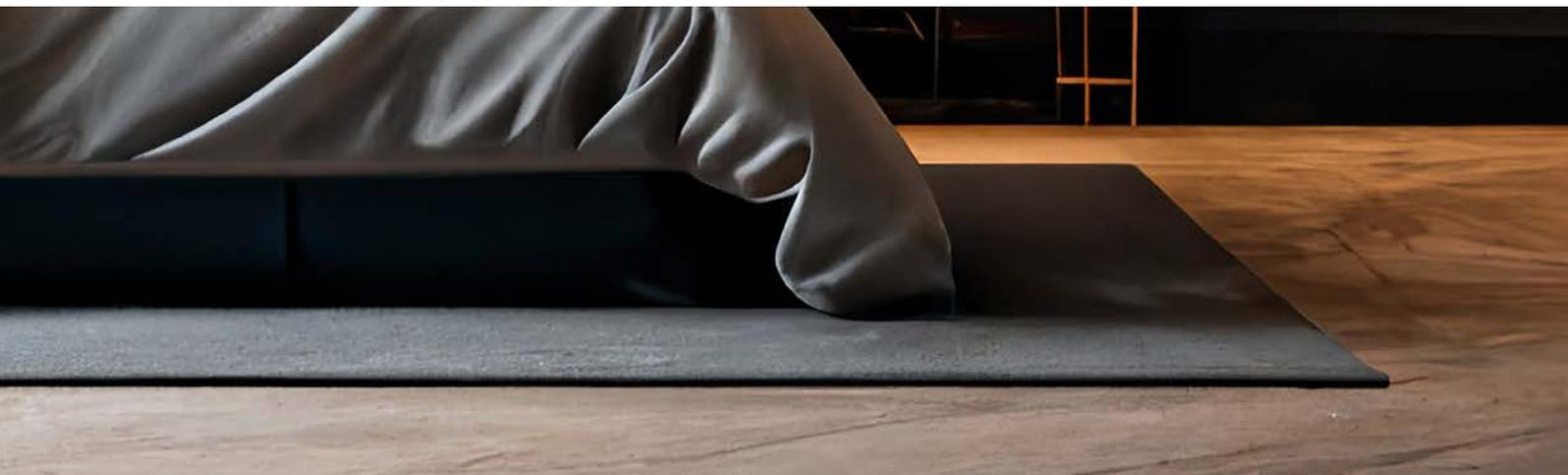




CASTLE ACRE

Hotel and Guest House Insurance



NO ORDINARY INSURANCE NO ORDINARY BROKER

“Can I just add this is one of my favourite customer service/business experiences of my entire life. I am extremely appreciative of this relationship.”

Gavin, Cork

Running a Country House, Period or Contemporary Hotel or Guest House is a fulfilling if demanding role.

Castleacre understand that maintaining the reputation of your business with seamless hospitality and service is essential.

Your insurance should be designed to fit your needs and give you confidence that any unforeseen issues can be resolved quickly and efficiently with the minimum of fuss and interruption.

At Castleacre you benefit from a dedicated broker who will help you find exactly the right insurer for your hospitality business and advise on key risks. We work with specialist valuers so you have accurate up to date valuations on your hotel and its contents so that you are never underinsured. We also protect your business with public and employee liability cover and a range of specialist cover from business interruption and cyber-attacks to engineering and legal issues.

“I liked the impartial advice – a very rare commodity. Rather than just selling a product, you carefully spelt out the pluses and minuses of switching cover.”

Mr DS

Our Role

Whether we are looking at one aspect of your insurance or reviewing all your cover, we like to take the time to visit you, so we can learn about your business and your requirements. By understanding your precise needs we make finding the right insurance much easier.

At Castleacre we appreciate how important trust and personal service are and we ensure that we meet your high standards.

Our brokers are highly qualified and every commercial client has direct access to their own personal advisor. We are flexible, fair and transparent and work in partnership with you.

What does Castleacre **Service** mean?

- ✓ **One direct point** of contact for all queries and claims
- ✓ **Contactable 24/7**, which means just that - our clients know the broker who looks after them and they have access to their mobile and out-of-hours contact details
- ✓ Complete discretion, security and **client confidentiality**
- ✓ We take the time to **visit you** so we understand your business and what is important to you
- ✓ Our client **relationships are long-term**, based on trust
- ✓ We never choose a one-size fits all policy – we find **cover that suits your business**
- ✓ We are **fair and transparent** about our remuneration whether through commission or fees
- ✓ In the event of a claim **we work on your behalf** to ensure that the insurer settles as swiftly as possible

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Arranging Insurance that Protects your

Guests

Alternative Accommodation
for Guests
Damage to Their
Property
Theft

Hotel

Buildings including
Protected Structures
Contents
Swimming Pools, Spas
and Outbuildings
Grounds and Garden Features
Renovation Projects

Employees

Employee Liability
Personal Accident
Management Liability

Business

Restaurants, Shops and Spas
Business Interruption, Gross Profit
and Turnover
Business Money
Engineering Inspections
Contractors All Risks
Terrorism
Legal Expenses
Weddings

Liability Risks

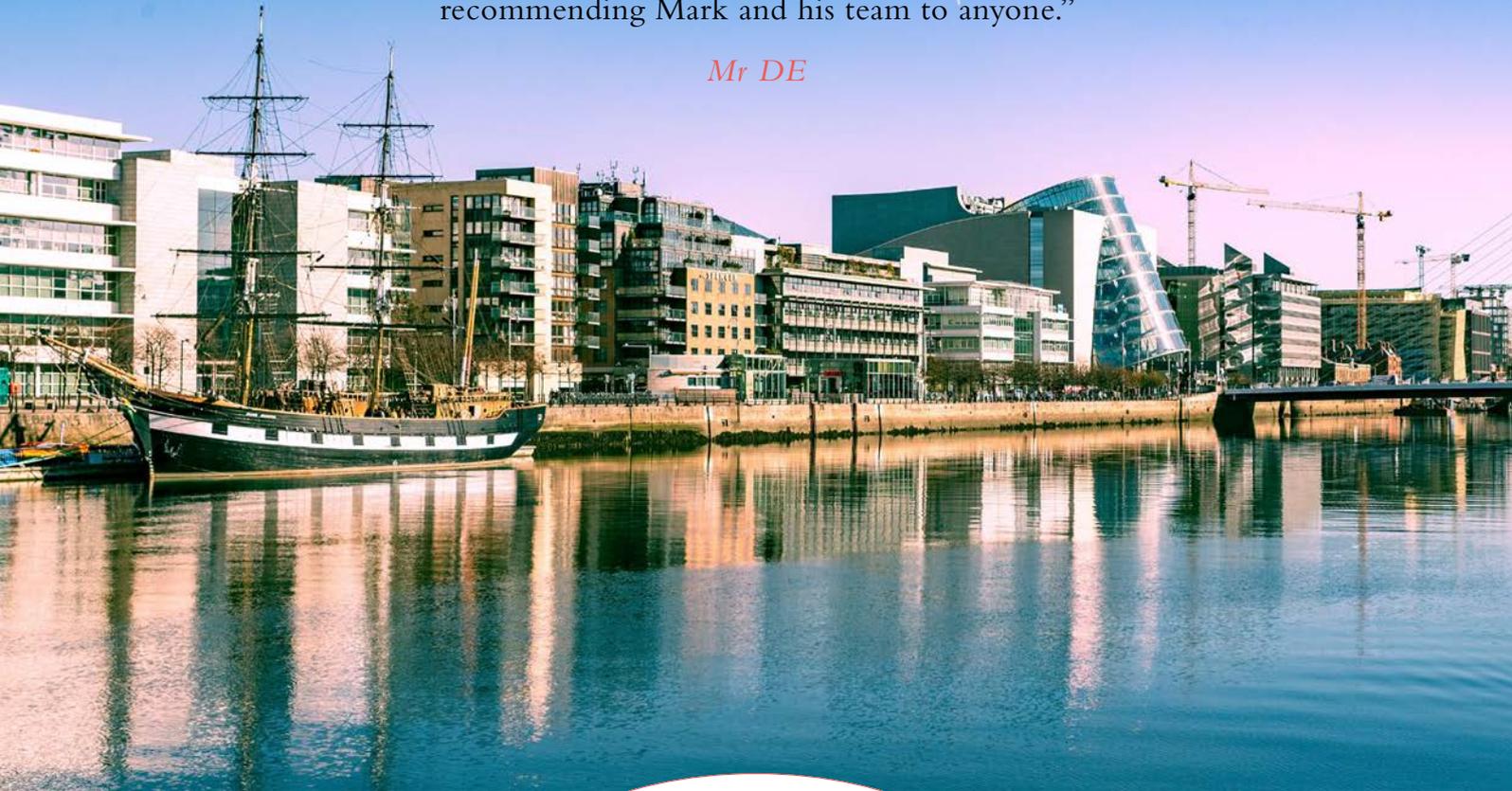
Public and Products
Liability
Environmental Liability
Cyber Liability

Commercial Assets

Machinery
Vehicles
Lifts and Engineering
Equipment
Kitchen Equipment

“Castleacre have consistently provided a first-class, efficient and discerning service for all of our complex insurance needs. Nothing is ever a problem. They understand the market and provide first-class advice. I would have no hesitation whatsoever in recommending Mark and his team to anyone.”

Mr DE



Understanding the Market

We work with leading insurers who offer the best available policies on the market and hold an excellent reputation for paying claims. Our advisors review and compare cover and

premium levels, negotiating with these insurers to attain the most competitive rates.

Broker Expertise

All our brokers have a wide range of experience with property including protected structures and understand the complex liabilities and risks that a hospitality business faces.

We provide a range of commercial cover and if we are asked to find risk protection for something new, which we haven't dealt with before, we will always look for a solution.

“The claims service I have had from both Castleacre and the insurer has been impeccable.”

Mr CW



Your Advocate

Claims are the ultimate stress-test for your insurance. We ensure you have 24-hour access to your advisor. They work on your behalf to make sure that compensation and settlements are resolved swiftly, fairly and with the minimum of fuss.

Specialist Advisors

We have developed good relationships with experienced, specialist valuers, to ensure our clients are protected by the right level of cover. These valuers can help with assessing the re-build value of your property and the value of your contents.

Remuneration

At Castleacre we are transparent about how we charge for our services. We receive commission from insurers and disclose this to our clients. We arrange remuneration on a fee basis for those business clients who prefer this arrangement.

Client Protection

Castleacre Insurance (Ireland) Services Ltd is regulated by the Central Bank of Ireland

Castleacre Insurance Services Ltd is authorised by the Financial Conduct Authority.

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Risk and Insurance Advice

Contact our **Hotel Insurance Specialist**, Judy Ryan APA



Email: judyryan@castleacreinsurance.com

Mobile: +353 85 277 6248

Office: +353 51 388 776

Castleacre Directors

UK and Europe



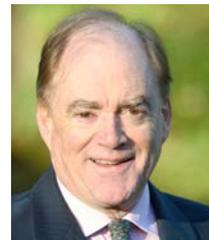
Guy Everington ACII

UK and Europe



Hugo Johnsen FCII

Europe



Mark Hewlett APA

Meet our
European Team



Castleacre Insurance (Ireland) Services Ltd is regulated by the Central Bank of Ireland.
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Directors: Mark Hewlett, Guy Everington and Hugo Johnsen

NO ORDINARY INSURANCE NO ORDINARY BROKER

Arranging Insurance for:

Hotels
Guest Houses
Period Properties
Estates and Farms
Fine Art and Valuables
Classic and Super Cars
Equestrian
Yacht



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