

COVERAGE AND AMOUNTS INSURED PER PERSON

Nº.	Benefit	Amount per person
1	Medical expenses and Repatriation	2.500.000€
	Hospitalization	100€ (20€/24hrs)
	Dental Emergency	150€
	Funeral costs	2.000€
2	Accidents	25.000€
3	Cancellation Expenses*	7.500€
4	Early return	7.500€
5	Delays	280€ (20€/12 hrs)
	Fail/ Delay / Missed Connections	7.500€
	Abandonment / Disruption / Missed	
6	Loss of Luggage	2.000€
	Limit per	250€
	object	250€
	Valuables	250€
	Objects Cash	250€
7	Delay luggage	100€ (12 hours)
8	Civil Liability	1.000.000€

INSTRUCTIONS TO FOLLOW IN CASE OF CLAIM

ASSISTANCE

Should be requested by phone, indicating:

- First name and surname.
- Policy number.
- Address and telephone number of current location.
- Description of the problem.

From Spain dial:	91 344 11 55
From abroad dial:	+34 91 344 11 55

LUGGAGE

In case of theft: It is necessary to provide the report made to the Police or Local Authority, with a detailed description of the facts happened.

In case of damages or loss due to the carrier: It is necessary to provide the certification issued by the Carrier with a detailed description of the facts happened.

In case of delay: It is necessary to provide a certification issued by the carrier indicating the original cause and the number of hours of delay occasioned.

In case of loss of documents: Police or Local Authority must be reported. It is necessary to provide invoices for costs incurred.

DELAYS

In all cases it is necessary to provide a document certifying the delay, indicating the original cause and the number of hours of delay occasioned.

ACCIDENTS



You travel. We care.

It is necessary to provide all the documents described in the General Conditions.

LIABILITY

Civil Liability: the insured should provide a written document with a detailed description of the facts happened, together with any documents provided by the third party damaged with their names and address. No claims will be accepted, negotiated or refused without the consent of the Insurer.

VERY IMPORTANT:
THE CLAIMS REGARDING LUGGAGE, ACCIDENTS, DELAYS, OR LIABILITY HAVE TO BE MADE ON RETURN OF THE TRIP, AND SHOULD BE ADDRESS TO:
ERV SEGUROS DE VIAJE, Europäische Reiseversicherung AG, Sucursal en España c/o Claims Department Avda. de la Vega, 24 28108 ALCOBENDAS (Madrid)

CANCELLATIONS / EARLY RETURN

In case of cancellation of the trip: The travel Agency, where the trip, covered by this policy was bought, should be informed immediately. It is necessary to provide all the documents described in the General Conditions.

In case of early return: The Insurance Company must be informed within seven days.

VERY IMPORTANT:
THE CLAIMS REGARDING CANCELATIONS SHOULD BE ADDRESS TO:
ERV SEGUROS DE VIAJE, Europäische Reiseversicherung AG, Sucursal en España c/o Claims Department Avda. de la Vega, 24 28108 ALCOBENDAS (Madrid)