


Commercial Legal Expenses

Policy Wording

The National Ice Skating
Association of the United
Kingdom t/as British Ice
Skating

MARKEL



Policy number	15232007	
Scheme number	9176	
Policyholder	The National Ice Skating Association of the United Kingdom Limited t/as British Ice Skating	
Address	English Institute of Sport, Coleridge Road, Sheffield, Yorkshire, S9 5DA	
You/member	An ice skating instructor or coach who is a member of The National Ice Skating Association of the United Kingdom Limited	
Business description	Ice skating instructors	
Period of insurance	From: 1st March 2026 To: 28th February 2027 (Both dates included)	
Your Sections of cover	The most that we will pay any one claim	Excess any one claim for our choice of representative
Criminal defence	£50,000	£0
(Interview under caution)	£2,500	£0
Safeguarding appeals	£2,000	£0
Regulatory compliance	£50,000	£0
Extra protection	£50,000	£0
Civil defence for allegations of abuse	£10,000	£0
The most that we will pay for all claims in the period of insurance per member	£50,000	
Territorial limits	UK	
Excess any one claim if you are able to choose your own representative	See Instruction and choice of your representative, Counsel and experts for when this applies - £1,000	
Markel advice/Claims line	0345 458 6814	
Health and wellbeing support line	0333 070 3473	
Authorised		
Issue date	27/02/2026	
Underwritten by	Markel International Insurance Company Limited	

Welcome

Welcome to your legal expenses policy from Markel Legal Expenses Insurance.

This document, the schedule and any endorsements all form your policy and set out the terms and conditions of the agreement between us.

We understand you may be very busy, but we strongly suggest that you read the whole of this agreement. At the very least, please make sure you read:

- The remainder of the **Welcome** pages
- The **Important information** section
- The policy summary
- The policy schedule

How to contact us

To make a claim

If you need to make a claim or let us know about a situation that could lead to a claim, you should contact us as soon as possible providing your policy number and brief details of the circumstances using the telephone number shown on your policy schedule or by writing to/emailing us using the details below:

The Claims Department
Markel Legal Expenses Insurance
Interchange
81-85 Station Road
Croydon
CR0 2AJ
LEIclaimsuk@markel.com

If you write to or email us a claim form will be sent to you for completion and this must be returned without delay.

To make a complaint

If you are not satisfied with any part of our service then you should contact us using the details in **Important information – How to make a complaint** and we will do our best to resolve the problem.

For general queries

If you need any help to fully understand what is covered under this policy please contact your insurance broker

How to contact us for advice

For advice or health & wellbeing support

Your policy provides access to a 24/7 year round telephone advice line. This service provides advice on general legal matters on the law which applies in the UK.

You can also get advice on health and safety matters in the UK by calling the same number 9-5 Monday to Friday (excluding public holidays).

In addition, your policy comes with access to a 24/7, year round and health & wellbeing support line that gives emotional and practical in the moment support on personal matters to enhance your employee's health and wellbeing.

The telephone number to call is shown in your policy schedule and you will need your policy number to access the advice.

Special or unusual conditions and terms of this policy

The policy comes with some important conditions and terms that you need to be aware of:

Prospects of success

We will make our decision on whether to cover your claim based on a legal opinion from your representative (and any professional advice we regard necessary) on whether your claim has at least a 51% chance of:

- Successfully pursuing your case and securing a legal and/or financial remedy
- Not being found liable in a civil (not criminal) case against you
- Being found not guilty in the defence of a criminal prosecution
- Securing a significant reduction of your punishment or fine in a criminal prosecution
- Successfully appealing the decision of the relevant authority

If there is 50% or less chance of the above we will not provide cover.

Liquidation

If you are placed in liquidation, receivership, administration or bankruptcy or enter into a voluntary arrangement of any kind or if any application is made to the Court or a meeting held for these purposes, this policy will automatically terminate. If this happens, cover for costs and compensation will be automatically withdrawn and costs incurred or compensation awarded after the date of withdrawal will not be covered.

Defined terms

Some of the words we use have a specific meaning, these are highlighted by showing them in **bold** print. Please see the **Defined terms** section to see what these words mean.

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Your insurance policy

This is the agreement between **you** and **us**

Things we will do

We will provide the cover as written in this **policy** for:

- Disputes under the **Sections of cover** shown as insured in **your policy** schedule and
- **Costs/compensation** subject to the **excesses** and the limits shown in **your policy** schedule and
- **Claims** or notifiable circumstances notified to **us** during **your period of insurance** which are in connection with **your** business description as stated in **your policy** schedule and
- Disputes, legal proceedings or HMRC investigations that are or would be within the **territorial limits** as stated in **your policy** schedule

Things you must do

You must comply with the following conditions which are summarised below and some of which are more fully explained in the remainder of this agreement. If **you** fail to do so, **we** may not pay **your claim**, or any payment could be reduced.

You/the policyholder must:

- Pay the premium for **your policy**
- Provide **us** with a truthful account of **your** circumstances and any extra information **we** ask for, to underwrite **your policy** and assess **your claim**
- Tell **us** as soon as possible if there is a change in **your** circumstances such as:
 - Any change of ownership of **your** business
 - If **your** business is involved in a merger or the acquisition of another business
 - Any change in **your** business description
- Take all reasonable steps to avoid and prevent tax investigations, legal proceedings and disputes
- Minimise the cost and effect of any **claim** by taking all reasonable steps to avoid unnecessary expense
- Follow the **Claims conditions** of this **policy**

If **you** do not meet **your** part of the agreement **we** may:

- Not cover all or part of **your claim** and **we** may recover any payments already made
- Increase **your** premium or change the terms of **your policy**
- Cancel **your policy** and treat it as though it did not exist to begin with

Wording reference	15232007/1
Sections of cover	
Criminal defence	
What is covered?	What is not covered?
We will pay costs for your:	We will not cover claims:
<p>Interview under caution</p> <p>Representation (including written submissions) at an interview under caution by the Police or a prosecuting authority</p>	<p>Interview under caution</p> <p>Where you are required by the Police to immediately attend an interview under caution at a Police Station</p>
<p>Prosecution defence</p> <p>Defence of a criminal prosecution once you receive a summons accusing you of a criminal offence</p>	<p>Prosecution defence</p> <ol style="list-style-type: none"> 1. Where you are alleged to have committed: <ol style="list-style-type: none"> a. a motoring offence b. an assault or sexual offence (unless a not guilty plea is maintained throughout) c. fraud, dishonesty, or criminal damage 2. Where there are criminal proceedings arising from or related to tax, or if an application is made under the Proceeds of Crime Act 3. For your employee, director or a partner of your business if you are charged under the Corporate Manslaughter, or Corporate Homicide Act 2007 4. Where there is an allegation you are responsible for damage, or loss caused by seepage, pollution, or contamination of any kind
<p>Motor offences</p> <ul style="list-style-type: none"> • Defence of a criminal prosecution where the conviction would result in the loss of a driving licence required by your director or business partner of your business to carry out essential business activities • Defence of a criminal prosecution for tachograph or weight offences 	<p>Motor offences</p> <p>Where there is an allegation of driving under the influence of drugs/alcohol or the use of handheld electronic equipment</p>
	<p>All of Criminal defence</p> <p>Where there has been death, or disease, or injury including psychiatric injury or stress which is covered by any other insurance policy</p>

	you hold, or are required to hold
What you need to know We won't pay any costs or fines that you are ordered to pay by a criminal Court	
Safeguarding appeals	
What is covered?	What is not covered?
<p>We will pay costs for your appeal to the:</p> <ul style="list-style-type: none"> • Disclosure and Barring Service (DBS) • Disclosure Scotland or Access Northern Ireland <p>against a decision to add your name on the list of people barred from certain roles.</p>	<p>We will not cover claims at the Upper Tribunal stage of the appeal process</p>
Regulatory compliance	
What is covered?	What is not covered?
We will pay:	We will not cover claims :
Enforcement notices	
Costs to appeal against an improvement or prohibition notice issued by the Health and Safety Executive or the Food Standards Agency	
Data protection defence	
Costs for your defence under the Data Protection Act 2018 (Articles 168 and 169) and the General Data Protection Regulation (Section 82)	
Data protection compensation	Data protection compensation
For your liability for compensation as a result of holding, losing or unauthorised disclosure of data provided that at the time of a claim under this Section of cover you have an accepted claim under Data protection defence	Where the party you are in dispute with has not suffered a specific financial loss
Extra protection	
What is covered?	What is not covered?
We agree to pay costs :	We will not cover claims :
Personal injury	Personal injury
For you to pursue a claim for damages for physical bodily injury suffered carrying out your business activity (as stated in your policy schedule) which was caused by an actual or alleged act or omission of another party	<ol style="list-style-type: none"> 1. Where the legal case is or may be against you 2. Where the injuries were suffered on your property

<p>Civil defence for allegations of abuse</p> <p>For you to defend a civil action made by or on behalf of an individual under your care which alleges physical or sexual abuse</p>	<p>Civil defence for allegations of abuse</p> <p>Where the accusation is by your employee</p>
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What is not covered?

We will not cover **you** for:

1. The defence of legal proceedings concerning:
 - a. death, or disease, or injury including psychiatric injury or stress (other than under **Criminal defence**)
 - b. damage to or loss or destruction of property
 - c. an alleged breach of professional duty
2. **Costs/compensation** incurred without or in excess of **our** written consent
3. Any **claim** relating to or arising from any cause, event or circumstance occurring before or existing at the start of this **policy** and which has or which **you** knew or should reasonably have known may give rise to a dispute, legal proceedings or HMRC investigation or a **claim**
4. Any type of fine or other financial penalty imposed by a Court, Tribunal or regulatory or supervisory body or taxes, duties, interest or penalties imposed by HMRC
5. Any dispute or legal proceedings in respect of which **you** are, or but for the existence of this **policy** would be, entitled to indemnity under a legal aid certificate or representation order
6. Disputes or legal proceedings between any parties specified as **you** in the **policy** schedule or with any parent, subsidiary or associated company or partner
7. Any dispute **you** have with **your representative**, any party involved in the arrangement of this **policy**, with **us**, or any Markel group company.
8. Any **costs/compensation** incurred in a dispute or legal proceedings concerning, arising out of or in connection with:
 - a. breach of confidentiality
 - b. passing off
 - c. defamation or malicious falsehood
 - d. the ownership or existence of any intellectual property rights
 - e. a Judicial Review
9. Any **costs/compensation** incurred in a dispute or legal proceedings concerning, arising out of or in connection with **your**:
 - a. intentional wrongdoing
 - b. act or omission with negligent disregard as to its consequences
10. Any **costs/compensation** which **you** should or would have had to incur irrespective of any dispute
11. Any benefit under this insurance to the extent of providing cover, payment of any **claim** or the provision of any benefit where doing so would breach any sanction, prohibition or restriction imposed by law or regulation
12. The VAT element of **your claim** if **you** are registered for VAT
13. Any **claim** caused by, happening through or in consequence of terrorism, war, invasion, acts of foreign enemies, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection, military or usurped power, or confiscation or nationalisation or requisition or destruction of or damage to property by or under the order of any government or public or local authority
14. Any **claim** caused by or contributed to by or arising from nuclear reaction, nuclear radiation or radioactive contamination
15. Any legal costs or expenses for, or incurred as a direct result of, a **cyber act** or **cyber incident** (other than under **Data protection** and **Data protection compensation**). However, **costs/compensation** incurred indirectly from or arising out of a **cyber act** or **cyber incident** are payable but only to the extent that coverage is provided for by the **Sections of cover** and subject to all of the terms, conditions, warranties and exclusions of this **policy**.

Claims conditions

There are conditions contained below which must be complied with or met for **us** to provide cover under this **policy**.

How and when to make a claim

The contact details for The Claims Department can be found in the **Welcome page** of this **policy**

We will only cover **claims** that **you** tell **us** about during **your period of insurance**.

You must tell **us** as soon as possible when **you** become aware of any cause, event or circumstance which does or may involve **you** and which has given, or may give rise to a **claim**, dispute, legal proceedings or tax investigation.

Where **we** have accepted notification as described above, **we** will treat any later **claim** regarding that notified cause, event or circumstance as though the **claim** had been notified during the **period of insurance**.

We will send **you** an insurance claim form that must be completed and returned as soon as possible.

When we will agree to cover your claim

Consent

We will only cover **claims** where **you** have obtained **our** consent in writing before incurring any **costs**. **We** will give **our** consent for **you** to incur **costs/compensation** provided that **you** can satisfy **us** throughout **your claim** that:

- It is reasonable and proportionate (in relation to **your claim**) to incur **costs/compensation**
- There are **reasonable prospects of success**, other than **Interview under caution**

If during the course of **your claim** **you** can no longer satisfy **us** of the above, cover under this **policy** for **costs/compensation** will be withdrawn and no **costs/compensation** on or after the date of withdrawal will be covered, whether **we** previously agreed to them or not.

We will make **our** decision on whether to cover **your claim** based on:

- A fully completed insurance claim form
- The information and documentation **we** reasonably request
- A legal opinion from **your representative** on whether **your claim** has **reasonable prospects of success** and any professional advice **we** regard necessary

If **your claim** is accepted by **us**, it does not always mean that all **costs/compensation** will be paid, for example **we** will not pay for things that are not directly relevant to **your claim**. **We** may also limit any cover **we** provide by time, amount or to a specific stage of legal proceedings in order to allow **us** to review **our** continued acceptance of **your claim**.

If after accepting **your claim**, it is shown that **your claim** has not been brought within the terms and conditions of the **policy**, no further cover will be provided and **we** will recover from **you** any **costs/compensation** **we** have paid.

Counsel's opinion

At **our** discretion **we** may also require **you** to obtain a legal opinion from Counsel at **your** expense to satisfy **us** that there are **reasonable prospects of success** and it is reasonable and proportionate (in relation to **your claim**) to incur **costs/compensation**.

If based on Counsel's opinion **we** are satisfied in respect of the above the reasonable cost of obtaining that opinion will be paid by **us** subject to the **excess** and the limits shown in **your policy** schedule.

Claims rejected due to a lack of reasonable prospects of success

If **we** rejected **your claim** solely due to a lack of **reasonable prospects of success**, **we** will pay **costs/compensation** that are reasonable and proportionate to the legal and/or financial remedy achieved, subject to the terms and conditions of this **policy** if:

- **You** proceeded with the legal action which formed **your claim** to its conclusion with a Court, Tribunal or equivalent having issued a judgment (excluding any settlement, mediation, alternative dispute resolution or equivalent resolution process) and were successful
- **You** were defending, the judgment found **you** were not at fault
- **You** were pursuing, the judgment awarded **you** the remedy **you** were seeking at the time **we** rejected **your claim**
- **You** tell **us** about it as soon as possible

Settlements

You must inform **us** as soon as an offer of settlement is received and **you** must obtain **our** consent before **you** make or respond to any offer of settlement.

In any settlement **you** must:

- Take into account the prospects of the case and likely future **costs/compensation**
- Try to recover as much **costs/compensation** as possible

If **you** unreasonably reject an offer of settlement which **we** recommend acceptance of or make an offer which **we** do not agree with, no further cover will be provided and **we** may seek to recover from **you** **costs/compensation** **we** have paid.

At **our** discretion, instead of covering **you** for **costs/compensation**, **we** can choose to pay:

- The damages **you** are likely to be awarded by a Court or Tribunal or
- The amount of money being claimed against **you** or the amount of money the other party will settle for, whichever is the lesser

If **we** choose to do this, then **your claim** will end and no further payments of **costs/compensation** will be made.

During a **claim** under **Data protection defence** and/or **Data protection compensation** of this **policy**, **we** can require **you** to offer to pay an amount of money to the person **you** are in dispute with, if **we** have agreed to cover that amount as **costs/compensation**.

Co-operation

You must co-operate with **us** and **your representative** at all times during the course of **your claim** this includes:

- Allowing **us** and **your representative** to communicate directly with each other about **your** case
- Providing a full and truthful account of **your** case and with all necessary documentation or evidence
- Attending any meetings as required
- Instructing **your representative** to provide **us** with information, documentation or evidence **we** require (even if privileged) and regular updates including when anything negatively affects the factors **we** took into account in accepting **your claim**.

Recovery

If the outcome of **your** case is that another party is found responsible for reimbursing **you** for some or all of **your costs/compensation**, **you** and **your representative** must make every effort to fully recover those **costs/compensation** which **you** must pay to **us**.

If the legal case was settled and the terms of the settlement do not specify the split between damages and costs then a fair and reasonable proportion of that settlement will be treated as **costs/compensation** and paid to **us**.

If costs are recovered from the other party then that money will be repaid to **us** first until all **costs/compensation** have been repaid.

Payment

A copy of all invoices for **costs/compensation** you receive from **your representative** should be forwarded to **us** within 30 days of the date the invoice was issued. If **we** require, **you** must ask **your representative** to send the costs for assessment by a Court or Tribunal or to a costs lawyer of **our** choice.

You are responsible for the payment of all **costs/compensation**. **We** will reimburse **you** for the **costs/compensation** subject to the **excesses** and the limits shown in **your policy** schedule. **We** may settle these **costs/compensation** directly if **we** choose to do so.

Appeals

If **you** wish to appeal against the judgment or decision of a Court or Tribunal or if there is an appeal against a judgment that is in **your** favour, **we** will consider providing further cover if:

- **We** covered the initial legal proceedings that are being appealed as a **claim** and cover was not withdrawn
- The grounds for the appeal were submitted to **us** as soon as possible and before any deadline set by the Court or Tribunal

If **we** require, **you** must co-operate in an appeal against the judgment or decision of a Court or Tribunal.

Instruction and choice of your representative, Counsel and experts

In all cases **your representative** will be appointed in **your** name and on **your** behalf.

Freedom to choose your representative

You will have freedom to choose **your representative** if:

- there is a legal conflict of interest between **you** and **us** and
- at the point of legal proceedings or an inquiry

subject to **us** approving **your** choice, in these circumstances, see **your policy** schedule for details.

In a tax enquiry or any **claim** where **we** may be liable to pay **compensation** **we** will choose a **representative** to act on **your** behalf.

In all other circumstances, **we** will choose a **representative** to act on **your** behalf.

When selecting **your representative**, **you** must have regard to **your** duty to minimise the cost of any **claim**.

The name and address of **your** chosen **representative** must be notified to **us** in writing. **We** will accept **your** choice if:

- **We** are satisfied that **your** chosen **representative** will co-operate with **us** and enable **you** to comply with the terms and conditions of **your policy**
- The **representative** has the necessary experience to deal with the dispute
- The **representative's** charging rates are fair and reasonable in regard to the dispute

A dispute arising from **your** choice of **representative** may be referred to arbitration in accordance with **Complaints about the policy**.

You must not enter into any agreement with **your representative** as to the basis of calculation of **costs** without **our** written consent.

If in any **claim your representative** wishes to instruct Counsel or an expert the following must be submitted to **us** for **our** approval:

- The expert's or Counsel's name
- Details of their expertise
- Charging rates and estimated cost
- An explanation of the need for such instruction

Important information

Fraud

If **you** or anyone acting on **your** behalf make a fraudulent **claim**, **we** will cancel the **policy** from the time the fraud took place, retain any premium and recover from **you** any amount **we** have paid towards the fraudulent **claim**.

Dual insurance

If any **claims** covered under this **policy** are also covered by another policy, or would have been covered if this **policy** did not exist, **we** will only pay **our** share of the **claim** even if the other insurer refuses the claim.

Details of the Financial Services Compensation Scheme

Markel International Insurance Company Limited is covered by the Financial Services Compensation Scheme ("FSCS"). **You** may be entitled to compensation from FSCS if Markel International Insurance Company Limited is unable to meet its obligations to **you** under this insurance.

If **you** are entitled to compensation from FSCS, the level and extent of compensation will depend on the nature of this insurance. Further information about FSCS is available on their website: www.fscs.org.uk or you can write to them at PO Box 300, Mitcheldean, GL17 1DY.

Information you have given us

In deciding to accept this **policy** and in setting the terms and premium, **we** have relied on the information **you** have given **us**. **You** must take care when answering any questions **we** ask by ensuring that all information provided is accurate and complete.

If **we** establish that **you** deliberately or recklessly provided **us** with false or misleading information **we** will treat this **policy** as if it never existed and decline all **claims**.

If **we** establish that **you** carelessly provided **us** with false or misleading information it could adversely affect **your policy** and any **claim**. For example, **we** may:

- Treat this **policy** as if it had never existed and refuse to pay all **claims** and return the premium paid. **We** will only do this if **we** provided **you** with cover which **we** would not otherwise have done
- Amend the terms of **your policy**. **We** may apply these terms as if they were already in place if a **claim** has been negatively affected by **your** carelessness
- Reduce the amount **we** pay on a **claim** in proportion to the premium **you** have paid against the premium **we** would have charged **you**
- Cancel **your policy** in accordance with the cancellation information below

We will write to **you** or **your** insurance broker if **we**:

- Intend to treat **your policy** as if it never existed
- Need to amend the terms of **your policy**

If **you** become aware that information **you** have given **us** is inaccurate, **you** must inform **us** as soon as possible.

Cancellation

Provided there have been no **claims** or circumstances known or reported to **us** during the **period of insurance** shown in the **policy** schedule:

- The **policyholder** can cancel the **policy** if less than 14 days of the **policy** have expired and **we** will refund **your** premium in full;
- If more than 14 days of the policy has expired the **policyholder** can cancel the **policy** and **we** will refund a return pro-rata premium.

Cancellation requests must be made to:

The Underwriting Department
 Markel Legal Expenses Insurance
 20 Fenchurch Street
 London
 EC3M 3AZ
 Email: LEIunderwritersuk@markel.com

The **policy** may be cancelled by **us** at any time, if **we** choose to do this we will give the **policyholder** 30 days' notice in writing and **we** will refund a return pro-rata premium provided there have been no **claims** or circumstances known or reported to **us** during the **period of insurance** shown in the **policy** schedule. **We** will only do this for a valid reason (examples of valid reasons are as follows):

- If the **policyholder** has not paid the premium
- A change in risk which means that **we** can no longer provide **you** with this cover
- If **you/the policyholder** do not supply any information or documentation that **we** have asked for
- Threatening or abusive behaviour or the use of threatening or abusive language

If this happens, cover under **your policy** for **costs/compensation** will be automatically withdrawn and any **costs/compensation** incurred on or after the date of withdrawal will not be covered whether **we** previously agreed to them or not.

Complaints

About the insurance

Markel is committed to providing a high quality and professional service and to maintain fair outcomes for **our** customers. If **you** are dissatisfied or have any complaints about **your** policy or the handling of a claim **you** should, in the first instance, contact Compliance on the following contact details:

by telephone: +44 (0)20 7953 6020

by email: complaints@markel.com

by writing to: Compliance

Markel International Insurance Company Limited, 20 Fenchurch Street, London England EC3M 3AZ

The aim of this procedure is to settle the complaint fairly and as quickly as possible. **We** will use **our** best endeavours to comply with the timeframes set out below.

- A complaint received by Markel International Insurance Company Limited (whether by letter, e-mail, telephone conversation or other oral representation) will be allocated to an appropriate person to carry out an independent review of the justification of the complaint.
- Complaints will be acknowledged promptly. **We** endeavour to acknowledge the complaint in writing within seven business days after receipt. That acknowledgement will include the name of the person who will be reviewing the complaint and a copy of this Complaint Procedure.
- **We** will try to resolve a complaint within four weeks and give a written final response, or send an interim response explaining why **we** are not yet in a position to resolve matters.

- By the end of eight weeks following receipt of a complaint, a final response will be issued or a further interim response giving an indication as to when a final response can be expected.
- The Financial Ombudsman Service (FOS) operates a dispute resolution facility for consumers, micro-enterprises (small businesses), small charities and trustees. An eligible complainant has up to six months to register a complaint with the FOS if the outcome was not to their satisfaction. If **you** do not refer your complaint in time, the Ombudsman may not have **our** permission to consider the complaint and will only be able to do so in very limited circumstances. For example if the Ombudsman believes that the delay was as a result of exceptional circumstances. **You** can find further information on the FOS at www.financial-ombudsman.or.uk

Markel Legal Expenses Insurance is a trading name of Markel International Insurance Company Limited.

Markel International Insurance Company Limited is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority. Financial Services Register Number 202570. The company is registered in England and Wales No: 00966670 with registered address at 20 Fenchurch Street, London, EC3M 3AZ. VAT number 245 7363 49. Markel Group Inc is the ultimate holding company for Markel International Insurance Company Limited.

If the Financial Ombudsman Service cannot arbitrate over the dispute then **we** and **you** shall both agree on an independent arbitrator (who must be a solicitor or barrister) to arbitrate over the dispute.

Any dispute between **you** and **us** will be decided by arbitration. The arbitrator will be a single arbitrator, either a solicitor or barrister practicing in the Law of England and Wales. The arbitration will take place in England. The arbitration will be governed by both the laws of England and Wales and the Arbitration Act 1996. The apportionment of the costs of the arbitration will be decided by the arbitrator. If **we** and **you** cannot agree on the choice of an arbitrator, an arbitrator will be nominated by the President of either the Law Society or the Bar Council in England and Wales. The costs of the arbitration will be paid by the party that loses the arbitration.

About the legal advice line

The legal advice line is provided by Markel Law LLP which is authorised and regulated by the Law Society and is part of the Markel Group of companies.

If you have a complaint regarding the legal advice line, please contact the Compliance Officer who will be responsible for dealing with client care issues. You can contact them by post at Markel Law LLP, 11th Floor, 82 King St, Manchester, M2 4WQ, via email at Michael.Black@markel.com or by telephone on 0345 351 0025. We will deal with the complaint in accordance with our complaints procedure, a copy of which is available on request.

Once we have exhausted our internal procedure, if you are not satisfied with our handling of your complaint or the outcome, you may contact The Legal Ombudsman Service by post at PO Box 6167, Slough, SL1 0EH, by email at enquiries@legalombudsman.org.uk or by telephone on 0300 555 0333 and ask them to consider the matter.

Data protection

Markel are committed to protecting **your** privacy. Insurance involves the use and disclosure of your personal data to various insurance participants such as intermediaries, insurers and reinsurers. If **you** would like to know how Markel deals with any personal data **you** have provided **us**, please contact **your** Agent or Broker who will provide **you** with our contact details. Alternatively, please visit **our** privacy page at: <https://www.markel.com/privacy-policy>

Rights of third parties

A person who is not a party to this **policy** has no right under the Contracts (Rights of Third Parties) Act 1999 to enforce any term of this **policy** but this does not affect any right or remedy of a third party which exists or is available apart from that Act.

Breach of sanctions

We provide no cover for any **claim** if it means **we** would be in breach of any sanction, prohibition or restriction under United Nations resolutions or the trade or economic sanctions, laws or regulations of The European Union, The United Kingdom or The United States of America.

Applicable law

The laws of England and Wales apply to this **policy** and any Acts of Parliament referred to are as amended.

Brexit

We provide no cover for any **claim** where the regulatory risk location is within the European Economic Area (EEA).

Liquidation

If **you** are placed in liquidation, receivership, administration or bankruptcy or enter into a voluntary arrangement or deed of arrangement or if any application is made to the Court or if a meeting for any of these reasons is held, this **policy** will automatically terminate. If this happens, cover under **your policy** for **costs/compensation** will be automatically withdrawn and any **costs/compensation** incurred on or after the date of withdrawal will not be covered whether **we** previously agreed to them or not.

Communications

All notices and communications from **us** to **you** regarding **your policy** shall be deemed to have been sent to **you** if sent to your insurance broker (if applicable) or, in relation to any matters arising out of any **claim**, if sent to **your representative**.

Defined terms

Any one claim

All **claims** connected by the same:

- Original cause, event, circumstance or related in time or
- Legal proceedings or parties in dispute

even if **you** are claiming under more than one **Section of cover** of this **policy**

Claim

An insurance claim under this **policy**

Computer system

Any computer, hardware, software, communications system, electronic device (including, but not limited to, smart phone, laptop, tablet, wearable device), server, cloud or microcontroller including any similar system or any configuration of the aforementioned and including any associated input, output, data storage device, networking equipment or back up facility, owned or operated by **you** or any other party.

Costs/compensation

• Own costs

The legal or professional costs (including any disbursements such as Counsel's or expert's fees) reasonably charged to **you** by **your representative**

• Other party costs

In civil proceedings, the legal costs incurred by the party **you** are in dispute with that a Court or Tribunal orders **you** to pay or that **you**, with **our** prior written agreement, agree to pay under the terms of a settlement. This does not include any costs **you** are responsible for paying under the terms of a contract.

• Data protection compensation

You have been ordered to pay under the Data Protection Act 2018 (Articles 168 and 169) and the General Data Protection Regulation (Section 82)

Cyber act

An unauthorised, malicious or criminal act or series of related unauthorised, malicious or criminal acts, regardless of time and place, or the threat or hoax thereof involving access to, processing of, use of or operation of any **computer system**.

Cyber incident

- Any error or omission or series of related errors or omissions involving access to, processing of, use of or operation of any **computer system**; or
- Any partial or total unavailability or failure or series of related partial or total unavailability or failures to access, process, use or operate any **computer system**.

Employee

Any person under a contract of service with **you**

Excess

The initial amount of **costs/compensation** as shown in the **policy** schedule that **you** must pay in a **claim** before **we** will make any payment under this **policy** if **you**:

- Use **our** choice of **representative**
- Exercise **your** freedom to choose **your representative** as described under **Claims condition: Instruction and choice of your representative, Counsel and experts**

Member/you/your

An individual who is a licenced ice skating instructor or coach and member of the **policyholder**

Period of insurance

The period of time during which insurance is provided by this **policy** as shown in the **policy** schedule

Policy

This insurance policy including the schedule and any endorsements that apply

Policyholder

The organisation shown in the **policy** schedule that has purchased this **policy** on **your** behalf

Property

Land (including walls) or buildings owned or occupied by **you** or for which **you** are legally responsible

Reasonable prospects of success

We will make **our** decision on whether to cover **your claim** based on a legal opinion from **your representative** (and any professional advice **we** regard necessary) on whether **your claim** has at least a 51% chance of:

- Successfully pursuing **your** case and securing a legal and/or financial remedy
- Not being found liable in a civil (not criminal) case against **you**
- Being found not guilty in the defence of a criminal prosecution
- Securing a significant reduction of **your** punishment or fine in a criminal prosecution
- Successfully appealing the decision of the relevant authority

If there is 50% or less chance of the above **we** will not provide cover.

Representative

A solicitor, barrister, accountant or other appropriately qualified person appointed to act for **you** and who agrees to comply with the terms of this **policy**. The chosen representative may not be a person employed by **you**.

Territorial limits

The regions as stated in the **policy** schedule which will have the following meanings:

- UK: The United Kingdom of Great Britain and Northern Ireland, the Channel Islands and the Isle of Man

We/Our/Us

Markel International Insurance Company Limited trading as Markel Legal Expenses Insurance, 20 Fenchurch Street, London EC3M 3AZ. **Claims** will be handled by Markel Protection Limited which is a separate legal entity to Markel International Insurance Company Limited.

The insurer is liable only for the proportion of liability it has underwritten. The insurer is not jointly liable for the proportion of liability underwritten by any other insurer. Nor is the insurer otherwise responsible for any liability of any other insurer that may underwrite this contract

MARKEL

Markel Legal Expenses Insurance

20 Fenchurch Street, London, EC3M 3AZ Tel: 0345 350 1099

www.uk.markel.com

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