

Allianz Insurance plc (Registered in England No. 84638, Registered office address: Building 3, Guildford Business Park, Guildford, Surrey, GU2 8XG, United Kingdom). Allianz Insurance plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register No. 121849.

This document provides a summary of the key information relating to this musical insurance policy. You can find the full information by reading your policy schedule and your policy wording

## What is this type of insurance?

The policy is for musical instrument and/or equipment insurance. The policy covers the cost to replace or repair your musical instrument(s), equipment and accessories in the event of accidental damage, theft or the items being accidentally lost. We will provide this insurance providing you continue to pay your premiums.



## What is insured?

Shown below are the sections of cover that we believe are most important to the majority of our customers. Full details of what is insured can be found on your policy schedule and within your policy wording.

- ✓ **Accidental damage**
- ✓ **Theft**
- ✓ **Accidentally lost insured items**

The most we will pay for any claim is the value that you have selected for each insured item or the market value of that item if it could not be easily replaced with an identical make or model or model of similar quality due to the item being rare or having a modified or damaged condition. Please read your policy wording to understand how we may determine the cost of replacing your items if they are damaged beyond economic repair, have been accidentally lost or stolen.

## Cover Extensions

This insurance will automatically cover the following unless otherwise stated on your policy schedule:

- **Additional instruments and equipment** automatically covered for up to 14 days after acquiring. A limit of £2,500 for all items in each policy year and a limit of £1,000 for each single item applies.
- **Unspecified musical accessories** up to a single claim value of £500, with an individual item limit of £250.
- **Postage and Travel Costs** in the event of a valid claim. A limit of £500 applies or £2,000 for pianos and organs.
- **Doors, Windows & Locks** replacement or repair following a valid theft claim up to a limit of £300.
- **Instrument & Equipment Hire Costs** in the event of a valid claim. A limit of 20% of the claimed item sum insured applies up to a maximum of £3,000.
- **Loaned Out Instruments** are covered to a maximum of 5 items and an individual item value of £25,000.
- **Failure of a Business** where you are unable to recover items from a repairer or retailer due to the failure of that business. A limit of £7,500 per period of cover applies.

Please read your policy wording to understand the full limits of these extensions.

## Free Legal Helpline

- ✓ This insurance includes access to a legal helpline to give advice 24 hours a day, 365 days a year, on personal legal matters or legal matters relating to your musical profession.



## What is not insured?

Shown below are what we believe are the most significant costs not covered by the policy. You need to read the policy wording and policy schedule to understand the cover under your policy.

- ✗ Damage caused by wear and tear, ageing, wet or dry rot, damp, effects of sunlight, mechanical or electrical breakdown.
- ✗ Damage caused by climatic and atmospheric conditions (except where damage is due to a one-off sudden event).
- ✗ Damage caused when the structure of an item fails during or due to, general use or through any process of cleaning, maintenance or repair.
- ✗ Loss or damage caused whilst being transported unless securely packed in a suitable protective case.
- ✗ Theft by a person an item is entrusted with or loaned to
- ✗ Any depreciation in value of any computer equipment and mobile phones and non-musical contents.
- ✗ Any excess stated on your schedule, £25 for In-Ear Monitors, Headphones and Ear Plugs, and £100 for non-musical contents, computer equipment and mobile phones unless otherwise stated on your policy schedule.
- ✗ Any loss or damage to computer memory, electronic memory, data storage, discs, memory cards or microchips.
- ✗ Insured items lost within your premises or their boundaries
- ✗ Insured items which are lost and not recovered as a direct result of being deliberately left unattended.
- ✗ Unexplained theft, theft of Insured items left unattended in an unsecured, open location that members of the public can easily access and theft from a premises where there are no signs of forcible and violent entry.
- ✗ Where unattended vehicle cover is selected, any claim where a relay device, key scanner, fob blocker or any similar device is used and there are no signs of forcible and violent entry into the vehicle.
- ✗ Any loss or damage caused by war, terrorism, cyber attacks and contagious and infectious diseases.



## Are there any restrictions on cover?

- ! This policy does not cover any item which is left in an unattended vehicle unless you have requested this cover and the 'Cover Level' section on your policy schedule shows 'Unattended Vehicle'. Please see 'Unattended Vehicle Cover - Optional' section within your policy wording for full terms and restrictions.
- ! Any movable item stored within a basement or floor below ground level must be raised at least 20 centimetres above the floor for full cover to apply.
- ! For full cover to apply to items stored in outbuildings the roof, walls, floor, doors and windows of the outbuilding must be inspected by you or a suitable professional within the previous 12 months and any defects rectified.



## Where am I covered?

✓ Your instruments and/or equipment will be covered in Premises Only, UK (including Channel Islands and Isle of Man) or Worldwide, depending on which level of cover you have selected. You can find these details on your policy schedule.



## What are my obligations?

We've explained what we believe are the most significant obligations. There are also other obligations and you will need to read your policy wording to understand these.

- You must tell us if you are likely to reside outside the United Kingdom for more than 6 consecutive months in any one year.
- At the start of the contract you must tell us about any pre-existing damage that you are aware of.
- You must give complete and accurate answers to any questions we may ask.
- You must inform us of any previous claims in the preceding 5 years.
- When requested you must provide evidence of value, proof of ownership or legal responsibility for all insured items. We require these to enable us to assess your claim.
- You must pay the premiums on time.
- If you make a claim you must provide us with all relevant information about the claim, including any reimbursement from another source to which you are entitled.
- You must notify us of a claim as soon as possible and no later than 6 months after the loss/damage occurred.
- Claims for depreciation must be made no later than 60 days after the repair of the insured item is finished.



## When and how do I pay?

You can choose to pay by monthly direct debit or as a single payment. You can find these details within your documentation pack once you've purchased the policy.



## When does cover start and end?

Your cover will start on the date you asked us to activate your insurance and will be in force for 12 months or for the length of time you have requested. You can find these details on your policy schedule



## How do I cancel the contract?

You can cancel your policy at any time by contacting us using the details below:

**Phone:** 03331 886 582

**Email:** [keynote@larkmusic.com](mailto:keynote@larkmusic.com)

**Post:** Lark Music, One Creechurch Place, London EC3A 5AF

If you cancel your policy within 14 days of the start of your policy, or the date you receive your policy documents, whichever is later, we will refund your premium in full if you have not made a claim.

If you cancel your policy after 14 days from the start of your policy or the date you receive your policy documents, whichever is later, we will refund any premium you have already paid for the remainder of the current policy year if you have not made a claim during the current policy year. If you have made a claim, you will not receive a refund.

If your policy is for less than 1 month you will not receive a refund.