Product: Airport Contractors and Concessionaires Liability

Manufacturer Information

Product information

Airport contractors and concessionaires liability insurance provides public / third party liability (property damage / bodily injury) and aviation related products liability cover for micro-enterprises and small and medium sized enterprises (SMEs) who operate in airport restricted areas, in the United Kingdom.

The product provides a number of specific core coverages, including:

- **Third party liability:** liability for bodily injury and/or property damage arising out of the insured's business functions at an airport, and;
- **Product liability:** cover for defects in general and/or aviation lead products manufactured, serviced or sold by the insured excluding liability for food or drinks distributed at airports.

A number of optional covers / exclusion write backs are available including but not limited to:

- Corporate defence costs;
- Personal Injury;
- War, hijacking and other related perils;
- Activities involving application of heat.

Target market

This product is specifically designed for UK-based contractors and concessionaires operating in airport restricted areas. It provides essential liability protection for businesses performing airside services and related activities, helping them meet mandatory requirements and safeguard against third-party claims. Key characteristics include:

(1) Business Size & Type:
- Micro enterprises, small businesses, and mid-sized commercial entities operating within UK airports.
- Typical customers include:
  (a) Airside contractors.
  (b) Emergency services providers.
  (c) Infrastructure maintenance and construction contractors.
  (d) Delivery services requiring airside access.
  (e) Aircraft cleaning and servicing companies.

(2) Insurance Profile:
- Core coverages:
  (a) Third-party liability for bodily injury or property damage arising from airport operations.
  (b) Products liability for defects in aviation-related products manufactured, serviced, or sold by the insured.
- Optional extensions:
  (a) Corporate defence costs.
  (b) Personal injury.
  (c) War, hijacking, and related perils.
  (d) Activities involving application of heat.
- Limits and deductibles tailored to the insured's operational risk profile.

(3) Customer Needs & Behaviours:
- Businesses seeking:
  (a) Compliance with airport and aviation liability requirements.
  (b) Protection against financial exposure from third-party claims.
- Likely to value:
  (a) Clear, practical cover for airside operations.
  (b) Ability to add optional extensions for higher-risk activities.

- Customers typically engage specialist brokers and expect straightforward processes for low-premium, high-volume policies.

(4) Geographic Scope:
- UK-only distribution, covering operations within UK airport restricted areas.

(5) Distribution Channel:
- Sold via Coverholders and regulated brokers through both an advised and a non advised sales process.
- Distributed face-to-face, ensuring suitability checks and compliance.

(6) Circumstances Where Product Delivers Greatest Value:
- For businesses operating airside where:
  (a) Liability cover is mandatory for airport access.
  (b) A single claim could significantly impact financial stability.
- Particularly valuable for: Contractors and concessionaires performing specialist services in restricted zones.

This product appeals to UK-based airport contractors and concessionaires who need specialist liability protection for airside operations, offering flexible cover aligned with regulatory requirements and operational risks.

Types of customer for whom the product would be unsuitable

The Airport Contractors & Concessionaires Liability product is designed for UK-based businesses operating in airport restricted areas with aviation-related liability exposures. It would not be suitable for:

(1) Individual Consumers
- Private individuals acting in a personal capacity.
- This product is strictly for commercial entities, businesses and sole traders and not for personal liability needs.

(2) Non-Aviation Businesses
- Organisations without aviation-related liability exposures, such as: Retail, hospitality, or general construction businesses operating outside airport restricted zones.
- Customers whose activities do not involve operations on airport premises.

(3) Large Corporates Requiring Bespoke Cover
- Larger businesses or multinational organisations where specialist or tailored liability programs are more appropriate.

(4) Customers Expecting Comprehensive Cover Beyond Aviation Risks
- Businesses seeking:
  (a) Cover for employee injury (excluded under standard terms).
  (b) General commercial liability unrelated to airport operations.
- This product is specialist and limited to airside liability scenarios.

The product is not appropriate for individuals, non-aviation businesses, large corporates needing bespoke programs, customers requiring international cover, or those seeking general liability protection. It is designed as a specialist solution for UK airport contractors and concessionaires managing airside liability exposures.

Any notable exclusions or circumstances where the product will not respond

(i) Exclusions (various exclusions available as writebacks in consideration of additional premiums):

- Bodily injury to the insured's employees;
- Contractual liabilities;
- Cost of repairing or replacing defective goods;
- Losses for improper or inadequate performance, design or specification;
- Costs for making good faulty workmanship;

- Vehicle related liabilities separately insured under other appliable rules/laws outside of an airport;
- Loss of use of an aircraft that is not lost or damaged by an applicable event;
- Bodily injury or property damage caused by blow lamps, blow torches, flame guns, hot air guns, welding equipment and other similar tools;
- Liability for data events;
- Medical malpractice and aggravation of existing injuries;
- War and hijacking;
- Noise and pollution;
- Nuclear related risks;
- Date recognition by hardware / software;
- Asbestos.

(ii) Limits of liability:
Limits and sub-limits in place for property damage, bodily injury and each extension / write back selected by the insured, and stated in the policy schedule.

(iii) Excesses
Excesses / deductibles are selected by the insured based on their specific needs, and are stated in the policy schedule.

Other information which may be relevant to distributors

This product should be sold in line with FCA regulations and can only be sold by a regulated insurance distributor.

Where Distributor 1 sells this Product via multiple other distributors (via sub-delegation or sub-broking), it is their responsibility to ensure all distributors have been provided this document, have reviewed it and understand the content. If there is any additional remuneration, including commissions, fees or other 'non-standard' remuneration charged to the customer by other distributors, it is the responsibility of Distributor 1 to inform TMK of these details accurately and in full.

Sales journeys must identify customer eligibility and ensure that key information and choices to be made are presented to customers in a way that supports a customer through the process of understanding core cover and configuring optional elements of insurance to suit their specific demands and needs.

This product can be sold face to face, via telephone, electronic communications or a mix of these methods, as long as customers are provided with sufficient information to make an informed decision regarding the suitability of the product.

This product can be sold with or without advice in line with FCA regulations or local regulations if the distributor is regulated outside of the UK.

Commission & Fees

Coverholders are expected to ensure that maximum commission rates do not exceed those stipulated within the Binding Authority Agreement.

The coverholder is expected to maintain oversight of all broker commissions (where applicable) and, where there may be a risk to product value, remedial action should be taken immediately including notification to Tokio Marine Kiln.

Brokers are reminded of their own regulatory obligations in relation to remuneration under PROD 4.3.6 as well as the requirements to make all necessary disclosures to the customer.

Where there are any fees charged by any member of the distribution chain these should be:

- commensurate with the service provided by the distribution.
- not have an adverse impact on customer value; and
- distributor should ensure that TMKS is made aware of the fee amount and/ or method of calculation.

Coverholders are expected to ensure that maximum commission rates do not exceed those stipulated within the Binding Authority Agreement. In addition, the combined distribution costs associated with the product, including commission, brokerage, fees and any other distributor remuneration or charges applied throughout the distribution chain, must not equal or exceed 50% of the gross written premium. This requirement is intended to support fair value considerations and ensure customers receive appropriate value from the product.

How value is assessed

Value is assessed based on a number of metrics, including underwriting, claims and complaints information as well as through broker and coverholder engagement.

Remuneration paid as set out in our agreements with distributors has been considered as part of the value assessment.

If additional add-ons (including premium finance) are sold alongside this product or additional remuneration is charged, this may affect the value for the customer.

Further information on our product approval processes can be obtained on request.

Date Fair Value assessment completed	August 2026
Expected date of next assessment	August 2027