**WWOOF Personal Accident & Personal Liability insurance scheme**

**EVIDENCE OF INSURANCE**

Confirmation of cover attaching to Master Policy Number B0524CSPXXXX61620

The Federation of WWOOF Organisations (FoWO) has in place a Master Policy to which this confirmation of cover attaches and You, as a participant at a FoWO location and having an 'enhanced' membership, this document serves to confirm the details of the cover offered under that Master Policy. A copy of the Master Policy can be viewed upon request to FoWO.

<table>
<thead>
<tr>
<th>Certificate Number</th>
<th>B0524CSP110161620</th>
</tr>
</thead>
<tbody>
<tr>
<td>Policy Number</td>
<td>PJH/ANT/FOWO20</td>
</tr>
<tr>
<td><strong>Insured</strong></td>
<td>The Federation of WWOOF Organisations (FoWO)</td>
</tr>
<tr>
<td>Business of Insured</td>
<td>Members only organisation (World Wide Opportunities on Organic Farms)</td>
</tr>
<tr>
<td>Registered Address</td>
<td>PO Box 2154, Winslow, Buckinghamshire MK18 3WS United Kingdom</td>
</tr>
<tr>
<td><strong>Insured Persons</strong></td>
<td>WWOOFers (volunteers) who have an 'enhanced' WWOOF membership on FoWO member's (WWOOF organisation's) websites. This policy does not provide cover for an Insured Person who has reached the age of 75 years at the start of the Operative Time.</td>
</tr>
</tbody>
</table>

**Period of Insurance**

<table>
<thead>
<tr>
<th>Policy Effective Date</th>
<th>1st April 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Policy Expiry Date</td>
<td>31st March 2021</td>
</tr>
</tbody>
</table>

**Operative Time**

The period in which the Insured Person is covered by the terms and conditions of this Policy when staying at a WWOOF location, commencing during the Period of Insurance.

The Underwriters will not pay any claim sustained during a journey in excess of 12 calendar months duration.

**Cover Limits**

<table>
<thead>
<tr>
<th>6 - Personal Accident</th>
<th>€25,000 maximum per Insured Person during the Period of Insurance</th>
</tr>
</thead>
<tbody>
<tr>
<td>7 - Personal Liability</td>
<td>€1,250,000 maximum per Insured Person</td>
</tr>
</tbody>
</table>

Aggregate Limit of Liability

The maximum total payable by Underwriters under Section 6 from any single event will be €2,500,000.

**Area of Cover**

Worldwide but excluding Afghanistan, Chechnya, Cuba, Iran, Iraq, Israel (West Bank, Gaza and the Occupied Territories), United States of America or a country, specific area or event to which the Travel Advice Unit of the Foreign & Commonwealth Office or the World Health Organisation (WHO) or similar body has advised against all or all but essential travel.

**Important Telephone Numbers**

To make a claim call: +44 (0) 207 959 1900 or email info@antaresunderwriting.com for a claim form.
MARTER POLICY WORDING - KEY ELEMENTS
This Policy is a contract between the Insured (named in the Schedule) and Underwriters.
Provided the premium has been paid the Underwriters will provide the insurance specified in this Policy and Schedule and any attached endorsements during the Period of Insurance.

Contents

Evidence of Insurance
Section 1 - Disputes & Complaints
Section 2 - Financial Services Compensation Scheme
Section 3 - General Conditions
Section 4 - General Exclusions
Section 5 - General Definitions
Section 6 - Personal Accident
Section 7 - Personal Liability

Section 1 – Disputes and Complaints
We are dedicated to providing You with a high quality service and want to ensure that this is maintained at all times. If You feel that We have not offered a first class service please write and tell Us and We will do our best to resolve the problem.

If You have any questions or concerns about the insurance You should, in the first instance, contact Your Scheme Administrator P J Hayman & Company Ltd on:

+44 (0) 2392 419 861

If You have any questions or concerns about the handling of a claim please contact:

Antares Managing Agency Limited
Compliance Department
21 Lime Street, London EC3M 7HB
Tel: 020 7372 5693
Fax: 020 7372 5252
Email: complaints@lloyds.com

Details of Lloyd's complaints procedures are set out in a leaflet "Your Complaint - How We Can Help" available at www.lloyds.com and are also available from the above address.

If You remain dissatisfied after Lloyd's has considered Your complaint, You may have the right to refer Your complaint to the Financial Ombudsman Service (FOS). The Financial Ombudsman Service is an independent service in the UK for settling disputes between consumers and businesses providing financial services.

The contact details for the Financial Ombudsman is:
Financial Ombudsman Service
Postal address: Exchange Tower, Harbour Exchange, London E14 9SR
Customer Helpline: 0800 023 4567
Website: www.financial-ombudsman.org.uk
Other ways to get in touch:
0300 123 9 123 - calls to this number cost no more than calls to 01 and 02 numbers (18002) 020 7964 1000 - calls using next generation text relay
complaint.info@financial-ombudsman.org.uk - by email

Following the complaints procedure with the FOS does not affect Your rights to take legal action. Further details will be provided at the appropriate stage of the complaints process.

Section 2 – Financial Services Compensation Scheme

Underwriters are covered by the Financial Services Compensation Scheme. The Insured or Insured Person may be entitled to compensation from the scheme if an Underwriter is unable to meet its obligations under this contract. If the Insured or Insured Person were entitled to compensation under the scheme, the level and extent of the compensation would depend on the nature of this contract.

Further information about the scheme is available from the Financial Services Compensation Scheme at the below address or on their website: www.fscs.org.uk

Section 3 – General Conditions

1. Usual Country of Domicile
For Insured Persons not domiciled in the United Kingdom any reference to the United Kingdom shall mean an Insured Person's usual country of domicile.

2. Observance – Failure to Comply with Policy Conditions
The liability of Underwriters to make any payment under this Policy is conditional on the Insured Person observing all terms, provisions, conditions and endorsements of this Policy. Where the Insured Person does not comply with any obligation specified in this Policy, this may prejudice the Insured Person’s position to recover under any claim.

3. Claims Procedure
In the event of a claim or any occurrence likely to give rise to a claim under this Policy, the Insured must ensure that notice is given to the Claims Handlers in writing as soon as reasonably possible after the date of the occurrence and in any event within 90 days. Such notice shall include full particulars of the occurrence.

The Claims Handlers can be contacted via the following methods:

• By post:
  Antares Managing Agency Limited
  21 Lime Street
  London
  EC3M 7HB
• By phone: +44 (0) 207 959 1900
• By e-mail: info@antaresunderwriting.com

In the event You need to make a claim You must provide evidence that You were a member of a national WWOOF organisation at the time the event leading to the claim occurred.

4. Claims Co-operation
The Insured and Insured Person must provide assistance and co-operate with the Claims Handlers or their representatives, in obtaining any other records the Claims Handlers deem necessary to evaluate the incident or claim. The Claims Handlers will not be liable to pay any claim unless the Insured and/or Insured Person co-operates with the Claims Handlers and/or their representatives in the investigation of the claim.

5. Applicable Law and Jurisdiction
This Policy, any endorsements, the Schedule and the Evidence of Insurance shall be governed by and construed in accordance with the laws of England and Wales and the Insured and Insured Persons and Underwriters irrevocably agree that the Courts of England and Wales shall have exclusive jurisdiction in respect of any dispute which may arise out of or in connection with this Policy or any claim.

6. Contracts (Rights of Third Parties) Act 1999 Clarification Clause
The Insured and the Underwriters do not intend any third parties to this contract to have the right to enforce the terms of this contract. Only the Insured and the Underwriters can enforce the terms of this contract. The Insured and the Underwriters can vary or rescind the contract without the consent of any third party to this contract who may assert they have rights under this Contracts (Rights of Third Parties) Act 1999.

7. Access to Additional Materials
An Insured and/or Insured Person shall furnish Us, or Our designated representatives, all information, documentation, medical information that may be reasonably required at all reasonable times during the term of this Policy, or until resolution of all claims, whichever is later.

8. Right to Medical Records and Medical Examination
Following notice of a claim, an Insured Person must provide, when requested, the authorisations necessary to obtain an Insured Person’s medical records. Claims Handlers have the right to have an Insured Person examined by a physician or vocational expert of their choice, and at their expense, when and as often as they may reasonably request.

9. Fraudulent Claims
If any claim submitted under this Policy by the Insured or an Insured Person or by any person acting on behalf of the Insured or an Insured Person shall in any respect be false or fraudulent, Underwriters will not be liable to make any payment in respect of such claim and the Insured or Insured Person must pay back any benefit that has already been paid. If this happens the Insured will not be entitled to any refund of premium.
1. Other Insurance

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

2. Limitation

In the event of a claim the maximum amount that will be paid will not exceed the largest sum insured stated in the Schedule. If the aggregate amount of all sums payable under this Policy exceeds the Aggregate Limit of Liability, the benefits payable to each Insured Person will be proportionally reduced until the total of all benefits payable hereunder is equal to the Aggregate Limit of Liability.

The **Underwriters** will not pay any claim sustained during a journey in excess of 12 calendar months duration.

3. Cancellation

An **Insured Person** has no rights of cancellation under this Policy.

4. Privacy Notice

**Who We are**

We are the Lloyd’s underwriten(s) in **Our** function as Data Controller.

**Basic Information**

We collect and use relevant information about **You** to provide **You** with **Your** insurance cover or the insurance cover that benefits **You** and to meet **Our** legal obligations. This information includes details such as **Your** name, address and contact details and any other information that We collect about **You** in connection with the insurance cover from which **You** benefit. This information may include more sensitive details such as information about **Your** health.

In certain circumstances, We may need **Your** consent to process certain categories of information about **You** (including sensitive details such as information about **Your** health), Where We need **Your** consent, We will ask **You** for it separately. You do not have to give **Your** consent and You may withdraw **Your** consent at any time. However, if You do not give **Your** consent, or You withdraw **Your** consent, this may affect Our ability to provide the insurance cover from which **You** benefit and may prevent Us from providing cover for **You** or handling **Your** claims.

The way insurance works means that **Your** information may be shared with, and used by a number of third parties in the insurance sector for example, insurers, agents or brokers, reinsurers, loss adjusters, sub-contractors, regulators, law enforcement agencies, fraud and crime prevention and detection agencies and compulsory insurance databases. We will only disclose **Your** personal information in connection with the insurance cover that We provide and to the extent required or permitted by law. We will never sell any personal information **You** provide Us.

**Other people’s details You provide to Us**

Where **You** provide Us or **Your** agent or broker with details about other people, **You** must provide this notice to them.

**Want more details?**

For more information about how We use **Your** personal information please see **Our** full privacy notice(s), which is available online on **Our** website or in other formats on request.

Website: www.antaresunderwriting.com

**Contact details**

You have rights in relation to the information We hold about **You**, including the right to access **Your** information. If **You** wish to exercise **Your** rights, discuss how We use **Your** information or request a copy of **Our** full privacy notice(s), please contact Us at:

Antares Managing Agency Ltd
Post: Data Protection Officer, 21 Lime Street, London EC3M 7HB
Email: Compliance2@antaresunderwriting.com
Phone: +44 (0) 20 7959 1900

5. Several Liability Clause

Each member has underwritten a proportion of the total shown for the syndicate (that total itself being the total of the proportions underwritten by all the members of the syndicate taken together). The liability of each member of the syndicate is several and not jointly liable for any other member's proportion. Nor is any member otherwise responsible for any liability of any other (re)insurer that may underwrite this Policy. The business address of each member is Lloyd's, One Lime Street, London, EC3M 7HA. The identity of each member of a Lloyd's syndicate and their respective proportion may be obtained by writing to Market Services, Lloyd's, at the above address.

6. Sanctions, Export and Exchange Control Clause

**Underwriters** will not provide cover and will not be liable to pay any claims or provide any benefit to the extent that the provision of cover, payment of claim or provision of benefit would expose **Underwriters** to any sanction, prohibition or restriction under United Nations, resolutions or the trade or economic sanctions, laws or regulations of the European Union, United Kingdom or United States of America.

7. The GDPR and Data Protection Act 2018

For the purpose of providing this insurance and handling of claims or complaints, We may need to transfer certain information which **You** have provided to Us to other parties. Any information **You** have provided will be dealt with by Us in compliance with the provisions of the GDPR and Data Protection Act 2018.

**Section 4 – General Exclusions**

The **Underwriters** will not pay any claim directly or indirectly caused or contributed to by:

1. War.
2. Ionising Radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel.
3. Radioactive toxic explosion or other hazardous properties of any explosive nuclear assembly or nuclear component thereof.
4. Utilisation of Nuclear, Chemical or Biological weapons of mass destruction however these may be distributed or combined.
5. Travelling to any countries specified in the Schedule and Evidence of Insurance.
6. An **Insured Person** flying, except as a passenger in an aircraft licensed to carry passengers.
7. An **Insured Person** attempting to commit or committing intentional self-injury or suicide.
8. Any criminal or illegal act by the **Insured Person**.
9. An **Insured Person** participating in professional sports.
10. Deliberate exposure to exceptional danger (other than in an attempt to save human life).
11. Operational duties as a member of the Armed Forces.
12. An **Insured Person** after the expiry of the Period of Insurance during which that **Insured Person** reaches age 75 years.
13. An **Insured Person** travelling to a country or specific area or event to which the Travel Advice Unit of the Foreign & Commonwealth Office or the World Health Organisation (WHO) or similar body has advised against all or all but essential travel.
15. Any pandemic/epidemic or the fear of.

**Section 5 – General Definitions**

Certain words in this Policy have a specific meaning. They have this specific meaning wherever they appear in this Policy, Schedule, memorandum or endorsements and are shown in bold italic print.

1. Child or Children

A dependent child up to the age of 18 years or up to the age of 23 years if in full time education.

2. Claims Handlers

Representatives of the **Underwriters**, as detailed in the Schedule and Evidence of Insurance, who are appointed to manage and settle claims under this Insurance on their behalf.

3. Evidence of Insurance

The document showing details of the cover provided to the **Insured Person**.

4. GDPR


5. Ill or Illness

An illness or disease that manifests itself during a qualifying Operative Time.

6. Injury

A bodily injury resulting from an accident caused by violent, external and visible means and occurring solely and directly and independently of any other cause which occurs at an identifiable time and place.
7. **Insured**
The Federation of WWOOF Organisations (FoWO).

8. **Insured Person/You/Your**
WWOOFers (volunteers) who have an 'enhanced' WWOOF membership on FoWO member's (WWOOF organisation's) websites.

9. **Operative Time**
The period in which the **Insured Person** is covered by the terms and conditions of this Policy when staying at a WWOOF location, commencing during the **Period of Insurance**.

10. **Period of Insurance**
The period shown in the **Schedule** and **Evidence of Insurance**.

11. **Permanent Total Disablement**
Total Disablement caused other than by **Loss of Limb or Limbs** or **Loss of Sight**, which prevents the **Insured Person** from engaging totally in their usual occupation for a period of 12 consecutive months, and at the end of that period being without prospect of improvement.

12. **Radiation**
The emission, discharge, dispersal, release or escape of fissile material emitting a level of radioactivity capable of causing incapacitating disablement, or death, amongst people or animals.

13. **Schedule**
The Master Policy document showing details of the cover held by The Federation of WWOOF Organisations (FoWO) on behalf of the **Insured Person**.

14. **Terrorist Activity**
An act, or acts, of any person, or group(s) of persons, committed for political, religious, ideological or similar purposes with the intention of influencing any government and/or to put the public, or any section of the public, in fear. **Terrorist Activity** can include, but not be limited to, the actual use of force or violence and/or the threat of such use. Furthermore, the perpetrators of terrorist activity can either be acting alone, or on behalf of, or in connection with any organisation(s) or government(s).

15. **Underwriters/We/Us/Our**
Antares Managing Agency Limited, as managing agent for Antares Syndicate 1274 at Lloyd's.

16. **United Kingdom**
England, Scotland, Wales, Northern Ireland, the Isle of Man and the Channel Islands.

17. **Utilisation of Biological weapons of mass destruction**
The emission, discharge, dispersal, release or escape of any pathogenic (disease producing) micro-organism(s) and/or biologically produced toxin(s) (including genetically modified organisms and chemically synthesised toxins) which are capable of causing incapacitating disablement or death amongst people or animals.

18. **Utilisation of Chemical weapons of mass destruction**
The emission, discharge, dispersal, release or escape of any solid, liquid or gaseous chemical compound which, when suitably distributed, is capable of causing incapacitating disablement or death amongst people or animals.

19. **Utilisation of Nuclear weapons of mass destruction**
The use of any explosive nuclear weapon or device or the emission, discharge, dispersal, release or escape of fissile material emitting a level of radioactivity capable of causing incapacitating disablement or death amongst people or animals.

20. **War**
Any activity arising out of or attempt to participate in the use of military force between nations and will include:

20.1 Hostilities or warlike operations (whether war be declared or not).
20.2 Invasion, civil war, rebellion, insurrection, revolution.
20.3 Act of an enemy foreign to the nationality of the **Insured Person** or the country in, or over, which the act occurs.
20.4 Civil commotion assuming the proportions of, or amounting to, an uprising.
20.5 Overthrow of the legally constituted government.

20.6 Military or usurped power.
20.7 Explosions of war weapons.
20.8 **Terrorist activity**.
20.9 Murder or Assault subsequently proved beyond reasonable doubt to have been the act of agents of a state foreign to the nationality of the **Insured Person** whether war be declared with that state or not.

Section 6 – Personal Accident

1. **What is Covered:**
If an **Insured Person** sustains an **Injury** or **Illness** during the **Operative Time** which within 24 months results in:

1.1 death or disablement;
1.2 death or disablement solely as a result of unavoidable exposure to severe weather conditions;
1.3 disappearance of an **Insured Person**, and if after a reasonable period of time has elapsed and all available evidence examined, there is reason to presume that the death of an **Insured Person** has occurred, the disappearance shall be considered to have been caused by an **Injury**;
1.4 **Permanent Total Disablement**;
1.5 **Loss of Limb or Limbs** or **Loss of Sight**
this Insurance will pay the **Insured** an amount equal to the sum insured stated in the **Schedule**.

2. **Definitions Applicable to Personal Accident – See also General Definitions:**

2.1 **Loss of Limb or Limbs**
The permanent and complete loss of or loss of use of a limb or limbs at or above the ankle or wrist.

2.2 **Loss of Sight**
Permanent and total loss of Sight shall be considered as having occurred:

2.2.1 in both eyes, if an **Insured Person’s** name is added to the Register of Blind Persons on the authority of a registered qualified ophthalmic specialist and is without hope of improvement; or
2.2.2 in one eye, if the degree of sight remaining after correction is 3/60 or less on the Snellen Scale and is without hope of improvement.

3. **Conditions Applicable to Personal Accident – See also General Conditions:**

3.1 Where an **Insured Person** is under the age of 16 years or over the age of 69 the Accidental Death benefit will be limited to €12,500.

3.2 Where an **Insured Person** is not in full time gainful employment, or is a partner or **Child** of an **Insured Person**:

Permanent Total Disablement shall read: ‘**Total Disablement** caused other than by **Loss of Limb or Limbs** or **Loss of Sight**, which prevents the **Insured Person** from engaging totally in any and every occupation for a period of twelve (12) consecutive months and at the end of that period being without prospect of improvement.

3.3 If after the **Insured** in respect of the disappearance of an **Insured Person** and the **Insured Person** is found to be living, the **Insured** shall reimburse the **Underwriters** in full for all monies paid to them in respect of such disappearance.

3.4 The **Underwriters** will not pay any claim under more than one of the items:

Death, **Permanent Total Disablement**, **Loss of Limb or Limbs** or **Loss of Sight**.

4. **Exclusions Applicable to Personal Accident – See also General Exclusions:**

4.1 The **Underwriters** will not pay any claim for **Illness** not directly resulting from an accident.

4.2 You are not covered for **Permanent Total Disablement** if you are no longer in full time employment and in any event when you are over 69 years.

Section 7 – Personal Liability

1. **What is Covered:**
The **Underwriters** will indemnify the **Insured Person** for legal liability to pay damages in respect of:

1.1 accidental **Bodily Injury**, false arrest, false imprisonment, invasion of right of privacy; detention, false eviction and malicious prosecution;
1.2 accidental loss of or damage to **Material Property** belonging to third parties; arising out of an event which occurs during the **Operative Time**.
2. The Underwriters will indemnify the Insured Person for:
   2.1 all legal costs and expenses recoverable by third parties from the Insured or an Insured Person in respect of the claim made against the Insured or an Insured Person for which indemnity is provided in item 1. above.
   2.2 any legal costs and expenses incurred with the Underwriters prior written consent.

Note: We will not be liable to indemnify the Insured or an Insured Person for any amount exceeding the Limit of Indemnity stated in the Schedule for the total amount payable under items 1. and 2. above.

3. Definitions Applicable to Personal Liability - See also General Definitions
   3.1 Bodily Injury
      Death, injury, illness, disease and nervous shock.
   3.2 Material Property
      Property which is both material and tangible.
   3.3 Pollution
      3.3.1 Pollution or contamination by naturally occurring or man-made substances, forces, organisms or any combination of them whether permanent or transitory; and
      3.3.2 All loss, damage or injury directly or indirectly caused by such pollution or contamination.

4. Conditions Applicable to Personal Liability - See also General Conditions
   4.1 The Insured and/or an Insured Person or their legal personal representatives will give notice in writing to the Underwriters as soon as reasonably possible after any event, occurrence, or circumstance which may give rise to a claim under this Section and will provide full details of the event, occurrence or circumstance.
      4.1.1 Every claim notice, letter, writ or process or other document served on the Insured or an Insured Person shall be forwarded to the Underwriters immediately on receipt of the same.
      4.1.2 Notice in writing shall be given to the Underwriters by the Insured or an Insured Person of any impending prosecution, inquest or fatal accident inquiry in connection with any such event.
      4.1.3 No admission of liability, offer of settlement, promise, payment or indemnity shall be made by or on behalf of the Insured or an Insured Person without the prior written consent of the Underwriters.

4.2 The Underwriters will be entitled at any time and at its own discretion to:
   4.2.1 take over and conduct in the name of the Insured or an Insured Person the defence of or the settlement of any claim and to prosecute at its own expense and for its own benefit any claim for indemnity or damages against all other parties or persons.
   4.2.2 pay to the Insured or an Insured Person the sum insured stated in the Schedule less any costs incurred by the Underwriters or any lesser sums for which any claim or claims under any section of this Policy can be settled. In this event the Underwriters shall not be under any further liability.

4.3 No Endorsement or Amendment to this Policy shall override the Terms, Limits, Conditions, Exclusions applicable to this section.

5. Exclusions Applicable to Personal Liability - See also General Exclusions
   The Underwriters will not indemnify the Insured in respect of the Insured or Insured Person's legal liability to pay damages:
   5.1 arising out of the ownership, possession or use by or on behalf of an Insured Person of any:
      5.1.1 aircraft, aero spatial device or hovercraft.
      5.1.2 waterborne craft.
      5.1.3 mechanically propelled or horse drawn vehicle.
      5.1.4 mobile caravan or vehicular trailer other than a static caravan occupied as temporary accommodation.
      5.1.5 firearm.
   5.2 for Bodily Injury to any family or household member of an Insured Person or any person who is under a contract of service or apprenticeship with the Insured or an Insured Person when Bodily Injury arises out of and in the course of their employment with the Insured or an Insured Person.
   5.3 for loss of or damage to Material Property belonging to or held in trust by or in the custody or control of the Insured or an Insured Person or their family or household members.
   5.4 arising directly or indirectly in connection with:
      5.4.1 the ownership of land or buildings.
      5.4.2 the carrying on of any trade, business or profession for financial remuneration.
      5.4.3 any participant to participant injury whilst participating in or practising for any sporting event or similar.
      5.4.4 any fine or penalty.
   5.5 attaching to the Insured or an Insured Person by reason of an express term of any contract unless such liability would have attached to the Insured or an Insured Person in the absence of such agreement.
   5.6 for any kind of Pollution.
   5.7 whilst acting in the capacity as an officer of a club or association.
   5.8 for punitive and exemplary damages in respect of the United States of America or Canada.