

AUTO & GUEST

TERMS & CONDITIONS

auto  general

Contents

Building Contents (Compulsory)	2
Buildings Combined (Optional)	4
Business Interruption	5
Office Contents	6
Money	7
Public Liability	7
Motor – comprehensive	8

Building Contents (Compulsory)

We will indemnify you:

For physical loss of or damage to the contents, being household goods that the insured would normally use in the course of their business as a Bed and Breakfast or Guesthouse owner at the premises, as noted in the **Buildings Combined Contents section** of your schedule and your Business Insurance policy wording, if the loss or damage is caused by any of the insured perils set out below.

Insured perils

Loss of or damage to the contents of your buildings, as well as your legal liability for loss of or damage to other parties' documents in your possession, as a result of:

- 1 Fire, lightning, thunderbolt, power surge, subterranean fire, earthquake, explosion, storm, wind, water, hail and snow.
- 2 Impact by animals, trees (except while they are being felled), aerials, satellite dishes, vehicles, aircraft and articles dropped from aircraft.
- 3 Accidental breakage of fixed mirror glass, fixed glass doors and sanitaryware.

We will also indemnify you for the cost of replacing the locks and keys of your premises if the keys are proven to be in the possession of any unauthorised person or if an unauthorised person has duplicates of the keys to your building.

Maximum indemnification

The maximum amount we will pay for any claim under this section is the sum insured. This is stated in the **Buildings Combined Contents section** of your schedule.

Cover automatically included to assist you

The maximum indemnification for the following items is stated on your policy schedule:

Full theft cover on main buildings

Physical loss of or damage to your contents as a result of any person(s) breaking into your business premises and removing or attempting to remove your property without the intention of returning it.

We will also indemnify you if you or your employees are held up by any person(s) who intend(s) to remove your property without permission.

There will be no theft cover if your business premises are unoccupied for more than 30 consecutive days.

Theft cover on contents in garages and outbuildings

There must be evidence of visible, violent and forcible entry or exit to show that a person(s) physically removed or attempted to remove your property.

Theft from grounds, including laundry, garden and pool furniture

Laundry and garden and pool furniture stolen while in the open at your premises, as stated on your policy schedule.

Personal effects of the owner/manager

Loss of or damage to clothing and the personal items that you and/or the manager normally wear/s or carries on you/him/her. We will indemnify you for up to **R5 000** per person, but the maximum indemnification for this section will be stated on your policy schedule, if not insured elsewhere.

Guests' personal effects

Loss of or damage to clothing and the personal items that your guests normally wear and/or carry with them. We will indemnify you for up to **R5 000** per item, but the maximum indemnification for this section will be stated on your policy schedule, if not insured elsewhere.

Beverage leakage

Loss of beverage due to leakage of tanks, pipes or other apparatus involving beverages that are served to your guests on your business premises, as stated on your schedule.

Loss of money

For physical loss of or damage to legally tendered cash, crossed 'not transferable' cheques, credit card vouchers, postal or revenue stamps – all of which must have a South African Rand value. The maximum indemnification will be stated on your schedule.

Your obligations

You are required to have a full written record of all money received and paid out by you, so that the value of your claim can be verified.

Theft of groceries and household goods

Theft of groceries and household goods, while in transit from the place of purchase or repair, are covered if there is evidence of visible, violent and forcible entry or exit, showing that a person(s) physically removed or attempted to remove your property.

Deterioration of foodstuffs

Food that deteriorates that is contained in any refrigerator/deep freeze unit in your business premises, as stated on your schedule, because of a power failure, or if your fridge or freezer breaks down for longer than 24 hours.

Accidental damage

For accidental physical loss of or damage to your insured goods, or goods in your possession at your business premises, caused by any incident not insurable elsewhere on your policy.

Personal legal liability

If you are held legally liable by a South African court of law to pay for damages resulting from accidental death, bodily injury or illness of any person, or accidental loss of or physical damage to any tangible property not belonging to you, occurring in the course of or in connection with your business while you are insured with us. The maximum amount we will pay for a claim under this section is **R1 million**, inclusive of all costs.

Fire brigade charges

Charges by any registered fire-fighting or rescue organisation incurred for a fire at your business premises.

Municipality charges

Charges by any municipality to pass plans to replace the lost or damaged property.

We do not indemnify you for:

- 1 any unexplained shortages or shortages caused by errors or omissions;
- 2 loss or damage caused by you or any partner or employee;
- 3 money not contained in a locked safe at all times when you lock up the business or when the business premises are left unoccupied;
- 4 money contained in any vehicle when the vehicle is not occupied by you or any partner or employee, unless the money is being transported by a registered security company;
- 5 money in any ATM or vending machine;
- 6 money which does not belong to you;
- 7 counterfeit money;
- 8 spoiling or deterioration of food due to loadshedding; or
- 9 grid failure on a national, regional, municipal, local or private level.

Buildings Combined (Optional)

Under this section you may claim for loss of or damage to the physical structure of your business building and its outbuildings that are used as a Bed and Breakfast or Guesthouse.

Maximum indemnification

The maximum amount we will pay for any claim under this section is the sum insured. This is stated in the **Buildings Combined section** of your schedule.

Cover automatically included to assist you

The maximum indemnification for the following items is stated on your policy schedule:

- 1 falling trees or part thereof;
- 2 bursting, overflowing, leakage or discharge of water or oil from tanks;
- 3 damage to landscaped gardens and water features up to **R10 000**;
- 4 damage to water-pumping machinery;
- 5 external signs, blinds and canopies;
- 6 damage to buildings during an attempted theft up to **R5 000**;
- 7 locks, keys and access cards up to **R5 000**;
- 8 malicious damage up to **R10 000**;
- 9 accidental damage, including glass, mirrors and sanitaryware, up to **R10 000**; and
- 10 property owners' liability up to **R1 million**.

We do not indemnify you for:

For loss or damage as a result of the following:

- 1 Any tsunami, volcano, or abnormal nature conditions not included in this section as a peril or additional peril.
- 2 Exposure of property to any heating, drying or water process.
- 3 Property that is in the open, unless designed to be in the open.
- 4 Any faulty design or construction.
- 5 The weakening of any support to any building or structure.
- 6 The work of any workmen.
- 7 Any excavation work.
- 8 Legal liability arising from any contract.
- 9 Legal liability for death or injury that is not directly suffered by a third party.
- 10 Legal liability for property loss or damage that is not directly suffered by a third party.
- 11 Legal liability if this property is insured under any other insurance policy; you will also not be indemnified if the business is a retail concern.

Business Interruption

If you lose turnover/sales/revenue/income as a result of any damage leading to the interruption of your business, caused by any of the perils covered under the Fire, Office Contents or Buildings Combined sections of your policy.

Your obligations

You are required to ensure that your books of account are in order and that records are fully updated within 60 days of the end of every month. If your records are not up to date at the time of loss, we will use the figures and supporting documents you used when preparing your VAT returns. If you are not a registered vendor in terms of the VAT statute, we reserve the right to indemnify you as we consider fair and reasonable.

Cover automatically included to assist you

Loss of attraction

Loss of business income or interference of the business as a consequence of murder, suicide or sexual assault at the insured premises as well as shark and/or animal attacks within a radius of 15 kilometres of the insured premises. In the event of such a loss, you must provide proof as required to substantiate the loss. You will be covered under this policy up to **R5 000**.

Vermin and pests

Closure of the premises due to defective sanitation, vermin or pests on the order of competent local authority. You will be covered under this policy up to **R5 000**.

Ventilation failure

Loss of business income due to the failure of any ventilation system that controls the cooling or heating requirements of your business provided that you supply relevant proof of loss of income. You will be covered under this policy up to **R5 000**.

Auxiliary power failure

Loss of business income due to the failure of the auxiliary power plant for longer than 24 hours, in the event of the failure of the main electricity supply grid from which you normally receive power. You will be covered under this policy up to **R5 000**.

Air travel delays or strikes

If your business experiences a loss of income due to air travel delays or strikes, this will be covered with the understanding that you need to supply relevant proof. You will be covered under this policy up to **R5 000**.

Cancellation of bookings

Loss of the value of deposits received for the booking of accommodation is limited to **R5 000** in consequence of returning such deposits, provided that such deposits cannot be recovered from any other source or on behalf of the person(s) cancelling the booking.

Bilking

If the guest(s) should leave your business premises without paying and they cannot be traced, you will be covered under this policy up to **R5 000**, with the understanding that you need to supply relevant proof.

Trauma counselling

Any trauma counselling for you, your guests and/or staff after an incident that happened on the business premises will be covered up to **R1 000** per person.

Staff stay-away

If you suffer a loss of income due to a staff stay-away, you will be covered under this section up to **R5 000**.

We do not indemnify you for:

- 1 poor maintenance or when you are covered by a maintenance contract;
- 2 the wearing out of components;
- 3 a shortage of or the incorrect supply of fuel;
- 4 a flat battery or battery failure at the initial business premises; and/or
- 5 We do not indemnify you for:
 - a any loss, damage, liability, claim, cost or expense of whatsoever nature, directly or indirectly caused by, contributed to by, resulting from, arising out of, or in connection with a Communicable Disease or the fear or threat (whether actual or perceived) of a Communicable Disease regardless of any other cause or event contributing concurrently or in any other sequence thereto.
 - b any infectious epidemic/pandemic (if classified either by an appropriate national or international authority/body/agency) which leads to:
 - i the imposition of quarantine or restriction in movement of people, goods and/or animals by a national or international body or agency; and/or
 - ii any travel advisory or warning being issued by a national or international body or agency.

Definition

A Communicable Disease means any disease which can be transmitted by means of any substance or agent from any organism to another organism, including but not limited to any form of coronaviruses or Influenza viruses, where:

- i the substance or agent includes, but is not limited to, a virus, bacterium, parasite or other organism or any variation thereof, and any mutation or variation thereof;
- ii the method of transmission, whether direct or indirect, includes but is not limited to, airborne transmission, bodily fluid transmission, transmission from or to any surface or object, solid, liquid or gas or between organisms; and
- iii the disease, substance or agent can cause or threaten damage to human health or human welfare or can cause or threaten damage to, deterioration of, loss of value of, marketability of or loss of use of property, including but not limited to any tangible goods, livestock, bloodstock, or other.

Office Contents

Under this section you may claim for your office furniture and documents you keep inside your office at the Bed and Breakfast or Guesthouse.

Cover automatically included to assist you

The maximum indemnification for the following items is stated on your policy schedule and cover is related to the perils as stipulated under the **Office Contents section** of your Commercial Insurance policy wording.

Personal effects

For the loss of or damage to uninsured personal property belonging to you or your employees, for a limit of **R10 000** per claim.

Locks and keys

The cost of replacing the locks and keys of your office at your business premises if the keys are proven to be in the possession of any unauthorised person, or if any unauthorised person has duplicates of the keys to your office.

Money

Under this section you may claim for the cash, cheques and safes you keep at your business premises.

Cover automatically included to assist you

The maximum indemnification for the following items is stated on your policy schedule:

Receptacles

A receptacle is any safe, strongroom, strongbox, till, cash register, cash box or other receptacle for money kept on the business premises as stipulated on the schedule. Cover for the receptacle/s is limited to **R3 000**.

Locks and keys

The cost of replacing the locks and keys of your receptacle at your business premises, if the keys are proven to be in the possession of any unauthorised person, or if any unauthorised person has duplicates of the keys to your office. Cover is limited to **R5 000**.

Damage to clothing of staff

If your employees are held up in an armed robbery on the business premises by any person(s) who intend(s) to remove any property without permission, and the clothing of your staff is damaged, you may claim up to **R5 000**.

Public Liability

The following cover is related to the Public Liability section in your Commercial Insurance policy wording, with the following additions included. The conditions under “We do not indemnify you for” are still applicable.

Cover automatically included to assist you

The maximum indemnification for the following items is stated on your policy schedule:

Damage to guests' vehicles

We will indemnify you for any claims made against you for damage to guests' vehicles, while guests are using the parking facilities that you provided for their vehicles during their stay at the Bed and Breakfast or Guesthouse.

Damage caused by dry-cleaning

Cover will be limited to **R10 000** per item for items damaged during the guest's stay at the Bed and Breakfast or Guesthouse.

Food and drink poisoning

We will indemnify you for claims against you resulting from the consumption of any food or drink you provided at the business premises, as stated on your schedule.

Products liability

We will indemnify you if you are held legally responsible by a guest(s) for death or illness if caused by goods or products supplied by you on the business premises, relating to the business activities.

Hole-in-one

We will indemnify you up to **R1 000** if you score a hole-in-one while playing an amateur game of golf in terms of the rules at any recognised golf club, with the understanding that you need to supply relevant proof from the golf club.

Motor – Comprehensive

Under this section you may claim for any accident damage to your insured vehicle, or if it is stolen. You may also claim for the damage you caused to other parties' property.

Optional cover

If you have selected the cover as described below and your schedule states that you are paying a premium for it.

Passenger liability for guests

Claims made against you by any guests who have been transported by you if you are held legally responsible by the guests for death, injuries or damage to their property.

The Readability Mark means that this document complies substantially with specific readability criteria lodged with the Registrar of Trademarks.



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