



Strata Home and Contents Group Policy Insurance Product Disclosure Statement (PDS)

Protecting hosts who rent out their property for short stays.

www.sharecover.com

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ShareCover is issued by Insurance Australia Limited, ABN 11 000 016 722,
AFS Licence Number 227681 trading as ShareCover Enterprises

Key features & benefits | Strata Home & Contents

What you're covered for | [Guest cover](#)

Accidental damage



Accidental breakage



Fire



Malicious damage



Explosion or landslide or subsidence



Theft or attempted theft



Impact



Bursting, leaking, discharging or overflowing



Riot or civil commotion



Identity theft



What you're covered for | [Additional benefits](#)

Included

Electric motor burnout



Change of locks



Emergency services access



Failure to vacate



Loss of rental income



Loss of rent (death of a Guest)



Loss of rent (suicide of Guest)



Pet damage



Prevention of access cover



What you're covered for | [Liability cover](#)

Building cover

Contents cover

Liability



Strata Home & Contents at a glance | Here's a quick summary

Here's a summary of the key details about Strata Home and Contents insurance. In this PDS, we set out the full details about Your cover and any limits, exclusions and conditions that may apply.

Who we cover	<p>Under the policy, we cover:</p> <ul style="list-style-type: none">- The Owner; and- short stay Guests <hr/>
Type of insurance	<p>Under the policy We provide three types of cover:</p> <ul style="list-style-type: none">- Home and contents;- Guest Short Stay Cover (covers for guest related damage or loss when there is a paying Guest); and- Public Liability Cover <hr/>
What we insure	<p>The Home:</p> <ul style="list-style-type: none">- the flat or unit at the Site that the Owner owns under company share, stratum or strata title <p>Contents:</p> <ul style="list-style-type: none">- Items that an Owner's is responsible for and that are kept in or around the Home <hr/>
What we pay	<p>For the Home:</p> <ul style="list-style-type: none">- The cost to repair or rebuild an Owner's Home up to the building sum insured <p>For the Contents:</p> <ul style="list-style-type: none">- The cost to repair or replace an Owner's Contents to the Contents sum insured <p>For Public Liability:</p> <ul style="list-style-type: none">- The cost to compensate for personal injury or damage to property up to the Liability sum insured <hr/>
What you're covered for	<p>Listed events</p> <ul style="list-style-type: none">- We cover loss or damage to an Owner's home and/or contents caused by certain events – for example; fire, theft and accidents <p>Additional benefits</p> <ul style="list-style-type: none">- We cover other costs an Owner may occur in certain situations, for example; loss of rental income <p>Liability cover</p> <ul style="list-style-type: none">- We cover claims made against the Owner for death or injury to another person and for loss or damage to someone else's property

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Key details about Your Policy

About this Product Disclosure Statement

ShareCover Strata Home and Contents Group Policy is issued by Insurance Australia Limited, ABN 11 000 016 722, AFS Licence Number 227681 trading as ShareCover Enterprises.

You can contact Us in relation to this insurance by:

E-mail: contact@sharecover.com
Website: www.sharecover.com
Post: ShareCover Enterprises, Tower Two, Darling Park, 201 Sussex St, Sydney, 2000.

This Product Disclosure Statement ('PDS') tells You about this insurance and is designed to help You make an informed choice before buying this insurance. This PDS explains the cover, what happens in the event of a claim, and what You need to do when You insure with Us.

It is important that You read this document and the Certificate, understand the cover provided, make sure all the information is correct and if You need to change anything, contact Us.

From time to time We will need to update this PDS. If the update results in a material change from the PDS You hold, We will send You another PDS or a supplementary PDS. You may request a copy of the PDS free of charge at any time by contacting Us.

Summary of what You are covered for and the purpose of the cover

This ShareCover Strata Annual Home and Contents Group Policy is intended to cover Homes that are owned under company share, stratum or strata title. The Policy only provides limited cover for loss or damage to a Home as a home building owned under company share, stratum or strata title should be insured by the body corporate or Owners corporation insurance. This Policy will only insure an Owner's Home to the extent that the Home is not insured under the body corporate or Owners corporation policy.

Under this Policy We will cover an Owner's Home that is used for Temporary Residential Accommodation and its Contents for loss or damage by certain events (for example fire, theft and storm) during the Period of Insurance as well as loss or damage from certain events caused by the act or omission of a Guest or a Guest's visitor (such as malicious damage or theft) during a period of Temporary Residential Accommodation during the Period of Insurance. We will provide cover up to the sum insured shown on the Certificate for 'Buildings Cover' and 'Contents Cover' (as applicable) for all claims for loss or damage arising from the one event.

The ShareCover Strata Annual Home and Contents Group Policy provides insurance cover throughout the Period of Insurance under Section 1 but the cover under Section 2 is only provided while a Guest is in Temporary Residential Accommodation in the Home. The cover includes:

- Home and Contents insurance;
- Guest Short Stay Cover;
- cover for liability that may arise from Personal Injury or Damage to Property; and
- additional benefits within the limits set out in this PDS.

See the Important Note below for some of the limitations in cover under this Policy.

Important note

The insurance is entered with You and provides cover for Owners in the terms set out in the Policy. There is no cost or other amount payable for this Policy by an Owner who may be covered under this Policy except that an Owner must pay an Excess for any claim made under the Policy.

Owners are not parties to the contract between Us and You. This means that Owners cannot do certain things (for example, they cannot vary or cancel the Policy – only You can do this).

Owners have a right to recover their loss in accordance with the cover We have agreed to provide under this Policy to You by way of right under section 48 of the *Insurance Contracts Act 1984 (Cth)*. Section 48 provides that Owners have the same obligations in relation to a claim made by them that You would have to Us (for example complying with the 'Claims' section) and may discharge the Your obligations in relation to a loss. We have the same defences to an action by the Owner as We would in an action by You.

Where the Policy covers Owners, You:

- a) are not Our agent;
- b) act independently from Us in entering into this insurance contract; and
- c) do not hold an Australian Financial Services Licence and are not authorised by Us to provide any recommendations or opinions about the insurance or other financial services to Owners or any other party. The Owner should consider obtaining their own financial product advice about the cover from a person who is able to give such advice under an Australian Financial Services Licence.

The Owner may contact Us on contact@sharecover.com to verify that the Owner is covered by this Policy and this Policy remains current. The Owner will not be charged for this information.

Any notices of expiry, variation, avoidance or cancellation will be sent by Us to You, but will not be sent to the Owner. You are required to notify Owners when this occurs.

You must provide all Owners:

- a) with a notice if it is not reasonable to expect that this Policy will apply for the period of time the Owner uses Your services or their Home is available on a Recognised Platform. If You fail to provide such notice You may be liable to compensate the Owner who suffers loss or damage;
- b) with a notice if this Policy is, or is likely to be, cancelled or not renewed. If You fail to provide such notice You may be liable to compensate the Owner who suffers loss or damage;
- c) if You have reason to believe that the Owner will be entitled to cover under this Policy, with a copy of this Policy; and
- d) a copy of this Policy free of charge within a reasonable time after the Owner has requested it.

As We are not in direct contact with, nor do We know the identity of Owners prior to them using Your services or a Home being available on a Recognised Platform, We rely on You to ensure that Owners receive the required information.

ShareCover Strata Annual Home and Contents Group Policy provides cover to an Owner for loss and damage to a Home and Contents by certain events occurring during the Period of Insurance under Section 1. Cover is also provided in relation to loss or damage to a Home and Contents caused by certain events directly caused by the act or omission of a Guest or a Guest's visitor under Section 2 but only if the loss or damage occurs during a period of Temporary Residential Accommodation during the Period of Insurance.

ShareCover Strata Annual Home and Contents Group Policy will not insure:

- any Home that is not owned under company share, stratum or strata title;
- any Home that has not been recognised as a habitable environment by government authorities (e.g. tree houses);
- any Home that is being sub-let without written consent of the Owner;
- any Home that the relevant local government, council or government authority does not permit to be used as tourist, visitor or other short term or temporary accommodation; or
- licensed hotels, motels, resorts, inns, or similar licensed venues for accommodation.

The most We will pay for loss or damage to the Home under Section 1 or Section 2 is the sum insured for 'Building Cover' and for loss or damage to the Contents is the sum insured for 'Contents Cover' on the Certificate. There are other limitations in what We will pay including:

- up to \$25,000 for theft or attempted theft of or from the Home or Contents under Section 2;
- up to \$10,000,000 liability cover;
- up to the lesser of \$50,000 or 52 weeks for loss of rental income from when the listed event took place;
- up to \$5,000 each for riot or civil commotion and in legal fees for identity theft under Section 2.

It is Your responsibility to ensure that the Policy You have is appropriate to Your needs and it is the responsibility of Owners to ensure that the Policy is appropriate to their needs and the amount of insurance cover accurately reflects the cost to replace the Home and Contents insured under this Policy in the event of a claim. You or an Owner may be required to show proof of this in the event of a claim.

This is only a summary of the cover. It is important that You and any Owner read the PDS in full and the Certificate to ensure that You and any Owner understand the limitations of the cover.

General Insurance Code of Practice (the Code)

The purpose of the Code is to raise the standards of practice and service in the general insurance industry. The objectives of the Code are:

- a) to commit Us to high standards of service;
- b) to promote better, more informed relations between Us and You;
- c) to maintain and promote trust and confidence in the general insurance industry;
- d) to provide fair and effective mechanisms for the resolution of complaints and disputes between Us and You;
and
- e) to promote continuous improvement in the general insurance industry through education and training.

Our commitment to You

We have adopted and support the Code and are committed to complying with it. Please contact Us if You would like more information about the Code.

Complaints

For the purposes of this 'Complaints' section only, "You" and "Your" will mean You and an Owner.

What to do if You have a complaint

We understand that occasionally issues may arise and You may have a complaint. We take complaints seriously and have a process through which We seek to resolve them. We will try to resolve Your complaint through the process

outlined below and aim to work within the given timeframes to resolve the complaint. If Your complaint is not resolved within 45 days, You may wish to access external review options.

Step 1: Please contact Us

The first thing You should do is contact Us about Your concerns. Please provide Us with the best telephone number or e-mail address to reach You at. One of Our consultants will be in touch to try and resolve the complaint for You. If not, they will refer You to, or You may request to speak to, a manager.

E-mail: contact@sharecover.com

Web: <https://sharecover.com/contact.html>

The consultant or manager will attempt to respond to Your complaint as soon as possible. If they require more information, they will aim to respond within 15 business days of receipt of Your complaint.

Step 2: Contact Customer Relations

If the manager cannot resolve Your complaint, You may request the matter be referred to Our Customer Relations area or You can choose to contact them via the following options:

Telephone: 1800 045 517

E-mail: customer.relations@iag.com.au – Attention: Customer Relations

Mail: Customer Relations
Reply Paid 62759
Sydney NSW 2000
Free post (no stamp required)

Customer Relations will treat Your complaint as a dispute and assign one of their staff members to conduct an independent review of the matter. Customer Relations will contact You with a decision usually within 15 business days of receiving the dispute.

Step 3: Seek an external review

If You are unhappy with the decision, You may wish to seek an external review. Customer Relations will provide You with information on external review options.

You can refer Your complaint to the Australian Financial Complaints Authority (AFCA). AFCA provides fair and independent financial services complaint resolution that is free to customers:

Telephone: 1800 931 678 (free call)

Post: GPO Box 3, Melbourne Victoria 3001

Website: www.afca.org.au

E-mail: info@afca.org.au

Privacy

For the purposes of this 'Privacy' section only, "You" and "Your" will mean You and an Owner.

We use information provided by You to allow Us to offer Our products and services. This means that We may need to collect Your personal information, and sometimes sensitive information about You as well. We will collect this information directly from You where possible, but there may be occasions when We collect this information from someone else.

We will only use Your information for the purposes for which it was collected, other related purposes or as permitted or required by law. You may choose not to give Us Your information, but this may affect Our ability to provide You with insurance cover.

We may share this information with companies within Our group, government and law enforcement bodies if required by law and approved entities who provide services to Us or on Our behalf, some of which may be located outside of Australia.

For more details on how We collect, store, use and disclose Your information, please read Our Privacy Policy located at <https://sharecover.com/privacy.html>.

By applying for, using or renewing any of Our products or services, or by providing Us with Your information, You agree to this information being collected, held, used and disclosed as set out in the Privacy Policy. Our Privacy Policy also contains information about how You can access and seek correction of Your information, complain about a breach of the privacy law and how We deal with Your complaints.

Things You need to tell Us

There are things You need to tell Us or We may refuse or reduce a claim or cancel Your Policy. We may cancel or change the terms of Your Policy if Your circumstances change.

You must advise Us:

- of the Recognised Platform a Home is listed on or booked on and evidence of the listing;
- if there is or will be any material change relating to the Owners or the Homes insured under this Policy including but not limited to the number of Homes or the types of Homes covered; and
- of any change to the terms and conditions between You and an Owner and a Guest for Your services or use of a Recognised Platform.

Changes to Your Policy

If You wish to change any details of Your Policy, You must contact Us. If We accept the changes, We will provide You with an updated Certificate that will confirm the change and advise You of any additional Premium payable or refund You will receive for such change.

Premium

If We accept Your application for this insurance, You must pay the Premium shown on the Certificate for this Policy by the due date for each payment.

How We calculate Your Premium

We determine Your Premium by considering a number of factors including but not limited to: location of the Building; the type and amount of cover You require; the Excess You select; and Your relevant claims and insurance experience. Factors that increase the risk to Us generally increase the Premium (e.g. a higher sum insured or a lower Excess) and those that lower the risk generally reduce the Premium (e.g. a lower sum insured or a higher Excess). If You have any queries about this, please contact Us.

Your Premium also includes amounts that take into account Our obligation (actual or in some cases estimated) to pay any relevant compulsory government charges, taxes or levies (for example, stamp duty, GST and fire services levy).

Your Premium together with the actual amount of these individual charges, taxes or levies will be shown on the Certificate.

How to pay Your Premium

The Premium for this Policy will be payable on a monthly adjustable basis calculated as set out in the 'Premium Adjustment' clause in the Certificate.

If You do not pay the Premium by the due date as set out in the Certificate, We may cancel the Policy.

Excess

The Excess is the amount an Owner must contribute towards each claim made under this Policy. An Excess does not need to be paid for claims under Section 3: Liability Cover. The Excess will be shown on the Certificate. An Owner only has to pay one Excess on all claims made under this Policy that arise out of the one event.

Cooling off

You have 21 days (the 'cooling off' period) after the Policy is issued to change Your mind and tell Us that You want to cancel the Policy. We will refund Your Premium so long as You have not made a claim.

Cancellation

You may cancel Your Policy at any time by contacting Us. Your cancellation will be effective from the date of cancellation. We will refund any Premium You have paid for the period after cancellation.

We may only cancel Your Policy in accordance with the *Insurance Contracts Act 1984 (Cth)* including if You do not comply with the Policy terms and conditions. If We cancel Your Policy, We will inform You in writing and We will refund any Premium You have paid for the period after cancellation.

Renewal

At least 14 days prior to expiry of Your Policy We will give You notice in writing of the date and time at which Your Policy will expire and advise You if We are prepared to renew Your Policy. If We offer to renew Your Policy, You must pay the Premium shown on the renewal notice by the due date shown on the renewal notice.

Subrogation

Subject to the *Insurance Contracts Act 1984 (Cth)*, We have the right to recover any amount paid by Us from any person (including a Guest or a Guest's visitor). You or the Owner may be able to hold liable (this is termed a subrogation right) and:

- a) We will have full discretion in the conduct, defence or settlement of any claim and the right to take any action in Your name or the name of the Owner;
- b) You and the Owner will provide Us with all documents and information We require to conduct any action in Your name or the name of the Owner; and
- c) You and the Owner and any other person entitled to recovery under this Policy must provide Us with all information and cooperation We may require in a timely manner when requested by Us.

Interested parties

If an Owner has used all or part of their Home as security for a loan with a credit provider (eg. a mortgage provider) they must provide Us with information about this credit provider in the event of a claim for loss or damage to the Home, and if We pay a cash settlement for a claim We may pay the credit provider in full or part settlement of the claim. Please see the 'Credit providers' rights' section.

Electronic communications

In taking out this Policy, You have consented to all notices under the Policy being provided electronically to the email address You have provided to Us.

Goods & Services Tax (GST)

All the benefits listed in this Policy include GST. If We cash settle a claim, Our claim payment will be based on a GST inclusive cost. However, if an Owner is or would be entitled to claim any input tax credits for the Home and Contents, We will reduce any claim by the amount of such input tax credits. If an Owner (or any party entitled to a benefit under this Policy) is entitled to any input tax credit, they must tell Us the extent of their entitlement.

Financial claims scheme

You may be entitled to payment under the financial claims scheme in the event that Insurance Australia Limited becomes insolvent. Access to the scheme is subject to eligibility criteria. Information about the scheme can be obtained from <http://www.fcs.gov.au>.

SECTION 1: Home and Contents Cover

What is covered

This Home and Contents Cover only provides cover for loss or damage to a Home building or structure owned under company share, stratum or strata title to the extent that the loss or damage is not insured under any policy of insurance held by the body corporate or owners corporation.

Under this Home and Contents Cover, We will cover an Owner against loss or damage to the Owner's Home or Contents caused by one of the following listed events occurring at the Site during the Period of Insurance:

- 1) **fire** but not:
 - a) if the fire was started with the intention to cause damage by the Owner, the Owner's Family or someone living with the Owner;
 - b) loss or damage from smoke, scorching, burn marks or melting unless the Home has caught on fire;
 - c) smoke damage caused by smoking of cigarettes, pipes, cigars, vapes or any drug use; or
 - d) loss or damage caused to a heat or fire-resistant item including but not limited to a cooking appliance if it ignites or combusts.
- 2) **impact** by aerials, masts, flagpoles, satellite dishes, vehicles, watercraft, animals, trees or branches, but not:
 - a) loss or damage to an aerial itself;
 - b) loss or damage caused by tree cutting, lopping or felling on the Site;
 - c) loss or damage by an animal owned by a Guest or brought into the Home by a Guest or brought into the Home by a Guest's visitor or brought into the Home with the consent of a Guest or a Guest's visitor; or
 - d) costs to remove a tree or stump unless it caused loss or damage to the Home.
- 3) **explosion** or landslide or subsidence that immediately follows an explosion but only if there is physical evidence of the explosion and not:
 - a) the item that exploded; or
 - b) loss or damage caused by any flammable substance kept at or brought into the Home or the Site if it is in breach of statutory regulations.
- 4) **theft or attempted theft** but not by the Owner, the Owner's Family or someone living with the Owner or someone who enters the Home with the consent of the Owner.
- 5) **a deliberate, intentional or malicious act (including vandalism)** but not by the Owner, the Owner's Family or someone living with the Owner.
- 6) **bursting, leaking, discharging or overflowing** of a fixed apparatus, fixed tank or fixed pipe but not loss or damage:
 - a) to the apparatus, tank or pipe itself;
 - b) caused by water leaking from a shower recess or shower base;
 - c) caused by water from a storm water channel, river or canal;
 - d) caused by an inadequate drainage or sewerage system;
 - e) seepage or slow escape of liquid over time; or
 - f) condensation.
- 7) **riot or civil commotion** including costs that may be incurred from noise complaints and neighbourhood disturbances, but not loss or damage:
 - a) arising more than 72 hours from the commencement of any riot or civil commotion; or
 - b) caused by the Owner, the Owner's Family or someone living with the Owner.

For this event, the most We pay for any loss or damage or costs is \$5,000 for any one claim.

- 8) **accidental breakage of fixed glass, fixed shower base, fixed basin, fixed sink, fixed bath, fixed lavatory pan or fixed cistern or accidental breakage of glass forming part of an item of furniture** but not:
- loss or damage to an item that broke because heat was applied to it;
 - loss or damage caused by the broken item;
 - any item that is chipped, scratched or damaged prior to the breakage; or
 - loss or damage to water or sewerage pipes.
- 9) **bushfire** but not:
- smoke damage caused by smoking of cigarettes, pipes, cigars, vapes or any drug use; or
 - If the fire was started with the intention to cause damage by You, Your Family, the Owner or someone living with You in Your Home;
- 10) **Lightning or thunderbolt** including power surge caused by lightning but not:
- any claims where the Australian Government Bureau of Meteorology has no record of lightning in the areas where the Owner's Property is located at the time of loss or damage;
 - loss or damage without written confirmation from a qualified repairer confirming lightning was the cause of the loss or damage; or
 - loss or damage caused by power failures or surges caused by a power provider;
- 11) **earthquake or tsunami** but not loss or damage:
- caused by actions of the sea or movements of the sea;
 - that occurs more than 72 hours after the earthquake or tsunami;
 - caused by erosion, vibration, subsidence, landslip, landslide, mudslide, collapse, shrinkage or any other earth movement, structural fault or design fault however We will cover loss or damage caused by a landslide or subsidence if proved to have occurred within 72 hours of, and as a direct result of, an earthquake or tsunami;
- 12) **Storm or rainwater** but not:
- loss or damage caused by Flood;
 - loss or damage caused by wind, rainwater, hail or snow penetrating the Home as a result of faulty design of the Home or faulty workmanship in its construction;
 - loss or damage caused by wind, rainwater, hail or snow penetrating the Home as a result of structural alterations, additions, renovations or repairs;
 - loss or damage caused by actions of the sea or movements of the sea;
 - loss or damage caused by erosion, vibration, subsidence, landslip, landslide, mudslide, collapse, shrinkage or any other earth movement, structural fault or design fault however We will cover loss or damage caused by a landslide or subsidence if proved to have occurred within 72 hours of, and as a direct result of, a Storm;
 - loss or damage to Contents in the open air;
 - loss or damage to the liners or covers of a tank, swimming pool or spa;
 - loss or damage to, or the cost of replacing or storing, water from tanks, swimming pools or spas;
 - loss or damage to swimming pools or spas and their parts or underground tanks caused by water running down the sides, against the side or getting underneath; or
 - loss or damage due to a defect that the Owner, or anyone managing the property on the Owner's behalf, were aware of or should reasonably have been aware of;
- 13) **Flood** but not:
- loss or damage caused by Storm or rainwater;
 - loss or damage caused by actions of the sea or movements of the sea;
 - loss or damage caused by erosion, vibration, subsidence, landslip, landslide, mudslide, collapse, shrinkage or any other earth movement, structural fault or design fault however We will cover loss or damage caused by a landslide or subsidence if proved to have occurred within 72 hours of, and as a direct result of, Flood;

- d) loss or damage to, or the cost of replacing or storing, water from tanks, swimming pools or spas;
- e) loss or damage to the liners or covers of any tank, swimming pool or spa; or
- a) the costs of cleaning any Contents.

What is not covered

There is no cover for any of the following under this Home and Contents Cover:

- 1) loss or damage directly or indirectly caused by an act or omission of a Guest or a Guest's visitor;
- 2) loss or damage caused by any of the listed events 1)-10) inclusive set out in Section 2: Guest Short Stay Cover or any of the matters excluded from cover under those listed events 1)-10) inclusive;
- 3) loss or damage caused by:
 - a) inherent defects or structural defects;
 - b) mildew or algae;
 - c) water entering the Home through an opening made for the purpose of alterations, additions, renovations or repairs;
 - d) any animals kept at the Site;
 - e) any process of cleaning involving the use of chemicals;
 - f) water leaking from a shower recess or shower base;
 - g) seepage or slow escape of liquid over time;
 - h) inadequate drainage or sewerage system;
 - i) any deliberate, intentional or malicious act by the Owner, the Owner's Family or someone living with the Owner or the Owner's Family;
 - j) erosion, deterioration, collapse, shrinkage or any other earth movement;
 - k) tree cutting, lopping or felling on the Site;
 - l) lightning, unless the evidence of lightning damage can be clearly seen or the Australian Government Bureau of Meteorology has a record of lightning at the location of the Site at the time of the loss or damage;
- 4) loss or damage to:
 - a) retaining walls;
 - b) an item that broke because heat was directly applied to it;
 - c) glass in a greenhouse or glasshouse;
 - d) water or sewerage pipes;
 - e) swimming pool covers or spa covers including solar covers and plastic liners;
- 5) loss or damage that is, or is caused by, condensation or mould;
- 6) loss or damage to an item that explodes;
- 7) loss or damage caused by Flood, storm or landslide or subsidence that happens immediately after and as a direct result of Flood or Storm to any of the following:
 - a) retaining walls;
 - b) gates, fences or free-standing walls if they are not structurally sound or well-maintained;
 - c) pontoons, jetties or bridges;
 - d) gravel driveways; or
 - e) swimming pool covers or spa covers that are more than five years old;
- 8) costs to remove a tree or stump unless it caused loss or damage to the Home;
- 9) mechanical, electrical, electronic or hydraulic failure or breakdown except as described under the additional benefit 'Electric motor burnout cover'; or

10) loss or damage to plants, trees, shrubs or landscaping except as described under the additional benefit 'Plants, trees and shrubs'.

What We will pay for a claim under Home and Contents Cover

The maximum amount We will pay for all claims arising from any one event will be the sum insured for 'Building Cover' for the Owner's Home or the sum insured for 'Contents Cover' for the Owner's Contents (as applicable) shown on the Certificate.

An Owner is required to contribute the amount of the Excess to each and every claim under this section of the Policy.

If We agree to cover a claim for loss or damage to an Owner's Home under this section of the Policy, We will (at Our option):

- 1) arrange for repairers, builders and suppliers to repair or rebuild that part of the Home that was damaged (whichever is the lower cost);
- 2) pay the Owner a cash settlement of the amount it would cost Us to repair or rebuild that part of the Home that was damaged (whichever is the lower cost); or
- 3) pay the Owner the sum insured for 'Building Cover' on the Certificate.

We will only repair the damaged parts of the Home. We don't pay for materials to match the undamaged parts of the Home to create a uniform appearance.

If We agree to cover a claim for loss or damage to an Owner's Contents under the Policy, We will (at Our option):

- 1) repair the item of Contents;
- 2) replace the item of Contents with an item the same or of similar type and quality;
- 3) pay the Owner a cash settlement of the amount it would cost Us to repair the item of Contents or replace the item of Contents with an item the same or of similar type and quality;
- 4) provide the Owner with store credits to replace the item of Contents from one of Our suppliers (if the Owner agrees); or
- 5) pay the Owner the sum insured for 'Contents Cover' on the Certificate.

If an item of Contents consists of a pair or set, We will only cover up to the value of the damaged or lost part or parts. We do not give any allowance for any special value the item may have as a pair or set or for any depreciation in the remaining part or parts.

If We agree to cover a claim for loss or damage to an Owner's Valuable Contents or Portable Contents under the Policy, We will (at Our option):

- 1) repair the item of Valuable Contents or Portable Contents;
- 2) replace the item of Valuable Contents or Portable Contents with an item the same or of similar type and quality; or
- 3) pay the Owner a cash settlement of the amount it would cost Us to repair the item of Valuable Contents or Portable Contents or replace the item of Valuable Contents or Portable Contents with an item the same or of similar type and quality and subject to the following limitations:
 - a) for Valuable Contents, the maximum amount We will pay for all works of art is \$50,000 in total;
 - b) for Valuable Contents, the maximum amount We will pay for all music, games and movies is \$2,500 in total;
 - c) for Valuable Contents, the maximum amount We will pay for all collections is \$2,500 in total;
 - d) for Valuable Contents, the maximum amount We will pay for all jewellery and watches is \$2,500; and
 - e) the maximum amount We will pay for all Valuable Contents or Portable Contents is \$50,000, in total for all claims arising from any one event.

If an item of Valuable Contents or Portable Contents consists of a pair or set, We will only cover up to the value of the damaged or lost part or parts. We do not give any allowance for any special value the item may have as a pair or set or for any depreciation in the remaining part or parts.

Guarantee

If We authorise and arrange Our suppliers, repairers or builders to build, repair or reinstate the Home, We will guarantee the quality of materials and workmanship of repairs for ten years from completion of the works. This guarantee does not apply to:

- 1) repairs You or an Owner authorise;
- 2) any changes You or an Owner make subsequent to authorised repairs;
- 3) loss, damage or failure of any electrical or mechanical appliance or machine;
- 4) wear or tear that is consistent with normal or gradual deterioration of the Home; or
- 5) situations where the repairs or rebuilding works were not reasonably maintained.

Credit providers' rights

An Owner may have used all or part of the Home as security for a loan with a credit provider such as a bank, credit union or other type of lender. If an Owner submits a claim for loss or damage to the Home We will ask whether the is used as security for a loan with any credit provider.

When an Owner uses all or part of the Home as security for a loan with a credit provider:

- 1) We treat the Home as being under a mortgage;
- 2) We treat any statement, act, omission or claim by the Owner as a statement, act, omission or claim by the credit provider; and
- 3) We may recover any payment either in the Owner's name or the credit provider's name.

We may decide to pay the Owner a cash settlement for a claim on a mortgaged Home. If so, We will pay the credit provider the lower of these amounts:

- 1) the sum insured for 'Building Cover' on the Certificate; or
 - 2) the amount it would have cost Us to repair or rebuild the Building; or
 - 3) the balance then owing to the credit provider under the loan or mortgage,
- but only to the extent that the proceeds under an insurance policy held by the body corporate or Owners corporation to insure the Owner's Home are insufficient to cover the loss or damage.

However, We will only pay the credit provider if:

- 1) the Owner advises Us they are an interested party when the Owner submits a claim for loss or damage to the Home; and
- 2) the Owner gives Us any help We ask for.

If We make a payment to a credit provider, then the payment discharges Our obligation to the Owner under this section of the Policy.

SECTION 2: Guest Short Stay Cover

What is covered

This Guest Short Stay Cover only provides cover for loss or damage to a Home building or structure owned under company share, stratum or strata title to the extent that the loss or damage is not insured under any policy of insurance held by the body corporate or owners corporation.

Under this Guest Short Stay Cover, We cover an Owner against loss or damage to an Owner's Home or Contents at the Site occurring during a period of Temporary Residential Accommodation during the Period of Insurance directly caused by any of the following listed events that are directly or indirectly caused by an act or omission of a Guest or a Guest's visitor:

- 1) **fire** but not:
 - a) if the fire was started with the intention to cause damage by the Owner, the Owner's Family or someone living with the Owner;
 - b) loss or damage from smoke, scorching, burn marks or melting unless the Home has caught on fire;
 - c) smoke damage caused by smoking of cigarettes, pipes, cigars, vapes or any drug use; or
 - d) loss or damage caused to a heat or fire resistant item including but not limited to a cooking appliance if it ignites or combusts.
- 2) **impact** by aerials, masts, flagpoles, satellite dishes, vehicles, watercraft, animals, trees or branches, but not:
 - a) loss or damage to an aerial itself;
 - b) loss or damage caused by tree cutting, lopping or felling on the Site;
 - c) loss or damage by an animal owned by a Guest or brought into the Home by a Guest or brought into the Home by a Guest's visitor or brought into the Home with the consent of a Guest or a Guest's visitor; or
 - d) costs to remove a tree or stump unless it caused loss or damage to the Home.
- 3) **explosion** or landslide or subsidence that immediately follows an explosion but only if there is physical evidence of the explosion and not:
 - a) the item that exploded; or
 - b) loss or damage caused by any flammable substance kept at or brought into the Home or the Site if it is in breach of statutory regulations 'provided that We will not apply this exclusion 3)b) if the flammable substance was brought to the Home or Site by a Guest or Guest's visitor without knowledge or consent of the Owner'.
- 4) **theft or attempted theft** but not by the Owner, the Owner's Family or someone living with the Owner or someone who enters the Home with the consent of the Owner under any arrangement that is not Temporary Residential Accommodation or someone ordinarily residing with the Owner. For this event, the most We pay for loss or damage to:
 - a) the Home is \$25,000 for any one claim; and
 - b) Contents is \$25,000 for any one claim.
- 5) **a deliberate, intentional or malicious act (including vandalism)** but not by the Owner, the Owner's Family or someone living with the Owner.
- 6) **bursting, leaking, discharging or overflowing** of a fixed apparatus, fixed tank or fixed pipe but not loss or damage:
 - a) to the apparatus, tank or pipe itself;
 - b) caused by water leaking from a shower recess or shower base;
 - c) caused by water from a storm water channel, river or canal;
 - d) caused by an inadequate drainage or sewerage system;
 - e) seepage or slow escape of liquid over time; or
 - f) condensation.
- 7) **riot or civil commotion** including costs that may be incurred from noise complaints and neighbourhood disturbances, but not loss or damage:
 - a) arising more than 72 hours from the commencement of any riot or civil commotion; or
 - b) caused by the Owner, the Owner's Family or someone living with the Owner.For this event, the most We pay for any loss or damage or costs is \$5,000 for any one claim.

- 8) **identity theft** where a Guest, their visitor or someone who enters the Home with the consent of a Guest or their visitor has stolen documents, or information relating to the Owner's identity or the identity of a member of the Owner's Family and used the documents or information without the Owner's consent or the consent of the Owner's Family to get a financial benefit.

Under this listed event We will not cover loss or damage or costs from:

- a) identity theft by the Owner, the Owner's Family or arranged by the Owner or the Owner's Family; or
- b) paying a debt which resulted from the identity theft.

For this event, the most we will pay is up to \$5,000 in reasonable legal costs and fees incurred in Australia as a result of the identity theft for all claims within any one Period of Insurance.

- 9) **Accidental breakage of fixed glass, fixed shower base, fixed basin, fixed sink, fixed bath, fixed lavatory pan or fixed cistern or accidental breakage of glass forming part of an item of furniture** but not:
- a) loss or damage to an item that broke because heat was applied to it;
 - b) loss or damage caused by the broken item;
 - c) any item that is chipped, scratched or damaged prior to the breakage; or
 - d) loss or damage to water or sewerage pipes.

We will only provide cover under this section of the Policy if You or the Owner can provide evidence that any loss or damage claimed has been directly caused by a listed event that was caused directly or indirectly by an act or omission of a Guest or a Guest's visitor during a period of Temporary Residential Accommodation during the Period of Insurance.

What is not covered

There is no cover for any of the following under this Guest Short Stay Cover:

- 1) loss or damage caused by any of the listed events 1) – 12) inclusive set out in Section 1: Home and Contents Cover or any of the matters excluded under those listed events 1)-12) inclusive;
- 2) loss or damage caused by:
 - a) inherent defects or structural defects;
 - b) mildew or algae;
 - c) water entering the Home because of a structural defect, faulty design or faulty workmanship when the Home was constructed;
 - d) any animals kept at the Site;
 - e) any process of cleaning involving the use of chemicals;
 - f) water leaking from a shower recess or shower base;
 - g) seepage or slow escape of liquid over time;
 - h) inadequate drainage or sewerage system;
 - i) any deliberate, intentional or malicious act by the Owner, the Owner's Family or someone living with the Owner or the Owner's Family;
 - j) erosion, deterioration, collapse, shrinkage or any other earth movement;
 - k) tree cutting, lopping or felling on the Site;
 - l) lightning, unless the evidence of lightning damage can be clearly seen or the Australian Government Bureau of Meteorology has a record of lightning at the location of the Site at the time of the loss or damage;
- 3) loss or damage to:
 - a) retaining walls;
 - b) an item that broke because heat was directly applied to it;
 - c) glass in a greenhouse or glasshouse;
 - d) water or sewerage pipes;

- e) swimming pool covers or spa covers including solar covers and plastic liners;
- 4) loss or damage that is, or is caused by, condensation or mould;
- 5) loss or damage to an item that explodes;
- 6) loss or damage caused by Flood, storm or landslide or subsidence that happens immediately after and as a direct result of Flood or Storm to any of the following:
 - a) retaining walls;
 - b) gates, fences or free-standing walls if they are not structurally sound or well-maintained;
 - c) pontoons, jetties or bridges;
 - d) gravel driveways; or
 - e) swimming pool covers or spa covers that are more than five years old;
- 7) costs to remove a tree or stump unless it caused loss or damage to the Home;
- 8) mechanical, electrical, electronic or hydraulic failure or breakdown except as described under the additional benefit 'Electric motor burnout cover'; or
- 9) loss or damage to plants, trees, shrubs or landscaping except as described under the additional benefit 'Plants, trees and shrubs'.

What We will pay for a claim under Guest Short Stay Cover

We will settle a claim under this Guest Short Stay Cover as set out in the 'What We will pay for a claim under Home and Contents Cover' in Section 1 including the 'Guarantee' and 'Credit providers' rights' sections.

The Owner is required to contribute the amount of the excess to each and event claim under this section of the Policy.

The maximum amount We will pay for all claims arising from any one event will be the sum insured for 'Building Cover' for the Owner's Home or the sum insured for 'Contents Cover' for the Owner's Contents (as applicable) shown on Your Certificate.

SECTION 3: Liability Cover

What is covered

This Policy covers an Owner and an Owner's Family for legal liability as Owner or occupier of the Home to pay compensation for Personal Injury or Damage to Property arising out of an event occurring during the Period of Insurance at the Site.

We provide cover for up to \$10,000,000 for all claims arising from any one event. This includes the legal costs for Our lawyers to handle the claim made against You or Your Family.

What is not covered

Under this Liability Cover, an Owner and an Owner's Family are not covered for:

- 1) Personal Injury the Owner, the Owner's Family or someone living with the Owner or any person residing in the Home under an arrangement that is not Temporary Residential Accommodation;
- 2) Damage to Property owned by or in the custody, possession or control of the Owner, the Owner's Family or someone living with the Owner or any person residing in the Home under an arrangement that is not Temporary Residential Accommodation;
- 3) any liability claims for or arising from:
 - a) any trade, business, occupation or employment other than the Temporary Residential Accommodation carried on by the Owner, the Owner's Family or someone living with the Owner or any person residing in the Home under an arrangement that is not Temporary Residential Accommodation;
 - b) any liability that arises pursuant to or in connection with an agreement to the extent that in that agreement the Owner or a member of the Owner's Family take on a legal liability which You or the member of the Owner's Family would not have had if that agreement had not been made;
 - c) any admission of liability or agreement to accept liability for a claim by the Owner or the Owner's Family;
 - d) Personal Injury to any person employed by the Owner or the Owner's Family under a contract of service;
 - e) the transmission of any disease by the Owner or the Owner's Family;
 - f) the legal liability of the Owner or the Owner's Family as Owner or occupier of any house, land or property other than the Home or the Site;
 - g) any civil or criminal penalties, fines, exemplary or aggravated or punitive or multiple damages;
 - h) any intentional act or omission by the Owner or the Owner's Family or anyone acting with the consent of the Owner or the Owner's Family or any act or omission with reckless disregard for the consequences;
 - i) any deliberate or unlawful act of the Owner, the Owner's Family, someone living with the Owner or a person acting with the Owner's consent to commit the unlawful act;
 - j) using, owning or operating a vehicle, aircraft or watercraft;
 - k) an incident caused by an animal except an animal kept at the Home or a domestic animal;
 - l) an incident caused by a dog if a relevant authority has declared it to be a dangerous dog;
 - m) vibration, removal, weakening or interference with any land, buildings or other property;
 - n) any professional, recreational or amateur sporting activity;
 - o) the supply of any alcohol or drugs; or
 - p) the discharge, dispersal, release or escape of pollutants, waste materials or other irritants and contaminants on or into a lane, the atmosphere or any watercourse or body of water.

SECTION 4: Additional Benefits

The following additional benefits are in addition to any sums insured for 'Building Cover' or 'Contents Cover' shown on the Certificate (as applicable) unless specifically stated otherwise. The additional benefits are only payable to the extent that the relevant loss, damage or costs are not covered by insurance held by the body corporate or Owners corporation

Electric motor burnout

We will pay up to \$2,000 for all claims by an Owner in any Period of Insurance for the costs to repair or replace any motor in a domestic electrical machine or appliance provided that:

- 1) the electrical machine or appliance forms part of the Owner's Contents; and
- 2) the motor is burnt out by electric current during the Period of Insurance; and
- 3) the motor is burnt out at the Site.

This additional benefit does not cover any of the following:

- 1) any costs to replace fuses or protective devices, contact switches or relays, lighting or heating elements, starter switches, other parts where sparking or arcing occurs during their ordinary use;
- 2) loss or damage to:
 - a) mechanical parts of any description;
 - b) computer software or data stored on a computer; or
 - c) swimming pools, spas or their water as a result of motor burnout;
- 3) hiring of any replacement machine or appliance;
- 4) any machine or appliance which is not an electric motor;
- 5) mechanical parts which do not carry electrical current;
- 6) lighting or heating elements, fuses or switches of any kind; or
- 7) any amounts that are recoverable under a manufacturer guarantee or warranty.

If the motor is more than five years old, We will deduct from the amount We pay for any replacement parts an amount for depreciation. The amount for depreciation will be 7% of the cost of the replacement parts for each year of age from when the motor was new. For example, if We cover a claim for a motor that is seven years old, We will depreciate it by 49% (7 years x 7%) meaning that if the cost of replacement parts was \$1,000, We would deduct \$490 from the claim for depreciation.

Change of locks

We will pay the reasonable and necessary costs an Owner incurs to replace locks at the Home if a Guest has not returned the keys for the Home following a period of Temporary Residential Accommodation during the Period of Insurance. We will only make a payment under this additional benefit if the Owner has taken all reasonable steps to recover the keys from the Guest prior to making a claim under this additional benefit.

The maximum amount We will pay for any one claim under this additional benefit is \$250.

Emergency services access

If We have paid or agreed to pay a claim for loss or damage to a Home under Section 1 or Section 2 of this Policy, We will also pay for any loss or damage to the Home caused as a result of emergency service personnel entering the Home as a result of the incident the subject of the claim.

The maximum amount We will pay for any one claim under this additional benefit is \$1,000.

This additional benefit is included in the sum insured for 'Building Cover' shown on the Certificate.

Failure to vacate

If a Guest (or a Guest's visitor) fails to vacate a Home at the end of a period of Temporary Residential Accommodation during the Period of Insurance, We will cover the Owner for the loss of rent the Owner incurs from confirmed bookings on a Recognised Platform that are cancelled due to the Guest's (or Guest's visitor's) failure to vacate the Home, at the same rate and for the same period of time confirmed in those bookings.

We will pay under this additional benefit from the day after the final day of the period of Temporary Rental Accommodation that the Guest (or Guest's visitor) fails to vacate the Home until the earliest of:

- 1) the date the Guest (or the Guest's visitor) vacates the Home; or
- 2) 26 weeks from the date the Guest (or the Guest's visitor) failed to vacate the Home; or
- 3) We pay the Owner \$25,000 under this additional benefit.

The maximum amount We will pay for all claims in any one Period of Insurance under this additional benefit is \$25,000.

Loss of rental income

If a Home or Contents are so damaged by an event for which We have agreed to cover an Owner under Section 1 or Section 2 of this Policy (or would have agreed to cover an Owner under Section 1 or Section 2 of this Policy if the damage was not covered by insurance held by the body corporate or Owners corporation) that the Home is Uninhabitable or Unsafe to provide Temporary Residential Accommodation to Guests as determined by Our assessor or agent, We will cover the Owner for the loss of rent the Owner incurs from confirmed bookings on a Recognised Platform that are cancelled due to the damage, at the same rate and for the same period of time confirmed in those bookings.

We will stop paying under this additional benefit at the earlier of:

- 1) 52 weeks from the date of damage;
- 2) when We determine that the Home is habitable or safe to provide Temporary Residential Accommodation;
- 3) when We pay the Owner the amount it would cost Us to repair the damage;
- 4) the commencement of a new period of Temporary Residential Accommodation;
- 5) when We pay the Owner the sum insured for 'Building Cover' or the sum insured for 'Contents Cover' on the Certificate (as applicable); or
- 6) We pay the Owner \$50,000 under this additional benefit.

The maximum amount We will pay for all claims in any one Period of Insurance under this additional benefit is \$50,000.

Loss of rent (death of a Guest)

If a Home is Uninhabitable or Unsafe to provide Temporary Residential Accommodation to Guests as determined by Our assessor or agent as a direct result of the death of a Guest at the Home occurring during a period of Temporary Residential Accommodation during the Period of Insurance which results in loss or damage to the Home, We will cover the Owner for the loss of rent the Owner incurs from confirmed bookings on the Recognised Platform that are cancelled due to the loss or damage from the date of the death until the earlier of:

- 1) when We determine the Home is habitable or safe to provide Temporary Residential Accommodation;
- 2) the commencement of a new period of Temporary Residential Accommodation;
- 3) 26 weeks from the date of the death; or
- 4) We pay the Owner \$25,000 under this additional benefit.

We will not cover any claims under this additional benefit for the same period any amount is payable under the 'Loss of rental income' or 'Loss of rent (murder or suicide) cover' additional benefits.

The maximum amount We will pay for all claims in any one Period of Insurance under this additional benefit is \$25,000

Loss of rent (murder or suicide) cover

If a Home is Uninhabitable or Unsafe to provide Temporary Residential Accommodation to Guests as determined by Our assessor or agent as a direct result of murder or suicide, or attempted murder or suicide, at the Home occurring during a period of Temporary Residential Accommodation during the Period of Insurance which results in loss or damage to the Property, We will cover the Owner for the loss of rent the Owner incurs from confirmed bookings on the Recognised Platform that are cancelled due to the loss or damage from the date of the murder or suicide, or attempted murder or suicide, until the earlier of:

- 1) when We determine the Home is habitable or safe to provide Temporary Residential Accommodation;
- 2) the commencement of a new period of Temporary Residential Accommodation;
- 3) 26 weeks from the date of the murder or suicide or attempted murder or suicide; or
- 4) We have paid the Owner \$25,000 under this additional benefit

Will not cover any claims under this additional benefit for the same period any amount is payable under the 'Loss of rental income' or 'Loss of rent (death of a Guest)' additional benefits.

The maximum amount We will pay for all claims in any one Period of Insurance under this additional benefit is \$25,000.

Pet damage

We will cover the Owner for loss or damage to the Home and Contents (as applicable) directly caused by a Pet owned by a Guest (or a Guest's visitor) during a period of Temporary Residential Accommodation during the Period of Insurance.

The maximum amount We will pay for any one claim under this additional benefit is \$3,000.

Prevention of access cover

If a Guest is prevented from accessing the Home during a period of Temporary Residential Accommodation during the Period of Insurance as a result of loss or damage to the building or complex in which the Home is located or another building (but not the Home) in its immediate vicinity caused by any of the listed events in Section 1 or Section 2, We will cover the Owner for the loss of rent the Owner incurs from confirmed bookings on a Recognised Platform that are cancelled due to the prevention of access from the date access was first prevented until the earlier of the time:

- 1) access is restored;
- 2) 52 weeks from the date access was first prevented; or
- 3) We have paid the Owner \$50,000.

The maximum amount We will pay for all claims in any one Period of Insurance under this additional benefit is \$50,000.

SECTION 5: Claims

What You and an Owner must do and must not do

If You or an Owner make a claim under the Policy or an incident happens that might result in a claim, You and an Owner must:

- 1) take all reasonable steps to prevent further loss, damage or liability;
- 2) tell the police immediately if a criminal or deliberate act caused or might have caused the loss, damage, destruction or liability;
- 3) contact Us as soon as possible and within 30 days on <https://sharecover.com/app.html#/claim> following the claim or incident;
- 4) provide Us with any further information We require and allow Us or Our representatives to inspect the Owner's property and quote for any repair or replacement. Any additional loss or damage caused by a delay in notifying Us may not be covered under the Policy;
- 5) provide Us with:
 - a. all relevant evidence in relation to any loss, damage, liability or claim; and
 - b. evidence that the loss or damage claimed was caused directly or indirectly by an act or omission of a Guest or a Guest's visitor during the period of Temporary Residential Accommodation during which the relevant event occurred if a claim is made under Section 2: Guest Short Stay Cover.
- 6) provide evidence of receipts or other proof of Ownership and cost of Contents, Valuable Contents or Portable Contents We require;
- 7) provide evidence of occupancy of the Home by a Guest;
- 8) provide Us with the Guest's contact details including full name, email address, and phone number;
- 9) advise Us of any insurance held by the body corporate or the Owners corporation and assist Us in obtaining information in relation to that insurance;
- 10) advise Us if the Owner has used all or part of the Home as security for a loan with a credit provider and provide information about this credit provider; and
- 11) advise Us immediately if You or any Owner receive any correspondence in relation to a claim or incident.

You and an Owner must not:

- 1) repair or dispose of or replace any damaged property until We have had an opportunity to inspect it;
- 2) admit liability for any incident, loss, damage or injury; or
- 3) negotiate, pay or settle a claim by or against anyone else for any incident, loss, damage or injury.

What We may do

If an incident occurs that causes loss, damage or injury or a claim is made against an Owner, We may:

- 1) take over and conduct in the Owner's name the defence or settlement of any claim against the Owner and We will have sole discretion in how the defence is conducted or a claim is settled;
- 2) represent the Owner at an inquest or official enquiry; and
- 3) proceed in the Owner's name against any party responsible for the loss, damage or injury and You and the Owner must not do anything which limits Our right to do so.

Claims payment and Excess payment examples

The following examples are designed to show how a claim payment might be calculated and what amount You may be required to pay. These are examples only, do not cover all scenarios or benefits and do not form part of the Policy terms and conditions.

Claim example 1 – damage to a Building and Contents

The Certificate shows a 'Building Cover' sum insured of \$400,000, a 'Contents Cover' sum insured of \$80,000 and an Excess of \$300 applying to the Policy. During the Period of Insurance, a storm causes damage to the roof and ceiling of an Owner's Home and water entering through the damaged roof and ceiling causes damage to a bed and wardrobe. We accept the Owner's claim under Section 1 and assess the cost to repair the damage to the roof and ceiling to be \$7,000 and the cost to replace the bed and wardrobe to be \$2,500.

We arrange a contractor to repair the damage to the roof and ceiling and pay the repairer \$6,700 being the cost of repairs less the Excess. The Owner pays the \$300 Excess direct to the repairer. We pay a supplier \$2,500 to supply the replacement bed and wardrobe to the Owner.

Claim example 2 – damage to a Building by a Guest and loss of rental income

The Certificate shows a 'Building Cover' sum insured of \$400,000, a 'Contents Cover' sum insured of \$80,000 and an Excess of \$300 applying to the Policy. During a period of Temporary Residential Accommodation during the Period of Insurance, the living room floor, walls and roof of an Owner's Home are damaged by a fire caused by a Guest's negligence. We accept the Owner's claim under Section 2 and assess the cost to repair the damage to be \$30,000. Our assessor determines that as a result of the damage and during the repairs, the Home will be Uninhabitable or Unsafe for a period of 3 weeks. During this 3 week period, the Home was booked for a period of Temporary Residential Accommodation of 7 nights a \$150 per night. This period of Temporary Residential Accommodation must be cancelled due to the repairs required. We accept the Owner's claim under the Loss of rental income additional benefit.

We arrange a contractor to repair the damage and pay the repairer \$30,000 being the cost of repairs. We pay the Owner \$750 being the claim for loss of rental income of \$1,050 (7 nights x \$150) less the \$300 Excess.

Claim example 3 - loss or damage to Your Contents and Portable Contents by a Guest

The Certificate shows a 'Building Cover' sum insured of \$400,000, a 'Contents Cover' sum insured of \$80,000 and an Excess of \$300 applying to the Policy. During a period of Temporary Residential Accommodation during the Period of Insurance, an Owner's bicycle, laptop computer and plasma television are stolen from the Owner's Home by a Guest. The cost to replace: the bicycle is \$1,200; the laptop is \$3,000; and the television is \$2,000. We accept the Owner's claim under Section 2.

We agree to pay the Owner a cash settlement of \$5,900 being: \$1,200 to replace the bicycle; plus \$3,000 to replace the laptop; plus \$2,000 to replace the television; and less the Excess of \$300.

Claim example 4 - damage to a strata property

The Certificate shows a 'Building Cover' sum insured of \$400,000, a 'Contents Cover' sum insured of \$80,000 and an Excess of \$300 applying to the Policy. During the Period of Insurance, a Storm damages the roof and internal ceiling of the apartment building in which an Owner's flat is located and water entering through the damaged roof and ceiling causes damage to curtains, a dishwasher and table in the kitchen. The claim for damage to the roof and ceiling is accepted by the apartment building body corporate insurer and is not covered by this Policy. The cost to replace the curtains is \$150 and the cost to repair the dishwasher and table is \$450. We accept the Owner's claim Under Section 1 for the damage to the curtains, dishwasher and table.

We pay a supplier \$150 to replace the curtains. We arrange a contractor to repair the dishwasher and pay the contractor \$150 being the cost of repairs less the \$300 Excess. The Owner pays the \$300 Excess direct to the contractor.

Claim example 5 – liability claim at a Home

The Certificate shows a 'Building Cover' sum insured of \$400,000, a 'Contents Cover' sum insured of \$80,000 and an Excess of \$300 applying to the Policy. During a period of Temporary Residential Accommodation during the Period of Insurance, a visitor of a Guest falls down the stairs in the kitchen of an Owner's home and injures their knee. We or a court decide that the Owner is liable for \$50,000 for the claim made against the Owner by the visitor.

We settle the visitor's claim for \$50,000 and pay this amount to the visitor. We also pay Our lawyers \$7,500 to defend the claim on the Owner's behalf. You do not need to pay Us the Excess as it does not apply to claims under the Liability Cover.

SECTION 6: General exclusions that apply to the policy

An Owner will not be covered under any section of this Policy for any loss, damage, destruction or liability arising directly or indirectly from or in any way connected with any of the following:

- 1) Temporary Residential Accommodation that is not considered to be a legal arrangement because:
 - a) the premises are not legally recognised by the law or Government bodies as a habitable space;
 - b) the relevant local government, council or government authority does not permit the premises to be used as tourist, visitor or other short term or temporary accommodation;
 - c) licensed hotels, motels, resorts, inns, or similar licensed venues for accommodation; or
- 2) any of the listed events 1)-12) inclusive set out in Section 1: Home and Contents Cover if the events are directly or indirectly caused by an act or omission of a Guest or a Guest's visitor;
- 3) any of the listed events 1)-10) inclusive set out in Section 2: Guest Short Stay Cover unless the events are directly or indirectly caused by an act or omission of a Guest or a Guest's visitor;
- 4) loss or damage that does not occur during a period of Temporary Residential Accommodation during the Period of Insurance for any claims under Section 2: Guest Short Stay Cover;
- 5) common areas of the building or complex in which the Owner's Home is located;
- 6) water that enters the Home through any opening made for the purposes of alterations, additions, renovations or repairs;
- 7) water that enters through an opening in the roof or walls of the Home that the Owner has not kept water tight, structurally sound and well maintained;
- 8) the cost of cleaning mud or debris out of tanks, swimming pools or spas;
- 9) rust or corrosion;
- 10) gradual deterioration or depreciation;
- 11) wear and tear being the expected decline in the condition of property due to normal everyday use;
- 12) mechanical, electrical or electronic breakdown, failure or malfunction of any item except as specifically provided under the 'Electric motor burnout' additional benefit;
- 13) any use of the Home or other property for any business, trade or profession outside of the ordinary use of the Home for Temporary Residential Accommodation;
- 14) any building work, repairs, renovation or alteration to the Home or at the Site where the value of the work exceeds \$25,000;
- 15) loss, damage, incident or liability which does not occur or arise during the Period of Insurance;
- 16) roots of trees, plants or shrubs except as specifically provided under 'Plants, trees or shrubs' additional benefit;
- 17) the lawful seizure, repossession, confiscation, nationalisation or requisition of the Home;
- 18) war, invasion, acts of foreign enemies, hostilities or war-like operations (whether war be declared or not), mutiny, civil commotion assuming the proportions of or amounting to an uprising, military rising, insurrection, rebellion, revolution, military or usurped power;
- 19) the actual or threatened existence or operation of nuclear, chemical or biological weapons or nuclear fuel, waste or materials, actual or threatened contamination or pollution from such agents, ionising radiation, the combustion, detonation, fission or fusion of nuclear fuel or nuclear materials, or action taken by a public authority or anyone authorised by such authority to prevent, limit or remedy such threat, operation, pollution or contamination;
- 20) any Act of Terrorism regardless of any other contributing cause or event or any action taken in controlling, preventing, suppressing, retaliating against or in any way responding to or relating to an Act of Terrorism regardless of any other contributing cause or event;

- 21) direct or indirect exposure to radiation or contamination by radioactivity from any nuclear fuel, nuclear waste or nuclear material;
- 22) any asbestos or products containing asbestos; or
- 23) any act related to causing any intoxication or service of alcohol to underage persons;
- 24) any claim for loss of or damage to water in swimming pools, spas or water tanks;
- 25) consequential loss except as specifically provided under this Policy;
- 26) failure to maintain the Home or any property in good repair and condition (including but not limited to the Home being watertight, structurally sound, secure and well maintained) and to fix damage or deterioration;
- 27) faulty design or workmanship or a defect that the Owner or anyone managing the property on the Owner's behalf knew about or should have reasonably known about;
- 28) the Owner illegally keeping explosives, flammable or combustible substances or liquids;
- 29) maintenance operations including any building work, repairs, renovation or alteration; or repairs or attempted repairs carried out by the Guest or anyone acting on their behalf;
- 30) lease or rental of the Home under an arrangement other than Temporary Residential Accommodation or for the purpose of Temporary Residential Accommodation;
- 31) loss or damage that is mildew, mould or wet or dry rot or is caused by mildew, mould or wet or dry rot;
- 32) exposure to mildew or mould;
- 33) any infectious disease or other illness or exposure to any infectious disease or other illness;
- 34) loss or damage to any property caused by:
 - a) vermin and insects, birds, or other animals scratching, pecking, biting, tearing or chewing; or
 - b) The action of insects or vermin;
- 35) any party, function or other event at the Site where more than 30 people attend at any one time regardless of whether those people are Guests, visitors of Guests or any other person and regardless of whether those people are invited or not to the Site by the Owner, the Owner's Family, a Guest, a visitor of a Guest or any other person;
- 36) any pool located at the property that does not have the relevant State Government or Council certification, such as a Certificate of Registration and a Certificate of Compliance; or
- 37) the Owner not obeying any Commonwealth, State, Territory or local government law, including but not limited to laws relating to installing smoke alarms, pool fencing, failing to install a balcony railing or balustrade when required, dangerous goods and liquids and firearms.

SECTION 7: General definitions

The following words have the following special meaning in this Policy when the words are capitalised.

Accident

means a sudden event that the Owner did not intend or expect and a reasonable person in the Owner's position, knowledge and experience would not have expected. "Accidental" and "Accidentally" have corresponding meanings.

Act of Terrorism

means an act including but not limited to the use or threat of force or violence by any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organisation(s) or government(s) which from its nature or context is committed for, or in connection with political, religious, ideological, ethnic or similar purposes or reasons, including the intention to influence any government and/or to put the public or any section of the public in fear.

Certificate

means the most current Certificate of Insurance. It describes the details of this Policy.

Contents

means items that are not permanently attached or fixed to the structure of the Home that the Owner or the Owner's Family own or are responsible for as part of a written employment contract or a hire or lease agreement whilst at the Home and includes Valuable Contents and Portable Contents but does not include:

- 1) carpets and other fixed floor coverings;
- 2) a motor vehicle, motorcycle or other ride-on vehicle;
- 3) a motor vehicle part or accessory;
- 4) a trailer, caravan, watercraft, jet ski, aircraft or aerial device;
- 5) business property;
- 6) money;
- 7) loose or unset gemstones;
- 8) building materials or items at the Site;
- 9) plants, shrubs, trees and vines; or
- 10) animals, birds and fish.

Damage to Property

means physical loss of or physical damage to property.

Excess

means the amount of selected as the 'Excess' that is shown on the Certificate that the Owner must contribute towards each claim under this Policy except Section 3: Liability Cover.

Family

means an Owner's spouse or partner or any children, brothers, sisters, parents, grandparents or grandchildren of an Owner or an Owner's spouse who normally live with the Owner.

Flood

means the covering of normally dry land by water that has escaped or been released from the normal confines of any of the following:

- 1) a lake (whether or not it has been altered or modified);

- 2) a river (whether or not it has been altered or modified);
- 3) a creek (whether or not it has been altered or modified);
- 4) another natural watercourse (whether or not it has been altered or modified);
- 5) a reservoir;
- 6) a canal;
- 7) a dam.

Guest

means any person who has been accepted for Temporary Residential Accommodation at the Home provided they have booked the stay through a Recognised Platform.

Home

means the flat or unit at the Site that the Owner owns under company share, stratum or strata title and that has walls and a ceiling and can be locked up which is used mainly for domestic purposes that is listed on a Recognised Platform and includes:

- 1) blinds, curtains and window coverings within the flat or unit at the Site;
- 2) internal fixtures and fittings within the flat or unit at the Site;
- 3) for cover for Contents, any lockable storage compartment that is reserved for the Owner in another section of the building or complex in which the Owner's flat or unit is located,

but does not include:

- 1) any common areas of the building or complex in which the Owner's flat or unit is located;
- 2) a building that has not been recognised as a habitable environment by government authorities;
- 3) a building or area that is being sub-let or rented or used for Residential Temporary Accommodation without written consent from the Owner;
- 4) licensed hotels, motels, resorts, inns or similar licensed venue for accommodation;
- 5) commercial buildings;
- 6) exhibition or display properties;
- 7) commercial farm buildings; or
- 8) buildings under construction.

Owner

means the registered Owner of the Home who has entered an agreement with You to manage rental of the Home for Temporary Residential Accommodation through a Recognised Platform.

Period of Insurance

means the time the Policy is valid as shown on the Certificate.

Pet

means a domestic animal owned by the Guest or a Guest's visitor that is not used for racing or commercial breeding purposes.

Personal Injury

means death, bodily injury or illness.

Policy

means this document, Our record of the application for this insurance, and the Certificate.

Portable Contents

means the following items that are not permanently attached or fixed to the structure of the Home that the Owner or the Owner's Family own or are responsible for as part of a written employment contract or a hire and lease agreement whilst at the Home:

- 1) portable electronic devices including laptops, cameras, mobile telephones and audio visual equipment;
- 2) sporting and recreational items including bicycles, musical instruments, camping and sporting equipment;
- 3) mobility scooters;
- 4) glasses and medical items including sunglasses, prescription glasses and hearing aids; and
- 5) clothing and luggage including baby capsules, clothes, luggage and purses.

Premium

means the amount You have to pay Us for this insurance including all government charges, levies, taxes and duties.

Recognised Platform

means the digital website listed on the Certificate through which You facilitate a transaction for Temporary Residential Accommodation between an Owner and a Guest.

Site

means the land where the Home is located and the yard or garden surrounding it that is used primarily for domestic residential purposes at the address registered on the Recognised Platform. The Site includes any land or other area that touches the land where the Home is located and for which any statutory authority has made the Owner responsible, but it does not include the nature strip outside the Home.

Storm

means rain, thunderstorm, hail, snow, violent wind, cyclone, tornado.

Temporary Residential Accommodation

means short term accommodation for periods ranging from 1 day to 90 days at a time that have been booked on a Recognised Platform.

Uninhabitable or Unsafe

means when a building is not fit to live in due to the building not being:

- 1) connected to electricity or gas or hot and cold running water; or
- 2) safe to live in.

Valuable Contents

means the following items that are not permanently attached or fixed to the structure of the Home that the Owner or the Owner's Family own or are responsible for as part of a written employment contract or a hire and lease agreement whilst at the Home:

- 1) works of art including paintings, pictures or sculptures;
- 2) music, games and movies including CDs, DVDs, records, tapes, game cartridges, discs of any sort, and legally downloaded digital media;

- 3) collections including cards, stamps, uncirculated mint issue or proof coins or notes, ancient or rare coins or notes, sovereigns and bullions; and
- 4) jewellery and watches including rings, watches, bracelets and necklaces.

We, Us, Our and ShareCover

means Insurance Australia Limited ABN 11 000 016 722, AFS License No 227681 trading as ShareCover Enterprises.

You and Your

means the person or entity specified in the Certificate as the 'Insured' who has entered an agreement with Owners to manage the rental of the Owner's Homes for Temporary Rental Accommodation on a Recognised Platform to Guests.