

NugentDebenham  
HoughtonMarsh  
insurance advisers

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15 May 2008

**To whom it may concern**

We are pleased to confirm that cover is being provided under an annual policy effect from 14 May 2008:

Insured : Event Support Company Ltd & ESC Events Ltd

Address : Wishanger Farm Estate  
Wishanger Lane  
Churt  
Farnham  
GU10 2QJ

Insurer : Amlin Insurance Services  
Amlin House  
Parkway  
Chelmsford  
Essex  
CM2 0UR

Policy No : CC00000027251

Type of Policy : Commercial Combined including Public, Products and Employers Liability

Limit of Indemnity : Public and Products Liability - £5,000,000  
Employers Liability - £10,000,000

Period of cover : 14<sup>th</sup> May 2008 – 14<sup>th</sup> May 2009

Premium : Paid to date

I hope this is the information you require.

  
Nugent Debenham Houghton Marsh

## Terms of Insurance Business

### Our Service and Status

Anglo Insurance Services (UK) Ltd t/as Nugent Debenham Houghton Marsh, of 6 Queen Street, Godalming Surrey GU7 1BD are authorised and regulated by the Financial Services Authority. We are independent insurance intermediaries who act on your behalf in arranging your insurance and our service includes advising you on your insurance needs, arranging insurance cover with insurers to meet your requirements, helping you with any ongoing changes you have to make and assisting you with any claim you need to make. We offer a range of personal insurance products and have access to many leading insurers in the marketplace. However, for some types of insurance we deal exclusively with a single insurer, which we have selected as offering good value for money allied to an excellent service. We also act as agents for a number of specialist intermediaries to obtain exclusive arrangements for unusual or specialist policies. Full details of any such arrangements will be provided before you make any commitment on any product we offer you.

### Disclosure of Information

It is your responsibility to provide complete and accurate information to Insurers when you take out your insurance policy throughout the life of your policy and when you renew your insurance. It is important that you ensure that all statements you make on proposal forms and claims report forms and other documents are full and accurate. If you fail to disclose any material information to your insurers this could invalidate your insurance cover and could, therefore mean that part of or all of a claim may not be paid.

### Documents

Policies and Certificates may be withheld until the premium is settled or the direct debit mandate confirmed. In these circumstances we will ensure that you receive full details of your insurance cover and we will provide you with any documents, which you are required to have by law.

### Awareness of Policy Terms

When a policy is issued you are advised to read it carefully. It is that document, the Schedule and any Certificate of Insurance that is the basis of the contract you have purchased. Please ask advice if you are in any doubt over any of the terms or conditions. When your insurance includes Employers Liability cover you are required to retain your Certificate for a minimum of 40 years.

### Claims

If you have to make a claim on your policy, or are involved in an incident that may result in a claim, you must notify us immediately, failure to do so may invalidate your claim. In an emergency and outside normal business hours your policy may contain advice on claims with telephone numbers. You should not admit liability or agree to any course of action, other than emergency measure to minimise your loss, until you have agreement from your insurer.

### Confidentiality/Data Protection Act

All personal information about you will be treated as private and confidential (even when you are no longer a customer), except where the disclosure is made at your request, with your consent, in relation to administering your insurance, or where the law requires us. As part of the FSA's duties we may be asked to provide them with access to our customer records in order that they may carry out a review of our activities.

Some or all of the information you supply to us in connection with your insurance proposal will be held on computer and may be passed to other insurance companies for underwriting and claims purposes. Under the Data Protection Act 1998 you have a right of access to see personal information about you that is held in our records, whether electronically or manually. If you have any queries please write to the managing director at the above address.

### Customer Protection/Complaints

It is our intention to provide a high level of service at all times. If, however, you have reason to make a complaint about our service you should contact the managing director. You may be entitled to refer it to the Financial Ombudsman Service. Further information is available at <http://www.financial-ombudsman.org.uk/>

We are members of the Financial Services Compensation Scheme. You may be entitled to compensation from the Scheme if we cannot meet our insurance obligations. This depends on the type of business and the circumstances of the claim. Further information about compensation scheme arrangements is available at <http://www.fscs.org.uk>

### Statutory/Non-Statutory Accounts

For your protection we will hold premiums and claims monies received, in accordance with FSA rules, in one of the above accounts. No interest earned by us in respect of each transaction will be forwarded to you.

### Charges

Please refer to the tariff of administration charges below for fees payable under these terms of insurance business. These will apply if you instruct us to carry out a mid-term adjustment, renewal, cancellation etc on your behalf and are in addition to premiums charged by Insurers.

#### Tariff of Administration Fees

Policy Fee	£20
Duplicate Certificates	£10
Renewals & Mid Term Adjustments	£10
Cancellations & Return Premiums	10% of return premium subject to a minimum charge of £10

Any other charges will be notified and agreed with you in advance.

5/4/07