

## HOLIDAY CANCELLATION + INTERRUPTION INSURANCE

- POLICY NUMBER : 303 748
- GUARANTEES:

GUARANTEES	SUMS	EXCESS
<b>CANCELLATION</b> - Death or temporary or permanent impediment. - Serious damage to your home - Your call up for an organ transplant. - Serious damage to your vehicle - Pregnancy complications - An accident or break down of your means of transport. - Redundancy - Job transfer - Being hired for a paid job or training course - A summons in court - A call for a child adoption. - Physical, mental illness or depression	Reimbursement of cancellation fees Up to a maximum of : - 6500€/rental. - 32000€/event.	45€/accident
- A change of your leave dates on behalf of your employer - The theft of your identification papers		25% of the cancellation fees with a minimum of 150 €, for each rental insured.
<b>HOLIDAY INTERRUPTION</b>	Payment of compensation proportional to the number of rental days not used (transport not included), up to the following limits: - per insured rental: €6,500 - per event: €32,000	Nil

This is an extract of the warranty document, for more information please refer to the General Contact Conditions:

[www.assurance-annulation.eu](http://www.assurance-annulation.eu)

### WHAT THE INSURED MUST DO IN THE CASE OF CANCELLATION

1. The Insured must notify of his withdrawal from when a covered event preventing his Departure occurs.
2. The Insured must then advise the Insurer of the Claim within five working days of the Insured's knowledge of the event, except in the case of exceptional circumstances or force majeure by telephone Monday to Friday, between 9 am and 6 pm :
  - At no. 01 42 99 03 97
  - If the Insured is outside France : At no. + 33 1 42 99 03 97

### WHAT THE INSURED MUST DO IN THE CASE OF A CLAIM HOLIDAY CURTAILMENT

#### PURPOSE OF THE COVER:

- the medical repatriation of the Insured, organised by another assistance company,
  - hospitalisation of the Insured onsite, provided that this has been validated by another assistance company.
  - the early return of the Insured organised by another assistant in the following cases :
    - in order to attend a funeral, following the death
    - in the event of damage to property , his main or secondary residence, his business when the Insured is a tradesperson, shop owner, company manager or carries out a liberal profession.
1. **Before organising his return, the Insured must call on Mondial Assistance to obtain its prior agreement to his Holiday Curtailment.**
    - by telephoning 01 42 99 02 02
    - or +33 1 42 99 02 02, if the Insured is outside France
  2. **Then, the Insured must make his reimbursement request for the unused services due to this interruption:**
    - Either, by email to [svc.reglementassistance@mondial-assistance.fr](mailto:svc.reglementassistance@mondial-assistance.fr)
    - Or by post to the following address :  
Mondial Assistance, Service Relations Clientèle , Tour Gallieni II, 36 avenue du Général de Gaulle, 93175 Bagnolet cedex
    - Or, by telephone Monday to Friday, between 9 am and 6 pm at :  
no. 01 42 99 08 83 or at no. 33 1 42 99 08 83, if the Insured is outside France

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## WRITTEN PROOF TO BE PROVIDED

### CANCELLATION

The Insurer shall send to the Insured the necessary information to make his insurance Claim. The Insured must provide the Insurer with any document and any information enabling him to justify the reason for his Cancellation and assess the amount of his compensation.

If the reason for his Cancellation is medical, the Insured may, if he so wishes, send the medical details in an envelope marked "confidential", for the attention of the Insurer's medical advisor.

EVENTS COVERED	WRITTEN PROOF TO BE PROVIDED<0}
<b>IN ALL CASES</b>	<ul style="list-style-type: none"> <li>- the booking confirmation of the insured services,</li> <li>- the bill of the cancellation fees of the insured services,</li> <li>- where applicable, the official document specifying the relationship with the person at the origin of the Cancellation (copy of the official family record book, cohabitation certificate, etc.),</li> <li>- the Insured's bank account details,</li> <li>- after assessing the file, any other proof on the request of Mondial Assistance.</li> </ul>
<b>In the case of Illness, including related to pregnancy or Personal Injury:</b>	<ul style="list-style-type: none"> <li>- where applicable, the prescriptions for drug therapy,</li> <li>- where applicable, the report of examinations,</li> <li>- where applicable, a copy of the work stoppage certificate,</li> <li>- where applicable, the hospitalisation form,</li> <li>- after assessing the file and on the Insurer's request: the reimbursement statements from the health insurance organisation to which the Insured is affiliated.</li> </ul>
<b>In the case of a medical contraindication for a vaccination or following preventive treatment:</b>	<ul style="list-style-type: none"> <li>- the medical contraindication certificate for a vaccination or following preventive treatment,</li> <li>- any medical document proving the situation making the vaccination or preventive treatment incompatible.</li> </ul>
<b>In the case of a notification for a child's adoption:</b>	<ul style="list-style-type: none"> <li>- a copy of the official notification.</li> </ul>
<b>In the case of death:</b>	<ul style="list-style-type: none"> <li>- a copy of the death certificate,</li> <li>- where applicable, the details of the notary public in charge of the succession of the deceased Insured.</li> </ul>
<b>In the case of re-sitting an examination:</b>	<ul style="list-style-type: none"> <li>- a copy of the notification to re-sit the examination,</li> <li>- a copy of the postponement or statement establishing the postponement .</li> </ul>
<b>In the case of redundancy:</b>	<ul style="list-style-type: none"> <li>- a copy of the notification letter to attend a meeting prior to redundancy,</li> <li>- a copy of the redundancy letter.</li> </ul>
<b>In the case of obtaining employment:</b>	<ul style="list-style-type: none"> <li>- recent proof of unemployment or registration at a French Employment Centre,</li> <li>- a copy of the hiring letter or employment contract.</li> </ul>
<b>In the case of obtaining a paid work placement:</b>	<ul style="list-style-type: none"> <li>- recent proof of unemployment or registration at a French Employment Centre,&lt;0}</li> <li>- a copy of the paid work placement agreement.</li> </ul>
<b>In the case of the employer changing the dates of the paid leave:</b>	<ul style="list-style-type: none"> <li>- a copy of the prior agreement of the leave,</li> <li>- a copy of the pay slip on which there is a summary of the leave for the month of the cancelled rental.</li> </ul>
<b>In the case of a work transfer:</b>	<ul style="list-style-type: none"> <li>- a copy of the signed amendment to your employment contract, stating the date and place of the transfer.</li> </ul>
<b>In the case of serious Damage to property:</b>	<ul style="list-style-type: none"> <li>- the acknowledgment of receipt of the insurance claim with the comprehensive household insurance insurer,</li> <li>- in the case of burglary, a copy of the complaint made to the police authorities.</li> </ul>
<b>In the case of serious damage to the vehicle:</b>	<ul style="list-style-type: none"> <li>- the acknowledgment of receipt of the insurance claim with the car insurer,</li> <li>- or a copy of the repair bill and/or vehicle towing.</li> </ul>
<b>In the case of Accident or mechanical breakdown of the means of transport occurring en-route:</b>	<ul style="list-style-type: none"> <li>- Public transport:</li> <li>- the public transport stating the time of Departure,</li> <li>- a copy of the certificate drawn up by the transport company stating the date, time of the incident and the delay or immobilisation period.</li> <li>- Private transport:</li> <li>- a copy of the breakdown/towing bill,</li> <li>- where applicable, the acknowledgement of receipt of the insurance claim from the car insurer.</li> </ul>
<b>In the event of the theft of identity papers:</b>	<ul style="list-style-type: none"> <li>- a copy of the substantive complaint drawn up by the police authorities</li> </ul>

### HOLIDAY CURTAILMENT

Mondial Assistance will send to the Insured the necessary information to make his insurance Claim and he must provide Mondial Assistance with any document and all information enabling him to justify his request and assess the amount of his loss, particularly:

<b>HOLIDAY CURTAILMENT</b>	<ul style="list-style-type: none"> <li>- bills concerning the insured service,</li> <li>- the Insured's bank account details,&lt;0}</li> <li>- originals of the <b>unused and used</b> return transport tickets,</li> <li>- the file reference for which the Insured has obtained Mondial Assistance's agreement to interrupt the stay,</li> </ul> <p>or</p> <ul style="list-style-type: none"> <li>- the intervention certificate of another assistor specifying the reason for the intervention,</li> <li>- after assessing the file, any other proof on the request of Mondial Assistance.</li> </ul>
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