

## What benefit is insured?

Trip cancellation	
Cancellation costs for the booked flight (incl. booking charges)	up to € 1,000

! If the policy is taken out later than 3 days after booking the trip, only such events are insured that occur after the 10th day after the policy has been taken out (except in cases of accident, death or act of God).

The insurance applies to a booked flight.  
All insured reasons for trip cancellation can be found in Section 6 of the ERV-RVB 2024 for Flight Ticket Cancellation Cover.

## Where does the insurance cover apply?

The insurance cover applies globally, with the exception of Belarus, Iran, North Korea, Russia, Syria, Crimea and the regions of Donetsk, Zaporizhzhia, Kherson and Luhansk.

## What do you need to consider in connection with the payment of the premium?

The premium amounts to € 29.50 (insurance tax included) per person and must be paid when the insurance is taken out.

## Which contractual basis applies?

The insurance product is subject to the EUROPÄISCHE travel insurance conditions ERV-RVB 2024 for Flight Ticket Cancellation Cover. Austrian law applies.

## What has to be done if claim occurs?

Please notify insured events as soon as possible, by **Online Claim Report** at <https://www.europaeische.at/en/claims>.

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 claims by e-mail ([schaden@europaeische.at](mailto:schaden@europaeische.at)) or post.

If you have any **questions**, our service center is also available by telephone:  
+43 1 317 25 00

## Who is the insurer?

**Europäische Reiseversicherung AG,**  
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Our information sheet on data processing is available at [www.europaeische.at/en/legal/privacy](http://www.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.  
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