



6 St James Street
Taunton
TA1 1JH
www.limestreetbrokers.com
email: leisure@limestreetbrokers.com

11/04/2025

Notes for Beneficiaries

This policy is a contract between the **Master Policyholder** and the insurer. As the **beneficiary** of this insurance, this document outlines how **you** can make a claim. Hiscox is in charge of handling and processing claims.

Notification

You must see a suitably qualified medical practitioner as soon as possible after suffering injury and follow any given medical advice.

In the event of a **death**, prompt notification to the insurer of the death of an insured person must occur.

You must submit the injury report (provided by the centre) in addition to the insurer's claim form (This can be found on Lime Street's website) and relevant medical reports that document the injury to the insurer.

If you need to make a claim, you should contact our claims team at VanAmejde UK Limited on **0208 315 0732**, or by e-mail to **adjusters@vanamejde.com**.

You will need to provide your full name and contact details, the name of your business, your address and postcode, the policy number and circumstances of the claim.

If anything happens that might be covered under the policy, you must comply with the obligations set out in General claims conditions, together with the obligations set out under Your obligations in the policy wording. It is important that you read the policy for details of its terms in full.

The insurer might require further information from you or the climbing centre in order to validate your claim. They will speak to you directly for any information you will need to provide.

Settlement of the Claim

Hiscox aims to settle claims within 15 days of receiving complete documentation. If **you** do not comply with the insurer requires you to do under this claims procedure, the insurer may not pay your claim. Claim payments will be made directly to **you** or your next of kin in the event of death.

Fraudulent Claims or Misleading Information

Any information provided by **you** that is not accurate or complete may lead to delays in you receiving payment for your claim.



LLOYDS Broker



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If any claim lodged by **you** is fraudulent or is intended to mislead, or if any misleading or fraudulent means are used to obtain benefit under this policy, then the right to any benefit under this policy will end. Hiscox will be entitled to recover any benefit paid and costs incurred as a result of any such fraudulent or misleading claim. To prevent fraud, insurers sometimes share information. Details about insurance application and any eventual claim may be exchanged our administrators.

All Benefits are subject to the full terms and conditions as outlined in the policy wording and schedule of insurance. The Information contained in this summary is confined to the general Policy details.

Specific terms and conditions are available for inspections or clarification from:

Lime Street Active Leisure Insurance
6 St James Street
Taunton
TA1 1JH
www.limestreetbrokers.com
email: pa@limestreetbrokers.com

This policy is underwritten by Rokstone Underwriting on behalf of Hiscox Insurance Company Limited.

Rokstone Underwriting
11 Monument Street
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United Kingdom
Company Registered in England & Wales Num. 15163624
Authorised and regulated by the Financial Conduct Authority (Ref 306080)

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