

Hoteliers' Package Insurance

IMPORTANT

You should not sign this Proposal Form and its statements or declarations before you have read and understood them. If this document is being completed by someone else on your behalf please ensure that the details on it accurately reflect what you have said.

Please answer all the questions for each of the relevant sections as fully as possible. Incorrect answers or failure to disclose all material facts may render the insurance inoperative. Material facts are those which would influence acceptance or assessment of the insurance risk. If you are in doubt, please disclose them or seek assistance from your insurance representative.

Name of the Proposer(s):		ID Card/ Comp Reg No.:
Full Address of Premises to be Insured:		
Tel and/or Mobile No.:		Email Address:
Nationality:	Marital Status:	Gender:

1. GENERAL QUESTIONS (PLEASE COMPLETE IN FULL)

1. Please state number of beds and rooms:
2. Please describe services and facilities available at or from your Premises:
3. Please state number of storeys:
4. Is there a basement in any part of the Premises? YES <input type="checkbox"/> NO <input type="checkbox"/> If so please give details:
5. What is the approximate date of construction of the Premises and/or any extension and/or addition to any Building?
6. What is the age of the electrical installation at the Premises?
7. Indicate the date of the last inspection by a qualified electrical engineer:
8. Are the Buildings in a good state of repair? YES <input type="checkbox"/> NO <input type="checkbox"/>
9. Do fire extinguishing appliances exist and are they maintained under contract? YES <input type="checkbox"/> NO <input type="checkbox"/> Please give details:

10. Are fire blankets installed in the kitchens? YES ☐ | NO ☐

Please give details:

11. What methods of cooking and heating are used at the Premises?

12. Are all deep fat fryers, cooker hoods, flues, vent pipes and the like regularly cleaned? YES ☐ | NO ☐

13. Are the Premises or any part of them particularly in a position exposed to storms or strong winds? YES ☐ | NO ☐

14. Please give details of outdoor and indoor swimming pools at the Premises:

15. Are the Premises open without any restriction to the public? YES ☐ | NO ☐

If no, please provide full details:

16. Is food or drink provided in any part of the Premises? YES ☐ | NO ☐

If yes, please provide full details (including but not limited to the number of people who may be catered for at any one time in any restaurant, bar, lounge or similar area or outside catering):

17. Certain activities are commonly regarded by Underwriters as representing a high risk. A list of examples, by no means exhaustive is provided: Discotheques, nightclubs, amusement arcades, fairgrounds, playgrounds, health centres, gymnasia, hairdressing salons, therapeutic centres, solaria, beauty salons etc.

Even if you have already provided information about such activities in your answers to the above questions, please consider carefully and answer in a full manner.

A. If there are any of these activities or any similar activities conducted on any part of the Premises at any time please provide full details of each activity including:

B. Its nature and frequency and, the part of the Premises on which it is conducted:

Whether it is operated by you or by a third party under contract, or other arrangement, specifying which:

C. Are third parties required to arrange separate Insurance in their own name? YES ☐ | NO ☐

If so please give details:

18. Please give details of all sports activities offered on or from the Premises which would be relevant to Underwriters' assessment of this risk. (For example, Water Sports, Diving, Boat Hire, Parakiting, Skiing, Horse-riding etc. - this list is by no means exhaustive but is suggested as a possible guide):

A. Whether such sports activities are operated by you or by a third party under contract, or other arrangement, specifying which:

B. Are third parties required to arrange separate Insurance in their own name? YES ☐ | NO ☐

If so please give details:

19. What facilities are available in the rooms providing overnight accommodation (including but not limited to self-catering facilities etc.)?

20. Will the Premises be left unoccupied at any time during the day or night or for any period during the year? YES ☐ | NO ☐

If so give details:

21. Please give details of the number, type and location of safe-deposit boxes on your Premises:

22. Has any of your property during the last three years been destroyed or damaged by any of the risks against which you now wish to insure? YES ☐ | NO ☐

If yes, give details:

23. Has any claim been made against you during the past three years by any person for damage to their property or personal injuries or illness? YES ☐ | NO ☐

If yes, give details:

24. Have any of your insurances ever been declined, policy cancelled or renewal refused? YES ☐ | NO ☐

If yes, full details must be supplied:

25. Have you or any of your partners ever been convicted or charged but not yet tried for any offence? YES ☐ | NO ☐

26. Please answer these questions only if you require Underwriters to consider insurance coverage in respect of subsidence landslip or heave:

A. What is the nature of the sub-soil on the Premises?

B. Are all parts of the Premises in a good state of repair and free from any signs of weakness? YES ☐ | NO ☐

C. On any part of the Premises (or surrounding area) are there:

D. Any excavations or similar works taking place or contemplated? YES ☐ | NO ☐

E. Any underground workings in place or is their installation contemplated? YES ☐ | NO ☐

F. Is any part of the Premises in close proximity to a hill? YES ☐ | NO ☐

G. On any part of the Premises (or surrounding area) has there been:

a. any occurrence of subsidence, landslip or heave? YES ☐ | NO ☐

b. war damage? YES ☐ | NO ☐

If yes, please provide full details describing the nature and extent of any damage occasioned to any part of the Premises:

H. Are there any other facts relevant to the request for this extension which should be declared to Underwriters?
YES ☐ | NO ☐

If yes, give details:

27. Do you wish to enter into a Long Term Agreement of either 3 or 5 years and benefit from a discount on the premium?
YES ☐ | NO ☐

28. Are there any circumstances not otherwise disclosed in answers to questions in this proposal form which would be material to the risk sought to be insured under this proposal insurance? YES ☐ | NO ☐

If yes, please provide full details:

2. SECTIONS AND SUMS INSURED

1. Buildings & Contents	
- Total Reinstatement Value of Buildings	€
- Debris Removal	€
- Architects, Surveyors and Professional Fees	€
- Total Sum Insured	€
- Total Reinstatement Value of Trade Contents	€
2. Rent	
Please state Indemnity Period required:	
- Rent Sum Insured	€
3. Radios, Televisions, Business and Trade Machinery	€

4. Glass, Signs and Sanitary Fixtures	€
5. Chilled / Refrigerated Stock	€
- Sum insured any one occurrence:	€
- Do you carry out regular maintenance of your plant?	YES <input type="checkbox"/> NO <input type="checkbox"/>
6. Stock in Transit:	€
7. Loss of Revenue	
- Please state Indemnity Period required (months)	
- Total Sum Insured for Indemnity Period selected	€
- Provision for Auditors Fees	€
8. Book Debts	€
9. Loss of Money	
- Maximum Value in Transit - any one time	€
- Maximum Value on Premises - any one time	€
- Full details of safe(s) used (i.e. make, model and whether secured to the floor and where situated):	€
- Are references obtained for all employees handling cash?	YES <input type="checkbox"/> NO <input type="checkbox"/>
10. Employers' Liability	
- Number of Clerical Employees	€
- Number of Other Employees	€
- Estimated Annual Wageroll - Clerical	€
- Estimated Annual Wageroll - Others	€
- Do you wish to extend this Insurance to including Injury Benefits subject to a 6 day excess?	YES <input type="checkbox"/> NO <input type="checkbox"/>
- Standard Limit of Indemnity is €1,000,000 any one claim. Do you wish a quotation for a higher limit. If so please state limit	€
11. Public & Products' Liability	
- Please state Limit of Indemnity required	€
12. Motor Contingent Liability	
- Please state Limit of Indemnity required	€
13. Personal Accident (Assault)	
- Benefits required:	
- Death	€
- Permanent Total Disablement	€
- Temporary Total Disablement (payable up to 104 weeks)	€

14. Group Personal Accident	
- Number of Managerial/Clerical Employees	
- Number of Other Employees	
- Estimated Annual Wageroll - Managerial/Clerical	€
- Estimated Annual Wageroll - Others	€
- Basis of Cover required (Occupational Accidents Only or 24 Hour Basis)	€
- Benefits required:	
- Death:	€
- Permanent Total Disablement	€
- Temporary Total Disablement (payable up to 104 weeks)	€
15. Engineering - Machinery	
- Total Sum Insured divided as follows:	
- Boilers	€
- Lifts	€
- Airconditioning Equipment	€
- Electrical Plant	€
- Other	€
- Do you carry out regular maintenance of all your plant and equipment?	YES <input type="checkbox"/> NO <input type="checkbox"/>
- A full list of plant must be supplied:	
16. Loss of Revenue (Machinery)	
- Please state Indemnity Period required (months)	
- Total Sum Insured for Indemnity Period selected	€
17. Fidelity Guarantee	
- Number of Employees handling cash and/or stock	
- Number of All Other Employees	
- Please state Limit of Indemnity required	€ per person

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APPLICABLE LAW

Unless both you and we agree otherwise this contract shall be subject to Maltese Law and to the exclusive jurisdiction of the Maltese courts.

INSOLVENCY

In the event that we become insolvent and unable to meet our obligations under this contract, limited compensation may be available to you under the Protection and Compensation Fund Regulations, 2003.

COMPLAINTS

We are committed to providing good quality services. We recognise that a client may not be satisfied with the service provided. To deal with this we have a complaints procedure. For the sake of clarification, a complaint is broadly defined as being a written expression of dissatisfaction with services that we provide or actions we have taken that require a response.

HOW TO COMPLAIN

STEP 1 – CONTACTING THE COMPANY

The first step is to talk to a member of our personnel or of the intermediary if the Policy was arranged through one. This can be done informally either directly or by telephone.

Usually the best person to talk to will be the person who dealt with the matter you are concerned about as they will be in the best position to help you promptly and to put things right. If they are not available or you would prefer to approach someone else then address the matter to the manager or senior person responsible. We will seek to resolve the problem immediately. If we cannot do this then we will take a record of the concern and arrange the best way and time for getting back to you. This will normally be within two working days.

STEP 2 – TAKING THE COMPLAINT FURTHER

If you are still unhappy, the next step is to put the complaint in writing, addressing it to Complaints Officer, MAPFRE Middlesea plc, Middle Sea House, Floriana FRN 1442 or via e-mail on compofficer@middlesea.com. Your communication should set out the details, explain what you think went wrong and what you feel would put things right. If you are not happy about writing it, you can always ask one of our staff members to take note of the complaint which you will be then asked to sign. You will be provided with a copy for your own reference. This record will be passed promptly to the Complaints Officer to deal with.

Once the Complaints Officer receives a written complaint, it shall be fully investigated. The complaint will be acknowledged in writing within five working days of receiving it and the letter will state when you can expect a full response. This should normally be within fifteen working days unless the matter is very complicated such as where other organisations need to be contacted. Where this is the case we will still let you know what action is being taken and will inform you when we expect to provide a full response.

TAKING YOUR COMPLAINT ELSEWHERE

If you are still not satisfied with the Complaints Officer's response, you can always seek advice elsewhere. You may contact:

Office of the Arbiter for Financial Services
First Floor
St Calcedonius Square
Floriana FRN1530
Malta
Telephone: 8007 2366 or 21249245
E-mail: complaint.info@financialarbiter.org.mt
Website: www.financialarbiter.org.mt

The Office of the Arbiter will expect that you have a final reply to your complaint from us before approaching them.

DATA PROTECTION PERSONAL PROCESSING CLAUSE

The Proposer is hereby informed and expressly consents, by signing this document, to the processing of the data voluntarily provided in this document, as well as of any data which might be provided to MAPFRE Middlesea Plc or "The Company" directly or through an Insurance Intermediary, and those obtained by recording telephone conversations or as a result of browsing through Internet webpages or by other means, for the enforcement of the agreement or regarding a quotation, application, or the contracting of any service or product, even after the end of the pre-contractual or contractual relation, including, if applicable, any communication or international data transfer which might be made for the purposes specified in the Additional Data Protection Information which is available from any MAPFRE Middlesea Plc Office or through <https://untours.com.mt/privacy.html>

The Proposer consents in turn to the recording of any telephone conversations with the Company regarding the insurance agreement.

MAPFRE Middlesea Plc may view the Proposer's data in files regarding the fulfilment and non-fulfilment of monetary obligations. Should the data provided pertain to physical persons other than the Proposer, the latter guarantees that he/she has obtained and has their prior consent for the communication of their data and has informed them, prior to their inclusion in this document, of the purposes of the data processing, communications, and other terms established herein and in the Additional Data Protection Information.

The Proposer declares that he/she is older than eighteen (18) years of age. Likewise, should the data provided belong to minors, as the minor's parent(s) or guardian(s), he/she expressly authorises the processing of the said data, including; if applicable, data pertaining to health, for the management of the purposes specified in the Additional Data Protection Information which is available from any MAPFRE Middlesea Plc Office or through <https://untours.com.mt/privacy.html>

The Proposer guarantees the accuracy and truthfulness of the personal data, including sensitive personal data provided, undertaking to keep them duly updated and to notify MAPFRE Middlesea Plc of any changes in them.

Basic data protection information

Controller:	MAPFRE Middlesea Plc
Purposes:	Management of the insurance agreement, creation of profiles for suitable enforcement of the insurance agreement, integral and centralised management of the relation with the MAPFRE Group, and delivery of information and advertising on MAPFRE Group products and services.
Standing:	Execution of the project.
Recipients:	Data may be communicated to third parties and/or data transfers may be made to third-party countries in the terms stipulated in the Additional Information.
Rights:	You can exercise your rights of access, rectification, removal, limitation, objection, and transferability, specified in the Additional Data Protection Information
Additional Information:	You can view the Additional Data Protection Information which is available from any MAPFRE Middlesea Plc Office or through https://untours.com.mt/privacy.html

☐ Check this box if you object to the processing and communication of your personal data by MAPFRE Middlesea Plc for the delivery of information and advertising of the Company products and services, of the various MAPFRE Group companies, and of Third party companies with which any MAPFRE Group company has entered partnership agreements. If you do so, we will be unable to inform you of any discounts, gifts, promotions, and other benefits associated with the MAPFRE Group customer loyalty plans.

In any case, your consent to the treatment of your data for these purposes is revocable, and you may withdraw your consent or exercise any of the rights mentioned at any time as specified in the Additional Data Protection Information which is available from any MAPFRE Middlesea Plc Office or through <https://untours.com.mt/privacy.html>

PROFESSIONAL SECRECY

I consent on my behalf and on behalf of any other person specified in this form (others), that the Company or any other member of the Group may exchange some or all of the information with my insurance intermediary, appointed experts, other insurance companies or the Malta Insurance Association for the purpose of administering my insurance proposal and policy, handling and settling of claims, detecting, preventing and suppressing fraud and the keeping of statistics. I also authorise (on my own behalf and on behalf of others) insurance companies and intermediaries to disclose information about or relevant to my insurance history for these purposes.

I understand (and have explained to Others) that when I tell the Company about an incident which may or may not give rise to a claim, the Company may pass information relating to it to the Malta Insurance Association and / or other insurance companies and intermediaries. In doing so we will ensure that this communication is carried out confidentially and within the terms of the Professional Secrecy Act, 1994

Material Facts are those facts which are likely to influence us in the acceptance or assessment of this proposal and it is essential that you disclose all of them. If you are in doubt about whether a fact is material then for your own protection you should disclose it since failure to do so could invalidate your policy.

DECLARATION

I have read or have had read to me the contents of the completed proposal form and agree that all the statements I have made and information I have provided are correct and complete in every respect and will form the basis of the contract between me and MAPFRE Middlesea p.l.c [us] . I undertake to notify MAPFRE Middlesea p.l.c of any change in the information subsequent to the submitting of this proposal form. I am satisfied with the way the proposal form has been completed and if it has been completed by an employee and / or authorised intermediary on my behalf such person, shall, for that purpose, be regarded as my / our agent. I understand that in the event of a finding of incomplete and/or non-disclosure of material information, MAPFRE Middlesea p.l.c reserves the right to repudiate the claim or declare the policy void. I understand and agree that by signing this Declaration I will be bound by the statements and disclosures of material facts herein contained. I acknowledge that a material fact is one which is likely to influence MAPFRE Middlesea p.l.c in the best assessment and acceptance of the proposal form. If in doubt as to whether a fact is material then it should be disclosed. I confirm that I have received, read and understood the 'Insurance Product Information Document', 'Information for Prospective Policyholders' and the quotation relevant to the product for which I am applying. I hereby agree that I have read the policy and am bound by the terms, conditions, limitations and exclusions of the said policy.

Before signing this document, please read the basic data protection information given in the PERSONAL DATA PROCESSING clause. By signing this document, you consent to the processing of your personal data, including sensitive personal data in the terms and conditions stipulated in said clause.

COM: MMS160823
REF: POHTLF-V2.0-010124

Postalnsure Agency Limited (C-5655) is enrolled under the Insurance Distribution Act to act as an Insurance Agent for MAPFRE Middlesea p.l.c. (MMS). MMS (C-5553) is authorised by the Malta Financial Services Authority (MFSA) under the Insurance Business Act. Both entities are regulated by the MFSA.