



Vennu has a Liability Insurance Policy that covers Vennu Pty Ltd and/or all Independent Contractors (Hirers and Renters) on the Vennu platform, subject to policy terms, conditions, definitions and exclusions.

## Insurance You Can Trust

American International Group, Inc. (AIG), is a leading global insurance organisation with operations in approximately 70 countries and jurisdictions. AIG member companies provide a wide range of property casualty insurance, life insurance, retirement solutions and other financial services.

Important Notice: Insurance applies in Australia, New Zealand, and anywhere except North America, and the Russian Federation and Territories

Please note this is a summary of the Vennu liability insurance policy ONLY. Nothing contained herein is general or personal advice. Furthermore, it is declared and agreed that nothing contained in this summary should be understood as an express or implied condition, term or exclusion that forms part of the Insurer Policy terms and conditions or be relied upon in the event of a Claim. Please contact Vennu for access to the Certificate of Currency and/or Insurance Policy Schedule and/or Policy Wording for information as to the specific coverage, terms, conditions, definitions and exclusions afforded by the Insurer in the event of an incident, occurrence or Claim. Please also note that each Claim is subject to an Excess payable - full details of the Policy, its coverage and exclusions, including the applicable excess details, are detailed in AIG's policy documentation and available on request.

# INSURANCE FAQs



## Q1. How does Vennu liability insurance work?

A1. American International Group (AIG) provides Vennu liability insurance. Vennu has a liability insurance policy that covers up to \$20 million AUD for Hirers & Renters (Hosts and Guests) who have booked on the Vennu platform. The liability insurance coverage is for liability to third parties (not the Hosts or Guests themselves) for personal injury or property damage, subject to policy terms, conditions, and exclusions.

## Q2. What is liability insurance?

A2. Liability insurance is a type of insurance that protects you from financial losses if you are sued for causing someone else's injury or property damage. The insurance company will pay for legal fees and any damages that you are found liable for, up to the limits of the policy cover and subject to policy terms and conditions.

## Q2a. What does liability insurance cover?

A2a. Liability insurance typically covers legal costs, settlement amounts, and judgments associated with covered claims. It includes bodily injury liability, property damage liability, and personal/advertising injury liability.

## Q3. What is excluded?

A3. The Vennu liability insurance policy excludes liability arising from high-risk activities (since these may require specialist insurance cover) including, but not limited to:

- Sporting and recreational activities such as gymnastics; bungee jumping, skydiving, aerial activities, mountaineering, unsupported rock climbing, abseiling - Military or equestrian activities; Motor vehicle or motorcycle racing or rallies; Firearms, missiles, weapons or explosives.
- Criminal activities and malicious or intentional damage are not covered by the policy. Please report this to the police and Vennu Customer Success and Support at [support@vennu.net](mailto:support@vennu.net) as soon as possible if this occurs.  
The policy will not provide any cover to claims relating to Contractors, Sub-Contractors, and Labour Hire Personnel of the Insured (as defined on the policy schedule) or Cyber – Personally Identifiable Information, Computer System or Electronic Data.  
Any bookings or activities paid via alternative means (including cash in hand) will not be covered.
- Hosts and Guests may only lodge a claim with AIG, when they have booked on the Vennu platform. Any bookings or activities paid via alternative means (including cash in hand) will not be covered. A full list of policy exclusions is detailed in the policy wording and PDS information which may be obtained from Vennu.

## Q4. Who are American International Group (AIG)?

A4. American International Group, Inc. (AIG) is the underwriter of the Vennu liability insurance policy.

## Q5. How can we see a copy of the Vennu Liability Insurance Certificate of Currency?

A5. Please contact Customer Success for a copy of the via [support@vennu.net](mailto:support@vennu.net)

## Q6. What is the Vennu Liability Insurance excess?

A6. The Vennu Liability Insurance policy has a \$2,500 deductible, which will need to be paid to AIG in the event of a claim.

## Q7. The policy wording refers to Hirers & Renters whereas the policy summary (on the Vennu website) is Hosts & Guests. I'm assuming that Hirers are Hosts and Renters are Guests. Can you confirm?

A7. Yes, you are correct. Hirers are equivalent to Hosts, and Renters are equivalent to Guests. Please refer to the policy schedule and wording from AIG for the applicable policy terms, conditions and definitions.





**Q8. If a Renter/Guest sued the Hirer/Host because they tripped over a loose carpet at broke their wrist, could the Hirer/Host claim under the Vennu policy?**

**A8.** Yes, the Hirer/Host could lodge a claim under the Vennu policy if there is an actual or alleged legal liability from third-party property damage or personal injury. Both Hirers and Renters are beneficiaries of the AIG Insurance, and can refer to all other policy terms and conditions if wishing to lodge a claim under the policy.

Please note that, as mentioned in FAQ 2, liability insurance covers legal action taken against Hosts and Guests. It is not personal accident insurance and does not replace the medical, accident or health insurance of any users of the venue.

Claims or other circumstances that may give rise to a claim must be notified in writing as soon as reasonably practicable. Please write to Vennu Customer Success and Support at [support@vennu.net](mailto:support@vennu.net).

**Q9. About Guests, if the person hiring a space has invited others to their event, are those 'guests of the guest' covered?**

**A9.** The Vennu liability insurance policy covers only named insureds who have a liability to a third party for property damage or personal injury. It is not a replacement for any first-party property, personal accident, injury, or sickness policies. As above in the answer to Q8, it does not replace the medical, accident or health insurance of any users of the venue. Therefore, guests of the guest are not covered by the policy.

**Q10. What if the Guest hires the hall, and then sells tickets to an event, are those fee-paying guests covered?**

**A10.** The Vennu liability insurance policy covers only named insureds who have a liability to a third party for property damage or personal injury. It is not a replacement for any first-party property, personal accident, injury, or sickness policies. As above in the answer to Q8, It does not replace the medical, accident or health insurance of any users of the venue. Therefore, fee-paying guests are not automatically covered under the policy. For a copy of the policy documents, please contact Vennu.

**Q11. What does this policy mean when renting my church, surf life-saving club or other community space?**

**A11.** Vennu has a Liability Insurance Policy that covers Vennu Pty Ltd and/or all Independent Contractors (Hirers and Renters) on the Vennu platform for their liability to third parties for personal injury or property damage, subject to all policy terms, conditions and exclusions. This means that if you rent your church, surf life-saving club, or other community space through the Vennu platform, you do not need to have your own liability insurance or ask guests for their liability insurance, as you can rely on the Vennu policy subject to all terms, conditions and exclusions of the policy.

**Q12. What does this policy mean for me when hiring a church, surf life-saving club or other community space for a party, occasion or event?**

**A12.** Vennu has a Liability Insurance Policy that covers Vennu Pty Ltd and/or all Independent Contractors (Hirers and Renters) on the Vennu platform, including those who hire community spaces for events.

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