

## What benefits are insured?

Trip cancellation	
1. Reimbursement of cancellation costs for booked, unused ÖBB (partial) travel services	up to the selected travel price

All insured reasons for trip cancellation can be found in Article 6 of the ERV-RVB ÖBB 2025.

If you take out the insurance provided under ÖBB Cancellation Insurance for more than one individual travelling together and choose the premium based on the total price of the trip for all travellers jointly, the insured sum applies to all travellers jointly.

### Trip cancellation insurance:

If you cannot commence your journey due to the occurrence of an insured event, e.g. due to the unexpectedly occurring of an illness or due to an accident, we refund the contractually agreed cancellation costs up to the selected travel price.

## Where does the insurance cover apply?

The insurance cover applies in Europe in the geographical sense, all the Mediterranean states and islands, Jordan, Madeira, the Azores and the Canary Islands, with the exception of Belarus, Russia, Syria and the regions of Donetsk, Zaprizhzhia, Kherson, Luhansk and Crimea.

## Premiums

Travel price up to	Premium
€ 50	€ 3
€ 100	€ 5,5
€ 150	€ 8
€ 200	€ 10
€ 250	€ 12,5
€ 300	€ 15
€ 400	€ 20
€ 500	€ 25
€ 600	€ 30
€ 800	€ 40
€ 1,000	€ 50
€ 1,250	€ 62
€ 1,500	€ 75
€ 1,750	€ 87
€ 2,000	€ 99
€ 2,500	€ 126
€ 3,000	€ 151
€ 4,000	€ 200

## Which contractual basis applies?

The insurance product is subject to the EUROPÄISCHE travel insurance conditions for ÖBB cancellation insurance 2025 (ERV-RVB ÖBB 2025). Austrian law applies.

## What has to be done if claim occurs?

Please notify **any claims** as soon as possible by **Online claim report** at

<http://start.europaeische.at/claimCancelOebbEn>

**Our Online claim report is the quickest and easiest way to process your claim.**

Select "Trip Cancellation Claiming". After entering your data, you will immediately receive your claim number with information on how to proceed. Furthermore, you can also upload the required documents immediately or submit them at a later date via the upload link.

Alternatively, you can also send us your claim by e-mail ([schaden@europaeische.at](mailto:schaden@europaeische.at)) or post.

If you have any questions, our Customer Service Center is also available by telephone: +43 1 317 25 00.

## Who is the insurer?

**Europäische Reiseversicherung AG,**

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

Phone: +43 1 317 25 00, E-Mail: [info@europaeische.at](mailto:info@europaeische.at)

europaeische.at, Commercial reg. HG Wien FN 55418y.

Our information sheet on data processing is available at [europaeische.at/en/legal/privacy](http://europaeische.at/en/legal/privacy) or can be requested from our customer service.

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

Europäische Reiseversicherung AG belongs to the Group of Assicurazioni Generali S.p.A., Trieste, which is registered in the register of insurance groups of IVASS under no. 026.