

## **Information for our customers and partners in hotel business in Austria and South Tyrol related to COVID-19 and insurance cover**

Status: June 5, 2023

Our **hotel cancellation insurance policies** provide the following cancellation coverage at COVID-19 to the extent (scope of benefits and sums insured) of the insurance product selected in each case:

### **Cancellation Cover**

Cancellation costs in case you, as the insured customer, are unable to commence the trip,

- because you or an equivalently insured person travelling with you fall ill with COVID-19 or have a positive PCR test,
- because a close relative (\*) or a person living in the same household has contracted COVID-19 and your urgent presence is required,

(\*) Close relatives are defined as spouse (or registered partner or partner living in the same household), children (stepchildren, children-in-law, grandchildren, foster children, adopted children), parents (stepparents, parents-in-law, grandparents, foster parents, adopted parents), siblings, stepsiblings and brother-in-law/sister-in-law of the insured person - in case of a registered partner or partner living in the same household, additionally his/her children, parents and siblings.

Epidemic or pandemic illnesses are deemed to be insured illnesses according to ERV-RVB Hotel Industry 2021.

All other benefits and exclusions apply in accordance with the scope of benefits and sums insured of the respective insurance product selected and the EUROPÄISCHE Travel Insurance Conditions ERV-RVB Hotellerie 2021.

### **Inquiries and availability**

If you have any questions, please contact [info@europaeische.at](mailto:info@europaeische.at).

[www.europaeische.at](http://www.europaeische.at)