23. **文書錯誤** – 任何文書錯誤不會令生效的保單因而失效，或令失效的保單因而生效。
24. **續保 (只適用於全年保障)** – 在本公司同意的大前提下及受本公司享有終止本保單權利之條款約束下，保單持有人可以於本保單到期時，按本公司因應每次續保時所提供的利益及保障範圍而釐定的保費及施加的條款續保至下一個受保期。
- 本公司將保留於續保時修改保障利益、保費、條款及細則，及對本保單作出更改的權利。本公司會於受保期到期前不少於 30 天以書面形式通知保單持有人於下一個續保日生效的有關修訂並列明經修訂的保障利益、保費及 / 或條款及細則。除非保單持有人接受該書面通知上所列明之條款並支付保費，否則本保單將於下一個續保日自動終止。
25. **風險改變 (只適用於全年保障)** – 在受保期內及每次申請續保時，保單持有人必須就地址或影響本保單之保障的任何重要事實的變更，包括影響受保人的任何損傷、疾病、身體或精神之不健全或衰弱或其任何變化，以及為受保人購買的任何其他意外或喪失能力之保險，即時通知本公司。
26. **無索償折扣 (只適用於全年保障)** – 倘若本公司於下表所述之個別無索償期內未曾或無須就本保單支付任何保障，保單持有人就續保本保單所應繳付之保費可按相應之折扣率獲得扣減：

緊接續保 前之無索償期	折扣率
1 年	10%
連續 2 年	15%
連續 3 年或以上	20%

27. **保障更改 (只適用於全年保障)** – 保單持有人只可於提交續保申請時要求以轉換計劃級別之方式更改保障級別及 / 或保費組別 (如適用)，惟須得到本公司的批准。

#### 索償條款

1. 如索償時出現欺詐成分或蓄意誇大事實、或受保人或  
其代表申請本保單下的保障時使用任何欺詐方法或策  
略，本公司並無責任作出任何賠償。
2. 任何索償須於受保期到期（適用於單次旅程保障及多  
次旅程保障中的每次旅程）或引致本保單下索償的事  
件發生（適用於全年保障）後 30 天內以書面或透過  
藍十字網站或 Blue Cross HK App 的網上平台知會本  
公司（除非於此條款及細則之保障項目第 14 部分  
「個人責任保障」內另有規定）。
3. 所有索償均須連同令本公司滿意的證明文件一併提  
交，所有費用須由受保人負責。本公司會特別要求受  
保人提供列有旅程的持續時間之旅遊證明以及下列之  
證明文件：

#### 第 1 至 2 部分

##### 醫療費用保障及海外住院或隔離現金津貼保障

- (i) 醫院賬單及 / 或醫院或其他註冊醫療服務供應  
商發出之醫療費用收據正本；
- (ii) 由持有醫療，如醫生，或牙科專業資格之人士  
就受保人所患之疾病或受傷發出之醫療報告 /  
書面證明（包括診斷、所有相關疾病或受傷的  
開始日期、徵狀、提供之治療及服務的摘要、  
藥物處方及以住院病人身分住院之日期、時間  
及持續時間）（「醫療報告」）；
- (iii) 由政府或相關機構發出載有強制隔離詳情（如  
相關日期及原因）之證明書 / 書面證明正本。

#### 第 4 至 5 部分

##### 個人意外保障及嚴重燒傷保障

- (i) 醫院及 / 或醫生報告，詳細說明受傷的性質、  
程度及傷殘的持續時間；
- (ii) 如因意外而死亡，須提供死亡證及相關驗屍報  
告；
- (iii) 證實該意外之詳情的當地警方報告正本及 / 或  
口供記錄（如適用）。

#### 第 6 至 7 部分

##### 取消旅程保障及旅程阻礙保障

- (i) 就原有行程已預先付費及獲發還退款之未被使  
用的交通票據及 / 或住宿及其他旅遊安排的證  
明；
- (ii) 由相關機構（如旅遊承辦商、旅行代理商、交  
通服務機構、酒店及任何其他安排替代旅程或  
住宿之服務供應商，以適當者為準）就已預先  
付費之旅行團（包括當地旅遊團）、交通票  
據、住宿或其他旅遊安排所發出之收據正本；
- (iii) 由相關機構（如旅遊承辦商、旅行代理商、交  
通服務機構、酒店及任何其他安排替代旅程或  
住宿之服務供應商，以適當者為準）以證實就  
訂金或預付費用所退還之金額所提供之證明；

#### 第 6 部分：旅程取消保障、第 7.1 分項：縮短旅程及 第 7.2 分項：行程改道

- (i) 證實事件發生的原因及日期的證明文件：  
例如：
  - 醫院發票、死亡證、醫生證明；

- 警方報告；
  - 由交通服務機構就旅程阻礙或延誤的情況  
發出之書面證明（包括延誤之原因、詳情  
及另作之安排）；
  - 由郵輪公司就證明受保人登上郵輪之日期  
及時間所發出之報告；
  - 由政府或相關公共機構發出要求受保人出  
任審判證人、陪審員或接受強制隔離之命  
令或官方通告 / 證明書；
- (ii) 用以證實關係的文件，如結婚證書、出生證明  
書、與外傭之僱傭合約或業務關係之證明，以  
適當者為準；
  - (iii) 獸醫就寵物身故所發出之死亡證明或殮葬服務  
提供者就寵物身故提供遺體火化及 / 或殮葬服  
務的收據正本並須在當中註明身故日期（如適  
用）；
  - (iv) 由學校或香港考試及評核局就有關重新安排之  
學校面試或公開考試的細節、形式及方式所發  
出之書面通知或證據證明（只適用於旅程取  
消）；
  - (v) 由相關機構（如旅遊承辦商、旅行代理商、交  
通服務機構、酒店及任何其他安排替代旅程或  
住宿之服務供應商，以適當者為準）就替代的  
旅遊安排所發出之收據正本（只適用於旅程取  
消 / 縮短）；
  - (vi) 由相關機構（如旅遊承辦商、旅行代理商、交  
通服務機構、酒店及任何其他安排替代旅程或  
住宿之服務供應商，以適當者為準）就替代的  
旅遊安排或住宿所發出之收據正本（只適用於  
行程改道）（如適用）。

#### 第 7.3 分項：當地旅遊團取消

- (i) 當地旅遊承辦商之倒閉證明，包括由該當地旅  
遊承辦商經書面通知或網站資訊 / 通知形式所  
作的官方公告；
- (ii) 旅遊景點之關閉證明，包括由該當地旅遊景點  
經網站資訊 / 通知形式所作的官方公告；
- (iii) 當地旅遊承辦商就相關情況發出之書面通知；
- (iv) 當地旅遊承辦商提供的行程表。

#### 第 7.4 分項：超額訂票

- (i) 由有關公共交通工具機構就受保人因超額訂票  
而未能登上有關公共交通工具而發出的書面證  
明；
- (ii) 由相關機構（如旅遊承辦商、旅行代理商、交  
通服務機構、酒店及任何其他替代旅程安排或  
住宿之服務供應商，以適當者為準）就未提  
供、補償或補貼的住宿及膳食所發出之收據正  
本。

#### 第 7.5 分項：特別津貼 – 指定服務提供者倒閉

- (i) 指定服務提供者因破產或清盤而倒閉之證明，  
包括由該指定服務提供者經書面通知或網站資  
訊 / 通知形式所作的官方破產或清盤公告；
- (ii) 向原有及替代指定服務提供者購買有關服務之  
發票及收據正本。

## 第 8 部分

### 旅程延誤保障

- (i) 登機證、機票或交通票據；
- (ii) 由航空公司或公共交通工具提供並有註明延誤的原因、日期、時間和持續時間及替代安排的正式文件；
- (iii) 任何就原有行程已預先付費及獲發還退款之未被使用的交通票據及住宿的證明；
- (iv) 由任何旅遊承辦商、旅行代理商、交通服務機構、酒店及任何其他替代旅程安排或住宿之服務供應商發出之收據正本。

## 第 9 部分

### 行李延誤保障

- (i) 由航空公司發出的行李事故報告書或由公共交通工具發出並有註明延誤的持續時間的證明文件；

## 第 10 至 13 部分

### 行李保障、旅行證件遺失保障、個人錢財保障及家居物品損失保障

- (i) 當地警方報告正本及 / 或口供記錄；
- (ii) 旅行支票之簽發機構在當地的分行或代理發出的事故報告正本；
- (iii) 就購買遺失或損毀之物件的收據，尤其是：

#### 旅行證件遺失

- 由簽發旅遊證件之機構就補領旅遊證件發出的及 / 或因補領旅遊證件招致的額外交通及酒店住宿費用之發票及收據正本。

#### 手提電話遺失

- 載有該手提電話的國際行動裝置辨識碼 (IMEI)、序號及機型號碼 / 型號、購買日期及購買款項之收據正本。
- (iv) 如屬物件損毀，修理損毀物件之報價單，並有註明引致損毀之原因，或由修理人員證實該損毀為無法修復的證明文件，尤其是；

#### 手提電話損毀

- 由官方授權服務支援中心就提供維修服務所發出的收據。
- (v) 行李事故報告書或由相關機構、交通服務機構或公司就有關事件發出之證明 (如適用)；
- (vi) 如屬物件損毀，該損毀物件之相片，尤其是；

#### 家居物品損失

- 能顯示出明顯的暴力痕跡及損毀之家居物品及個人財物之相片。
- (vii) 由簽發旅遊證件之機構就補領旅遊證件發出的發票及收據正本 (如適用)。

## 第 14 部分

### 個人責任保障

- (i) 第三者的索償文件；
- (ii) 當地警方報告正本及 / 或口供記錄；
- (iii) 列明索償詳情的醫療報告 (如有)；

- (iv) 與索償相關的相片 (如適用)；
- (v) 受保人書面確認未有承認任何責任、作出或協議作出任何賠償承諾或協定。

#### 重要事項：

- 未經本公司知悉及書面同意前，不能作任何責任承認、提議、達成和解協議、承諾付款或付款；
- 必須就任何臨近之檢控、研訊或致命事故立即向本公司提交書面通知，並提供有關事件或事故的性質及情況；
- 必須立即提交對於任何與第三者的往來書信、擬檢控通知書、死因研訊、致命意外、可能引致索償之事件或事故之性質及詳情、傳票、法庭文件、律師及其他法律書信予本公司。

## 第 15 部分

### 信用卡保障

- (i) 受保人之死亡證；
- (ii) 信用卡月結單正本，需顯示受保人在旅程期間以信用咭簽賬的購物；
- (iii) 於旅程中購買有關物品之發票及收據正本。

## 第 16 部分

### 高爾夫球保障

#### 一桿入洞：

- (i) 由認可高爾夫球場發出的「一桿入洞」證書；
- (ii) 由認可的高爾夫球場發出的酒吧消費發票及收據正本。

#### 預繳高爾夫球場地或課程費用：

- (i) 已預先付費及獲發還退款之未被使用的高爾夫球場及 / 或高爾夫球課程的證明；
- (ii) 書面通知以證明就預付費用所退還之金額
- (iii) 由任何認可高爾夫球場、高爾夫球會、高爾夫球課程舉辦機構或任何其他安排高爾夫球活動之服務供應商發出之收據正本；
- (iv) 醫療報告

## 第 17 部分

### 租車自負額保障

- (i) 當地警方報告正本及 / 或口供記錄；
- (ii) 有效之駕駛執照；
- (iii) 受保人與車輛租賃公司之間的租賃協議及詳細之條款及細則；
- (iv) 車輛租賃公司發出以證明租車費用之收據正本；
- (v) 受保人向其租用之汽車所屬的保險公司提出索償之文件；
- (vi) 車輛租賃公司發出以證明受保人需負責支付自負額及 / 或營業損失賠償(NOC)之報告；
- (vii) 就已支付自負額及 / 或營業損失賠償(NOC)而發出的收據正本。

## 第 18 至 19 部分

#### 郵輪旅程取消及阻礙保障 / 郵輪出發後保障

- (i) 由航空公司或公共交通工具提供並有註明延誤的原因、日期、時間和持續時間的正式文件；
  - (ii) 已預先付費的郵輪旅程、岸上觀光行程、機票或其他旅遊安排的收據正本；
  - (iii) 由旅行代理商 / 承辦商、郵輪公司及相關機構以證實就訂金或預付費用所退還之金額而提供之證明；
  - (iv) 由郵輪公司發出並有註明實際登船日期及時間之官方文件；
  - (v) 以證實事故原因的證明文件，包括醫院賬單、醫生證明信、相關公共機構發出的官方報告 / 證書；
  - (vi) 由電訊服務供應商發出之發票及證明，並有包含相關日期及電話使用者之姓名。
4. 如受保人不幸身故，本保單下的任何賠償將會支付予受保人的合法遺產代理人或其指定受益人（如適用）。
5. 如有違反本保單的條款及條件，本公司有權拒絕代表受保人就任何第三者提出的索償作出抗辯。
6. 未填妥的索償表格將退回予索償人而資料或文件不足會對索償申請的處理造成延誤。
7. 保單持有人不得在本公司收到所有本保單所需的索償證明當日後的 60 天內就本保單向本公司展開仲裁。
8. 倘本公司有權拒絕履行本保單的賠償責任，受保人必須應要求向本公司全數退還任何根據本保單支付的賠償金額。
9. 如本公司未能在提出書面要求起計 60 天內收妥所需索償資料，本公司將不會對有關索償承認責任，而該索償在其後將視作放棄論。



## ENDORSEMENT

This endorsement shall be attached to and form part of the Policy and all other terms, conditions and exclusions of the Policy, except as supplemented or amended by this endorsement, will remain unchanged and continue in full force. To the extent that any provision of the Policy is inconsistent with any provision of this endorsement, the provisions of this endorsement shall prevail.

Unless otherwise stated or the context otherwise requires, the terms and expressions used in this endorsement shall have the same meaning as defined in the policy provisions.

### OUTBOUND TRAVEL ALERT EXTENSION (“Extension”)

- For the purpose of this endorsement, the following terms shall be defined as follows:

#### Definition

- “Outbound Travel Alert” or “OTA” means any of the 3 colour-coded alerts issued by the Security Bureau of The Government of the Hong Kong Special Administrative Region (the “Security Bureau”) under the Outbound Travel Alert System, and such alerts are hereinafter referred to as “Amber Alert”, “Red Alert” and “Black Alert” respectively.
  - “Place of Incident” means the place (i) which is stated as one of the destinations in the original itinerary to which the Insured Person has arranged to travel and (ii) at which an OTA has been issued by the Security Bureau and is in force.
  - “Relevant OTA” means the OTA issued by the Security Bureau at the Place of Incident resulting in the cancellation, curtailment or re-routing (as the case may be) of the Journey.
- It is hereby declared and agreed that with immediate effect, (i) the benefit under Section 6 (Trip Cancellation Benefit), Subsection 7.1 (Trip Curtailment) and Subsection 7.2 (Re-routing) under the Policy shall be extended to cover the circumstances as set out in paragraphs 1, 2.1 and 3 of this endorsement; and (ii) the “Additional Cash Allowance for Trip Curtailment” benefit set out in paragraph 2.2 of this endorsement shall be incorporated into the Policy.

#### 1. Extension of the “Trip Cancellation Benefit”

If as a direct result of the issuance of the Relevant OTA at the Place of Incident, the Journey is cancelled prior to the departure from the Place of Origin, the Company will reimburse the Eligible Loss at the relevant percentage as set out in the table below,

##### PROVIDED THAT:

- in respect of the Place of Incident,
  - in case where no OTA is in force on the Effective Date, the Relevant OTA must be issued at least 24 hours after the Effective Date; or
  - in case where an OTA (e.g. an Amber Alert) is in force on the Effective Date, the Relevant OTA must be at a higher level (e.g. a Red Alert) and issued at least 24 hours after the Effective Date; and
- the Travel Arrangement must be cancelled i) within 7 days before the scheduled date of departure of the Journey; and ii) at a time when the Relevant OTA is in force.

Relevant OTA	Amber Alert	Red Alert	Black Alert
Benefits payable	25%	50%	100%

#### 2.1 Extension of the “Trip Curtailment” Benefit

If as a direct result of the issuance of the Relevant OTA at the Place of Incident during the Journey, the Journey is interrupted and curtailed after its commencement and the Insured Person is inevitably required to return to the Place of Origin, the Company will pay for the following at the relevant percentage as set out in the table below:

- the Eligible Loss for each Complete Day of the Journey which is interrupted and the benefit payable for such Eligible Loss shall be calculated on a pro-rata basis; and
- the additional Public Conveyance expenses reasonably and inevitably incurred by the Insured Person to return to the Place of Origin direct by means of a Public Conveyance, provided that under no circumstances shall the fare class of such additional Public Conveyance be higher than the fare class of the original planned Public Conveyance in the original itinerary of the Journey,

##### PROVIDED THAT:

- the curtailment of the Journey takes place at a time when the Relevant OTA is in force; and
- in case where an OTA (e.g. an Amber Alert) is in force on the Effective Date, the Relevant OTA must be at a higher level (e.g. a Red Alert).

Relevant OTA	Amber Alert	Red Alert	Black Alert
Benefits payable	25%	50%	100%

**Blue Cross 藍十字**An **AIA** Company 友邦保險成員公司**2.2 “Additional Cash Allowance for Trip Curtailment” Benefit**

The Company will pay an additional cash allowance as follows if the extension of the “Trip Curtailment” benefit under paragraph 2.1 above is payable.

Relevant OTA	Amber Alert	Red Alert	Black Alert
Cash Allowance payable	HK\$300	HK\$600	HK\$1,200

**3. Extension of the “Re-routing” Benefit**

If the Journey has to be re-routed as a direct result of the issuance of the Relevant OTA at the Place of Incident which prevents the Insured Person from continuing with his original itinerary after the Journey has begun, the Company will pay for the following at the relevant percentage as set out in the table below:

- (i) the additional Public Conveyance and/or accommodation expenses (less any expenses recovered/ recoverable from any source) reasonably and inevitably incurred by the Insured Person outside of the Place of Origin solely for the purpose of continuing his Journey to the original planned destination or returning to the Place of Origin, provided that under no circumstances shall the fare class of such additional Public Conveyance and/or accommodation be higher than the fare class of the original planned Public Conveyance and/or accommodation in the original itinerary of the Journey; or
- (ii) the Eligible Loss for each Complete Day of the Journey which is re-routed, solely for the purpose of continuing his Journey to the original planned destination or returning to the Place of Origin, and the benefit payable for such Eligible Loss shall be calculated on a pro-rata basis,

**PROVIDED THAT:**

- a) the re-routing of the Journey takes place at a time when the Relevant OTA is in force; and
- b) in case where an OTA (e.g. an Amber Alert) is in force on the Effective Date, the Relevant OTA must be at a higher level (e.g. a Red Alert).

Relevant OTA	Amber Alert	Red Alert	Black Alert
Benefits payable	25%	50%	100%



## 批註

本批註附加於保單並構成保單的一部分。除本批註中所作補充或修改的條款之外，所有保單之條款、條件和不保事項將維持不變。倘任何保單條文與本批註內的條款有抵觸，概以本批註之條款為準。

除非文意另有規定，本批註使用之詞彙及用語與保單條文中之定義有相同涵義。

### 外遊警示伸延保障（「伸延保障」）

- 就本批註而言，下列詞彙的定義如下：

#### 釋義

- 「外遊警示」指任何由香港特別行政區政府保安局（「保安局」）根據外遊警示制度發出並以3種顏色為標記之警示，而該警示分別為下文所指之「黃色警示」、「紅色警示」及「黑色警示」。
  - 「受影響地點」指 (i) 該地點為受保人原先安排之行程中的目的地之一；及 (ii) 保安局已對該地點發出外遊警示而該警示仍然生效。
  - 「相關外遊警示」指保安局對受影響地點發出並導致旅程取消、縮短旅程或行程改道（按情況而定）的外遊警示。
- 現特此聲明及同意，由即日起，(a)第6部分「旅程取消保障」、第7.1分項「縮短旅程」及第7.2分項「行程改道」的保障將伸延至包括本批註第1、第2.1及第3段所列之情況；而(b)本批註第2.2段所列之「縮短旅程額外現金津貼」保障將被納入本保單內。

### 1. 「旅程取消保障」之伸延保障

如直接因受影響地點獲發相關外遊警示而導致在由起保地點出發前取消旅程，本公司將按下表所列之相關百分比就可償損失作出賠償，惟：

- 就受影響地點而言，
  - 如在生效日期沒有任何外遊警示生效，相關外遊警示必須於生效日期的24小時後發出；或
  - 如在生效日期有外遊警示生效（如黃色警示），相關外遊警示必須屬較高之級別（如紅色警示）並須於生效日期的24小時後發出；及
- 旅遊安排必須 (i) 於旅程預定出發日期前7天內取消；及 (ii) 於相關外遊警示生效時取消。

相關外遊警示	黃色警示	紅色警示	黑色警示
應付保障	25%	50%	100%

### 2.1 「縮短旅程」保障之伸延保障

如於旅程期間直接因受影響地點獲發外遊警示而導致受保人的旅程於開始後遇到阻礙而需要縮短，而受保人無可避免地必須返回起保地點，本公司將按下表所列之相關百分比支付以下：

- 就受阻的旅程日數每整日計向受保人賠償可償損失，而就該可償損失的應付賠償會按比例計算；及
- 受保人直接返回起保地點無可避免地所產生之合理額外公共交通工具費用（在任何情況下，該額外公共交通工具的票價等級不能高於旅程的原定行程表上原先安排之公共交通工具的票價等級）。

惟：

- 旅程須於相關外遊警示生效期內縮短；及
- 如在生效日期受影響地點有外遊警示（如黃色警示）生效，相關外遊警示必須屬較高之級別（如紅色警示）。

相關外遊警示	黃色警示	紅色警示	黑色警示
應付保障	25%	50%	100%



**Blue Cross 藍十字**

An **AIA** Company 友邦保險成員公司

## 2.2 「縮短旅程額外現金津貼」保障

如本公司須付上述第 2.1 段中的「縮短旅程」保障之伸延保障，本公司亦會支付下述額外現金津貼。

相關外遊警示	黃色警示	紅色警示	黑色警示
應付現金津貼	HK\$300	HK\$600	HK\$1,200

## 3. 「行程改道」保障之伸延保障

如在已計劃前往的旅程目的地直接因受影響地點獲發外遊警示而導致受保人的旅程於開始後不能繼續其原定行程並需作改道，本公司將按下表所列之相關百分比支付以下：

- (i) 就受保人純粹因要繼續前往原本已計劃的旅程目的地或返回起保地點而在起保地點以外地方無可避免地所產生之合理額外的公共交通工具費用及 / 或住宿費用（須扣減已獲或可獲從任何來源退回的費用），惟在任何情況下，該額外公共交通工具的票價等級及 / 或住宿房間等級不能高於旅程的原定行程表上原先安排之公共交通工具的票價等級及 / 或住宿房間的等級；或
- (ii) 純粹因要繼續前往原本已計劃的旅程目的地或返回起保地點而改道的旅程日數每整日計向受保人賠償可償損失，而就該可償損失之應付賠償會按比例計算。

惟：

- a) 旅程須於相關外遊警示生效期內改道；及
- b) 如在生效日期受影響地點有外遊警示（如黃色警示）生效，相關外遊警示必須屬較高之級別（如紅色警示）。

相關外遊警示	黃色警示	紅色警示	黑色警示
應付保障	25%	50%	100%