



WHO IS CANCEL COVER FOR?

Property owners and managers who manage their own bookings and would like to offer more flexible cancellation terms to their customers without increasing their financial risk.

WHY USE CANCEL COVER?

- 01 Offer flexible cancellation terms, allowing guests to cancel their trip for any reason* between 60 and 2 days before arrival and receive a 95% refund
- 02 Give guests peace of mind when booking
- 03 Compete with Online Travel Agents (OTA's)
- 04 Protect yourself from financial loss arising from cancellations
- 05 Increase your bookings

*Cancel Cover covers guest cancellation for any reason other than war, terrorism, pandemic, epidemic or coronavirus

HOW IT WORKS

Go to www.policypowerhouse.com/cancelcover/

STEP 1

Click on "FAQs" (frequently asked questions)

Review how Cancel Cover works, look at the policy documents and updated booking conditions – check that this is the right product for you or call us on 0333 7727453 if you have any questions.

Click on 'let's get started'

FAQs »

STEP 2

Provide your details

Name, email, address, membership number, choose your level of excess (0-20% see 'How Much Does It Cost' below) – once activated you will be asked to set a password.

STEP 3

Download your master policy document

STEP 4

Update your booking conditions - use the booking conditions shown in the FAQs to give your customers flexible booking terms

STEP 5

Log in

Use your email address and password to log in to the Cancel Cover portal – you can insure individual bookings or upload a weekly report of bookings to be insured.

JOHN DOE

JOHN.DOE@GMAIL.COM

STEP 6

Select payment method

When you insure your first booking you will be asked for a payment method (credit or debit card). This first booking will be debited against your payment method to ensure that everything is working correctly.

STEP 7

Insured bookings are added without payment during the month. A statement is issued in the first few days of the following month showing all the insured bookings and the premium due. This amount will be debited from your payment method a few days later. If you disagree with any transaction, contact Policy Powerhouse.

HOW MUCH DOES IT COST?

The premium is a percentage of the booking value (net of VAT if you are VAT registered). You can choose to recover 100%, 90% or 80% of the value of the refund and the rates (as a percentage of the booking value) are 3.98% for 100% cover, 3.58% for 90% cover & 3.19% for 80% cover.

WHO PROVIDES CANCEL COVER?

Cancel Cover is provided by Policy Powerhouse Limited, an appointed representative of Bennett Gould & Partners (Dorset) Limited, which is authorised and regulated by the Financial Conduct Authority (firm reference number 310780). You can check the regulatory status of Policy Powerhouse at <https://register.fca.org.uk/s/>

Cancel Cover is underwritten by insurance company 'Euroins' AD

IMPORTANT THINGS TO REMEMBER

- 01 All bookings must be logged onto the system within 7 days of acceptance
- 02 If you are registered for VAT your claim will be paid net of VAT and you should insure your bookings for the value net of VAT
- 03 You must take a deposit of at least 25% at time of booking
- 04 The customer must pay 5% (which can be described as an admin fee) at time of cancellation – 95% refund
- 05 Cancel Cover does not cover cancellation due to war, terrorism, pandemic, epidemic, or coronavirus
- 06 Cancel Cover cannot insure bookings received from Online Travel Agents
- 07 Cancel Cover is only available to UK residents and only covers holiday property based in the UK
- 08 Details about making a claim are included within the FAQs. You need to register the booking as "claimed" on the portal within 2 days of notification of cancellation. You must then immediately relist the cancelled holiday on your booking system. If you resell the holiday, you will not be charged a premium to insure the new booking. Your claim will be reduced by the value of the resold holiday
- 09 Claims can be submitted after the departure date of the cancelled holiday
- 10 For more information about Cancel Cover please visit the [FAQ page](#)

STILL HAVE QUESTIONS?

Contact Policy Powerhouse

0333 7727453
hello@policypowerhouse.co.uk
The messaging service within the portal
www.policypowerhouse.co.uk

POLICY POWERHOUSE

get a quote

my account



A FRESH APPROACH TO INSURANCE