

Insurance Product Information Document

Company: Plus Ultra Seguros Generales y Vida, S.A. de Seg. y Reaseg.

Product: Retail Plus

Registered in: Spain. Insurance company authorisation no.: C0517

Complete pre-contractual and contractual information related to the insurance product is provided in other documents such as the information sheet, as well as the general, particular and, if applicable, special conditions of the insurance policy.

What does this type of insurance consist of? It is a multi-risk insurance that covers accidental damage resulting from hotel, restaurant and catering activity being carried out in commercial premises. Clients can customise the protection of their assets and interests, as well as those of their employees and customers, by selecting the covers that best suit their particular situation. It guarantees the repair of damage caused by accidents defined in the covers specified in the contract and up to the established limits.



What is insured?

This insurance product enables us to customise our offer for each client.

Summary of the main covers and risks insured if specifically taken out:

- ✓ Damage by fire, explosion and lightning strike
- ✓ Damage due to meteorological phenomena
- ✓ Impact by vehicles, animals or aircraft
- ✓ Vandalism by third parties or the tenant
- ✓ Water damage
- ✓ Damage of electrical origin
- ✓ Costs to restore aesthetic harmony
- ✓ Breakage of windows, mirrors, glass, plexiglass
- ✓ Breakage of signage and luminous advertisements
- ✓ Breakage of sanitary ware, glass ceramics and glass in solar panels
- ✓ Robbery and mugging at the premises
- ✓ Damage caused by burglary or attempted burglary
- ✓ Robbery of customers or employees inside the premises
- ✓ Dishonesty of employees
- ✓ Replacement of keys and locks
- ✓ Theft and damage to garden and terrace furniture
- ✓ Machinery and electronic equipment breakdown
- ✓ Deterioration of goods in refrigerators
- ✓ Payment of compensation for temporary cessation of business
- ✓ Civil liability
- ✓ Legal protection

The following services are also offered:

- ✓ 24-hour assistance in the business
- ✓ IT assistance by phone and in person



What isn't insured?

Main exclusions, with other specific exclusions being possible for each cover:

- ✗ Events voluntarily caused by the insured or owner.
- ✗ Damage resulting from the continued action of smoke
- ✗ Damage due to a lack of conservation, repair or maintenance, rust or damp.
- ✗ Damage produced by water, snow, sand or dust entering windows, doors or other openings.
- ✗ Water damage to goods stored less than 10 cm above the ground.
- ✗ Broken awnings or canopies, even if they are signs of the establishment.
- ✗ Breach of contractual obligations accepted by the insured
- ✗ Payment of personal fines and penalties.



Are there any restrictions to the cover?

Main exclusions, with other specific exclusions being possible for each cover:

- ! The various covers will only take effect when they have been taken out.
- ! Damage by wind will be covered provided speeds have been recorded of between 80 and 120 km per hour, and damage by rain provided rainfall has been recorded in excess of 40 litres per square metre and hour.
- ! The deterioration of goods in refrigeration occurring while the premises are closed for maximum 5 consecutive days will be covered.
- ! In the event of an accident covered by the contract, the insured may assume part of the costs.

Compensation and sum insured:

- ✓ Compensation for all the covers as a whole will be maximum the sum insured for the building, furniture, machinery and commercial furnishings.
- ✓ The sum insured for civil liability will be considered separately.



Where am I covered?

- ✓ Covers will be limited exclusively to business premises operating in Spain.
- ✓ Civil liability cover is limited to damages occurring in Spain, with the exception of product liability which is extended to the remaining European Union countries, Switzerland and Andorra provided such damages are claimed or recognised by Spanish Courts and Tribunals.



What are my obligations?

- Answer the insurance application questionnaire honestly.
- Make the payments stipulated in the contract.
- When an accident occurs, notify the insurer within a maximum period of 7 days after becoming aware of the accident and provide all the information regarding its circumstances and consequences and any additional information and/or documentation requested, as well as employ all means within your capability to lessen the consequences as far as possible.



When and how do I have to make the payments?

At the time of taking out the contract and according to the payment terms indicated in the contract. If the contract is extended, on the renewal date. Payments can be made via bank debit or, if applicable, credit or debit card.



When does the cover begin and end?

Once the first payment has been made, cover begins and ends at the times and dates indicated in the contract.



How can I terminate the contract?

By sending notification in writing to the insurance company, carried out at least one month before the current insurance period ends.