

CUSTOMER INFORMATION SHEET

This document provides only key information about your policy. Please refer to the policy document for detailed terms and conditions.

SI NO	TITLE	DESCRIPTION	POLICY CLAUSE NUMBER
1.	Product name	INDUSIND HOTEL & RESTAURANT PACKAGE POLICY (SOOKSHMA)	-
2.	Unique Identification Number (UIN) allotted by IRDAI	IRDAN103RP0002V04201314	-
3.	Policy No.	XXXXXXXXXXXXXXXXXXXX	-
4.	Structure	Section I - Fire and Allied Perils: This section of policy covers Building, Plant and Machinery, Furniture, Fixture and Fittings and any other contents on Reinstatement Value basis. For Stocks, the basis of sum insured would be: a) For raw material: Landed Cost at Your Premises. b) For stock in process: Input Cost of the stock at the time of damage, c) For finished stock: the Manufacturing Cost of the Finished Stock or the Contract Price of goods sold but not delivered Bullion or unset precious stones, any curios or works of art or obsolete machinery and the like are to be covered on Agreed Value basis subject to a Valuation Certificate acceptable by Insurance Company Unless otherwise, the sum insured would be maximum liability for any one loss.	Clause C under Section I of Policy Wording
		Section II - Alternate Accommodation In case your hotel or restaurant premises is damaged or destroyed by any insured peril and becomes unfit for occupation, the policy will provide for reimbursement of additional rent incurred towards hiring an alternate accommodation.	Section II
		Section III - Business Interruption (Fire) Hotel or Restaurant business is interrupted because of damage to the premises by Fire & allied perils and a valid claim is payable under Section I of this Policy, the Company will pay for the loss resulting from the interruption in respect of the following items in accordance with the Basis of Settlement and the Limit of Liability.	Section III
		Section IV - Electrical & Mechanical Appliances: This Section indemnifies the Insured against any unforeseen and sudden physical loss or damage to Electronic equipment detailed in the Schedule, belonging to the Insured from any cause, other than those specifically excluded for the cost of replacement of the insured property with new of the same kind and capacity.	Section IV
		Section V - Reinstatement of Data: This Section indemnifies the Insured against the cost of reinstating data on data carrying materials and for programmes subject to the claim of the equipment is admitted/ paid by the company.	Section V

	Section VI -All Risk (Portable Computers and Mobile Phones): The Section will indemnify the Insured against physical loss or damage during the period of this Policy to the items specified in the Schedule and belonging to Insured and in personal custody of Insured, director or employee whilst anywhere in India for the purpose of business.	Section VI
	Section VII - Machinery Breakdown The Company will indemnify the Insured against any unforeseen and sudden physical loss or damage caused by electrical or mechanical breakdown with cost of replacement of the Insured property by new property of the same kind and same capacity. Replacement cost will also include freight, dues and customs duties, if any and erection costs.	Section VII
	Section VIII - Burglary & Housebreaking Contents (excluding Money And Valuable) The basis of indemnity would be for: • Contents (other than stock and stock-in trade): Reinstatement value or market value, as opted by the Insured • In respect of stock and stock-in-trade: Market value • In case of property damage by any of the insured peril/s: Cost of replacement or repair for the damaged property	Section VIII
	Section IX - Money Insurance: The Company will indemnify the Insured in respect of: • Loss by accident or misfortune whilst the Insured's money is in the hands of employee(s) of the Insured in transit, between the Insured Hotel or Restaurant and bank (including Automatic Teller Machine centres) and vice versa • Loss of or damage to money and/or valuables by Burglary and/or Housebreaking, whilst contained in safe, burglar resistant or other steel cupboards/cashbox and/or such other places under lock and key in the Hotel or Restaurant • Loss of money whilst lying in the cashier's till in the Hotel or Restaurant, during business hours consequent to or following assault and/or violence against any employee of the Insured or any threat, provided always that such moneys are in custody of a responsible person entrusted with the work of handling cash	Section IX
	Section X - Fixed Plate Glass: The Company will indemnify the Insured in respect of loss of or damage to fixed plate glass in the Hotel or Restaurant on restatement value basis	Section X
	Section XI - Neon Signs/Glow Signs: The Company will indemnify the Insured in respect of loss or damage to Neon sign/glow sign/hoarding, belonging to the Insured and fixed in the Hotel or Restaurant be on restatement value basis	Section XI
	Section XII - Accompanied Baggage: In the event of loss of or damage to accompanied and or checked in Baggage due to accident whilst on journey, anywhere in the world, the Company will pay the actual value of the baggage at the time of happening of the damage, provided always that no liability will arise for any claim which is otherwise identifiable by a contract of affreightment for accompanied or checked in baggage.	Section XII



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		Section XIII - Personal Accident: This section provides for compensation, if during the policy period, the insured person/s shall sustain any injury resulting from an accident and may be further result into death or total/ partial disability i.e. cover is provided on fixed benefit basis.	Section XIII
		Section XIV - Fidelity of Employees: The Company will indemnify the Insured against direct pecuniary loss due to fraud/dishonesty or fraudulent conversion of money or money's worth during the period of this insurance caused by the employees of the Hotel or Restaurant, subject to the limits specified in the Schedule.	Section XIV
		Section XV - Liability: This Section covers Insured's legal liability (other than liability under the Public Liability Insurance Act, 1991 or any amendments thereto or any other statute based on the doctrine of liability or product or pollution liability) to pay compensation including claimant's costs, fees and expenses anywhere in India, in accordance with Indian Law	Section XV
		Section XVI - Workmen Compensation: This Section indemnifies the Insured against liability to its own direct employees under the Fatal Accident Act 1855/ Workmen Compensation Act 1923 as amended from time to time and under Common Law to pay compensation in respect of accidental death or injury sustained during the currency of the Policy arising out of and in the course of employment in India.	Section XVI
5.	Interests Insured	Section I - Fire and Allied Perils: The insured can cover building including plinth, Basement and additional structures like gates, security sheds, compound wall, if any, with Plant & Machinery, Furniture & Fixtures, Fittings and other equipment, Raw Materials, Stock in Process, Finished Stock etc. at insured risk location which is used as hotel or restaurant.	Section I of policy wording
		Section II - Alternate Accommodation: In case your hotel or restaurant premises is damaged or destroyed by fire or other insured perils as specified under Fire and Allied perils section and becomes unfit for occupation, the policy will provide for reimbursement of additional rent incurred towards hiring an alternate accommodation.	Section II
		Section III - Business Interruption: Hotel or Restaurant business is interrupted because of loss or damage to the premises by Fire & allied perils and a valid claim is payable / admitted under Section I, the Company will pay for the loss resulting from the interruption in respect of the following items in accordance with the Basis of Settlement and the Limit of Liability: a) Gross Profit due to reduction in turnover b) Increase in cost of working	Section III
		Section IV - Electrical & Mechanical Appliances: This Section indemnifies the Insured against any unforeseen and sudden physical loss or damage to Electronic equipment detailed in the Schedule, from any cause, other than those specifically excluded, in a manner necessitating repair or replacement, by payment in cash, replacement or repair (at the option of the Company), upto an amount not exceeding during the period of Insurance in respect of each of the items specified in the Schedule.	Section IV

Section V - Reinstatement of Data: This Section indemnifies the Insured against the cost of reinstating data on data carrying materials and for programmes provided that such reinstatement shall be done within a period of 3 months from the date of occurrence of the loss/damage	Section V - Reinstatement of Data: This Section indemnifies the Insured against the cost of reinstating data on data carrying materials and for programmes provided that such reinstatement shall be done within a period of 3 months from the date of occurrence of the loss/damage	Section V
Section VI -All Risk (Portable Computers and Mobile Phones): The Section will indemnify the Insured against physical loss or damage to the items specified in the Policy Schedule and belonging to Insured and in personal custody of Insured, director or employee whilst anywhere in India for the purpose of business by events, perils, causes not specifically excluded.	Section VI -All Risk (Portable Computers and Mobile Phones): The Section will indemnify the Insured against physical loss or damage to the items specified in the Policy Schedule and belonging to Insured and in personal custody of Insured, director or employee whilst anywhere in India for the purpose of business by events, perils, causes not specifically excluded.	Section VI
Section VII - Machinery Breakdown: The Company will indemnify the Insured against any unforeseen and sudden physical loss or damage caused by electrical or mechanical breakdown sustained by electrical or mechanical appliances, apparatus, gadgets or any electrical or mechanical installation while contained in or fixed in the Hotel or Restaurant and specified in the Schedule, from any cause, other than those specifically excluded.	Section VII - Machinery Breakdown: The Company will indemnify the Insured against any unforeseen and sudden physical loss or damage caused by electrical or mechanical breakdown sustained by electrical or mechanical appliances, apparatus, gadgets or any electrical or mechanical installation while contained in or fixed in the Hotel or Restaurant and specified in the Schedule, from any cause, other than those specifically excluded.	Section VII
Section VIII - Burglary & Housebreaking Contents (excluding Money And Valuable): - The Company will indemnify the Insured in respect of loss or damage to contents, by burglary and/or housebreaking - Damage to the Insured's hotel and/or safe resulting from burglary and/or housebreaking or any attempt thereat subject to a maximum of 5 % of the sum insured under this Section	Section VIII - Burglary & Housebreaking Contents (excluding Money And Valuable): - The Company will indemnify the Insured in respect of loss or damage to contents, by burglary and/or housebreaking - Damage to the Insured's hotel and/or safe resulting from burglary and/or housebreaking or any attempt thereat subject to a maximum of 5 % of the sum insured under this Section	Section VIII
Section IX - Money Insurance: The Company will indemnify the Insured in respect of: - Loss by accident or misfortune whilst the Insured's money is in the hands of employee(s) of the Insured in transit, between the Insured Hotel or Restaurant and bank (including Automatic Teller Machine centres) and vice versa - Loss of or damage to money and/or valuables by Burglary and/or Housebreaking, whilst contained in safe, burglar resistant or other steel cupboards/cashbox and/or such other places under lock and key in the Hotel or Restaurant - Loss of money whilst lying in the cashier's till in the Hotel or Restaurant, during business hours consequent to or following assault and/or violence against any employee of the Insured or any threat, provided always that such moneys are in custody of a responsible person entrusted with the work of handling cash	Section IX - Money Insurance: The Company will indemnify the Insured in respect of: - Loss by accident or misfortune whilst the Insured's money is in the hands of employee(s) of the Insured in transit, between the Insured Hotel or Restaurant and bank (including Automatic Teller Machine centres) and vice versa - Loss of or damage to money and/or valuables by Burglary and/or Housebreaking, whilst contained in safe, burglar resistant or other steel cupboards/cashbox and/or such other places under lock and key in the Hotel or Restaurant - Loss of money whilst lying in the cashier's till in the Hotel or Restaurant, during business hours consequent to or following assault and/or violence against any employee of the Insured or any threat, provided always that such moneys are in custody of a responsible person entrusted with the work of handling cash	Section IX
Section X - Fixed Plate Glass: The Company will indemnify the Insured in respect of loss of or damage to fixed plate glass in the Hotel or Restaurant by accidental breakage.	Section X - Fixed Plate Glass: The Company will indemnify the Insured in respect of loss of or damage to fixed plate glass in the Hotel or Restaurant by accidental breakage.	Section X
Section XI - Neon Signs/Glow Signs: The Company will indemnify the Insured in respect of loss or damage to Neon sign/glow sign/hoarding, belonging to the Insured and fixed in or used at the Hotel or Restaurant by listed insured perils	Section XI - Neon Signs/Glow Signs: The Company will indemnify the Insured in respect of loss or damage to Neon sign/glow sign/hoarding, belonging to the Insured and fixed in or used at the Hotel or Restaurant by listed insured perils	Section XI
Section XII - Accompanied Baggage: In the event of loss of or damage to accompanied and or checked in Baggage due to accident whilst on journey, anywhere in the world, the Company will pay the actual value of the baggage at the time of happening of the damage	Section XII - Accompanied Baggage: In the event of loss of or damage to accompanied and or checked in Baggage due to accident whilst on journey, anywhere in the world, the Company will pay the actual value of the baggage at the time of happening of the damage	Section XII


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	Section XI - Neon Signs/Glow Signs: The Company will indemnify the Insured in respect of loss or damage to Neon sign/glow sign/hoarding, belonging to the Insured and fixed in or used at the Hotel or Restaurant by listed insured perils	Section XI
	Section XIII - Personal Accident: This section provides for compensation, if during the policy period, the insured or insured person/s shall sustain any injury resulting from an accident and may be further result into death or total/ partial disability	Section XIII
	Section XIV - Fidelity Of Employees The Company will indemnify the Insured against direct pecuniary loss due to fraud/dishonesty or fraudulent conversion of money or money's worth during the period of this insurance caused by the employees of the Hotel or Restaurant, subject to the limits specified in the Schedule	Section XIV
	Section XV - Liability This Section covers Insured's legal liability (other than liability under the Public Liability Insurance Act, 1991 or any amendments thereto or any other statute based on the doctrine of liability or product or pollution liability) to pay compensation including claimant's costs, fees and expenses anywhere in India, in accordance with Indian Law.	Section XV
	Section XVI - Workmen Compensation This Section indemnifies the Insured against liability to its own direct employees under the Fatal Accident Act 1855/ Workmen Compensation Act 1923 as amended from time to time and under Common Law to pay compensation in respect of accidental death or injury sustained during the currency of the Policy arising out of and in the course of employment in India.	Section XVI
6. Sum Insured	Section I - Fire and Allied Perils: - Building incl. Plinth & Foundation: Rs. _____ - Plant and Machinery: Rs. _____ - Contents other than stock: Rs. _____ - Stocks and Stock in process, raw materials, finished goods: Rs. _____ Total Section I Sum Insured: Rs. _____ Section II - Alternate Accommodation: Rs. _____ (Nos. of months covered _____) Section III - Business Interruption: Rs. _____ Indemnity Period: _____ Months Section IV - Electrical & Mechanical Appliances: Rs. _____ Section V - Reinstatement of Data: Rs. _____ Section VI - All Risk (portable Computers and Mobile Phones): Rs. _____ Section VII - Machinery Breakdown: Rs. _____ Section VIII - Burglary & Housebreaking Contents (excluding Money And Valuable): Rs. _____ Section IX - Money Insurance: - While in transit: Rs. _____ - from safe at the Insured's business premises: Rs. _____ - from till at the Insured's business premises: Rs. _____ Total Section IX - Sum Insured: Rs. _____	-

		Section X - Fixed Plate Glass: Rs. _____ Section XI - Neon Signs/Glow Signs: Rs. _____ Section XII - Accompanied Baggage: Rs. _____ Section XIII - Personal Accident: Rs. _____ Section XIV - Fidelity Of Employees: Rs. _____ Section XV - Liability: Rs. _____ (AOA:AOY=____:____) Section XVI - Workmen Compensation: Rs. _____	
7.	Policy Coverage	Section I - Fire and Allied Perils: Subject to exclusions as provided in policy wording, the policy covers physical loss or damage, or destruction caused to the Insured Property by following perils : • Fire • Lightning • Explosion or Implosion • Aircraft Damage • Riot, Strikes, Malicious Damages • Impact Damage • Subsidence and Landslide including Rockslide • Bursting and/or overflowing of Water Tanks, Apparatus and Pipes • Missile Testing Operations • Leakage from Automatic Sprinkler Installations • Bush fire, Forest Fire, Jungle Fire • Earthquake, volcanic eruption, or other convulsions of nature • Act of terrorism (as per Indian Market Terrorism Pool) • Theft within 7 days from the occurrence of and proximately caused by any of the above Insured Events	Section I of Policy wording
		Section II - Alternate Accommodation In case your hotel or restaurant premises is damaged or destroyed by fire or other perils as specified under Fire and Allied perils section, and becomes unfit for occupation, the policy will provide for reimbursement of additional rent incurred towards hiring an alternate accommodation upto the Sum Insured opted under this section.	Section II
		Section III - Business Interruption: Hotel or Restaurant business is interrupted because of damage to the premises by Fire & allied perils and a valid claim is payable under Section I of this Policy, the Company will pay for the loss resulting from the interruption in respect of the following items in accordance with the Basis of Settlement and the Limit of Liability. • Gross Profit due to reduction in turnover • Increase in cost of working	Section III
		Section IV - Electrical & Mechanical Appliances: This Section indemnifies the Insured against any unforeseen and sudden physical loss or damage to Electronic equipment detailed in the Schedule, belonging to the Insured from any cause, other than those specifically excluded	Section IV



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	Section V - Reinstatement of Data: This Section indemnifies the Insured against the cost of reinstating data on data carrying materials and for programmes provided the claim is payable or admitted under section IV and such reinstatement is completed within 3 months from the date of loss.	Section V
	Section VI - All Risk (Portable Computers and Mobile Phones): The Section will indemnify the Insured against physical loss or damage during the period of this Policy to the items specified in the Schedule and belonging to Insured and in personal custody of Insured, director or employee whilst anywhere in India for the purpose of business by events, perils, causes not specifically excluded.	Section VI
	Section VII - Machinery Breakdown The Company will indemnify the Insured against any unforeseen and sudden physical loss or damage caused by electrical or mechanical breakdown sustained by electrical or mechanical appliances, apparatus, gadgets or any electrical or mechanical installation while contained in or fixed in the Hotel or Restaurant from any cause, other than those specifically excluded.	Section VII
	Section VIII-Burglary & Housebreaking Contents (Excluding Money And Valuable) - The Company will indemnify the Insured in respect of loss or damage to contents, by burglary and/or housebreaking. - Damage to the Insured's shop and/or safe resulting from burglary and/or housebreaking or any attempt thereat subject to a maximum of 5 % of the sum insured under this Section	Section VIII
	Section IX - Money Insurance: The Company will indemnify the Insured in respect of: - Loss by accident or misfortune whilst the Insured's money is in the hands of employee(s) of the Insured in transit, between the Insured Hotel or Restaurant and bank (including Automatic Teller Machine centres) and vice versa - Loss of or damage to money and/or valuables by Burglary and/or Housebreaking, whilst contained in safe, burglar resistant or other steel cupboards/cashbox and/or such other places under lock and key in the Hotel or Restaurant. - Loss of money whilst lying in the cashier's till in the Hotel or Restaurant, during business hours consequent to or following assault and/or violence against any employee of the Insured or any threat, provided always that such moneys are in custody of a responsible person entrusted with the work of handling cash	Section IX
	Section X - Fixed Plate Glass: The Company will indemnify the Insured in respect of loss of or damage to fixed plate glass in the Hotel or Restaurant specified in the Schedule by accidental breakage provided that the liability of the Company in respect of any loss or all losses in any one Period of Insurance	Section X

	Section XI - Neon Signs/Glow Signs: The Company will indemnify the Insured in respect of loss or damage to Neon sign/glow sign/hoarding, belonging to the Insured and fixed in the Hotel or Restaurant by: • Accidental External Means • Fire, Lightning, External Explosion or theft of whole sign • Riot, Strike Malicious Act or Terrorism • Flood, Inundation, Storm, Tempest, Typhoon, Hurricane, Tornado or Cyclone	Section XI
	Section XII - Accompanied Baggage: In the event of loss of or damage to accompanied and or checked in Baggage due to accident whilst on journey, anywhere in the world, the Company will pay the actual value of the baggage at the time of happening of the damage, provided always that no liability will arise for any claim which is otherwise identifiable by a contract of affreightment for accompanied or checked in baggage.	Section XII
	Section XIII - Personal Accident: This section provides for compensation, if during the policy period, the insured person/s shall sustain any injury resulting from an accident and may be further result into death or total/ partial disability i.e. cover is provided on fixed benefit basis.	Section XIII
	Section XIV - Fidelity Of Employees The Company will indemnify the Insured against direct pecuniary loss due to fraud/dishonesty or fraudulent conversion of money or money's worth during the period of this insurance caused by the employees of the Hotel or Restaurant, subject to the limits specified in the Schedule.	Section XIV
	Section XV - Liability: This Section covers Insured's legal liability (other than liability under the Public Liability Insurance Act, 1991 or any amendments thereto or any other statute based on the doctrine of liability or product or pollution liability) to pay compensation including claimant's costs, fees and expenses anywhere in India, in accordance with Indian Law.	Section XV
	Section XVI - Workmen Compensation This Section indemnifies the Insured against liability to its own direct employees under the Fatal Accident Act 1855/ Workmen Compensation Act 1923 as amended from time to time and under Common Law to pay compensation in respect of accidental death or injury sustained during the currency of the Policy arising out of and in the course of employment in India.	Section XVI
8.	Add-on Cover In addition to insured loss payable, we will also provide your following covers/ pay listed expenses, if incurred: Section I -Fire and Allied Perils: In-Built Covers: • Additions Alterations And Extensions - upto 15% of the sum insured for that item (excluding stocks) • Stocks at many locations on floater basis - Rs. _____ • Temporary removal of stock - Upto 10% of the insured stock	Point No. 4 under Clause C under Section I of Policy Wording

		- Cover for Specific Contents : - Money upto Rs. 50,000/- (per event and in aggregate during the policy period) - Deeds, manuscripts and business books, plans, drawings, securities, obligations or documents of any kind but only upto Rs. 50,000/- (per event and in aggregate during the policy period) - Computer programmes, information and data upto Rs. 5,00,000/- (per event and in aggregate during the policy period) - Employees', Directors', visitors' personal effects of every description (other than motor vehicles) - Startup Expenses Upto Rs 1,00,000/- (per event and in aggregate during the policy period) - Professional fees - upto 5% of claim amount - Removal of Debris - Upto 2% of the claim amount, if incurred - Costs compelled by Municipal Regulations upto total sum insured of building	
		Section VII - Machinery Breakdown: Deterioration, putrefaction or contamination of stocks insured against the breakdown of the Refrigeration Machinery	Section VII
		Section XIII - Personal Accident: - Carriage Of Dead Body - Education Grant - Medical Expenses	Section XIII
		Section XV - Liability: - Food and Beverages - Goods kept in custody of Insured - Swimming Pool - Sports facilities	Section XV
9.	Loss Participation/ Deductible applicable	This is an amount which the policyholder will have to bear in each and every claim. The balance loss amount which exceeds the deductible is payable to the insured. Section I - Fire and Allied Perils: - Other than Terrorism Claims: Rs. 5,000/- - For Terrorism Claims: As per excess as per Sabotage and Terrorism Damage Cover Endorsement wording as provided by Indian Market Terrorism Risk Insurance Pool Section II - Alternate Accommodation: As per the policy schedule Section III - Business Interruption: As per the policy schedule Section IV - Electrical & Mechanical Appliances: 5% of the claim amount subject to a minimum of Rs 1,000 for each and every occurrence of the damage Section V - Reinstatement of Data: 5% of the claim amount subject to a minimum of Rs 1,000 for each and every occurrence of the damage Section VI - All Risk (portable Computers and Mobile Phones): As per the policy schedule Section VII - Machinery Breakdown: 1% of the sum insured in respect of each item covered separately or Rs.250/- whichever is higher for each and every claim	Section I Terrorism & Sabotage Damage coverend. Section II Section III Section IV Section V Section VI Section VII


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		Section VIII - Burglary & Housebreaking Contents (excluding Money And Valuable): As per the policy schedule	Section VIII
		Section IX - Money Insurance: As per the policy schedule	Section IX
		Section X - Fixed Plate Glass: 5% of the claim amount or Rs.500/- whichever is less in respect of each and every admitted claim	Section X
		Section XI - Neon Signs/Glow Signs: 5% of the claim amount or Rs.500/- whichever is less in respect of each and every claim	Section XI
		Section XII - Accompanied Baggage: First Rs.500/- in each and every claim	Section XII
		Section XIII - Fidelity Of Employees: As per the policy schedule	Section XIII
		Section XIV - Liability: 0.5% of any one Accident limit subject to a minimum of Rs. 1,000 /- and maximum of Rs. 10,00,000 /	Section XIV
		Section XV - Workmen Compensation: As per the policy schedule	Section XV
10.	Exclusions	Policy Exclusions: Section I - Fire and Allied Perils: We do not cover losses or expenses, or any loss, damage to, or destruction of the Insured Property, directly or indirectly as a result of or if caused by or arising from events, stated below: i) Excess of 5% of each claim, subject to a minimum of Rs. 10,000 (Rupees Ten Thousand). This means that We will deduct 5% of each claim, subject to a minimum of Rs 10,000 (Rupees Ten Thousand) for each and every loss suffered by You under the terms of this policy. ii) For terrorism risk the excess shall be as per the clause attached to this policy. - Your deliberate, willful or intentional act or omission, or of anyone on Your behalf, or with Your connivance. - Loss, damage or destruction to any electrical/electronic machine, apparatus, fixture, or fitting by over-running, excessive pressure, short circuiting, arcing, self-heating or leakage of electricity from whatever cause (lightning included). This exclusion applies only to the particular machine so lost, damaged or destroyed. However, any ensuing loss or damage to other insured property due to operation of an insured peril is covered. - Loss, destruction or damage to the stocks in cold storage premises caused by change of temperature. - Loss, or damage by spoilage resulting from the retardation or interruption or cessation of any process or operation caused by operation of any of the Insured Events. - Your Premises or any Insured Building remaining continuously unoccupied for a period of more than 30 days, unless You have obtained prior written approval from Us and such approval is recorded as an endorsement on the Policy. - War, invasion, act of foreign enemy hostilities or war-like operations (whether war is declared or not), civil war, mutiny, civil commotion amounting to a popular rising, military rising, rebellion, revolution, insurrection or military or usurped power. - Ionising radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from combustion of nuclear fuel, or the radioactive, toxic, explosive or other hazardous properties of any explosive nuclear assembly or nuclear component that is part of it.	Section I of policy wording


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- Pollution or contamination, unless
 - i. The pollution or contamination itself has resulted from an Insured Event, in which case only physical damage to the Insured Property is covered, or
 - ii. An Insured Event itself results from pollution or contamination.
- Loss, destruction or damage to bullion or unset precious stones, any curios or works of art unless such amount is declared separately and recorded in the Policy Schedule.
- Loss of any Insured Property which is missing or has been mislaid, or its disappearance cannot be linked to any single identifiable Insured Event.
- Loss or damage to any Insured Property removed from Your Premises to any other place, except.
 - i. Machinery and equipment temporarily removed for repairs, cleaning, renovation or other similar purposes for a period not exceeding 60 days,
 - ii. Stock covered under Clause (4.2) of this Policy.
- Any reduction in market value of any Insured Property after its repair or reinstatement.
- Loss or damage to any Insured Property or any claim which is covered by a marine policy in force at the time of loss or damage, except in excess of the limits of that policy.
- Any consequential or indirect loss or damage of any description, i.e. losses or extra costs (financial or non financial) that follow or are a consequence of an Insured Event, like, loss by delay, loss of income or wages or earnings, or of market, or of time, medical expenses, or any costs not covered by this Policy.
- Costs, fees or expenses for preparing any claim

Section IV - Electrical & Mechanical Appliances:

Section IV

- The Excess as stated in the Schedule which is to be borne by the Insured in any one or more items are lost or damaged: if more than one item is lost or damaged in one occurrence, the Insured shall not, however, be called upon to bear more than the highest single excess applicable to such items;
- Loss or damage caused by any faults or defects existing at the time of commencement of the present Insurance within the knowledge of the Insured, or his representatives, whether such faults or defects were known to the Company or not;
- Loss or damage as a direct consequence of the continual influence of operation (e.g. wear and tear, cavitations, erosion, corrosion, incrustation) or of gradual deterioration due to atmospheric conditions;
- Any costs incurred in connection with the elimination of functional failures unless such failures were caused by an indemnifiable loss of or damage to the Insured items;
- Any costs incurred in connection with the maintenance of the Insured items, such exclusion also applying to parts exchanged in the course of such maintenance operations;
- Loss or damage to be made good by the manufacturer, supplier or maintenance contractor either in law or under contract;
- Loss of or damage to rented or hired equipment for which the owner is responsible either by law or under a lease and/or maintenance agreement;
- Consequential loss or liability of any kind or description;

	- Loss of or damage to bulbs, valves, tubes, ribbons, fuses, seals, belts, wires, chains, rubber tyres, exchangeable tools, engraved cylinders, objects made of glass, porcelain or ceramics sieves or fabrics, or any operating media); - Aesthetic defects, such as scratches on painted, polished or enamelled surfaces. - The cost of any alterations, improvements or overhauls. - Cessation of work total or partial.	
	Section V - Reinstatement of Data: - Loss caused by data carrying materials not stored in accordance with or stored for a larger period than stated in the maker's instruction. - Any cost arising from false programming, punching, labelling or inserting inadvertent cancelling of information caused by magnetic fields. - Loss discovered more than six calendar months after its occurrence. - Cost incurred for alteration or improvement of data/programme. - Intrinsic value of data/programme. - Programme which cannot be exchanged by user	Special Exclusions under Section V
	Section VI - All Risk (portable Computers and Mobile Phones): - The Excess as stated in the Schedule which is to be borne by the Insured in any one or more items are lost or damaged: if more than one item is lost or damaged in one occurrence, the Insured shall not, however, be called upon to bear more than the highest single excess applicable to such items; - Loss or damage caused by any faults or defects existing at the time of commencement of the present Insurance within the knowledge of the Insured, or his representatives, whether such faults or defects were known to the Company or not; - Loss or damage as a direct consequence of the continual influence of operation (e.g. wear and tear, cavitations, erosion, corrosion, incrustation) or of gradual deterioration due to atmospheric conditions; - Any costs incurred in connection with the elimination of functional failures unless such failures were caused by an indemnifiable loss of or damage to the Insured items; - Any costs incurred in connection with the maintenance of the Insured items, such exclusion also applying to parts exchanged in the course of such maintenance operations; - Loss or damage to be made good by the manufacturer, supplier or maintenance contractor either in law or under contract; - Loss of or damage to rented or hired equipment for which the owner is responsible either by law or under a lease and/or maintenance agreement; - Consequential loss or liability of any kind or description; - Loss of or damage to bulbs, valves, tubes, ribbons, fuses, seals, belts, wires, chains, rubber tyres, exchangeable tools, engraved cylinders, objects made of glass, porcelain or ceramics sieves or fabrics, or any operating media); - Aesthetic defects, such as scratches on painted, polished or enamelled surfaces. - The cost of any alterations, improvements or overhauls. - Cessation of work total or partial.	Section VI

	Section VII - Machinery Breakdown: • Damage to any Insured item by perils which are insurable under other sections of the Policy. • Damage for which the manufacturer or supplier of the property or a maintenance contractor is responsible by law or contract. • Gradually developing flaws, defects, cracks or partial fractures in any part not necessitating immediate stoppage although at some future time repair or replacement of the parts affected may be necessary. • Deterioration of or wearing away or wear out of any item caused by or naturally resulting from normal use or exposure. • Damage caused by or arising out of wilful act or wilful gross negligence of Insured, his employee or director. • Damage due to faults existing at the time of commencement of this Insurance and not known to the Insured, director or employee, regardless of whether such faults or defects were known to the Company or not. • Cost of transport to the repair hotel and/ or restaurant and back to the insured's hotel and / or restaurant premises of any insured item arising out of damage to such item. • Damage to any Insured item occasioned by permanent or temporary dispossession resulting from confiscation, commandeering or requisition by any lawfully constituted authority of such item or by permanent or temporary dispossession of any building resulting from the unlawful occupation by the Insured of the building.	Section VII
	Section VIII - Burglary & Housebreaking Contents (Excluding Money And Valuable): This Section does not cover loss or damage: • By burglary and/or housebreaking or theft where any member of the Insured's family is concerned as principal or accessory • To livestock, motor vehicles and pedal cycles • To money, securities for money, stamps, bullion, deeds, bonds, bills of exchange, promissory notes, shares and stock certificates, business books, manuscripts, documents of any kind, unset precious stones and jewellery and valuables, unless separately specified • Of money extracted from safe following the use of key to the said safe belonging to the Insured unless such key has been obtained by assault or threat thereof.	Section VII
	Section IX - Money Insurance: This Company shall not be liable in respect of: • Loss of money where any employee of Insured is concerned as principal or accessory or arising out of or attributable to an act of fraud or dishonesty committed by one or more of the employees carrying the money. • Shortage due to error or omission. • Loss of money by removal from safe following the use of the Key to the said safe or any duplicate thereof belonging to the Hotel or Restaurant unless such key has been obtained by assault or violence or any threat.	Section IX

	Section X - Fixed Plate Glass: The Company shall not be liable in respect of: • Breakage or damage during removal, alterations and/or repairs on or about the Hotel or Restaurant. • Breakage of lettering unaccompanied by breakage or damage of glass • Breakage of or damage to frame work of any description, unless specifically declared • Disfiguration or scratching or damage of glass other than fracture extending through the entire thickness of glass • Embossed, silvered, lettered, ornamental, curved or any glass whatsoever, other than glass which is plain and of ordinary glazing quality unless the same be specifically declared • Breakage of glass not completely and securely fixed • Loss or damage consequent upon interruption or delay of business or other loss, damage or injury arising from breakage of glass or during replacement thereof	Section X
	Section XI - Neon Signs/Glow Signs: The Company shall not be liable in respect of the fusing or burning out of Bulbs and/or Tubes arising from short-circuiting or arcing or any other mechanical or electrical breakdown of faults.	Section XI
	Section XII - Accompanied Baggage: • Damage due to cracking, scratching or breakage of lenses or glass whether part of any equipment or otherwise or of china marble, gramophone records or other articles of a brittle or fragile nature, unless such damage arises from an accident to any vessel, train, vehicles or aircraft by which such property is conveyed. • Damage caused by moth, mildew, vermin or any process of cleaning, dyeing, repairing or restoring to which the property is subjected. • Loss of or damage to any electrical machine, apparatus, fixtures or fittings (including wireless sets, radio, television sets and tape recorders) arising from overrunning, excessive pressure, short circuiting, arcing, self-heating or leakage of electricity from whatever cause (lightning included). • Damage due to theft from any car except from a car of the fully enclosed saloon type having all the doors, windows and other openings securely locked and properly fastened. • Loss of or damage to any property whilst being conveyed by any carrier under a contract of affreightment. • Loss of or damage to money, securities, manuscripts, deeds, bonds, bills of exchange, promissory notes, stock or share certificates, stamps, business books or documents, jewellery, watches, furs, precious metals, precious stones, gold and silver ornaments, travel tickets, cheques and bank drafts. • Loss of or damage to articles of a consumable nature. • Loose articles such as sticks, straps, umbrellas, sunshades, fans, deck chairs, property in use on the journey nor articles or clothes whilst being worn on the person or being carried out.	Section XII

	Section XIII - Personal Accident: The Company shall not be liable under this policy for: • Death or disablement resulting directly or indirectly caused by, contributed to or aggravated or prolonged by childbirth or from pregnancy or in consequence thereof. • Compensation under more than one of the foregoing Clauses in respect of the same period of disablement of the Insured Person. • Any other payment to the same person after a claim under one of the foregoing Clauses (a), (b) or (d) has been admitted and become payable save for payments under medical expenses extension & for carriage of dead body. • Any payment in case of more than one claim in respect of such Insured Person under the policy during any one period of insurance by which the maximum liability of the Company specified in the Schedule applicable to such Insured Person would exceed the sum payable under the foregoing Clause of this policy to such Insured Person. This would not apply to payments made under medical expenses extension and for carriage of dead body. • Payment of weekly compensation until the total amount shall have been ascertained and agreed. • Payment of compensation in respect of death, injury or disablement of the Insured Person a) From intentional self-injury, suicide or attempted suicide, b) Whilst under the influence of intoxicating liquor or drugs c) Whilst engaging in aviation or ballooning whilst mounting into, dismounting from or travelling in any aircraft or balloon other than as a passenger (fare paying) in any duly licensed standard type of aircraft anywhere in the world, d) Directly or indirectly caused by venereal diseases, AIDS or insanity, e) Arising or resulting from the Insured Person committing any breach of law with criminal intent.	Section XIII
	Section XIV - Fidelity Of Employees: The Company shall not be liable for any act or default of an employee done or omitted to be done after the discovery by the Insured of any act of forgery, embezzlement larceny or fraudulent conversion on the part of any such employee.	Section XIV
	Section XVI - Workmen Compensation: The Company shall not be liable in respect of: • Accident directly or indirectly caused by or arising out of ownership, possession, custody by or on behalf of the hotel, restaurant, animals, vehicles, aircrafts, ship, boats or craft of any kind • Where the number of employees at the time of accident or the actual wages paid in the employees or employees for whom the claim made is found to be in excess of the employees or the wages stated in policy schedule, then the company shall pay only proportion of the sum insured of the employees or the wages stated in the schedule bears to actual numbers of employees or the actual wages paid at the time of accident.	Section XVI

	General Exception (application to all sections chosen):	General Exceptions
	- Any claim, whether direct or indirect, occasioned by, happening through or arising from any consequences of war, invasion, ad of foreign enemy, hostilities (whether war be declared or not) civil war, rebellion, revolution, insurrection, terrorism, military or usurped power or civil commotion or loot or pillage in connection therewith. - Any claim, whether direct or indirect, occasioned by, happening through or arising from terrorism. - Loss of earnings, loss by delay, loss of market or other consequential or indirect loss or damage of any kind or description whatsoever. - Any claim/liabilities, directly or indirectly of whatsoever nature caused by or contributed by or arising from ionizing radiation or contamination by radioactivity from any nuclear fuel or from any nuclear waste from the combustion of nuclear fuel or from any nuclear weapons or from any nuclear weapons material, and similar other weapons of mass destruction. - The Insured shall take all reasonable steps to safeguard the Hotel or Restaurant against any loss or damage. The insured shall exercise reasonable care that only competent employees are employed and shall take all reasonable precautions to prevent all accidents and shall comply with all statutory or other regulations. - The insured shall upon the occurrence of any event giving rise or likely to give rise to a claim under the policy a) on the event of the theft, lodge forthwith a complaint with the policy and take all practicable steps to apprehend the culprits and to recover the property lost. b) Give immediate notice thereof to the company and shall within Fourteen (14) days thereafter furnish to the company at his own expense, detailed particular of the amount of the loss or damage together with such explanations and evidence to substantiate the claim as the company may require. - If at the time of any loss or damage happening to Hotel or Restaurant there be any other subsisting insurance or insurances whether effected by the insured or by any other person or persons covering the same property, the company shall not be liable to pay or contribute more than its rateable proportion of such loss or damage. - The company may, at its option, reinstate, replace or repair the Hotel or Restaurant damaged or any part thereof instead of paying the amount of loss or damage or may join with any other insurer in so doing but the company shall not be bound to reinstate exactly or completely but only as circumstances permit and in reasonably sufficient manner and in no case shall the company be bound to expand more in reinstatement than it would have cost to reinstate such property as it was at the time of occurrence of such loss/ damage or more than the sum insured by the company thereon.	
	If the property hereby insured shall at the time of loss or damage be collectively of greater value than the sum insured then the insured shall be considered as being his own insurer for the difference and shall bear a rateable proportion of the loss or damage accordingly. Every item, if more than one of the policy, shall be separately subject to this condition. Where the value of the property insured under any section, exceeds the maximum Sum Insured there under, the insured shall independently cover the property under that section by way of a separate insurance policy.	

		• Loss or damage to property not belonging to the Hotel or Restaurant whether held in trust.commission or otherwise unless specifically covered. • Loss or damage caused by depreciation or wear and tear • Loss, destruction or damage caused to the Hotel or Restaurant by pollution or contamination excluding a) Pollution or contamination which itself results from a peril hereby Insured against. b) Any peril hereby Insured against which itself result from pollution or contamination • Loss by theft during or after the occurrence of any Insured peril except as provided under Riot, Strike, and Malicious Damage cover. • Loss or damage to contents if removed to any building or place other than in which it is herein stated to be Insured, except machinery and equipment temporarily removed for repairs, cleaning, renovation or other similar purposes for a period not exceeding 60days.																					
11.	Special Conditions and Warranties (if any)	As per policy schedule	-																				
12.	Admissibility of Claim	Broad principle of admissibility/denial of claims: • Premium - 64 VB should be complied • Property - Subject matter of claim should be covered under the policy • Person - Individual or entity named in the policy should have insurable interest in the property insured • Place - Risk location should be covered under the policy • Peril - Cause of loss should be covered under the policy • Period - Loss should occur within the policy period as specified in the policy • Policy terms and conditions - Coverage/Exclusions as per policy wordings Sample Claim Calculation Sheet: <table><tr><th>Under Section I</th><th>Amt. In Lakhs Rs.</th></tr><tr><td>Loss Amount (Assessed Loss)</td><td>10.00</td></tr><tr><td>Less : Depreciation @ 5% (Applicable as per elapsed life of asset and to be deducted in case of the claim settlement on Market Value basis)</td><td>0.50</td></tr><tr><td>Assessed Loss net of Depreciation</td><td>9.50</td></tr><tr><td>Less: Salvage (Actual realised value of Salvage)</td><td>0.10</td></tr><tr><td>Assessed Loss net of Salvage</td><td>9.40</td></tr><tr><td>Less: Under Insurance (17.5%)</td><td>1.65</td></tr><tr><td>Gross Adjusted Loss</td><td>7.75</td></tr><tr><td>Less: Excess</td><td>0.05</td></tr><tr><td>NET ASSESSED LOSS</td><td>7.70</td></tr></table>	Under Section I	Amt. In Lakhs Rs.	Loss Amount (Assessed Loss)	10.00	Less : Depreciation @ 5% (Applicable as per elapsed life of asset and to be deducted in case of the claim settlement on Market Value basis)	0.50	Assessed Loss net of Depreciation	9.50	Less: Salvage (Actual realised value of Salvage)	0.10	Assessed Loss net of Salvage	9.40	Less: Under Insurance (17.5%)	1.65	Gross Adjusted Loss	7.75	Less: Excess	0.05	NET ASSESSED LOSS	7.70	-
Under Section I	Amt. In Lakhs Rs.																						
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Gross Adjusted Loss	7.75																						
Less: Excess	0.05																						
NET ASSESSED LOSS	7.70																						

13. Policy Servicing - Claim Intimation and Processing	If you suffer a loss because of an Insured Event/ peril, for claims intimation, you can: • Call Center Landline No.: 022-48903009 (Paid) or WhatsApp No.: 7400422200 • Email us at: services@indusindinsurance.com • Communicate with us through our Company Website: https://www.indusindinsurance.com/ • Contact following designated company officials: North Zone: Mr. Santosh Kushwaha (ZCM) Email: santosh.kushwaha@indusindinsurance.com South Zone: Mr. Vamsi Krishna (ZCM) Email: vamsi.kottapalli@indusindinsurance.com West Zone: Mr. Sushant Meher (ZCMI) Email: sushant.meher@indusindinsurance.com East Zone: Mr. Dhruba Roy (ZCM) Email: dhruba.roy@indusindinsurance.com • Turn Around Time ITATI for claims settlement - The insurer shall decide on the claim within seven days of receipt of the survey report. This condition will not apply in case of claims on the property/building insured on reinstatement value basis. • Escalation Matrix: When TAT is not satisfied, you can contact: North Zone: Mr. Prateek Sinha Email: prateek.sinha@indusindinsurance.com South Zone: Mr. Praveen Singh Email: Praveenkumar.singh@indusindinsurance.com West Zone: Mr. Ashish Awasthi Email: ashish.awasthi@indusindinsurance.com East Zone: Mr. Lokesh Pandraju Email: lokesh.pandraju@indusindinsurance.com	-
14. Grievance Redressal and Policyholders Protection	While the company takes utmost care to ensure all our touchpoints are trained to ensure qualitative delivery, in case of any lapse from our members, we request you to report it to our front end unit by: • Calling on phone number: 22 4890 3009 or writing email at: services@indusindinsurance.com • Visiting any of our nearest branch	-

		Writing to us at: IndusInd General Insurance, Correspondence Unit, 2nd & 3rd Floor, Winway Building, 11/12, Block No.4, Old No-67, South Tukoganj, Near Madhumilan Square, Indore, Madhya Pradesh, India - 452001. In case you are not pleased with the response received from one of the above mentioned touch points or there is a delay from our side, you may contact our Grievance Officer at grievances@indusindinsurance.com. The list of our Grievance Redressal Officers is available at our website https://www.indusindinsurance.com/downloads/GRO_details_of_active_branches_Final.pdf Even after this, if you are not satisfied with the response received from our Grievance Officer, you may write to our Head of Grievance at Headgrievances@indusindinsurance.com. Still, if you are not happy with the response received from the company, you may contact Insurance Ombudsman for redressal of grievance as per Insurance Ombudsman rules 2017. List of Ombudsman offices is mentioned in annexure attached to the policy schedule or you may visit its website@ https://cioins.co.in/ombudsman. Grievances can also be registered at IRDAI's Bima Bharosa portal at https://bimabharosa.irdai.gov.in/ or by calling Toll Free Number 155255 (or) 18004254 732 or by sending an e-mail at complaints@irdai.gov.in or by writing to General Manager, Insurance Regulatory and Development Authority of India (IRDAI), Consumer Affairs Department - Grievance Redressal Cell, Sy.No.115/1, Financial District, Nanakramguda, Gachibowli, Hyderabad - 500032.	
15.	Obligations of the Policyholder	You must: - State all and true information about yourself, Your property and your business when you submit a proposal, - ensure that unauthorised persons do not occupy Your premises and whenever your premises is unoccupied ensure that all security procedures are in force, - Inform to Us change in circumstances such change in nature of business or process, premises or any part of it no longer be solely occupied by You, premises remain unoccupied for 30 days or more, You change the use of premises or building. - Make a claim when you suffer loss, and follow the claim procedure, - Make true and full disclosure in your claim and documents supporting the claim, - Give us full cooperation for investigating the claim that you will make	-

Declaration by the Policyholder:

I have read the above and confirm having noted the details.

Place: _____

Date: _____

(Signature of the Policyholder)

Note:

- The product related documents including the Customer Information sheet are available on our Company website at: Download Insurance Proposal Form, Policy Wording, Brochures (www.indusindinsurance.com)
- In case of any conflict, the terms and conditions mentioned in the policy document shall prevail.