

Travel insurance and cancellation cover for one trip

Additional pre-contractual information sheet for property insurance products
(DIP aggiuntivo Danni)

Europäische Reiseversicherung AG, Vienna
Product: School Children and Students-Group-Cover

This additional information sheet for property insurance products is dated 01/12/2021 and is the current version.



This document contains additional and supplementary information to the pre-contractual information sheet for property insurance (DIP Danni) to present the product features, contractual obligations and the company's financial position to the potential policyholder in a clear and detailed way.

The policyholder must consult the general conditions of insurance before signing the contract.

Europäische Reiseversicherung AG,

Registered office in Vienna, Kratochwjlestraße 4, A-1220 Vienna.

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Commercial reg. HG Wien FN 55418y

Supervisory authority: FMA Financial Market Authority, Department: Insurance Supervision, Otto-Wagner-Platz 5, A-1090 Vienna.

In Italy, Europäische Reiseversicherung AG is authorised to carry on insurance business under the freedom to provide services and is entered in the IVASS Register of Insurance Undertakings under number II.00310.

The following data relate to the last approved balance sheet (2020) and the report on the solvency and cash flows:

Net assets: € 13,107,000.00

Initial fund: not applicable to Austrian insurance companies, only to mutual insurance companies

Retained earnings: € 7,150,000.00

Financial position and solvency of the company (SFCR): You can view the relevant information on website at <https://www.europaeische.at/ueber-uns/unternehmen/geschaeftsbericht/>

Solvency capital requirement: € 10,764,000.00

minimum capital requirement: € 3,700,000.00

SCR ratio: 172.57%

Austrian law applies to the insurance contract to be concluded.

In the event that mandatory provisions of Italian law are more advantageous for the policyholder, such provisions shall take precedence over Austrian law.

The insurance cover exists in the agreed local area of application:

Europe: geographical Europe, Russia, all the Mediterranean states and islands, Jordan, Madeira, the Azores and the Canary Islands, with the exception of Syria and Crimea.

Worldwide: The cover applies globally, with the exception of North Korea, Syria, Venezuela, Crimea and Iran.

Medical benefits cover as well as assistance in the event of arrest or threatened arrest only apply abroad.

The country in which the insured person has its main place of residence is deemed to be domestic (home country).



What is insured?

Trip cancellation and trip curtailment

The subject of the insurance is a booked trip. The following provisions relating to trips also apply in the same way to travel services.

An insured event occurs if the insured person is unable to commence the trip or part of the trip or has to curtail the trip for one of the following reasons:

Medical reasons

- death of the insured person;
- unexpected serious illness, serious bodily injury caused by an accident, unexpected acute onset of an existing illness or consequence of an accident, fracture or loosening of implanted joints or adverse reaction of the insured person to a vaccination, if the inability to travel for the trip is the result of one of these reasons;
- premature birth or unexpected, severe pregnancy complications up to and including the 35th week of pregnancy.

The start of pregnancy is only insured if the insurance was taken out within 3 days of booking the trip at the latest.

Reasons related to work

- loss of employment through no fault of the insured person as a result of termination of employment by the employer;
- conscription of the insured person into basic military or civilian service, provided that the competent authority does not accept the travel booking as a reason for postponing the conscription.

Reasons related to education

- failure of the insured person to pass the school-leaving examination or a similar final examination following a school course of at least 3 years' duration immediately prior to the travel date of the trip that was booked before the examination;
- failure of the insured person to pass a final class following a school course of at least 3 years immediately before the date of the insured trip;
- failure of the insured person to progress to the next school level, in the case of a class trip;
- necessary repetition of a failed examination at a school/university by the insured person, provided that the repeat examination takes place unexpectedly during the trip period or within 14 days of the scheduled end of the trip and the trip was booked before the date of the failed examination;
- unexpected change of school or leaving of school by the insured person before the date of travel of the insured journey.

Family reasons

- unexpected serious illness, serious bodily injury caused by an accident, unexpected acute onset of an existing illness or consequence of an accident, fracture or loosening of implanted joints or death (including suicide) of family members or another close friend or relative, as a result of which the presence of the insured person is required. The close friend or relative must be named to the insurer in writing when the insurance is taken out; one close friend or relative may be named per insured person;
- filing of the petition for divorce or dissolution (in the case of separation by mutual consent, the corresponding petition) at the competent court or abandonment of the joint place of residence before the insured joint trip of the spouses or partners affected;
- dissolution of cohabitation (that has lasted for at least six months) before the insured joint trip of the cohabiting partners affected (affidavit of the cohabiting partners affected is required).

Other reasons

- significant material damage to the property of the insured person at one of his or her places of residence as a result of an Act of God (flood, storm, etc.), fire, burst water pipe or criminal act committed by a third party, as a result of which the presence of the insured person is necessary;
- receipt of an unexpected court summons by the insured person, provided that the competent court does not accept the travel booking as a reason to postpone the summons.

The insurance covers the event for the insured persons affected.

Family member means a spouse (or registered partner or cohabiting partner), children (stepchildren, children-in-law, grandchildren, foster children, adopted children), parents (step parents, parents-in-law, grandparents, foster parents, adoptive parents), siblings, stepbrothers and sisters-in-law of the insured person; for a registered partner or cohabiting partner living in the same household, this also includes their children, parents and siblings.

The insurer reimburses up to the agreed sum insured

- for trip cancellation
 - the cancellation costs you owe under the travel contract;
 - official fees that the insured person has had to pay for his or her visa to be issued;
 - booking fees, if reimbursing booking fees is included in benefits of the insurance product, they were already invoiced at the time of booking the trip, they are listed separately on the booking confirmation and were taken into account when selecting the insured sum, up to the following amounts:

<p>Trip cancellation and trip curtailment</p>	<ul style="list-style-type: none"> - airline tickets: max. € 70.00 for price up to € 700.00 (and max. 10% of the price) per ticket; - package tour, train, hotel, ferry, rental car, etc.: max. € 25.00 per person. - cancellation processing fees, if agreed in writing at the time of booking: up to € 25.00 per person. <ul style="list-style-type: none"> • for trip curtailment <ul style="list-style-type: none"> - the paid but unused parts of the insured trip; - the additional travel costs incurred as a result of the early return trip. These are the costs incurred as a result of it not being possible or being only partially possible to use booked return tickets or other travel tickets. For reimbursement of the return travel costs, the type and class of the means of transport shall be based on the quality that was booked. If the additional travel costs are reimbursed, the unused original return tickets shall only be reimbursed minus the additional travel costs.
<p>Travel luggage</p>	<p>The insurance covers the damage to or loss of the insured items as a result of:</p> <ul style="list-style-type: none"> • third-party interference such as theft or damage to property; • act of God or fire; • a traffic accident (excluding own fault); • in the custody of a transport company, an accommodation provider, a cloakroom with attendant or a luggage storage service. <p>All items taken with you or purchased for personal private use while travelling are insured. The insurer reimburses the replacement value up to € 2,000.00.</p> <p>In the event of delayed baggage retrieval at the travel destination, the necessary expenses for replacement items for personal use required as a result are reimbursed up to € 200.00.</p>
<p>Medical services</p>	<p>An unexpected acute illness, the occurrence of an accidental bodily injury or the occurrence of the death of the insured person during a trip abroad is an insured event.</p> <p>The insurer shall reimburse the necessary costs for which evidence is provided for the following:</p> <ul style="list-style-type: none"> • transport to hospital and transport for a medically necessary transfer up to 100%; • outpatient medical treatment including prescribed medication and painrelieving dental treatment (including single dental fillings) up to 100%; • inpatient treatment in a hospital including prescribed medication up to € 500,000.00. <p>If the return trip is not possible as a result of being unfit to travel, the insurer shall reimburse the costs of medical treatment up to the day that the insured person is fit for travel;</p> <ul style="list-style-type: none"> • transport home to the country of residence from which the trip was started, if necessary with accompanying doctor and with medically adequate means of transport, depending on the condition of the insured person, if transport home: <ul style="list-style-type: none"> - is medically necessary (including ambulance jet); or - is not medically necessary but medically justifiable and is desired by the insured person after at least three days of hospitalisation (excluding ambulance jet) up to 100%; • the delayed return travel (travel and accommodation costs) of the insured person and an insured fellow traveller to the country of residence from which the trip was started, if they have had to extend the booked stay as a result of illness or accident of the insured person. The additional accommodation costs incurred are reimbursed based on the quality of the stay that was booked. The additional costs of the return travel by the cheapest possible suitable means of transport incurred as a result of it not being possible or being only partially possible to use booked return flight tickets or other travel tickets shall be reimbursed; • a visit to the patient if the hospital stay abroad lasts for more than five days. The insurer shall organise travel to and from the place of hospitalisation for a close friend or relative of insured person who is not travelling with him/her and shall pay the costs of the cheapest possible suitable means of transport up to 100% and standard local mid-range accommodation up to € 1,000.00; • the repatriation of deceased persons in the standard way to the country of residence from which the trip was made, or instead for burial at the place of the event (up to a maximum of the cost of repatriation in the standard way) up to 100%; • in the event of transport to hospital, transport for transfer, transport home and return travel: the necessary costs for which evidence is provided to transport the luggage carried by the insured person and the insured fellow traveller up to 100%. <p>For insured events that occur in the home country, the insurer shall reimburse the costs for which evidence is provided up to the agreed sum insured (for abroad) for the following:</p> <ul style="list-style-type: none"> • transport for a domestic transfer by ambulance to the hospital nearest to the insured person's main place of residence up to 100%, provided that the hospital where the insured person is treated is at least 50 km and no more than 1,000 km from the insured person's place of residence, a hospital stay of more than five days is expected and the attending doctors agree to a transfer; • a visit to the patient if the hospital stay lasts for more than five days and there is no domestic transfer. The insurer shall organise travel to and from the place of hospitalisation back to the place of residence for a close friend or relative of insured person who is not travelling with him/her and shall pay the costs of the cheapest possible suitable means of transport up to 100% and the costs of local accommodation up to € 1,000.00. • the transfer of deceased persons within their home country in the standard way up to 100%.

Search and rescue	<p>The insured person must be rescued because he or she has suffered an accident on difficult terrain, is in distress in the mountains or at sea, or there was a reasonable expectation of one of the above situations.</p> <p>The insurer shall reimburse up to € 10,000.00 the costs for which evidence is provided of searching for and rescuing the insured person to the nearest road suitable for driving or, if medically necessary, the costs of direct transport from the place of the accident to the nearest hospital.</p>
Personal liability cover	<p>An event that causes loss or damage during the trip as a result of which the insured person as a private person incurs or could incur an obligation to pay compensation is an insured event. Several loss events based on the same or similar cause shall be treated as a single insured event.</p> <p>If an insured event occurs, the insurer shall be liable up to € 500,000.00 for</p> <ul style="list-style-type: none"> • the insured person's obligations to pay compensation that arise as a result of damage to property and/or personal injury, as well as the pecuniary loss that arises as a result, on the basis of statutory liability provisions (hereinafter referred to as the „obligation to pay compensation“). The insurance does not cover loss or damage that is not attributable to personal injury or property damage (pure financial loss). • the costs of establishing and defending a claim for compensation asserted by a third party.



What is not insured?

General	<p>No insurance cover is provided for events that</p> <ul style="list-style-type: none"> • are caused intentionally or with gross negligence by the insured person; for personal travel liability insurance, there is only no insurance cover if the insured person intentionally caused the event to occur for which he/she is responsible to the third party; • occur when participating in naval, military or air force services or operations; • are caused by any exposure to nuclear, biological or chemical weapons (NBC weapons); • are related to war, civil war, war-like conditions or civil unrest. If the insured person is caught up unexpectedly in such events during the insured trip, insurance cover is provided until the earliest possible departure. Under all circumstances, however, no insurance cover is provided for active participation in war, civil war, warlike conditions and civil unrest; • occur on trips undertaken despite a travel warning. Travel warnings are all travel warnings (for an entire country) and partial travel warnings (for a specific area) issued by the Austrian Foreign Ministry. For travel warnings due to epidemics or pandemics, the exclusion only applies to events that are directly and causally related to the travel warnings. If a travel warning is issued during the insured trip that recommends urgent departure, insurance cover is provided until the earliest possible departure; • occur in the event of the insured person attempting or committing intentional acts that are punishable by law; • are caused by strike action; • are caused by suicide or attempted suicide of the insured person; • occur when travelling in undeveloped or unexplored areas and at an altitude above 5000m; • are caused by the influence of ionising radiation within the meaning of the Austrian Radiation Protection Act or by nuclear energy; • are suffered by the insured person as a result of a significant impairment of his or her mental and physical condition due to alcohol, addictive poisons or medication; • are caused while driving a motor vehicle if the driver does not possess the applicable motor vehicle licence that would be required to drive this motor vehicle in the country of the event; this also applies if such a vehicle is not being driven on roads with public traffic; • occur during use of aircraft (e.g. motorised aircraft, gliders, hang-gliders, free balloons, parachutes and paragliders), except as a passenger in a motorised aircraft for which a passenger transport permit has been issued. A passenger is defined as a person who has no causal connection with the operation of the aircraft, is not a crew member and does not exercise a professional activity by means of the aircraft (does not apply to trip cancellation); • arise from participation as a driver, co-driver or passenger of a motor vehicle in driving events (including the associated training and qualification drives), where the aim is to cover a specified distance as quickly as possible or to overcome obstacles or difficult terrain, or driving on race tracks (does not apply to trip cancellation); • occur when participating in professional sport including training (does not apply to trip cancellation); • occur when participating in state, national or international sports competitions, as well as in official training for such events (does not apply to trip cancellation); • arise during dives if the insured person does not hold an internationally valid authorisation for the depth in question, except when participating in a diving course with an authorised diving instructor. In any circumstances, there is no insurance cover for dives at a depth of more than 40m (does not apply to trip cancellation);
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General	<ul style="list-style-type: none"> • arise as a result of the exercise of a manual activity in the course of business by the insured person. Ordinary activities in the context of staying as an au pair and in the hospitality and hotel industry are insured (does not apply to trip cancellation). • Insofar as the policyholder or the insured person is a sanctioned person, a sanctioned company or a sanctioned organisation that is included on a sanction list of the United Nations, the European Union, the United States of America or the Republic of Austria, and to the extent of the sanction, no insurance cover shall be granted for them, no payment shall be made and no benefit shall be provided that is directly or indirectly due to them.
Trip cancellation and trip curtailment	<p>In addition to the General Exclusions, there is no insurance cover:</p> <ul style="list-style-type: none"> • if the reason for trip cancellation had already occurred or was foreseeable when taking out the insurance; or • if the reason for trip curtailment had already occurred or was foreseeable at the start of the trip.
Travel luggage	<p>In addition to the General Exclusions, there is no insurance cover:</p> <ul style="list-style-type: none"> • for cash, cheques, debit and credit cards, securities, tickets, deeds and documents of any kind; animals, antiques and objects with a primarily artistic or collector's value; • for land, air and water vehicles with internal combustion engines or for which official approval is required, hang-gliders, paragliders, kites, iceboats, sailing boats; their accessories, spare parts and special equipment are also not insured; • for items that ordinarily are only for professional purposes; • for weapons including accessories. • for unattended, parked motor vehicles (trailers) for technical equipment of any kind including accessories (e.g. photographic, film and video equipment, laptops, tablets, optical devices, consumer electronics, mobile phones, navigation devices), musical instruments, sports equipment, bicycles, cash, jewellery, watches and furs; <p>and no insurance cover is provided for loss that:</p> <ul style="list-style-type: none"> • arises as a result of natural or defective condition, wear and tear, defective packaging or defective closure of the insured items; • is caused through own fault, forgetting, leaving behind, losing, misplacing, dropping, leaving unattended, inadequate storage or inadequate supervision of storage; • arises in the insured objects (sports equipment, musical instruments, etc.) during their use; • is a consequence of insured events (e.g. costs of changing lock in the event of theft of a key).
Medical services	<p>In addition to the General Exclusions, there is no insurance cover the following:</p> <ul style="list-style-type: none"> • use of local cures (spa treatments), rehabilitation stays and physiotherapies; • restorative or prosthetic dental treatments; • provision of medical aids (e.g. visual and hearing aids, dental braces, inserts and prostheses of any kind); • termination of pregnancy, as well as pregnancy complications and deliveries after the 35th week of pregnancy; • preventive vaccinations, medical reports and doctor's certificates; • special hospital services such as a single room, telephone, TV, rooming-in, etc.; • cosmetic treatments; • physical injury in the case of treatments and interventions which the insured person carries out or has carried out on his/her body, insofar as an insured event was not the reason for such treatment or intervention.
Personal liability cover	<p>In addition to the General Exclusions, the insurance does not cover for the following:</p> <ul style="list-style-type: none"> • obligations to pay compensation arising from loss or damage caused by the insured person or persons acting on his or her behalf by keeping or using the following: <ul style="list-style-type: none"> - aircraft or aircraft equipment; - ground vehicles (or their trailers) which are operated with an internal combustion engine or which carry an official registration number or would be required to carry such a number according to the provisions in force in Austria; - watercraft for which a driver's licence (boat licence or navigation licence) is required in the country of use. • the insured person's obligations to pay compensation that arise from risks associated with a business, professional or commercial activity; • claims in excess of the amount under the statutory obligation to pay compensation that are based on a contract or a specific undertaking; • the performance of contracts and the compensation to be paid in lieu of performance; • damage/loss inflicted on the insured person himself/herself or to his/her relatives (spouse, direct relatives in the ascending and descending line, parents-in-law, adoptive parents and step-parents, siblings living in the same household; non-marital cohabitation is equivalent to marital cohabitation in terms of effect); • damage/loss due to pollution or disturbance of the environment; • damage/loss related to a mental illness of the insured person; • punitive compensation in excess of the damage that has been incurred.

Personal liability cover	<ul style="list-style-type: none"> • The insurance does not cover obligations to pay compensation for the following: <ul style="list-style-type: none"> - damage to property that is borrowed, rented, leased, rented or taken into custody by the insured person or the persons acting on his or her behalf (except for rented residential premises see above). The exclusion also applies to the loss or misplacement of physical property; - damage to property that is caused on or with such property during or as a result of its use, transport, processing or other activity; - damage to property that is caused by the gradual emission or gradual action of temperature, gases, vapours, liquids, moisture or non-atmospheric precipitation, nuclear events and contamination by radioactive substances.
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 Are there any limitations of cover?

General	The sums insured stated in the schedule of benefits of the insurance policy limit the insurer's liability for all insured events before and during a trip.
Trip cancellation and trip curtailment	<p>If the policy is taken out later than 3 days after the booking date, trip cancellation insurance cover is only provided for events that occur from the 10th day after the insurance is taken out (excluding accident, death or acts of God).</p> <p>The start of pregnancy is only insured if the insurance was taken out within 3 days of booking the trip at the latest</p>
Travel luggage	<p>Limitations of cover exist for the following:</p> <ul style="list-style-type: none"> • for jewellery, watches, furs, technical devices, musical instruments, sports equipment and bicycles; • for items left on top or inside of unattended vehicles and while camping; • for items later than 2 years after purchase, the insurer reimburses the current market value.
Medical services	<p>Limitations of cover exist for the following:</p> <ul style="list-style-type: none"> • provided that social insurance exists and the claims are not asserted: 20% excess applies to treatment costs as well as costs of transport to the hospital and transfer costs; • maximum cover of up to € 50,000.00 if an existing illness is unexpectedly becoming medically acute; • diving only with valid authorisation and to a depth of not more than 40m; • mountaineering up to 5000m sea level; • use of air vehicles only as passenger on a power-driven aircraft, which are authorised to carry out passenger transportation services.
Personal liability cover	Damage to rented property (incl. inventory) will be replaced up to € 25,000.00.



What are my obligations? What are the insurer's obligations?

<p>Obligations of the insured person / General</p>	<p>The following are defined as obligations, the breach of which will result in the insurer being released from liability in accordance with the conditions and limitations of Section 6(3) of the Austrian Insurance Contract Act (VersVG):</p> <p>The policyholder or the insured person must:</p> <ul style="list-style-type: none"> • notify the insurer of the occurrence of the insured event as soon as possible after he or she becomes aware of it and must provide the insurer with comprehensive information about the event and the extent of the loss; • if an insured reason for trip cancellation occurs, he or she must cancel the trip as soon as possible to limit the cancellation costs as far as possible; • as far as possible, must help to establish the facts of the claim, must provide the insurer with all required information truthfully and must allow any reasonable investigation into the cause and the extent of the insurer's liability; • as far as reasonable according to the circumstances in the individual case: <ul style="list-style-type: none"> - hand over to the insurer any evidence proving the cause and amount of liability (such as cancellation cost statements, booking confirmations, police records, airline confirmations, doctor's and hospital certificates, invoices, etc.). Original receipts must be handed over to the insurer at the insurer's request, where the insurer reimburses the loss; - in the event of illness or accident, have a corresponding certificate issued by the attending doctor (in the event of trip curtailment, by the local doctor); - damage/loss that has occurred in the custody of a transport company or accommodation provider must be reported to the insurer as soon as possible after discovery and an official written statement of such must be requested; - damage/loss caused by criminal acts must be reported to the local police force as soon as possible, giving a precise account of the facts and stating the extent of the damage/loss and an official written statement of such must be requested. <p>The following is defined as an obligation, the breach of which will result in the insurer being released from liability in accordance with the conditions and limitations of Section 6(1) of the Austrian Insurance Contract Act (VersVG):</p> <p>If the insured person is a US citizen or permanent legal US resident and travels to Cuba, he or she must prove that he or she has complied with all US regulations that apply to this trip, otherwise no insurance benefits or payments can be provided by the insurer.</p>
<p>In addition to the general obligations, the breach of which will result in the insurer being released from liability in accordance with the conditions and limitations of Section 6(3) of the Austrian Insurance Contract Act (VersVG), the following specific obligations are also defined :</p>	
<p>Obligations of the insured person / Medical services abroad</p>	<p>If in-patient, day-care or repeated out-patient treatment, transport home, repatriation of deceased persons or funerals at the place of the event become necessary, the insurer's 24-hour emergency number must be contacted as soon as possible to obtain any instructions from the insurer.</p>
<p>Obligations of the insured person / Personal liability cover</p>	<p>The policyholder or the insured person must notify the insurer as soon as possible of the following:</p> <ul style="list-style-type: none"> • the assertion of a claim for compensation; • the service of a penal order and the initiation of criminal, administrative criminal or disciplinary proceedings against the policyholder or the insured person; • all measures taken by third parties to enforce claims for compensation in court. <p>The policyholder or the insured person are not entitled to acknowledge or settle a claim for compensation in whole or in part without the prior consent of the insurer.</p>
<p>Insurer's obligations</p>	<p>The payment in settlement of the claim is due on completion of the investigations necessary to identify the insured event and the extent of the insurer's liability. However, it shall in any case be due for payment if the policyholder requests an explanation from the insurer after two months have passed since the request for a payment regarding the reasons why it has not yet been possible to complete the investigations and the insurer does not comply with this request within one month.</p> <p>If it is only established that the insurer's liability is well founded, the beneficiary may demand advance payments up to the minimum amount that the insurer must pay, depending on the circumstances of the case.</p>



When and how do I pay?

<p>Premium</p>	<p>The premium is an advance premium and is payable immediately after taking out the insurance. The premium includes the statutory insurance tax.</p>
<p>Repayments</p>	<p>In the event of cancellation of the contract.</p>



When does the cover begin and end?

Period	<p>Only trips with a duration of up to 31 days are insured. Insurance cover is subject to payment of the premium.</p> <p>Trip cancellation insurance: Insurance cover is provided from the taking out of the insurance. If the policy is taken out later than 3 days after the booking date, trip cancellation insurance cover is only provided for events that occur from the 10th day after the insurance is taken out (excluding accident, death or acts of God).</p> <p>For all other insurance benefits, the insurance cover begins at the start of the trip. The insurance cover ends on return from your trip or on earlier expiry of the insurance.</p>
Suspension	The insurance contract cannot be suspended.



How can I end the contract?

Cancellation after signing the contract	<p>You can cancel your insurance contract without giving reasons within 14 days in writing. The cancellation period starts when you are informed that the insurance contract has started, but not before you have received the insurance policy and the terms of the policy, including the conditions on how the premiums are set and changed and this information about your right to cancel.</p> <p>Send your notice of cancellation to: Europäische Reiseversicherung AG, Kratochwjlestraße 4, A-1220 Vienna, Austria E-Mail: info@europaeische.at</p> <p>Consequences of cancellation: If you effectively cancel the contract, your insurance cover will end and any amounts you have already paid will be refunded to you. For any (provisional) cover, the insurer shall be entitled to the premium for the period of (provisional) cover.</p> <p>Note in particular: Your right to cancel expires at the latest one month after you have received the insurance policy with this information about the right to cancel. You also no longer have a right to cancel if the contract has already been completely performed before you have exercised your right to cancel.</p>
Termination of the contract	The contract shall end automatically at the end of the trip or earlier when the maximum insured trip duration (31 days) is reached.



Who needs this insurance product?

School children and students who want to cover their risks during the trip – medical services abroad and transport home, travel luggage, search and rescue, personal liability cover - and their cancellation cost risk.



What costs do I have to pay?

Commission fees for this product are 22.56% on average in Italy. This percentage is already included in the premium.

How do I make a complaint and how can I resolve disputes?

To the insurance company	<p>Any complaints about the contract or the settlement of claims may be submitted to the insurer in writing at the following address:</p> <ul style="list-style-type: none"> - Europäische Reiseversicherung AG, Complaints Department, Kratochwjlestraße 4, A-1220 Vienna, Austria; - online at www.europaeische.at/en/service/feedback-and-complaints; - by email to beschwerde@europaeische.at. <p>The complaint must contain the following data:</p> <ul style="list-style-type: none"> - First name, last name and full address of the person making the complaint; - Policy number and details of the policyholder; - Any available claim number; - Reason for the complaint and description of the complaint.
To IVASS	<p>If the outcome of the complaint is not satisfactory or if you do not receive a reply within the 45-day period, you may send the complaint to the Institute for the Supervision of Insurance (IVASS, the Italian insurance supervisory authority) at Via del Quirinale, 21 - 00187 Rome, Italy, Fax 06.42133206, PECMail: ivass@pec.ivass.it.</p> <p>To submit a complaint, you can use the form on the IVASS website at www.ivass.it. You can also find more information about how to make your complaint on the website.</p> <p>Europäische Reiseversicherung AG is also subject to the supervision of the Austrian Financial Market Authority (FMA), Otto Wagner Platz 5, 1090 Vienna, Austria (the Austrian supervisory authority). You can therefore also send the complaint to the FMA via the Austrian Insurance Association (VVO) at www.vvo.at, but only electronically.</p>
<p>Before taking legal action, it is also possible to settle disputes out of court in the following ways:</p>	
Mediation	<p>A mediation procedure provided by the Ministry of Justice may be used. See www.giustizia.it (Law No. 98 of 9 August 2013).</p>
Assisted negotiation	<p>This is a negotiation procedure with legal assistance to reach an amicable solution to the dispute.</p>
Alternative ways to resolve disputes	<p>Expert procedure: the parties may agree in writing that the cause and amount of the claim shall be determined by experts, one expert being appointed by the company and one by the policyholder. The experts appoint a third expert as arbitrator, who makes the decisions in case of disagreement.</p> <p>For cross-border disputes, the complaint may be addressed to the insurance supervisory authority (IVASS) or directly to the competent foreign arbitration body. A request for arbitration can be submitted for this purpose to FIN-NET or you can find the competent foreign arbitration board on the following website: https://ec.europa.eu/info/fin-net.</p>

THERE IS NO ONLINE CUSTOMER PORTAL FOR THIS CONTRACT (E.G. HOME INSURANCE), WHICH MEANS THAT AFTER SIGNING THE CONTRACT, YOU CANNOT ACCESS OR USE AN ON-LINE CUSTOMER PORTAL TO MANAGE THE CONTRACT ONLINE.