

How to make an Insurance Claim

In the unfortunate event that you need to make a claim on the insurance policy, the claim forms that you require can be found below. Most claims should be made by the child's parent/guardian - please direct them to the information provided in the **Parents** section of this website. Please notify Rockley Adventure that they, or you, will be making a claim. In order to submit a claim the following information will be required:

- school name
- your 6-digit Rockley Adventure Booking Reference*
- any Rockley Adventure Cancellation Invoices/Confirmations of Booking/Certificates of Insurance

requested to be sent with any claim form, will be sent direct to Fogg on your behalf, as long as you have notified us of your or the child's parents' intention to make a claim

* found on all our Confirmations of Booking

If you require any assistance please do not hesitate to contact us on **01202 677272**(Mon-Fri 0900-1700) or **adventure@rockley.org**. Our insurers, Fogg, can also provide general assistance, they can be contacted on 01623 631331 or claims@foggs-travelinsurance.com.

Cancellation (insurance excess of max £40)

If one of your pupils withdraws from the trip you MUST notify us as soon as possible. The date of cancellation of an individual is the date of receipt of written notification by you, the Group Leader, to our office in Poole. If the reason for cancellation eg necessary cancellation due to illness or injury, falls within the terms of the travel insurance policy the pupil's parents/guardian may be able to reclaim the cancellation charges by making a claim.

Cancellation Charges are payable as follows:

Time before trip start date	Cancellation Charge
Upto 1st February in year of trip	1st deposit
From 1st February to within 2 months of trip start date	1st & 2nd deposit
Within 2 months of trip start date	Full cost of trip

Cancellation & Curtailment Form

Medical Expenses (insurance excess of £40)

If one of your pupils requires emergency medical treatment during the trip and costs are incurred which are not covered by their EHIC (European Health Insurance Card) you may be able to claim for these under the travel insurance policy. This is also why we recommend that Group Leaders have a contingency fund. As any claim will be required to submit all receipts for prescriptions, medicines, hospital services etc make sure you retain any receipts or invoices. Please bear in mind that invoices for hospital services can take many months to arrive, which can be long after your group's return to the UK! These should be paid by the pupil's parent/guardian and then an insurance claim made also, usually, by the pupil's parents/guardian.

Medical Expenses Claim Form

Loss, Damage or Theft (insurance excess of £40)

Please remind your group that all reasonable steps should be taken to safeguard personal property. The insurer will not provide cover for valuables left unattended on a beach for example. All losses or thefts MUST be reported with 24hrs of discovery to our centre manager who will contact the Police if necessary. In the event of damage this must be reported to the centre manager who can complete an Insurance Report. Original copies of any Police or centre manager reports together with invoices or receipts will be required to substantiate all claims.

Baggage Claim Form