

## European Travel Insurance

Dear guest!

No doubt you are looking forward to your holiday. However, anything might happen before you set off, or during your holiday! Prepare for any such event by taking out a hotel cancellation plus policy now.

**TOP Service – especial for our guests!**  
**Information sheet HOTEL STORNO PLUS**

The benefits included in this insurance package, which has been specially developed for holidays in Austria, are as follows:

<p><b>1. Cancellation cover</b></p> <p>Reimbursement of cancellation costs if you are unable to start your Holiday</p>	<p>up to the value of the booked travel arrangement</p>
<p><b>2. Delayed commencement of a booked holiday</b></p> <p>2.1. Delayed arrival for which you are not to blame (e.g. vehicle breakdown) Reimbursement of necessary costs of overnight stays and meals during journey</p> <p>2.2. Severe weather conditions at holiday destination: Reimbursement of costs of necessary local overnight stays and meals in the event of road blocks (due to avalanche, flood, etc.)</p>	<p>up to € 400,-</p>
<p><b>3. If you have to extend your stay involuntarily</b></p> <p>due to accident, illness or a natural event: reimbursement of additional costs incurred on location (incl. meals)</p>	<p>up to the value of the booked travel arrangement</p>
<p><b>4. Stay ending not according to plan</b></p> <p>Reimbursement of booked but unused part of your arrangement</p>	<p>up to € 2.000,-</p>
<p><b>5. Search and rescue costs (incl. helicopter rescue)</b></p>	<p>up to € 7.500,-</p>

These events are covered for the insured person, insured members of their family, and a maximum of three other insured persons partaking in the journey as long as the trip was booked collectively. The following persons are considered to be family members: the insured person's spouse (or live-in partner), children (step-children, children-in-law, grandchildren), parents (step-parents, parent-in-law, and grandparents), and siblings.

Maximum duration of stay is 31 days. Please note the maximum insurable travel cost (maximum insured amount) is limited to € 10.000 per booking.





### Insured reasons for cancellation and termination of a booked holiday:

- 1.\* suddenly occurring illness, which needs to be confirmed by the treating doctor
- 2.\* pregnancy of the insured person, if the pregnancy is only determined after booking the holiday;
- 3.\* serious accident or death of the insured person
- 4.\* suddenly occurring illness, accident or death of a family member (spouse or cohabite, parents, grandparents Step-parents, parents-in-law, siblings, children, stepchildren, children-in-law or grandchildren) of the insured person
5. serious damage to the property of the insured person at his place of residence as a result of acts of God (fire, etc.) or the criminal act of a third party, making his presence necessary;
6. loss of the place of work without fault;
7. call-up to military service or alternative civilian service;
8. submission of an action for divorce before a joint holiday of the spouses affected;
9. failure to pass the school leaving examination;
10. receipt of an unexpected judicial summons.

\* Medical events leading to insurance claims must be confirmed in writing by the attending physician

**Chronic illnesses, existing complaints** and the consequences of accidents or illnesses treated or requiring treatment within the last 6 months before start of the journey shall only be insured if they become acute medically unexpectedly.

### What to do in case of a claim?

#### 1. Cancellation of a journey:

Please notify your accommodation operator (Hotel) immediately and send a confirmation of your reason for cancellation to your accommodation operator. If the journey was cancelled for medical reasons, we require a detailed medical certificate from your treating doctor.

#### 2. Curtailment of a journey

If the journey is interrupted due to illness or accident, we require a medical report from the treating doctor at your holiday location.

#### 3. Delayed start of booked stay

due to circumstances occasioned by severe weather conditions (e.g. road block as result of an avalanche), due to an accident or a vehicle breakdown: EUROPÄISCHE shall reimburse you for necessary costs of overnight stays and meals.

4. **Search and rescue costs** will be settled directly by the Europäische.

