

keyfacts

Policy Summary

Shops Restaurants and Takeaways Policy

Updated September 2009

Your China Taiping Insurance 'Shops Restaurants and Takeaways' policy includes the following covers as standard unless stated to the contrary on the policy schedule

- ◆ **Contents** of the premises (excluding personal possessions that should be otherwise insured)
- ◆ **Glass breakage** including sanitary ware and signs
- ◆ **Loss of Income** subsequent to loss or damage
- ◆ **Money** lost or stolen from the premises or whilst in transit
- ◆ **Assault** of Insured or employees whilst in the course of their business
- ◆ **Liability** to others (employees and third parties) an indemnity against all sums for which you become legally liable to pay involving injury loss or damage up to the limits of liability stated in the policy wording
- ◆ **Goods in Transit** loss or damage

You may also at an additional charge add the following optional covers to suit your needs

- ◆ **Buildings** should the operator be also the owner of the property or obliged to insure it under a lease agreement
- ◆ **All Risks** cover for specific items of business equipment
- ◆ **Frozen Food** loss or damage due to freezer unit or refrigerator breakdown
- ◆ **Failure of Extractor Unit** due to mechanical failure necessitating the closure of the business
- ◆ **Personal Accident** a specified benefit payable to Insured and or Employees in the event of death or accidental bodily injury
- ◆ **Loss of Licence** depreciation in value of the business as the result of the licence being refused revoked or suspended

Cover Applicable

The standard insured perils include loss or damage caused by

- Fire lightning explosion earthquake
- Malicious persons riot & civil commotion but not Terrorism
- Theft or attempted theft following forcible and violent entry
- Hold up by violence and/or threats of violence to you or your employees
- Storm or flood escape of water from water tanks apparatus or pipes
- Leakage of oil from fixed oil heating installations
- Aircraft and other aerial devices or articles dropped from them
- Breakage or collapse of radio or television aerials
- Impact by any vehicle or animal
- Falling trees or branches
- Subsidence ground heave or landslip but only if indicated on our quote
- Accidental damage but only if indicated on our quote

This insurance is an annual contract that may be renewed each year subject to your needs and our terms and conditions

Full details of all covers are set out in the policy booklet that is available on request

This booklet also contains the full wordings of terms exceptions conditions and endorsements that apply to the insurance you place with us but below we explain the importance of some of these and what they mean

Average

At the time of loss or damage, should the sum insured be less than the actual value of the property then we may reduce proportionately the amount of the claim

Excess

The amount that the policyholder is responsible for of any claim and will be indicated in the policy booklet or in endorsements

Minimum Standards of Security

Details of the minimum levels of security that must be installed and operational at the risk address are indicated on the proposal form and detailed in the policy booklet these security protections should be maintained in effective working order and operate when the premises are closed for business

Electrical Circuit

You must maintain in a safe and proper condition the electrical installation at the risk premises

Compliance with this Condition will require the electrical system to be checked every 5 years by an electrical contractor who is a member of the Institute of Electrical Engineers

Intruder Alarm Condition (CC3)

The full wording is to be found amongst the Endorsements at the rear of the policy booklet and details

- that the alarm system be maintained under a maintenance contract
- that the setting and signalling must be recorded
- when the alarm system is to be set and what to do if it is not in full and efficient working order
- that you should notify the Company immediately if the Police Authority advise that they will or are considering withdrawing response to an alarm condition

Terrorism Cover

Terrorism is excluded from the policy other than section 6 in so far as employee injury where it is limited to £5,000,000 any one claim you may choose for an additional charge to add 'All Risks' Terrorism Insurance to the Contents Loss of Income Buildings and All Risks covers to operate as below

Feature & Benefits – Cover is provided arising from acts of terrorism in Great Britain

Significant Exclusions or Limitations-

- Terrorism cover cannot be purchased selectively If you require terrorism cover it must apply to all your insured property
- Cover will be limited to the Sums Insured that you have selected
- The same exclusions as under the Contents Buildings and Loss of Income sections will apply

In respect of catering risks please read the important endorsements below

Ducting Warranty (CC1)

Of particular relevance if you are operating a catering risk

When applicable it requires you to operate a thorough and regular cleaning regime that includes at least once during each 12 month period unless otherwise stated that the Ducting System its filters flues and exhaust hoods shall be cleaned and serviced by a professional maintenance company and that a service record shall be maintained for inspection

You must also comply with requirements for appropriate fire extinguishing equipment to be kept in the kitchen that includes a fire blanket and suitable portable fire extinguishers

Frying Range Warranty (CC2)

If a catering risk contains a `deep fat frying range` then insurance provided will be subject to compliance with the terms of this Warranty If applicable you will have already answered questions on the proposal form relating to compliance with this warranty that sets out in detail what is expected of you to maintain the range sump grease traps filters canopies hoods and extractor motor during the currency of the insurance this will include weekly cleaning and maintenance by you or your staff and professional servicing and maintenance of the frying range at least once in each 12 month period the Warranty also indicates the additional equipment features that must be included and how you should act when draining or filtering oil from the range if the power to the range is on

Wok and Frying Apparatus Attendance (CC14)

This Condition specifically requires that `the wok or other frying apparatus` is never left unattended whilst being used for cooking or the heating of oil` and if applicable will be shown as such on the policy schedule

Definition of `Wok and Frying Apparatus` – Any frying apparatus designed to be hand held and used or operated on a gas or electric hob.

Shutter Warranty (CC17)

This requires the premises be protected by steel or aluminum roller shutters that are secured in position when the premises is closed for business.

Pressure Fryers (CC19)

This requires that all portable and freestanding pressure fryers are serviced and maintained at least once each 12 months in accordance with manufacturers instructions. The service checks to ensure that the thermostatic controls are operating satisfactorily and that all weld-joints are secure.

This section of the policy summary provides important customer service information

Your right to cancel

If this cover does not meet your requirements, please return all your documents within 14 days of receipt. We will return any premium paid in full provided no claims have been made on the policy during that time. If after this time you wish to cancel the policy, you may do so at anytime subject to a charge being made for the period of cover that may be subject to short-period rates. The Company may cancel by giving 7 days notice to your last known address

How to make a claim

Should you wish to make a claim under your policy please contact your insurance adviser in the first instance or contact China Taiping Insurance Claims Department as soon as possible. You must give us any information or help we ask for. You must not settle, reject, negotiate or agree to pay any claim without our written permission. Full details of how to make a claim are included in your policy document.

How to complain

Your first point of contact should always be your Insurance Adviser or alternatively the Company that issued the policy. If following contact with the above, you feel that you require further assistance, please write to our Managing Director at:

China Taiping Insurance (UK) Co Ltd
The Communications Building
48 Leicester Square
London WC2H 7LT

If we cannot resolve the differences between us, you may refer your complaint to

Financial Ombudsman Service
South Quay Plaza
183 Marsh Wall
London E14 9SR

Telephone 0845 080 1800.

Compensation

China Taiping Insurance (UK) Co Ltd is a member of the Financial Services Compensation Scheme (FSCS). This scheme provides compensation in case any of its members go out of business or into liquidation and are unable to meet any valid claim under its policies. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the type of business and the circumstances of the claim. The first £2,000 of a claim is protected in full. Above this threshold, 90% of the remainder of the claim will be met. For compulsory classes of insurance, 100% of the claim will be met without any upper limit.

Further information about compensation scheme arrangements is available from the FSCS.