30 Days Free

Policy Wording

Policy Booklet • 11.2026

Welcome

When it comes to insuring you and your bikes our approach is simple.

At Sundays we strive for excellence in everything we do, and for this reason we distribute our products through specialist channels which employ cyclists as part of their management team and, where possible, use independent bike shops.

We do this to help us understand your requirements and provide you with the best support for the enjoyment of your bike. The result of this is a passionate support network of specialists who will work hard to keep you on the road through thick or thin. Our aim is to take care of you. Cycling should be carefree and enjoyable; leaving you free to push hard for that next Strava segment, relish a carefree commute to work or just to get away from it all. We are here to give you that invaluable peace of mind.

The information you will find within this document lays out the Terms & Conditions of your Policy with us. Please take the time to thoroughly read this and if you have any queries do not hesitate to contact the Administrator on 020 3198 2828.

Hope to see you out on the roads soon.

Index

Welcome	2
Index	3
Who we are	4
Definitions	5
Who can get this insurance?	9
Locking & Security Requirements	10
Security Conditions	12
About this policy booklet	14
Bicycle Cover	14
General exclusions	22
General conditions	23
How to claim	24
How your claim is settled	25
Your cancellation rights	26
Our cancellation rights	26
Important information	27

Who we are

The Distributor

Twothreebird UK Ltd distributes Sundays cycle insurance. Twothreebird UK Ltd is registered in England (registration number 03314244) and are Authorised and Regulated by the Financial Conduct Authority under firm reference number 313965.

The Administrator

Gator Bikesure Ltd is the Administrator of Sundays. The company is registered in England and the registration number is 09492364. Gator Bikesure Ltd is an Appointed Representative of Twothreebird UK Ltd

The Insurer

This policy is underwritten by Collinson Insurance. Collinson Insurance (a trading name of Astrenska Insurance Limited) is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority in the United Kingdom, under Firm Reference Number 202846. Registered in England number 01708613.

Definitions

When reading this Policy the following words will have the meanings described below wherever they appear in this document.

Abandonment means:

- ➔ Leaving Your Bicycle in an unlocked vehicle;
- ➔ When You are taking part in an Event, and You leave Your Bicycle in the relevant secure zone for a period of more than 24 hours;
- ➔ Leaving Your Bicycle in any location other than Your Home for more than 18 hours (extended to 24 hours if left at a train station or your permanent place of employment) regardless of how You have secured it.

Accident means a collision or crash while riding Your Bicycle which is specific, sudden, unforeseen and unintended. This happens during the Period of Insurance and is entirely outside of Your control.

Accidental Damage means damage caused to Your Bicycle or Components arising from a collision, crash or the action of an object striking Your Bicycle and which is sudden, unforeseen, and specific and happens during the Period of Insurance.

Administrator means Gator Bikesure Limited appointed by Twothreebird to carry out the administration of this policy including the handling of claims.

Approved Lock

means any pedal cycle, powered cycle or motor scooter used on Your Bicycle which has been tested and approved by 'Sold Secure' and is the correct rating relevant to the value of Your Bicycle as follows:

- ➔ If Your Bicycle has an insured value of less than £1500; You must correctly secure it with a minimum Sold Secure Silver rated lock.
- ➔ If Your Bicycle has an insured value of, or greater than £1500; You must correctly secure it with a minimum Sold Secure Gold rated lock.

Benefit Limit means the total value covered under this Policy per each section of coverage as stated in your Policy Schedule. For Accidental Damage and Theft cover, the Benefit Limit shall be equal to the purchase price of Your Bicycle.

Bicycle means one of the following:

- ➔ A Bicycle propelled entirely by human power with pedals and steered with handlebars attached to the front wheel and has no other assisted means of motion and is not subject to the requirements of the Road Traffic Act; or
- ➔ If reflected as an Electric Bicycle, a Bicycle propelled by human power with pedals, but assisted by an electric motor of no more than 250 watts maximum power output, such electric motor should not be able to propel the Bicycle when it's travelling at more than 15.5 miles per hour. The power output or

manufacturer of the motor and the battery's voltage or maximum speed of the bike must be displayed.

- ➔ Bicycles that are designed or professionally adapted to carry passengers.

Breakdown means the sudden unforeseen failure of Your Bicycle which precludes Your Bicycle from being used or You and Your Bicycle being involved in an Accident.

Commencement Date means the start date of Your policy, as noted on the Schedule, on which cover under this policy starts.

Components means functional pieces of equipment which are core to the operation of Your Bicycle and which are attached to Your Bicycle frame. Examples of such Components include handlebars, chainsets, chains, saddles, etc. When these Components are in addition to or in replacement of the Manufacturer's original specification, these must be declared and specified in Your Schedule. The value of these specified Components must be included in Your Bicycle value declared.

Crash means a collision of the Bicycle with another object whilst it is being ridden or a fall caused by the rider losing control of the Bicycle whilst it is being ridden.

Enclosed Structure means a fully enclosed and secure structure with walls, a floor, and a roof that is Securely Locked, for example a building, garage, storage unit, bicycle hanger, or a shed.

End Date means the date on which this policy ends, which will be the earliest of the following:

- ➔ The date We replace Your Bicycle if Your Bicycle is subject to a Total Loss claim;
- ➔ The expiry of the current Period of Insurance;
- ➔ The date You cancel this Policy;
- ➔ The date We cancel this Policy for whatever reason.

Excess means the specific amount as noted in Your Schedule and the Policy that is applied to reduce Your claim benefit.

Immediate Family means a person older than 16 who permanently resides at Your Home and is Your child, stepchild, parent, stepparent, spouse, sibling, life partner, or civil partner, and shall include adoptive relationships.

Immovable Object means a solid object made from concrete or steel which is not capable of being removed or undone without specialised equipment and under or over which Your Bicycle cannot be manoeuvred.

Insured Item(s) means an item including Your Bicycle that has been listed on Your Policy Schedule.

New for Old means the cost of a comparable new replacement for Your Bicycle.

Non-quick Release Wheels means wheels with skewers that require specialist tools to loosen the skewers in order to remove the wheels from the Bicycle.

Period of Insurance means 30 days from policy commencement date (activation rules apply; please refer to the policy supplement for details).

Privately Accessed means an area to which access is restricted solely to You and Your Immediate Family.

Professional Cyclist means a person who rides Bicycles as their primary occupation or source of income and is as such classified as a Professional Cyclist.

Schedule means the document that contains important information about You and this policy and forms part of the policy document.

Secure Bicycle Hanger means a Securely Locked on-street Bicycle hanger made out of metal and which is fully enclosed with walls and a roof.

Secured Boundaries means a physical perimeter that restricts unauthorised access to Your Home, such as walls, fences, doors, or other barriers. Entry points must be Securely Locked or otherwise controlled to prevent intrusion.

Securely Locked means all access points, including, but not limited to, doors, roofs, windows, car boots, and vehicles are fully enclosed, closed off and locked. Allowing for no entry points unless force or violence is used and there is evidence thereof. Where referring to locking Your Bicycle, the Bicycle should be locked in line with the requirements as set forth in the Locking and Security Requirements section.

Secure Vehicle Rack means a vehicle Bicycle transport rack that has lockable security preventing it from being removed from the vehicle without specialised tools and equipment.

Sponsored Cyclist means a person that receives a discount of greater than 50% of the recommended retail price of a bicycle in the role of a sponsored cyclist or brand ambassador rider.

Temporary Residence means a location that is not Your Home and where You stay for more than one night but not for more than 90 days during the Period of Insurance and which meets the security conditions of this policy.

Territorial Limits means England, Scotland, Wales and Northern Ireland.

Total Loss means the loss of Your entire Bicycle, or damage to Your Bicycle, which in Our opinion is uneconomical to repair.

Twothreebird means Twothreebird UK Ltd, which is registered in England (registration number 03314244) and are Authorised and Regulated by the Financial Conduct Authority under firm reference number 313965.

Unattended means whenever Your entire Bicycle is out of Your direct line of sight and/or more than five metres away from You.

We, Our, Us means Collinson Insurance.

You, Your means the person named as the policyholder on the Schedule who is resident in the United Kingdom and is 18 years or older. In relation to the conditions of cover, provided the following reside at Your Home on a permanent basis, You includes Your Immediate Family which means a person older than 16 who permanently resides at Your Home and is Your child, stepchild, parent, stepparent, spouse, sibling, life partner, or civil partner, and shall include adoptive relationships.

Your Bicycle means the Bicycle specified on Your Schedule including any Components in use at the time it was stolen or damaged. This includes custom parts, provided the value of these are included in the Bicycle insured value as indicated on your policy schedule.

Your Home means Your primary residence, as stated on Your Policy Schedule, and is the location where Your Bicycle is normally kept. Your Home includes the following, provided the conditions of each are met:

A. Private Accessed Enclosed Structures, for example a building or outbuilding, garage, a storage unit or shed, located within the Secure Boundaries of Your primary residence. The structure needs to be fully enclosed with walls and a roof and access to these structures should be solely restricted to You or Your Immediate Family.
B. Non Privately Accessed Enclosed Structures, for example a bicycle hanger, communal area or a shared storage unit, located within the Secure Boundaries of Your primary residence. Access is not solely restricted to You and Your Immediate Family.
C. A Secure Bicycle Hanger provided the unit is located within a one mile radius of Your Home.
D. A Privately Accessed garden or outside area within the Secured Boundaries of Your primary residence
E. Temporary Residence where You stay for more than one night but not for more than 90 days during the Period of Insurance and which meets the security conditions of this policy.

Who can get this insurance?

To be eligible for this insurance, You must meet the following criteria:

Age and Residency

You must be at least 18 years old and permanently residing in the territorial limits of England, Scotland, Wales, and Northern Ireland.

Usage Restrictions

Your Bicycle should not be used as Your main occupation, as a Professional Cyclist, conducting any trade, business, or profession, nor for hire or reward, courier services, or the carriage of paying passengers.

Ownership or Legal Responsibility

You must be the owner of the insured item(s) or legally responsible for them.

Non-Professional Cyclist

You should not rely on riding Bicycles as Your primary occupation or source of income.

Non-Sponsored Cyclist

You must not be receiving a discount of greater than 50% of the recommended retail price of a Bicycle in the role of a Sponsored Cyclist or brand ambassador rider.

Locking & Security Requirements

Importance of Correctly Locking Your Bicycle

When locking Your Bicycle, it is crucial to use an Approved Lock and follow the requirements described here, otherwise Your claim might not be accepted:

Secure Locking

It is important that when You lock Your Bicycle, it is locked through the frame and all quick release wheels to an Immovable Object by an Approved Lock. If Non-quick Release Wheels are used on Your Bicycle then these wheels do not have to be locked by an Approved Lock to the frame or an Immovable Object.

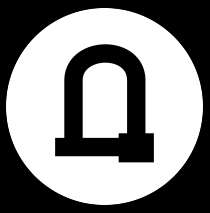
Definition of Approved Lock

An Approved Lock is any pedal cycle, powered cycle or motor scooter used on Your Bicycle that has been tested and approved by 'Sold Secure' and is the correct rating for the value of Your Bicycle.

Appropriate Rating

The lock's rating should match the value of Your Bicycle as follows:

- ➔ If Your Bicycle is insured for less than £1,500, use a minimum Sold Secure Silver rated lock.
- ➔ If Your Bicycle is insured for £1,500 or more, use a minimum Sold Secure Gold rated lock.



It is important to fully understand the Security Conditions of this policy and to follow them. If You fail to do so it may result in Your claim not being accepted.

Correctly Locking Your Bicycle

When leaving Your Bicycle Unattended, it is important that You securely lock Your Bicycle through its frame and all quick release wheels to an Immovable Object by using an Approved Lock.

Correct

The lock securely passes through both the main frame of the Bicycle and the Bicycle stand, including all quick release wheels.

Incorrect

The Approved D-Lock is attached to the Immovable Object only and not through the main frame, with only the non-approved Accessory cable securing the Bicycle.

Correct

The locks securely pass through both the main frame of the Bicycle and the Bicycle stand. If the wheels used are **Non-quick Release wheels**, the wheels do not have to be locked by an Approved Lock.

Incorrect

The lock immobilises the front wheel, but it doesn't pass through the main frame of the Bicycle and the Bicycle stand. The main frame of the Bicycle must always be secured to an Immovable Object with an Approved Lock.

Please ensure You keep the following available when purchasing a lock or submitting a theft claim to Us:

- ➔ The key and receipt for the purchase of the Approved Lock.
- ➔ A photograph of the key and lock, provided We and/or the Administrator can identify such as an Approved Lock.
- ➔ The remains of the Approved Lock when Your Bicycle was stolen.

Accessory cables that come with a Sold Secure rated lock are typically unrated. Only the main lock carries the Sold Secure rating. Therefore, avoid using the accessory cable to secure Your Bicycle. You can check the rating of Your lock at www.soldsecure.com/approved-product-search

Security Conditions

Please be sure you know and follow the Security Conditions in this policy. If you don't, your claim might not be accepted. **Refer to words with special meaning on page 5 - 8 for the full definition of Your Home.**

1. At Your Home

When You are at Your Home or Your Bicycle is kept at Your Home, You have to follow the security rules in this section. This means the usual storage location of Your Bicycle must be Your Home and You must store Your Bicycle the way it is described here, otherwise Your claim might not be accepted.

If Your Bicycle is kept inside a Privately Accessed Enclosed Structure within the Secured Boundaries of Your Home, all doors and windows must be locked when it is unoccupied or whilst You are asleep. Doors that lead to the outside must be locked by a minimum 5 lever Mortice lock, a uPVC Multipoint door lock, a CEN Grade 3 closed shackle padlock, or a Chubb/ Yale/ Union deadlock. Any electric or 'up and over' garage door must be approved by 'Secured by Design', or have a door defender installed. There cannot be an external override capable of opening the door or shutters either. If Your Privately Accessed Enclosed Structure cannot meet any of the aforementioned locking requirements, You must secure Your Bicycle to an Immovable Object through the frame with an Approved Lock inside the Enclosed Structure.

If Your Bicycle is kept inside a non-Privately Accessed Enclosed Structure within the Secured Boundaries of Your Home, Your Bicycle must be Securely Locked within the unit through its main frame and quick release wheels to an Immovable Object by an Approved Lock. A Bicycle Hanger must be located within a one mile radius of Your Home and the unit must be Securely Locked. If Your Bicycle is an E-Bike and the display unit is removable, You need to remove it if Your Bicycle is Unattended.

If Your Bicycle is kept in Your Privately Accessed garden or another Privately Accessed outside area, it must be within the Secured Boundaries of Your Home and out of sight of the passing public, all Accessories must be removed and it must be locked by an Approved Lock to an Immovable Object through the frame and all quick release wheels. If Your Bicycle is an E-Bike and the display unit is removable, You need to remove it if Your Bicycle is Unattended.

2. Away from Your Home

When Your Bicycle is away from Your Home, You have to follow the security rules in this section. This means You must secure Your Bicycle the way it's described here, otherwise Your claim might not be accepted.

If Your Bicycle is left Unattended while away from Your Home (or Temporary Residence falling within the definition of Your Home) it must be Securely Locked through the frame of the Bicycle including all quick release wheels to an Immovable Object by an Approved Lock. If Your Bicycle is an E-Bike and the display unit is removable, You need to remove it if Your Bicycle is Unattended.

Unattended means Your entire Bicycle is out of Your direct line of sight or more than five (5) metres away from You. We will not pay for any claim due to Abandonment, please refer to words with special meaning on pages 5 - 8 for the full definition of Abandonment.

3. Transporting Your Bicycle with Your Vehicle

When you are transporting Your Bicycle in Your vehicle or on a Secure Vehicle Rack, You have to follow the security rules in this section. This means You must store Your Bicycle the way it's described here, otherwise Your claim might not be accepted.

If Your Bicycle is left Unattended while it is in or attached to any motor vehicle, including while it is in transit, it must be:

Locked inside an enclosed boot of a Securely Locked vehicle; or

Locked and secured to a properly fixed Bicycle rack via the lockable security provision of the Bicycle rack and a Thatcham approved Alarm was fitted and active; or

Locked through the frame of the Bicycle and all quick release wheels to a properly fixed Bicycle rack with an Approved Lock; or

Kept inside a Securely Locked vehicle and locked through the frame and all quick release wheels to a secure anchor point by an Approved Lock; or

Kept inside a fully enclosed trailer which is Securely Locked by a closed shackle padlock or by the lockable security provisions of the trailer.

If Your Bicycle is an E-Bike and the display unit is removable, You need to remove it if Your Bicycle is Unattended.

About this policy booklet

Please note this policy booklet comprises one type of insurance cover, namely Bicycle cover.

We will provide the following cover as outlined in the sections below, subject to the policy terms, conditions, and exclusions.

Bicycle Cover

This section of the policy booklet outlines the cover that specifically relates to Your Bicycle. **The words on pages 5 - 8 have specific meanings throughout the document and should be referenced when reading this section.**

Accidental Damage to Your Bicycle

Cover

If there's damage to Your Bicycle resulting from a collision, Crash, or impact with an object. This damage is specific to a particular incident or event. Cover applies only if the damage results from a sudden, unforeseen, specific incident during the Period of Insurance and is completely beyond Your control and You have complied with the conditions of this policy.

In the event of Accidental Damage to Your Bicycle, We will at Our option, repair Your Bicycle to its prior level of performance and/or replace the damaged part(s) as follows:

1. If Your Bicycle was purchased new and We deem Your Bicycle to be beyond economic repair we Will replace Your Bicycle on a New for Old basis up to the value of the Benefit Limit; or

2. If Your Bicycle was purchased second-hand and We deem Your Bicycle to be beyond economic repair we will replace Your Bicycle with a similar make and model Bicycle up to the value of the Benefit Limit.

We reserve the right to use specialist repairers/suppliers for any repair work carried out and for the supply of new and/or reconditioned parts.

This policy doesn't cover damage that was already there, damage that happens slowly, or damage for unknown reasons. Check exclusions for more.

Exclusions

We cover many things, but unfortunately We cannot cover everything, so it is important to understand when You are covered and when You are not covered.

The following are excluded from cover:

Any claims by You for;

1. Any Bicycle where Your policy was not activated within the required timeframe as described in the Policy Supplement.
2. Damage to Your Bicycle that did not arise from a specific and unforeseen incident or event that happens suddenly and was unintended.
3. Components unless Your Bicycle is involved in the same incident.
4. Your Bicycle whilst being used on loan by another person or for hire, reward, courier services or the carriage of paying passengers.
5. Structural and latent defects, faulty or defective design, materials or workmanship including mechanical Breakdown, Repairing, restoring, renovating, cleaning or dyeing.
6. The failure to use or maintain the Bicycle in accordance with the manufacturer's instructions.
7. Depreciation, deterioration, wear and tear, wet or dry rot, mildew, atmospheric conditions, frost, insect and vermin, domestic pets, mechanical or electrical Breakdown, scratching, scuffing or denting or any gradual operating cause.
8. Corrosion, rust, change in temperature, dampness, dryness, shrinkage, evaporation, contamination, change in colour of finish, dust, chemical action or reaction.
9. Using Your Bicycle as a Professional Cyclist or beyond the manufacturer's specification.
10. Using Your Bicycle in competition, race, sportive or the likes.
11. Cosmetic damage that does not impede the use of Your Bicycle.

12. Damage resulting from use of Your Bicycle in any business activity, Your profession, Your occupation or whilst You are working for someone whether You are being paid or not.

13. Damage caused in transit unless Your Bicycle is securely packed in appropriate transportation equipment that fully encloses and protects Your Bicycle in its entirety.

14. Damage to Your Bicycle while in transit where such event has not been reported to the carrier within their specified period and the requisite reports obtained therefrom.

15. Damage caused to Your Bicycle while on a Secure Vehicle Rack unless Your Bicycle is Securely Locked through the frame and both wheels to the Secure Vehicle Rack, or the vehicle rack's lockable security was used, preventing it from being removed from the vehicle without specialised tools and equipment.

16. Accidental Damage following Abandonment.

17. Using Your Bicycle outside the Territorial Limits.

18. Loss or damage arising where You and/or Your Bicycle were not clearly visible through the use of appropriate lighting, reflectors and safety clothing as and when these are necessary precautions.

19. Any claim for more than the Benefit Limit.

20. The total of all claims made under this section of the policy during the Period of Insurance are in excess of the value of Your Bicycle.

21. Damage caused through any process of cleaning, repairing or altering Your Bicycle.

22. Any crushing, cracking or deformation arising from tightening or clamping Your Bicycle.

23. Damage to an item or Bicycle not specified on the Schedule.

24. Any damage that was already present when You purchased Your Bicycle.

25. Any latent defects from previous repairs to Your Bicycle.

26. The applicable Excess.

Specific Conditions

The following specific conditions are applicable to Your Bicycle Cover:

1. You must contact the Administrator on **020 3198 2828** or via email at: **hello@sundaysinsurance.co.uk** within 5 days of a claim event to notify them of such an event.

2. You must provide original evidence of Your ownership of the Bicycle when You submit a claim including the original purchase receipt or similar proof of purchase as outlined on Page 24 of this policy.

3. In order to adjudicate a claim, We reserve the right to have a suitably qualified expert inspect Your Bicycle.

Theft of Your Bicycle

Remember to follow the security and locking rules on page 10 of the policy. If not, Your claim might not be paid.

Cover

We will replace Your Bicycle up to the value of the Benefit Limit noted on Your Schedule, if Your Bicycle is stolen during the Period of Insurance, as follows:

1. If Your Bicycle was purchased new, We will replace Your Bicycle on a New for Old basis up to the value of the Benefit Limit.

2. If Your Bicycle was purchased second-hand, We will replace Your Bicycle with a similar make and model Bicycle up to the value of the Benefit Limit.

In the event that Your Bicycle is stolen You must report the theft to the police and obtain a crime reference number. You must provide the Administrator with the crime reference number and contact details of the police station.

Exclusions

We cover many things, but unfortunately We cannot cover everything, so it is important to understand when You are covered and when You are not covered.

The following are excluded from cover:

Any claims by You for;

1. Any Bicycle where Your policy was not activated within the required timeframe as described in the Policy Supplement.

2. Theft of Your Bicycle as a result of participating in an organised sportive, charity ride, triathlon, amateur race, or similar type of organised activity involving the use of Your Bicycle.

3. Any theft which is not reported to the police within 24 hours and a crime reference number obtained.

4. Theft from Your Home unless at the time of the loss You have complied with Security Condition 1 as stipulated on page 13.

5. Theft away from Your Home unless You have complied with Security Condition 2 as stipulated on page 13.

6. Theft from Your Home where it has been unoccupied for longer than 28 consecutive days.

7. Theft from Your vehicle unless You have complied with Security Condition 3 as stipulated on page 13.

8. Theft where Your Bicycle has been subject to Abandonment.

9. Theft where Your Bicycle is found within 14 days of being stolen.

10. Theft as a result of Your Bicycle being used for: any business activity such as courier services or the carriage of paying passengers; whilst on loan by another person; for Your profession, Your occupation or whilst You are working for someone whether You are being paid or not.

11. Theft or loss if You or the person looking after Your Bicycle has voluntarily parted with it, even if tricked into parting with it by a third party, or in circumstances where the Bicycle loss would not be deemed to have been stolen.

12. Theft of Accessories for example: GPS Computers, lights etc.

13. Theft of an electric Bicycle battery, unless the battery was secured by the integrated lock of the Bicycle and the theft of the battery can be evidenced by signs of forced removal, or the battery was integrated into the frame of the Bicycle and was removed by specialist tools.

14. Your Bicycle when loaned or hired out by You to any other person.

15. Any claim in excess of the Benefit Limit.

16. Any Components or a Bicycle not specified on the Schedule.

17. Theft where Your Bicycle is kept in Your garden or another outside area within the boundary of Your Home, unless You have complied with Security Condition 1 as stipulated on page 13.

18. Theft away from Your Home where, regardless of how Your Bicycle is secured, You leave Your Bicycle Unattended for more than 18 hours (24 hours at a train station).

19. Theft away from Your Home where Your Bicycle was locked through the frame and any quick release wheels with an Approved Lock to an Immovable Object, and You are unable to provide evidence of the following:

19.1. The key and receipt for the purchase of the Approved Lock; or

19.2. The remains of the Approved Lock; or

19.3. A photo of the key and lock, provided We can identify such as an Approved Lock.

20. Theft of Your Bicycle from a vehicle unless Your Bicycle is:

20.1. Locked inside an enclosed car boot and Your Bicycle is not visible from outside of the vehicle; or

20.2. Kept inside a locked vehicle (without an enclosed car boot) and locked through the frame and any quick release wheels to a secure anchor point by an Approved Lock; or

20.3. Locked and secured to a properly fixed Secure Vehicle Rack via the lockable security provision of the Secure Vehicle Rack and a Thatcham approved Alarm was fitted and active; or

20.4. Locked and secured through the frame of the Bicycle to a properly fixed Secure Vehicle Rack with an Approved Lock and a Thatcham approved Alarm was fitted and active.

21. Theft unless there is proven forcible or violent entry to Your Home or the vehicle where the Bicycle was kept and the specific conditions of theft of Your Bicycle have been met.

22. Theft from Your Home, where the following are not in operation:

22.1. 5 lever Mortice, Chubb/ Yale /Union deadlock, or uPVC Multipoint Door Lock on all doors; and

22.2. Securely Locked windows.

23. Using Your Bicycle outside the Territorial Limits.

24. Theft of Your Bicycle while in transit where such event has not been reported to the carrier within their specified period and the requisite reports obtained therefrom.

25. The applicable Excess.

Specific Conditions

The following specific conditions are applicable to Your Bicycle Cover:

1. You must contact the Administrator on **020 3198 2828** or via email at: **hello@sundaysinsurance.co.uk** within 5 days of a claim event to notify them of such an event.

2. You must report the loss of Your Bicycle to the local police immediately on discovery of the loss or theft and provide the Administrator with the crime reference number.

3. You must provide original evidence of Your ownership of Your Bicycle when You submit a claim including the original purchase receipt or similar proof of purchase as outlined on Page 24 of this policy.

Cycle Hire and Transport Reimbursement

Cover

We will cover You for cycle hire or the reasonable use of public transport whilst You are awaiting repair or replacement of Your Bicycle, arising from a valid claim under this policy.

Exclusions

We cover many things, but unfortunately We cannot cover everything, so it is important to understand when You are covered and when You are not covered.

The following are excluded from cover:

Any claims by You for;

1. Cycle hire which has not been agreed by Us.

2. Hire or transport costs resulting from using Your Bicycle outside the Territorial Limits.

3. Hire or transport reimbursement of any cost to us in excess of the value of Your Bicycle or the repair costs of Your Bicycle (whichever is the lesser).

4. Hire or transport reimbursement of any cost to us in excess of the Benefit Limit in any one Period of Insurance.

5. Hire where Our prior authority has not been obtained.

6. The applicable Excess.

Taxi Fare Reimbursement

Cover

We will reimburse You up to the Benefit Limit as noted on Your Schedule for the reasonable costs of transportation for You and Your Bicycle to the nearest public transport station, Bicycle repair shop or Your Home, whichever is nearer, if Your Bicycle suffers a Breakdown and cannot be repaired at the Breakdown scene.

Exclusions

We cover many things, but unfortunately We cannot cover everything, so it is important to understand when You are covered and when You are not covered.

The following are excluded from cover

Any claims by You for;

1. Recovery outside the 30 miles radius of Your Home.

2. Recovery within 1.5 miles of Your Home.

3. Any further costs incurred after You have been transported to the nearest public transport station, Bicycle repair shop or Your Home, whichever is nearer.

4. A Breakdown resulting from a flat tyre, punctures or flat batteries.

5. The applicable Excess.

6. Whilst Your Bicycle is being used in a situation where adequate recovery facilities are provided.

7. More than 3 taxi reimbursement claims during a Period of Insurance or any amount above the Benefit Limit whichever is reached first.

General exclusions

You are not covered for and will not receive any benefit in respect of:

1. Any claim where Your policy was not activated within the required timeframe as described in the Policy Supplement.

2. Any Bicycle not specified on Your Schedule.

3. Any Bicycle where proof of ownership has not been provided as outlined on Page 24 of this policy.

4. Any claim arising from using a Bicycle in any trade, profession or business.

5. Any claim in excess of the Benefit Limit.

6. Any claim value associated with supplying a Bicycle and/or Components outside the UK, when available in the UK, or delivery is required to an address outside the UK.

7. Any direct or indirect losses arising from the provision of, or delaying providing, the services to which this Policy relates, unless negligence on Our part can be demonstrated.

8. Any losses that are not directly associated with the incident that caused You to claim, unless expressly stated in this Policy.

9. Any act of dishonesty, fraud or deception by You or anyone acting on Your behalf.

10. Any loss or damage caused when anyone other than You are using the insured Bicycle.

11. We won't pay claims for anything that happens because of any act of terrorism. When we say 'terrorism' we mean the use, or threat of use, of any force or violence for political, religious, or ideological reasons. This includes trying to influence any government or put fear into any section of the public.

12. Any legal liability or consequence associated with or caused by war, invasion, act of foreign enemy or hostilities (whether war is declared or not); civil war, rebellion, revolution or insurrection, riot, civil commotion, loot or pillage in connection with this, strikes or lockouts; military power or coup; nuclear or radioactive escape, accident, explosion, waste or contamination; aircraft or other aerial devices.

13. Any loss, injury, damage, illness, death or legal liability directly or indirectly caused by, happening through, in consequence of or contributed to by;

13.1. An epidemic, pandemic or other such health warning, and declared as such by the Ministry of Health and/or the World Health Organisation;

13.2. Arising from any fear or threat (whether actual or perceived) of such epidemic or pandemic being declared or occurring;

13.3. Any action taken in controlling, preventing, suppressing or in any way relating to any outbreak of such epidemic or pandemic.

14. Any loss, damage or theft of Your Bicycle arising from any modification to Your Bicycle using non-standard or non-advised Components or processes.

15. Any consequential loss, including but not limited to loss of any supplier or service warranties. If We allege that, by reason of this exclusion, any claim is not covered by this policy the burden of proving the contrary shall be Your responsibility.

16. Any claim for damage to Your Bicycle that arises from a fire originating from the explosion, combustion, or heat discharge of an electric Bicycle battery.

General conditions

1. You must observe and fulfil all the terms, conditions and endorsements of this policy otherwise We will not be liable under the policy.

2. You must not deliberately or recklessly misstate, omit or conceal a material fact at proposal, or during the lifetime of Your Policy, failure to do so may affect how We treat Your claim.

3. If at the time of an event giving rise to a claim under this policy, there is any other insurance policy in Your name which is in force and which provides cover for the same expense, loss, damage or liability then We will not be liable for any part of the claim.

4. If someone else is responsible for the loss, You agree we can take action in Your name at Our expense, to recover Our paid costs from the responsible party. You agree to help Us, and allow Us to do anything necessary or reasonably needed by Us to enforce any rights, including but not limited to providing Us with all information known to You, to assist with Our recovery.

5. This policy does not cover using Your Bicycle in any trade, profession or business.

6. You must take all steps to prevent and minimise any loss or damage and keep Your Bicycle in a good state of repair and roadworthy condition. You must take all reasonable care to comply with all statutory obligations and regulations imposed by any statutory, regulatory or government authority.

7. You must notify Us as soon as possible of any change in circumstances relevant to this policy, including change of address. Failure to do so may invalidate this policy. We reserve the right to alter the terms of this policy immediately after We are notified of such changes.

8. You must always take reasonable steps to prevent or minimise any loss or damage.

9. We reserve the right to take full possession of any Insured Item which is subject to a successful claim made by You. This includes, but is not limited to; damaged/stolen Components, Bicycles. Once the Insured Item is replaced, it becomes Our sole property.

10. We shall not provide cover or be liable to pay any claim or other sums, including return premiums, where this would expose Us to any sanction, prohibition or restriction under United Nations resolutions, asset freezing or trade or economic sanctions, laws or regulations of the European Union, United Kingdom, and/or all other jurisdictions where we transact business.

Proof of ownership

1. We require that You provide proof of ownership of the Bicycle before You make a claim under Your policy.

1.1 If You purchased Your Bicycle new less than 30 days from policy inception, please provide Us with a copy of Your purchase receipt and Bicycle's serial number;

1.2 If Your Bicycle is older than 30 days from policy inception or purchased second hand, please provide Us with two digital images showing the whole Bicycle (one left and one right hand image), and one digital image of the Bicycle's serial number (generally located under the Bicycle's bottom bracket). Please include Your policy number written on a piece of paper and visible within the picture when taking the photos.

How to claim

In the event of a claim, You must contact the Administrator within 5 days of the happening of a claim event. The Administrator can be contacted by telephone on 020 3198 2828 and via email at hello@sundaysinsurance.co.uk.

Full instructions will be provided. You must co-operate fully and truthfully with the Administrator and provide any information they may need within a reasonable timeframe, as communicated by Your claims handler, in order to finalise Your claim as soon as possible. If not adhered to, Your claim will remain closed until the needed information is submitted to the Administrator .

Where We honour Your claim, We reserve the right to take possession of the damaged or stolen Bicycle, and Component as relevant.

How your claim is settled

We understand that in the event of a claim You want to get back on Your Bicycle as quickly as possible, We and the Administrator will work to get You back in the saddle and will keep You informed throughout the process.

If We accept Your claim, We will at Our discretion:

- ➔ Replace Your Insured Items; or
- ➔ Pay You the amount that it would have cost Us to replace Your Insured Items.

The maximum value of Your claim settlement will be based on the lesser of:

- ➔ Your Benefit limit; or
- ➔ Our Replacement Cost.

The above settlement will be paid less the applicable excess.

Claims are settled on the following basis:

For new Bicycles:

- ➔ The cost of replacement on a New-for-Old basis provided the Bicycle was purchased new by You.

For second hand Bicycles:

- ➔ The cost of replacement up to the highest value of either an objectively determined Market Value, or
- ➔ The Depreciated Value calculated using the recommended retail price of an equivalent replacement Bicycle when purchased new, and applying a scale as follows:
  - ◆ After the first year, the Bicycle reduces in value by 20% of the recommended retail price;
  - ◆ After the second year, the Bicycle reduces in value by a further 10%;
  - ◆ Each year thereafter (or part thereof), the Bicycle reduces by a further 5% per year.

We reserve the right to use specialist suppliers for the supply of new and/or reconditioned parts. If We have settled Your claim, the salvage items become Our property. We will pay the maximum individual or aggregate value of the Insured Items as shown on Your Policy Schedule unless otherwise limited in the policy conditions.

If Your Bicycle is underinsured and You make a claim:
It is Your responsibility to ensure the Sum Insured (Benefit Limited) represents the current Replacement Cost of Your bicycle. If Your Bicycle is underinsured, Your claim settlement may be reduced by us to reflect this. You are considered to be underinsured if the Benefit Limit at the time of the loss is less than 80% of the Replacement Cost of the Bicycle or custom part. Under these circumstances, any amount payable by Us will be adjusted to the 'insured percentage' of the Bicycle or custom part, less any applicable Excess.

Example:

- ➔ Bicycle Replacement Cost = £5,000
- ➔ Total Benefit Limit = £3,000
- ➔ Insured percentage = £3,000 ÷ £5,000 = 60%

Your cancellation rights

You may within 30 days of the Commencement Date, cancel this policy by contacting the Administrator, provided that You have no claims pending.

Our cancellation rights

We may cancel this policy at any time by sending 5 days' written notice to You by delivery to Your e-mail address.

We won't pay any claims for something that happens after the cancellation date.

Complaints

We aim to provide a high level of service and to pay claims fairly and promptly. If You have a complaint regarding this policy or a claim, You should first contact the Administrator by calling 020 3198 2828 or by email at hello@sundaysinsurance.co.uk. Please quote Your policy or claim number in all correspondence.

The Administrator will acknowledge receipt by email within five business days of receiving Your complaint.

In the unlikely event that the Administrator requires longer than four weeks to complete their investigations for Your complaint, they will write to You to explain why they are not yet in a position to respond and indicate when they will make further contact (this will be within eight weeks of receipt of Your original complaint).

If You do not receive satisfaction through Our internal procedures, and the Administrator has issued You with a Final Response, You can refer Your complaint to the Financial Ombudsman Service. Their address is: Exchange Tower, London, E14 9SR or they can be contacted on 0800 678 1100. Please note that You have 6 months from the date of the Final Response in which to refer the matter to the Financial Ombudsman Service. Referral to the Financial Ombudsman Service does not affect Your right to take legal action against Us.

Important information

Changes to the policy

We reserve the right to decline any insurance risk or to change the terms quoted.

Anti-fraud and theft registers

We may pass information to various anti-fraud and theft registers. The aim is to help insurers check the information provided and to prevent fraudulent claims. When Your request for insurance is considered, these registers may be searched. When You tell Us or the Administrator about an event, the information relating to the event will be passed on to the registers. It is a condition of this policy that You inform Us or the Administrator about an event, whether or not it gives rise to a claim.

You must not act in a fraudulent way.

If You or anyone acting for You: makes a claim under the policy knowing the claim to be false or exaggerated in any way; or makes a statement in support of a claim knowing the statement to be false in any way; or sends Us or the Administrator any documentation in support of a claim knowing the documentation to be forged or false in any way; or makes a claim for any loss caused by Your deliberate act or with Your agreement then We:

• Will not pay the claim;

• Will not pay any other claim which has been or will be made under the policy;

• May declare the policy invalid or void the policy from the date of the fraudulent act;

• Will be entitled to recover from You the value of any amount already paid for any claim under the policy;

• We will notify You in writing that Your policy will be terminated;

• May let the police know about the circumstances.

Financial Services Compensation Scheme

We are covered by the Financial Services Compensation Scheme. You may be entitled to compensation from the Scheme if We cannot meet Our obligations. Further information about compensation arrangements is available at www.fscs.org.uk, by emailing enquiries@fscs.org.uk or by phoning the FSCS on 0800 678 1100.

Language

All communication between You and Us will be conducted in English.

Other important information

Relevant English law will apply to the policy and the relevant courts of England will have exclusive jurisdiction. In accordance with the Equality Act 2010, We are able to provide, upon request a textphone facility, audio

tapes and large print documentation. Please advise the Administrator if You require any of these services to be provided so that We can communicate in an appropriate manner. All communication between You and Us will be conducted in English.

Collinson Insurance Privacy and data protection notice

Collinson Insurance is a data controller for Your personal information (referred to as “we”, “us” or “our” in this section). We collect and use Your information to provide cover, administer the policy or, where applicable, deal with a claim. This information may include Your contact details, address, policy and risk information, claims information and sensitive information such as health or medical information. If You do not provide necessary information (or consent if required), We may not be able to provide cover or deal with a claim.

We may share Your information with trusted third parties where necessary to provide and manage the policy and claims, including other companies within The Collinson Group, administrators, claims handlers, contractors, investigators, assistance and service providers, professional advisers, and crime prevention organisations. Some recipients may be outside the UK or EEA; where this happens, appropriate safeguards will be used to protect Your information. We may also share information with regulators, law enforcement or other authorities where required.

We may also share personal information with fraud prevention agencies to help prevent and detect fraud and money laundering and to verify identity. If fraud is detected, this may result in refusal of cover or a claim and may affect Your ability to obtain certain services.

We process personal information where necessary to perform Our contract with You, for Our legitimate interests, and where required for public or vital interests; if We cannot rely on these grounds, We will ask for consent. We store information securely in the UK or EU and keep it for as long as necessary for policy/claims handling and legal or regulatory purposes.

For full details about how We use personal information, who We share it with, international transfers, retention and Your rights, please see Our Privacy Notice.

Contact Us

If You need to contact Us You can do so by email at hello@sundaysinsurance.co.uk or by calling 020 3198 2828.