

AT KLM Cancellation 2410



COVERAGE SUMMARY

COVERAGE	WHEN IT APPLIES	MAXIMUM BENEFIT
Trip Cancellation Coverage	You have to cancel your trip before you depart. Deductible: 25%, min € 30	According to the selected premium up to € 3.000
Travel Delay Coverage	Your travel plans are delayed while you are on your trip. Maximum reimbursement per 24-hour period of delay: 100 Minimum required delay: 4 hours	€ 250

The above is only a brief description of the coverage available under your policy. Terms, conditions, and exclusions apply to all coverages. Please carefully review your policy for complete details. The definitions of the terms in the Definitions section of the policy will also apply to those terms when used in this Coverage Summary.

Important Notices:

- This *policy* in English is only for information purposes. Only the *policy* in German for the current product is an integral part of the insurance contract. German language will be used to issue the *policy* and for claims handling.
- The above mentioned limits apply per person.
- Geo-Scope: Your travel insurance is valid for trips worldwide incl. USA / Canada. When traveling to sanctioned countries, there may be restrictions or no insurance cover at all. We generally do not provide insurance cover for trips to North Korea.

OUR PROMISE TO YOU**For customer service, please:**

Questions related to our insurance products

Call: +43 1 525 03-6851 (8:00 – 16:30, Mon – Fri)

e-mail: service.at@allianz.com

Online: www.allianz-travel.at

For emergency assistance during your trip, please:

Call: +43 1 525 03-245

To file a claim, please visit:

<https://allianz-protection.com>

WITHDRAWAL INFORMATION

You may withdraw from this contract within 14 days of receipt of the insurance *policy* without giving any reason. The withdrawal must be in written form (letter, fax, e-mail). If the insurance contract was concluded by means of distance selling, the aforementioned right of withdrawal applies only to contracts with a term of more than one month. The withdrawal period begins with the notification of the conclusion of the insurance contract (= sending of the policy or insurance certificate), but not before you have received the *policy*/insurance conditions including the provisions on the determination or amendment of the premium and this instruction on the right of withdrawal.

Please send the notice of withdrawal to:

AWP P&C S.A., Austrian branch

Att. Servicecenter

Linzer Straße 225

1140 Wien

e-mail: service.at@allianz.com

In order to comply with the withdrawal period, it is sufficient that you send the declaration of withdrawal before the expiry of the withdrawal period. The declaration is also effective if it comes into the power of your insurance agent.

With the withdrawal, any insurance cover already granted and future obligations arising from the insurance contract shall end. If we have already granted cover, we shall be entitled to a premium corresponding to the period of cover. If you have already paid premiums to us in excess of this premium, we will refund this excess part without deductions. The right of withdrawal expires at the latest one month after you have received the *policy*/insurance conditions including this instruction on the right of withdrawal.

Complaints

Our aim is to provide first-class services. It is equally important to us to address *your* concerns. If *you* are ever dissatisfied with *our* products or service, you can contact *us* at any time: quality.at@allianz.com (internal complaints office pursuant to §127e VAG).

You can also report insurance complaints to the following address:

Complaints Office for Insurance Companies at the Federal Ministry of Labor, Social Affairs, Health, Care and Consumer Protection pursuant to §33 of the Insurance Supervision Act (VAG)

Department III/3,

Stubenring 1, 1010 Vienna

Tel. +43 1 71100 -862501 or -862504

e-mail: versicherungsbeschwerde@sozialministerium.at

Table of Contents

GENERAL INSURANCE CONDITIONS 3

 ABOUT THIS POLICY 3

 WHO WE ARE 3

 WHAT THIS POLICY INCLUDES AND WHOM IT COVERS 3

DEFINITIONS 4

WHEN YOUR COVERAGE BEGINS AND ENDS 8

DESCRIPTION OF COVERAGES 9

 TRIP CANCELLATION COVERAGE 9

 TRAVEL DELAY COVERAGE 10

 TRAVEL SERVICES DURING YOUR TRIP 11

GENERAL EXCLUSIONS 13

CLAIMS INFORMATION 15

GENERAL PROVISIONS AND CONDITIONS 17

GENERAL INSURANCE CONDITIONS

ABOUT THIS POLICY

This *policy* is *our* contract with *you*. Please read it carefully. We have tried to make it simple and easy to understand while also clearly describing the terms and conditions of *your* coverage. If *you* have any questions, we are available during *our* working hours listed in coverage summary. Just visit *us* online or give *us* a call using the contact information listed in coverage summary. And, if *your* travel arrangements change, please be sure to let *us* know so we can make any necessary updates to *your policy*.

This *policy* has been issued based on the information *you* provided at the time of purchase. We will provide the insurance described in this *policy* in return for payment of the premium and *your* compliance with all provisions of this *policy*. You will also notice that some words are italicized. These words are defined in the "Definitions" section. Words that are capitalized refer to the document and coverage names found in this *policy*. Headings are provided for convenience only and do not affect *your* coverage in any way.

WHO WE ARE

AWP P&C S.A., Austrian Branch

Linzer Straße 225

1140 Wien

Austria

We are an Austrian Branch of AWP P&C S.A., which has its registered office in Saint-Ouen-sur-Seine, France. We also operate under the trading name Allianz Travel. AWP P&C S.A., which has its registered office in 7 rue Dora Maar, Saint-Ouen-sur-Seine, France, is authorized by L'Autorité de Contrôle Prudentiel et de Résolution (ACPR) 4 Place de Budapest CS 92459, Paris Cedex 09

WHAT THIS POLICY INCLUDES AND WHOM IT COVERS

This travel insurance *policy* covers only the sudden and unexpected specific situations, events, and losses included in this *policy*, and only under the conditions described. Please review this *policy* carefully.

Your policy consists of three parts:

1. *Policy* Document
2. General Insurance Conditions
3. Data privacy notice

NOTE:

Not every loss is covered, even if it is due to something sudden, unexpected, or out of *your* control. Only those losses meeting the conditions described in this General Insurance Conditions document may be covered. Please refer to the General Exclusions section of this document for exclusions applicable to all coverages under *your policy*.

DEFINITIONS

Throughout this *policy*, words and any form of the word appearing in *italics* are defined in this section.

Accommodation	A hotel or any other kind of lodging for which <i>you</i> make a reservation or where <i>you</i> stay and incur an expense.
Act of war	Any act which is associated with and occurring in the course of <i>war</i> or directly triggering it.
Adoption Proceeding	A mandatory legal proceeding or other meeting required by law as a prospective adoptive parent(s) in order to legally adopt a minor child.
Civil disorder	Any public protest, strike, riot, demonstration, unlawful assembly, or disturbance within a community, region, state, or nation involving acts of violence, destruction of public or private property, lawlessness, disobedience, or obstruction of free access or movement in public areas by assemblages of persons. It does not include any such occurrence that rises to the level of or is connected with any political risk, <i>terrorist event</i> , <i>war</i> , or <i>act of war</i> .
Cohabitant	A person <i>you</i> currently live with and have lived with for at least 12 consecutive months and who is at least 18 years old.
Computer System	<i>Computer System</i> means any data processing system and any network connecting two or more of such systems, including any associated hardware, software, and data.
Covered Reasons	The specifically named situations or events for which <i>you</i> are covered under this <i>policy</i> .
Departure Date	The date on which <i>you</i> are originally scheduled to begin <i>your</i> travel as shown on <i>your trip</i> itinerary.
Doctor	Someone who is legally authorized to practice medicine and is licensed as required under the law of the country in which he or she practices. This cannot be <i>you</i>, a traveling companion, your family member, a traveling companion's family member, or the sick or injured person's family member.
Epidemic	A contagious disease recognized or referred to as an <i>epidemic</i> by a representative of the World Health Organization (WHO) or an official government authority.
Family member	<p>Your:</p> <ol style="list-style-type: none">1. Spouse (by marriage, common law, domestic partnership, or civil union);2. <i>Cohabitants</i>;3. Parents and stepparents;4. Children, stepchildren, foster children, adopted children, or children currently in the adoption process;5. Siblings;6. Grandparents and grandchildren;7. The following in-laws: mother, father, son, daughter, brother, sister, and grandparent;8. Aunts, uncles, nieces, and nephews;9. Legal guardians and wards; and10. Paid, live-in caregivers.
First responder	Emergency personnel (such as a police officer, emergency medical technician, or firefighter) who are among those responsible for going immediately to the scene of an <i>accident</i> or emergency to provide aid and relief.
High-risk sports and activities	<p>Any activity that includes or intends to include:</p> <ul style="list-style-type: none">• Participating in or practicing for a race of any kind, except practicing for a race on foot;• An attempt to challenge, establish or exceed any strength, endurance, speed, distance, depth, or height record;• Using ramps, half-pipes, jumps, rails, boxes, or drops. This does not include such activities within a specialized area, park, or resort designed and authorized to facilitate such activities.

- Surfing on waves higher than 6 meters or with the assistance of tow-in equipment;
- Rafting/kayaking above Class IV rapids or canoeing above Class III rapids;
- Aerial sports or activities involving gliding of any type in air or freefalling of any type, with or without using or being attached to supporting equipment or a vehicle;
- Going above 4500 meters in elevation, other than while as a passenger in a commercial aircraft;
- Interacting with intentionally aggravated, provoked, or harassed animals;
- Fighting, combat, or sports that involve intentional physical collision;
- Free climbing, slacklining, highlining, or any activity utilizing harnesses, ropes, belays, crampons, or ice axes, except supervised activities on artificial surfaces and structures intended for recreational use;
- Any cave exploration, except supervised recreational tours open to the general public of areas accessible on foot without the need for ropes or safety equipment;
- Freediving that includes descending below a depth of 10m;
- SCUBA diving without a certified divemaster or a certified instructor; or that involves technical or decompression diving;
- SCUBA diving that includes descending below a depth of 18m; or that exceeds any PADI (or equivalent organization) diving restrictions applicable to *you* based on *your* certification and personal circumstances;
- Engaging in skiing, snowboarding, or mountain biking in areas accessed by helicopter or, while in a specialized resort or park, outside of marked trails or designated areas;
- Not wearing all required or recommended safety equipment during participation;
- Engaging in the activity in an area where such activity is not allowed; or
- Performing, before an audience, an activity whose main appeal is high risk of an injury to the performer(s).

Illegal act

An act that violates law where it is committed.

Injury

Physical bodily harm.

Local public transportation

Local, commuter, or other urban transit system carriers (commuter rail, city bus, subway, ferry, taxi, for-hire driver) that transport *you* or a *traveling companion* less than 150 kilometers.

Mechanical breakdown

A mechanical issue, which prevents the vehicle from being driven normally, including an electrical issue, flat tire, or running out of fluids (**except fuel**).

Natural disaster

A large-scale extreme weather or geological event that damages property, disrupts transportation or utilities, or endangers people, including: earthquake, fire, flood, hurricane, or volcanic eruption.

Pandemic

An *epidemic* that is recognized or referred to as a *pandemic* by a representative of the World Health Organization (WHO) or an official government authority.

Policy

This travel insurance contract. The *policy* includes the *policy* document, the General Insurance Conditions and the Data privacy notice.

Political risk

Any one or more of the following:

- Any event, organized resistance, or action intending or implying the intention to overthrow, supplant or change outside of normal legal processes the existing head of state, elected official, appointed official, government, or an organized political or ruling group;
- Nationalization;
- Confiscation;
- Expropriation;
- Deprivation;
- Requisition;
- Revolution;
- Rebellion;
- Insurrection;
- Uprising;
- Military and usurped power.

Primary residence	Your permanent, fixed home address for legal and tax purposes.
Professional sporting competition	A sporting competition in which competitors take part at either a professional or semi-professional level, while under contract to a club or sporting organization, for payment or financial remuneration.
Quarantine	Mandatory involuntary confinement by order or other official directive of a government, public or regulatory authority, or the captain of a commercial vessel on which <i>you</i> are booked to travel during your <i>trip</i> , which is intended to stop the spread of a contagious disease to which <i>you</i> or a <i>traveling companion</i> has been exposed.
Refund	Cash, credit, or a voucher for future travel that <i>you</i> are eligible to receive from a <i>travel supplier</i> , or any credit, recovery, or reimbursement <i>you</i> are eligible to receive from your employer, another insurance company, a credit card issuer, or any other entity.
Return Date	The date on which <i>you</i> are originally scheduled to end <i>your</i> travel, as shown on <i>your</i> travel itinerary.
Service Animal	Any dog that is individually trained to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Examples of work or tasks include, but are not limited to guiding people who are blind, alerting people who are deaf, and pulling a wheelchair. Other species of animals, whether wild or domestic, trained or untrained, are not considered service animals. The crime deterrent effects of an animal's presence and the provision of emotional support, well-being, comfort, or companionship are not considered work or tasks under this definition.
Severe weather	Hazardous weather conditions including but not limited to windstorms, hurricanes, tornados, fog, hailstorms, rainstorms, snow storms, or ice storms.
Terrorist event	An act, including but not limited to the use of force or violence, of any person or group(s) of persons, whether acting alone or on behalf of or in connection with any organization(s), which constitutes terrorism as recognized by the government authority or under the laws of <i>your</i> country of residence, and is committed for political, religious, ethnic, and/or ideological or similar purposes, including but not limited to the intention to influence any government and/or to put the public, or any section of the public, in fear. It does not include any <i>political risk, war or acts of war</i> .
Traffic Accident	An unexpected and unintended traffic-related event, other than <i>mechanical breakdown</i> , that causes <i>injury</i> , property damage, or both.
Transit country	Any country through which <i>you</i> only transit while traveling to get to <i>your</i> destination.
Travel carrier	A company licensed to commercially transport passengers between cities for a fee by land, air, or water. It does not include: <ol style="list-style-type: none"> 1. Rental vehicle companies; 2. Private or non-commercial transportation carriers; 3. Chartered transportation, except for group transportation chartered by <i>your</i> tour operator; or 4. <i>Local public transportation</i>.
Traveling companion	A person or <i>service animal</i> traveling with <i>you</i> or traveling to accompany <i>you</i> on <i>your trip</i> . A group or tour leader is not considered a <i>traveling companion</i> unless you are sharing the same room with the group or tour leader.
Travel supplier	A travel agent, tour operator, airline, cruise line, hotel, railway company or other travel service provider.
Trip	<i>Your</i> travel to, within, and/or from a location away from <i>your primary residence</i> . Which is originally scheduled to begin on <i>your departure date</i> and end on <i>your return date</i> . It cannot include commuting to and from work or moving.
Uninhabitable	A <i>natural disaster</i> , fire, flood, burglary, storm, or vandalism has caused enough damage (including extended loss of power, gas, or water) to make a reasonable person find their home or destination inaccessible or unfit for use.

Vandalism

Any *illegal act* that intentionally causes damage to or destruction of public or private tangible property. This does not include damage or destruction of public or private tangible property by *terrorist acts, war, acts of war, political risk, or civil disorder*.

War

A state or period of hostile armed conflict, civil war, or military or paramilitary action, between two or more of the following: a nation, a state, a government, a territory, or an organized political or ruling group. This includes any acts or events directly associated with and occurring in the course of such conflict or action, or directly triggering such conflict or action. This definition applies regardless of whether war has been officially or formally declared.

We, Us or Our

AWP P&C S.A. – Austrian Branch, trading as Allianz Travel.

Work strike

An organized and intentional stoppage or slowdown of work by a group of employees, or withdrawal of employees' services, intending to make their employer comply with or accede to the demands of those employees. This does not include any broad or general strike of workers or the public in a community, state, region, or nation. This also does not include any strike that rises to the level of or is connected with any *civil disorder or political risk*.

You or Your

All persons listed as insureds in the *policy*.

WHEN YOUR COVERAGE BEGINS AND ENDS

You are only eligible for coverage if we accept *your* request for insurance and send *you* an official confirmation of that. *Your policy's* coverage effective date and coverage end date are indicated in *your policy*. The *policy* is effective at 00:00 on the day after *we* receive the order and *you* pay the full premium. The order must be received and the full premium must be paid on or before the *departure date*.

Coverage is only provided for losses that occur while *your policy* is in effect.

Except for one-way and same-day return *trips*, the *departure date* and return date that *you* provided at time of purchase are counted as two separate days of travel when *we* calculate the duration of *your trip*.

Your *policy* ends on the coverage end date listed in *your policy*. However, there are situations where *your policy* may end on a different date. If *your policy* was purchased with a one-way booking, your coverage end date will be the scheduled *return date* for *your trip*, as shown on *your* travel documents (not exceeding 90 days from the *departure date* shown on *your* travel documents). Additionally, *your policy* will end on the earliest of:

1. At 23:59 on the day *you* cancel *your policy*; or
2. At 23:59 on the day *you* file a trip cancellation claim with *us*;
3. At 23:59 on the day *you* end *your trip*, if *you* end *your trip* early;
4. At 23:59 on the day *you* arrive at a medical facility for further care if *you* end *your trip* due to a medical reason;
5. At 23:59 on day 90 of the *trip*.

However, if *your* return travel is delayed due to a *reason covered* under this *policy*, *we* will extend *your* coverage period until the earlier of when *you* are able to return to *your* point of origin or *primary residence*, or until *you* arrive at a medical facility for further care following a medical repatriation or trip interruption.

Please note that this *policy* applies for a specific *trip* and cannot be renewed.

DESCRIPTION OF COVERAGES

In this section, we will describe the many different types of insurance coverages, which are included in *your policy*. We explain each type of coverage and the specific conditions that must be met for the coverage to apply. **Please note that exclusions may apply.**

TRIP CANCELLATION COVERAGE

If *your trip* is canceled or rescheduled for a *covered reason* listed below, we will reimburse *you* for *your* non-refundable trip payments, deposits, cancellation fees, and change fees costs to rebook *your* transportation (less available *refunds*), up to the maximum benefit for trip cancellation coverage listed in *your* coverage summary. Please note that this coverage only applies before *your* first use of the *trip's* pre-paid arrangements (e.g. transportation or *accommodations*).

Also, if *you* prepaid for shared *accommodations* and *your traveling companion* cancels their *trip* due to one or more of the *covered reasons* listed below, we will reimburse any additional *accommodation* fees *you* are required to pay.

NOTE: We will not reimburse *you* for any *trip* costs and/or fees that are *your travel carrier's* or *travel supplier's* responsibility.

IMPORTANT: *You* must notify all of *your travel suppliers* within 48 hours of discovering that *you* will need to cancel *your trip* (this includes being advised to cancel *your trip* by a *doctor*). If *you* notify any *travel suppliers* later than that and get a smaller *refund* as a result, we will not cover the difference. If a serious illness, *injury*, or medical condition prevents *you* from being able to notify *your travel suppliers* within that 48-hour period, *you* must notify them as soon as *you* are able.

Covered reasons:

1. *You* or a *traveling companion* becomes ill or *injured*, or develops a medical condition disabling enough to make *you* cancel *your trip* (including being diagnosed with an *epidemic* or *pandemic* disease such as COVID-19).
The following condition applies:
 - a. A *doctor* advises *you* or a *traveling companion* to cancel *your trip* before *you* cancel it.
2. A *family member* who is not traveling with *you* becomes ill or *injured*, or develops a medical condition (including being diagnosed with an *epidemic* or *pandemic* disease such as COVID-19).
The following condition applies:
 - a. The illness, *injury*, or medical condition must be considered life threatening by a *doctor*, or require hospitalization.
3. *You*, a *traveling companion*, *family member*, or *your service animal* dies on or after *your policy's* coverage effective date and before *your trip*.
4. *You* or a *traveling companion* is *quarantined* before *your trip* due to having been exposed to:
 - a. A contagious disease other than an *epidemic* or *pandemic*; or
 - b. An *epidemic* or *pandemic* (such as COVID-19), but only when the following conditions are met:
 - i. The *quarantine* is specific to *you* or a *traveling companion*, meaning that *you* or a *traveling companion* must be specifically and individually designated by name in an order or directive to be placed in *quarantine* due to an *epidemic* or *pandemic*; and
 - ii. The *quarantine* does not apply generally or broadly (a) to some segment or all of a population, geographical area, building, or vessel (including shelter-in-place, stay-at-home, safer-at-home, or other similar restriction), or (b) based on to, from, or through where the person is traveling. This condition (ii) applies even if the *quarantine* order or directive specifically designates *you* or a *traveling companion* by name to be *quarantined*.
5. *You* or a *traveling companion* is in a *traffic accident* on the *departure date*.
One of the following conditions must apply:
 - a. *You* or a *traveling companion* need medical attention; or
 - b. *Your* or a *traveling companion's* vehicle needs to be repaired because it is not safe to operate.
6. *You* are legally required to attend a legal proceeding during *your trip*.
The following condition applies:
 - a. The attendance is not in the course of *your* occupation (for example, if *you* are attending in *your* capacity as an attorney, judge, court clerk, law enforcement officer, or paralegal, this would not be covered).
7. *Your primary residence* becomes *uninhabitable*.
8. *You* or a *traveling companion* is terminated by a current employer after *your policy's* purchase date.
The following conditions apply:
 - a. The termination is not *your* or *your traveling companion's* fault;
 - b. The employment must have been permanent (not temporary or contract); and

- c. The employment must have been for at least 12 continuous months.
9. You or a *traveling companion* secures new permanent, paid employment, after *your policy's* purchase date, that requires presence at work during the originally scheduled *trip* dates.
10. You or a *traveling companion's* primary residence is permanently relocated by at least 150 kilometers due to a transfer by *your* or a *traveling companion's* current employer. This coverage includes relocation due to transfer by your spouse's current employer.
11. You or a *traveling companion* serving as a *first responder* is called in for duty due to an *accident* or emergency (including a *natural disaster*) to provide aid or relief during the originally scheduled *trip* dates.
12. You or a *traveling companion* receive a legal notice to attend an *adoption proceeding* during *your trip*.
13. You or a *traveling companion* is medically unable to receive an immunization required for entry into a destination.
14. Your or travel companion's travel documents required for the *trip* are stolen.

The following condition applies:

- a. You must make diligent efforts and provide documentation of *your* efforts to obtain replacement documents through appropriate authorities that would allow *you* to keep the originally scheduled *trip* dates.
15. You or a *traveling companion* is refused a tourist visa by the authorities of the destination or transit country.
16. You find out you are pregnant after purchasing this *policy*.
17. You need to attend the birth of a *family member's* child.
18. Your destination becomes *uninhabitable*.
19. Family or friends at *your* destination outside *your* country of residence cannot accommodate *you* during *your trip*, as planned, because someone in their household has died, become seriously ill or *injured*, or developed a serious medical condition.
20. Government authorities order a mandatory evacuation due to a *natural disaster* at *your* destination that is in effect within 24 hours prior to *your departure date*.
The following condition applies:
 - a. Your *policy* was purchased prior to public knowledge of the event leading to the mandatory evacuation.
21. You or a *traveling companion* legally separates or divorces on or after *your policy's* purchase date but before *your* scheduled *departure date*.
The following condition applies:
 - a. Your *policy* was purchased within 14 days of the date of the first *trip* payment or deposit.
22. You or a *traveling companion's* vehicle experiences a *mechanical breakdown* on the way to the departure point of *your trip*.
23. You or a *traveling companion's* primary vehicle intended for transporting *you* or the *traveling companion* to the point of *your trip's* departure or intended to be the primary mode of transportation during *your trip* is stolen.
24. You fail the final exam or you fail to advance to the next grade level at an accredited educational establishment, where *you* are a student.
25. Your tour operator or commercial event organizer cancels *your* multi-day tour or multi-day event that is the main purpose of *your trip* and was purchased prior to *your departure date* due to:
 - a. A *natural disaster*;
 - b. *Severe weather*.

NOTE: Coverage is only available for lost, pre-paid, and nonrefundable cost of *accommodations* for and transportation to and from the cancelled multi-day tour or multi-day event. We will not reimburse *you* for the cost of the cancelled multi-day tour or multi-day event.

TRAVEL DELAY COVERAGE

NOTE:

- This coverage does not apply to missed time resulting from a *travel supplier's* schedule change or cancellation of a service prior to *your departure date*.
- **We will not reimburse you for any expenses that are your travel carrier's or travel supplier's responsibility.** If *you* are entitled to compensation from the *travel carrier*, we will only provide reimbursement under travel delay coverage if *you* file a claim with the *travel carrier* and your *claim* is denied.

General travel delay

If *your trip* is delayed, in total, for at least the Minimum Required Delay Length listed in *your* Coverage Summary and due to one or more of the following *covered reasons* below, we will reimburse *you* for the following expenses, less available *refunds*, up to the maximum benefit shown in *your* coverage summary for travel delay coverage:

- i. *your* lost insured prepaid *trip* expenses and additional expenses *you* incur while and where *you* are delayed for meals, accommodation, communication, and local public transportation, subject to the With Receipts 24-hour limit listed in *your* Coverage summary, if *you* provide receipts for such expenses; or

Missed departure

If *you* miss the departure of *your* pre-booked transport (as shown on *your* original itinerary) due to a local public transportation delay on *your* way to the departure point, we will reimburse *you*, less available *refunds* and up to the maximum limit listed in *your* Coverage Summary for travel delay, for the necessary additional transportation and accommodation expenses for *you* to reach *your* destination or return home.

If *you* miss the departure of *your* cruise or tour (as shown on *your* original itinerary) due to a travel delay caused by one of the covered reasons below, we will reimburse *you*, less available *refunds* and up to the maximum limit listed in *your* Coverage Summary for travel delay, for necessary additional transportation and accommodation expenses for *you* to join or rejoin *your* cruise/tour or reach *your* destination.

Covered reasons:

1. A travel carrier delay.
2. A work strike, unless threatened or announced prior to the purchase of *your* policy.
3. Quarantine during *your* trip due to having been exposed to:
 - a. A contagious disease other than an epidemic or pandemic; or
 - b. An epidemic or pandemic (such as COVID-19), but only when the following conditions are met:
 - i. The quarantine is specific to *you* or a traveling companion, meaning that *you* or a traveling companion must be specifically and individually designated by name in an order or directive to be placed in quarantine due to an epidemic or pandemic; and
 - ii. The quarantine does not apply generally or broadly (a) to some segment or all of a population, geographical area, building, or vessel (including shelter-in-place, stay-at-home, safer-at-home, or other similar restriction), or (b) based on to, from, or through where the person is traveling. This condition (ii) applies even if the quarantine order or directive specifically designates *you* or a traveling companion by name to be quarantined.
4. A natural disaster;
5. Lost or stolen travel documents;
6. Hijacking, except when it is a terrorist event;
7. Civil disorder, unless it rises to the level of political risk;
8. A traffic accident;
9. A travel carrier denies *you* or a traveling companion boarding based on a suspicion that *you* or a traveling companion has a contagious medical condition (including an epidemic or pandemic disease such as COVID-19). This does not include being denied boarding due to *your* or the traveling companion's refusal or failure to comply with rules or requirements to travel or of entry to *your* destination or a transit country; or
10. *Your* traveling companion's trip being delayed due to one of the covered reasons for travel delay coverage listed above.

NOTE: If *your* travel delay is directly or indirectly caused by a cyber risk event, *you* still have full coverage for travel delay, as described in *your* policy.

TRAVEL SERVICES DURING YOUR TRIP

If *you* need travel services during *your* trip, we are available 24 hours a day. With our global reach and multi-lingual staff, we are here to help *you*.

Finding a Doctor or Medical Facility

If *you* need care from a doctor or medical facility while *you* are traveling, we can assist *you* in finding one.

Monitoring Your Care

If *you* are hospitalized, our medical staff will stay in contact with *you* and the doctor caring for *you*. We can also notify *your* family and *your* doctor back home of *your* illness or injury and update them on *your* status.

Lost Travel Documents Assistance

If *your* passport or other travel documents are lost or stolen, we can assist *you* in getting *your* documents replaced and can help *you* change *your* travel arrangements as required.

Emergency Language Translation

We can assist *you* with translation services in the event *you* need help in a foreign country.

Emergency Cash Assistance

If *your* travel is delayed or interrupted and *you* need extra money to pay for unexpected expenses, we can assist in arranging the transfer of funds from *your* family or friends.

Legal Referrals

We can help *you* find local legal advice if *you* need it while *you* are traveling.

Emergency Message Delivery

We can assist *you* in getting an urgent message to someone back home.

GENERAL EXCLUSIONS

This section describes the general exclusions applicable to all coverages under *your policy*. An “exclusion” is something that is not covered by this insurance *policy*, and therefore no payment or service would be available.

This *policy* does not provide any coverage, benefit, or service if providing such coverage, benefit, or service would violate any applicable law or regulation, including without limitation any economic or trade sanction or embargo. This applies also if an economic or trade sanction or embargo imposed by the European Union, the United Nations, the United States of America, the United Kingdom or the Republic of Austria is directly applicable to *you, your traveling companion, your family member, your travel supplier or your travel carrier*

If you have traveled against an order or advice against travel issued by *your home country's or trip destination's government or local authority* (for a certain area or for an entire country), this *policy* excludes any loss directly or indirectly resulting from, arising out of, or related to any reason for or subject of such travel order or advice.

This *policy* does not provide coverage for any loss that results directly or indirectly from any of the following general exclusions if they affect *you, a traveling companion, or a family member*:

1. Any loss, condition, or event that was known, foreseeable, intended, or expected when *your policy* was purchased;
2. *Your intentional self-harm or if you attempt or commit suicide*;
3. Normal, complication-free pregnancy or childbirth, except when and to the extent that normal, complication-free pregnancy or childbirth is expressly referenced in and covered under trip cancellation coverage or trip interruption coverage;
4. Fertility treatments or elective abortion;
5. The use or abuse of alcohol or drugs, or any related physical symptoms. This does not apply to drugs prescribed by a *doctor* and used as prescribed;
6. Acts committed with the intent to cause loss;
7. An act of gross negligence by *you or a traveling companion* (with the exception of cover within the scope of travel liability cover and emergency medical coverage abroad);
8. Operating or working as a crew member (including as a trainee or learner/student) aboard any aircraft or commercial vehicle or commercial watercraft;
9. Participating in or training for any *professional or semi-professional sporting competition*;
10. Participating in *high-risk sports and activities*.
11. An *illegal act* resulting in a conviction, except when *you, a traveling companion, a family member, or your service animal* is the victim of such act;
12. An *epidemic or pandemic*, except when and to the extent that an *epidemic or pandemic* is expressly referenced in and covered under trip cancellation coverage, trip interruption coverage, travel delay coverage or emergency medical/dental coverage;
13. *Natural disaster*, except when and to the extent that *natural disaster* is expressly referenced in and covered under trip cancellation coverage, trip interruption coverage, or travel delay coverage;
14. Air, water, or other pollution, or the threat of a pollutant release, including thermal, biological, and chemical pollution or contamination;
15. Nuclear reaction, radiation, or radioactive contamination;
16. *War or acts of war*;
17. Military duty, except when and to the extent that military duty is expressly referenced in and covered under trip cancellation coverage or trip interruption coverage;
18. *Political risk*;
19. *Civil disorder*, except when and to the extent that *civil disorder* is expressly referenced in and covered under trip interruption coverage or travel delay coverage;
20. *Terrorist events*, except when and to the extent that terrorist events are expressly referenced in and covered under trip cancellation coverage, trip interruption coverage, or travel delay coverage. This exclusion does not apply to Emergency Medical or Emergency Transportation coverage;
21. Acts, or prohibitions by any government or public authority of a country *you* are traveling to, within and/or away. This exclusion does not apply if acts, travel alerts/bulletins or prohibitions by a government or public authority are expressly referenced in and covered under trip cancellation coverage or trip interruption coverage;
22. Any *travel supplier's* complete cessation of operations due to financial condition, with or without filing for bankruptcy;
23. *Travel supplier* restrictions on any *baggage*, including medical supplies or equipment;
24. Ordinary wear and tear or defective materials or workmanship;

IMPORTANT: You are not eligible for reimbursement under any coverage if:

1. ***Your travel bookings or tickets do not show travel date(s) and allow flexible trips;***
2. ***The **departure date** and **return date** as shown on the coverage summary do not match your trip's actual **departure date** and **return date**; or***
3. ***You intend to receive health care or medical treatment of any kind while on your trip.***

CLAIMS INFORMATION

Claims notification

Before reporting a claim, please check *your policy* and the description of *your coverage*. Keep in mind that not every loss is covered, even if they are sudden and unexpected.

IMPORTANT: Here *you* will find information on how to notify *your* claim. Please be aware, that for *you* all sections apply, which are covered in *your* product and listed in the coverage summary.

To file *your* claim online:

- Open the link claims.at@allianz.com
- Enter *your policy* number
- Check which forms and documents are required and upload them
- Submit *your* claim, *you* can check the status of processing at any time afterwards

To submit *your* claim by phone or mail:

- Email: claims.at@allianz.com
- Phone: +43 1 525 03-6822

What must be done for each type of a claim?

You are obliged to keep the damage as low as possible and to prove it. Therefore, in each case, please obtain suitable evidence of the occurrence of the damage (e.g. confirmation of damage, medical certificate) and the extent of the damage (e.g. invoices, receipts). Please send *us* *your* notice of claim with the appropriate evidence without delay.

The following evidence is required for all submissions:

- The original booking confirmation of the *trip* with details of the booked service, the travel participants and the price of the *trip* including the *policy*;
- Invoices, receipts and payment confirmations for all costs incurred;
- Information on whether *you* have other travel insurance, such as through a credit card, private health insurance, motorists' club, etc.;
- Any other relevant and helpful documents confirming the claim submitted;
- Bank details with name and address of the payee.

For the exact supporting documents required for *your* individual claim, please refer to the "required documents" section when submitting via the online portal.

For *your* convenience, *you* will find an overview of the required documents here.

For the handling of cancellation or trip interruption claims we require:

For all claims:

- The original booking confirmation of the *trip* stating the service booked, the travel participants and the *trip* price;
- The cancellation invoice (or invoices) confirming the cancellation costs incurred including the tour operator's cancellation schedule;
- A full explanation of why *you* had to cancel, interrupt, or completely abandon *your trip*;
- Confirmation(s) of payment of all expenses claimed;
- Information and corresponding receipts regarding any *refunds*.

For medical reasons:

- Detailed medical documentation including medical history of the medical event. (e.g. patient file, treatment documents, discharge report, findings);
- Confirmation of sick leave from an insurance company physician, if requested;
- A certified copy of the death certificate, if applicable;
- Proof of relationship (birth certificate, marriage certificate) if event of relatives;
- Registration form for Proof of cohabitation.

If *quarantine*:

- (Segregation) notice from the competent authority with details of the period of *quarantine* issued to *you* or *your travel companion* by name.

In case of a *traffic accident*:

- A police report describing and confirming the *traffic accident*;
- *Accident* report from the motor vehicle liability insurance company.

As a result of *adoption proceedings*:

- Official summons to the court proceedings.

If *your residence* became *uninhabitable*:

- Confirmation from the appropriate government agency of the circumstances in *your home*.

If caused by a *terrorist event*:

- Information about the *terrorist event* that caused *you* to cancel or interrupt *your trip*.

If unexpected termination:

- Employment contract, letter of resignation, statement of deregistration from social security.

For all reasons not listed here

- Relevant confirmations from offices, authorities, institutions in order to be able to check the reason for the damage.

For the settlement of claims of the travel delay coverage we need:

- An explanation of what caused the delay;
- Confirmation from the airline or carrier about the delay, including a description of the cause;
- Original airline ticket(s), train ticket(s);
- Receipts, invoices for additional transportation and/or *accommodation* costs.

GENERAL PROVISIONS AND CONDITIONS

Applicable law/Jurisdiction:

Austrian law shall apply, place of jurisdiction is Vienna. Pursuant to Section 14 KSchG, the place of jurisdiction for legal action against consumers is their place of residence, habitual abode or place of employment, provided this is in Austria.

Loss of entitlement to insurance benefits:

We shall be exempt from paying benefits if *you* intentionally make false statements on the occasion of the *covered event*, in particular in the notification of the claim, conceal circumstances material to the claim or falsify evidence, even if this does not cause *us* any disadvantage.

When do we pay the compensation amount:

Our cash benefits are due upon completion of the investigations necessary to determine the *covered event* and the scope of the benefit. However, the due date will not be affected if, after the expiry of two months from the request for a cash benefit, *you* request an explanation from *us* as to why the investigations could not yet be completed and *we* do not comply with this request within one month.

If these investigations have not been completed by the expiry of one month since the notification of the insured event, *you* can demand partial payments in the amount of the minimum amount that *we* have to pay according to the situation, taking into account the total claim. (Extract from § 11 VersVG)

Subsidiary agreements:

No intermediary is authorized to promise insurance coverage that deviates from the General Insurance Conditions listed above by means of verbal or written collateral agreements, or to make an assessment of a circumstance that is binding for the insurer.

If *you* have a loss for which *you* have been reimbursed by *us* or any third-party, *you* will not be reimbursed again for the same expense.