



**Head and Registered Office: 48-50 Ta' Xbiex Seafront, Ta' Xbiex XBX1021,
Malta**

**ATLAS INSURANCE PCC LIMITED IN RESPECT OF ITS TRAVELODGE CELL, A PROTECTED
CELL OF ATLAS INSURANCE PCC LIMITED**

Travelodge Room Cancellation Insurance

Key Facts

Please see the Policy Summary.

Please see the Policy Wording.

1. Who are Atlas?

The Atlas Group of companies is one of the foremost insurance and financial services organisations in Malta. The flagship company of the Atlas group is Atlas Insurance PCC Limited, a protected cell company which carries on general insurance business (www.atlas.com.mt). Travelodge Room Cancellation Insurance is underwritten by a Protected Cell of Atlas Insurance PCC Limited, Travelodge Cell, which is owned by Travelodge Hotels Limited (www.travelodge.co.uk).

Atlas Insurance PCC Limited (Atlas) may create one or more cells for the purpose of segregating and protecting cellular assets. The assets of the Travelodge Cell are thus protected from the liabilities of the other cells and from those of Atlas' core.

2. How will your cover be arranged?

Travelodge Room Cancellation Insurance is arranged with Atlas by Travelodge Hotels Limited, an Appointed Representative of Heath Lambert Limited, who take full responsibility for the regulated activities of Travelodge Hotels Limited related to Travelodge Room Cancellation Insurance.

3. What Atlas products does Travelodge Hotels Limited offer?

On this website Travelodge Hotels Limited only offer Room Cancellation Insurance written by Atlas Insurance PCC Limited, in respect of its Travelodge Cell.

4. Who regulates Atlas?

Atlas Insurance PCC Limited is authorised and regulated by the Malta Financial Services Authority. This information can be checked by visiting the MFSA website (www.mfsa.com.mt).



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5. The Malta Financial Services Authority (MFSA)

The MFSA is the Malta regulatory authority that regulates financial services. You should use the information provided in this Key Facts document to decide if our services are right for you.

6. Which service will Travelodge Hotels Limited provide you with?

We will offer a non-advised service which means we will provide you with the information required for you to make an informed decision about whether this policy is suitable, but we do not offer advice or provide a recommendation.

7. What will you have to pay for our services?

You will not have to pay any fee to us.

8. Who will handle claims?

Claims are managed for us by Intasure which is a trading name of the Arthur J. Gallagher - Help-Line number **0330 134 0175**.

9. Who regulates Arthur J Gallagher and Heath Lambert?

Arthur J Gallagher, trading as Intasure, and Heath Lambert Limited are both authorised and regulated by the Financial Conduct Authority. This information can be checked by visiting the FCA website (www.fca.gov.uk).

The registered office of both Arthur J Gallagher trading as and Heath Lambert Limited (Registered Number 1199129, England and Wales) is at The Walbrook Building, 25 Walbrook, London, EC4N 8AW.

10. The Financial Conduct Authority (FCA)

The FCA is the independent watchdog that regulates financial services in the UK (www.fca.gov.uk).



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11. What to do if you have a complaint

If you wish to register a complaint, please contact us:

In relation to the sale of this policy:

The Travelodge Insurance Customer Services Manager, Travelodge Hotels Limited, Sleepy Hollow, Thame, Oxfordshire OX9 3AT

By email: customer.insurance@travelodge.co.uk

If you cannot settle such a complaint with Travelodge, you may be entitled to refer it to the Financial Ombudsman Service.

In relation to claims or the terms and conditions of this policy:

For Claims:

The Managing Director, Intasure AMP House, Dingwall Road, Croydon, CR0 2LX.

By Email: Travelodge_Insurance@intasure.com

Should you remain dissatisfied or if your complaint relates to the Terms and Conditions of this Policy, you should refer the matter to:

The Customer Care Manager, Atlas Insurance PCC Limited, 48-50 Ta' Xbiex Seafront, Ta' Xbiex, XBX 1021, Malta

By email: travelodge@atlas.com.mt

If you cannot settle such a complaint with Atlas, you are entitled to refer it to the Malta Financial Services Authority:

The Consumer Complaints Manager

Malta Financial Services Authority, Notabile Road, Attard BKR3000, Malta

<http://mymoneybox.mfsa.com.mt>

Telephone: +356 21441155 (overseas call charges apply).

E-Mail: consumerinfo@mfsa.com.mt



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12. Are Atlas covered by the Financial Compensation Scheme (FSCS)?

Atlas are covered by the FSCS. You may be entitled to compensation from the scheme if we cannot meet our obligations. This depends on the circumstances of your claim (www.fscs.org.uk).