INFORMATION SHEET INSURANCE COVER

Dear Guest!

What if something comes up to prevent you from even starting your holiday or to oblige you to return home prematurely? Cover yourself by booking our travel insurance "Vitaurina Royal Plus".

CONCLUSION OF INSURANCE COVERAGE:

The insurance must be taken out at the same time as the journey is booked. If the insurance is taken out later, insurance cover is only valid from the 10th day after the premium payment.

We kindly ask you to take advantage of our travel insurance "Vitaurina Royal Plus"
for only € 3 per person and day if you do not have already a private one.

THE INSURANCE PACKAGE CONTAINS THE FOLLOWING SERVICES:

1. **Trip cancellation**
   Cancellation fee reimbursement if you are unable to start the trip
2. **Trip interruption**
   Reimbursement of the booked but unused part of the arrangement
3. **Delayed arrival or early departure of the booked holiday**
   Reimbursement of cancellation costs for the lost days
4. **Covid 19 Disease**
   Cancellation fee reimbursement of the booked arrangement

INSURED REASONS FOR CANCELLATION OR INTERRUPTION OF THE JOURNEY:

- **Unexpected serious illness of the insured guest.** A pregnancy determined after the journey has been booked is also recognized as a reason for inability to travel
- **Serious accident or death of the insured guest**
- **Death, serious accident or unexpected serious illness of a family member** *
- **Significant damage to the guest's property** due to a natural event (e.g., fire) or criminal damage caused by a third
- **loss of job** without fault, as a result of notice of termination issued by the employer
- **Submitting an application for divorce** prior to the commencement of a joint journey by the partners in marriage
- **The unexpected receipt of a court summons** on condition that the competent court will not accept the journey booked by the guest as a reason to postpone the summons

Medical events leading to insurance claims must be confirmed written by the attending physician.
Please note: Existing conditions are only insured if they unexpectedly become acute!

INSURED REASONS IN CASE OF COVID 19 DISEASE:

- if you were tested positive for COVID-19
- if a family member* or a person living in the same household has contracted COVID-19 and you must therefore be quarantined
- if you suffer from COVID-19 symptoms and you had not the opportunity to test before departure
- if you are measured to have an increased body temperature during the journey

However, there is no cancellation cover:

- if you cannot or do not want to start the travel because you are worried about an infection
- if you cannot or do not want to start the travel because you are classified as a risk patient
- if you cannot start your holiday because there is a suspected case in your immediate vicinity and you have to go into quarantine as a precautionary measure

* Family members are defined as spouse (or partner living in the same household), children (stepchildren, children-in-law, grandchildren and foster children), parents (step parents, parents-in-law, grandparents) and siblings of the insured person.

WHAT DO I DO IN THE EVENT OF A CLAIM?

1. **Trip cancellation**
   Please inform us immediately and send us a written confirmation of the reason for cancellation. In case of cancellation for health reasons, we require a detailed medical certificate from your attending physician as soon as possible
2. **Trip interruption**
   If the trip is interrupted due to illness or an accident, we require a medical certificate from the doctor treating the patient at the holiday destination
3. **Delayed arrival or early departure of the booked holiday**
   Please inform us immediately of any change in booking
4. **Covid-19 Disease**
   Please inform us immediately and send us a written cancellation of your booked holiday including a positive test result or medical certificate

CONTRACTUAL BASIS:

The contract is based on our cancellation protection conditions and on the national italian hotel contract conditions (Federalberghi). By paying the insurance premium, the insured person declares agreement with the expressed provisions and insurance terms and conditions.

ASSURER:

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