BARNES COACHES LTD
Address: Woodside Road, South Marston Park, Swindon, SN3 4AQ
Tel: 01793 821303
Email: travel@barnescoaches.co.uk

Status Disclosure Information

The Financial Conduct Authority (FCA) is the independent regulator of financial services. Use this information to decide if our services are right for you.

BARNES COACHES LTD is an appointed representative of Wrightsure Services (Hampshire) Ltd which is authorised and regulated by the FCA (their registration number is 311394) and which is permitted to arrange general insurance contracts. You can check these details online using the Financial Services Register (accessible from www.fca.org.uk) or by contacting the Financial Conduct Authority Consumer Helpline on 0800 111 6768.

BARNES COACHES LTD only offer Tour Operators Insurance from a single Insurer. We will provide you with details of the insurer prior to the conclusion of the contract. We do not charge fees for our insurance related services. We receive a commission for the business we place through Wrightsure, which is a percentage of the premium that you are charged.

You must take reasonable care not to make a misrepresentation to the insurer. If you deliberately or carelessly misinform the insurers, this could mean that part of or all of a claim may not be paid.

We hold any insurance money (premiums, refunds or claims money) as the agent of the insurer under a risk transfer agreement.

You WILL NOT receive advice or a recommendation from us for insurance. You will then need to make your own choice about whether the product meets your demands and needs and how to proceed.

We always aim to provide a first-class service however, if you have any cause for complaint regarding the sale of this policy, any enquiry can be raised by either email, in writing or by telephoning The Compliance Officer, Wrightsure Services (Hampshire) Limited, Unit D2 Fareham Heights, Standard Way, Fareham, Hampshire, PO16 8XT, complaints@wrightsure.com, 01329 828228. Should you remain dissatisfied you have the right to ask the Financial Ombudsman Service to review your case. You should write to the Financial Ombudsman Service, Exchange Tower, London, E14 9SR. Telephone 0800 023 4567.

All Claims Complaints please write to Customer Services, Allianz Assistance, 102 George Street, Croydon, CR9 6HD, phone 0208 603 9853 or email customersupport@allianz-assistance.com

You may be entitled to compensation should we be unable to meet our liabilities as an insurance intermediary under the Financial Services Compensation Scheme. Your entitlement to compensation will depend upon the type of business and the circumstances of your claim. Insurance advising and arranging is covered for 90% of the claim, without any upper limit or for compulsory classes of insurance, insurance advising and arranging is covered for 100% of the claim without any upper limit. Further information about compensation scheme arrangements is available from FSCS on 0800 678 1100 or 020 7741 4100 or by visiting http://www.fscs.org.uk/.

Demands and Needs Statement

Travel Insurance

This travel insurance policy will suit the Demands and Needs of an individual, or group (where applicable) who have no excluded medical conditions, are travelling to countries included within the policy terms and who wish to insure themselves against the unforeseen circumstances/ events relating to or occurring during the trip. Subject to policy exclusions, terms, conditions and maximum specified claim limits; full details of which may be found in your policy booklet. If you do not have one of these, please ask for a copy to aid you in making your informed buying decision.

Important Information

You may already possess alternative insurance(s) for some or all of the features and benefits provided by products purchased; it is your responsibility to investigate this. We will not provide you with advice about the suitability of this product for your individual needs but we will be happy to provide you with factual information to assist you in making an informed buying decision.

All policies have exclusions and restrictions to them. It is very important that you read and understand these and only purchase the policy if you are happy that you and (where applicable) every member of your party meet the eligibility criteria: Specifically for travel our policy may NOT be applicable for you if:

- You are over the maximum specified age at the time of your trip
- You have pre-existing medical conditions

Examples of these and other conditions and restrictions and what to do if you are unsure about any aspect of an exclusion are contained within your policy information.

If after purchasing a policy, should you find it does not meet your requirements you have 14 days from the date of issue, or prior to travel (whichever is sooner) to cancel the policy.

If you do decide to cancel your money will be refunded in full, provided no claims have been made or incident likely to give rise to a claim has arisen.

Travel policies will not cover travel to areas where the Foreign, Commonwealth and Development Office has advised against 'all travel'. If you are not sure whether there is a travel warning for your destination, please check with the Foreign, Commonwealth and Development Office (phone 020 7008 0232 or 0233 or visit their website at Foreign travel advice - GOV.UK).

It is your responsibility to do this, and no information or guidance will be provided by ourselves in this regard.

Confidentiality and Data Protection

Your information in relation to insurance will only be used and disclosed/provided to third parties for the purposes of providing, arranging, administering and renewing insurance contract(s) and for the purposes of monitoring and/or enforcing compliance with insurance regulatory rules/codes. For full details of where your information will be sent and the purpose of such data transfer, please refer to our Privacy Notice for further information.

I have read the above information and confirm that I have been provided with a copy of this document together with all relevant policy documentation to enable me to make an individual informed buying decision based on my own personal circumstances and the merits of the policy. This buying decision was my own and I did not receive a personal recommendation or advice from BARNES COACHES LTD.

Please keep this page with your insurance policy documents.

If you are intending to purchase an insurance product you confirm that you did not receive any recommendation or advice from us regarding the suitability of the product for your circumstances; that you have received the documentation below* and had the opportunity to review and question any items that may be unclear to you and that you have made an individual informed buying decision based on your own personal circumstances and the merits of the policy:

- This document (status disclosure)
- A policy booklet, a product summary document or similar, detailing policy terms, conditions, exclusion and your cancellation rights
- Price information including all applicable taxes and where applicable interest payments

If you have not had access to these documents, please ask a member of staff who will be happy to assist.