TRAVEL INSURANCE

Insurance Product Information Document

Insurance Company: AWP P&C S.A. – Austrian Branch

Product: AT Storno Classic 2610

This document provides a summary of key information and doesn't take into consideration your specific demands and needs. Full pre-contractual information is provided in the insurance product's general conditions. Upon purchase you will receive the contractual information with details of your insurance cover. To be fully informed, please read them carefully.

What type of insurance is this?

Our product is a a short-term product and offers the following benefits: Travel Cancellation Insurance, Travel Interruption Insurance, Travel Delay Insurance, .

What is insured?

Trip Cancellation

Which events are insured?

Commencement of travel as scheduled is not possible or cannot be expected due to (e.g.):

✓ Unexpected serious illness or injury
✓ Traffic accident

What will be reimbursed?

✓ Non-refundable trip payments, deposits and cancellation fees if travel has to be cancelled

Sum insured: according to the premium selected

Travel Delay

Which events are insured?

✓ Delay of the travel carrier by at least 4 hours

What will be reimbursed?

✓ Pre-paid non-refundable trip expenses
✓ Additional expenses for meals, accommodation, communication, and local transportation

Sum insured: up to 3.000 € per contract

Trip Interruption

Which events are insured?

Completion of your travel as scheduled is not possible or cannot be expected due to (e.g.):

✓ Serious accidental injury
✓ Unexpected serious illness

What will be reimbursed?

✓ Prorated insured unused non-refundable trip costs according to the premium selected.
✓ Necessary transportation/travel expenses to continue the trip or return home
Necessary transportation/travel expenses to continue the trip or return home 3.000 € per contract
✓ Additional accommodation/public transportation expenses if extended stay is necessary (up to 100 € /day per contract for a max. of 10 days

What is not insured?

Applicable to all covers

X Events for which liability may fall on the trip organizer
X No coverage after the maximum trip length as indicated on the policy.

Trip Cancellation and Trip Interruption

X Quarantine orders generally applicable to part or all of the population, to an entire ship or to an entire geographical area

Travel delay

X Work strike that was already announced at the time the insurance was purchased

Are there any restrictions on cover?

! War or acts of war
! Civil disorder or unrest, except when and to the extent that civil disorder or unrest is expressly referenced in the insured covers
! Terrorist events, except when and to the extent that terrorist events are expressly referenced in the insured covers. This exclusion does not apply to Emergency Medical or Emergency Transportation coverage.
! Your intentional self-harm or if you attempt or commit suicide
! Non-stabilized pre-existing medical conditions that were diagnosed or treated before policy purchase date
! An epidemic or pandemic, except when and to the extent that an epidemic or pandemic is expressly referenced in the insured covers
! Air, water or other pollution
! Natural disaster, except when and to the extent that a natural disaster is expressly referenced in the insured covers
! Expenses incurred without the prior approval of our Assistance Department
! The cost of treatment or care not resulting from a medical emergency
! The consumption of alcohol or drugs not medically prescribed
! Participation in a professional competition or a dangerous sport

Where am I covered?

✓ Cancellation is covered before the trip starts regardless of where the damage occurs.
✓ You are covered in the country(ies) of destination incl. transit countries, except where providing coverage would violate any applicable law or regulation (including any economic/trade sanction or embargo).

What are my obligations?

To avoid the policy being cancelled and claims being reduced or refused, you must:

When taking out this policy

- Provide the insurer with relevant, true and complete information allowing the insurer to underwrite the policy;
- Provide the insurer with supporting documents when requested;
- Pay the premium as detailed in the policy;

- Read the policy documentation carefully to ensure that it provides the cover needed and that all applicable terms and conditions are understood.

Once the policy is in effect

- Tell the insurer as soon as possible of any changes that arise and that may affect the cover;
- Take reasonable care to protect yourself and your property against accident, injury, loss and damage and to minimize any claim.

In the event of a claim

- Contact the insurer to make the claim immediately after an event arises, in concordance with the terms and conditions and provide the insurer with all supporting documents enabling to process the claim;
- Inform the insurer in case of dual insurance and tell the insurer if you have received payment from another insurer for all or part of the claim

When and how do I pay?

Premium is paid at the time of the travel insurance subscription, by the means of payment accepted at the time of the purchase.

When does the cover start and end?

The cancellation cover starts from day following the date of purchase of the insurance policy and ends on the date of the trip departure indicated in the insurance policy .

The other covers stated in the insurance policy start on the date of the trip departure and end on the trip return date as indicated in the insurance policy. The travel insurance provides no cover after the maximum as indicated on the policy.

How do I cancel the contract?

The insurance contract ends at the agreed point in time. You do not have to cancel.

You can revoke the insurance policy in the first 14 days following the purchase of the policy, if it does not meet your needs. If the insurance contract was concluded through distance selling, the aforementioned right of withdrawal applies only to contracts with a term of one month or longer.

In the above case, please email service.at@allianz.com to ask for the policy cancellation.

Please note that the cancellation of the policy is not possible if you have made a claim or started the journey.