

Product Information

In your email-confirmation (= your insurance policy) you see which travel insurance product you bought. Here you find all information on benefits included in your travel insurance product.

British Airways Cancellation Insurance

For all trips excluding sea voyages

Benefits

1. Cancellation

Insurance Cover	Limit	Excess
in case of cancellation of trip due to a reason stated in the Terms & Conditions	refund of cancellation costs up to max. € 2.500 per person	20% of the ticket cost

Validity

- maximum travel cost: € 2.500,- per person.
- maximum trip duration: 31 days.
- validity: worldwide
- this British Airways Travel Insurance Product can be only booked in combination to a booking of a British Airways flight. The cancellation cover is valid for flights or other travel services booked at British Airways up to a limit of € 2.500,- per person.
- the British Airways Cancellation Insurance is valid per trip and person.
- Insurance cover is only valid if the booking of insurance has been undertaken within 48 hours after the booking of the flight. Insurance cover must be proved on an insurance policy (= email confirmation) and the premium must be paid.
- the British Airways Travel Insurance Comprehensive Product can be cancelled within 14 days after booking if trip has not started yet and no claim has been raised.

Product information

Cancellation Insurance

According to the Terms & Conditions following costs will be reimbursed:

- cancellation costs up to max. € 2.500,- in case of cancellation due to a reason stated in the Terms & Conditions. Excess: 20% of the ticket cost per person and event.

The above mentioned Travel Insurance Covers are guaranteed by Mondial Assistance on base of the General Terms and Conditions (see separate attachment). Insurance tax is included in the premium paid. No additional fees will be charged. From the moment of payment of the insurance premium and receiving the policy document (=email confirmation) insurance covers are valid. In case of claims the original policy document (= email confirmation) has to be sent to Mondial Assistance.

Insurer:

ELVIA Travel Insurance International N.V.
Poeldijkstraat 4
1059 VM Amsterdam
The Netherlands

Local Insurance Administration:

ELVIA Reiseversicherung AG
Pottendorfer Straße 25 - 27
A-1120 Wien



Willem Snijders

In case of any questions regarding insurance covers...

... please contact our service hotline. We will give you detailed information on all topics related to Travel Insurance.

Service contacts:

- **Phone:** +43 (01) 525 03 - 6214
- **Fax:** +43 (01) 525 03 - 9201
- **E-Mail:** service-britishairways.ro@mondial-assistance.at

If you need assistance in case of emergency ...

... the Mondial Assistance – **Emergency Center** will assist you. Quick and expert assistance is guaranteed globally through our 24 hours Emergency Center.

Emergency - Hotline:

- **Phone:** + 43 (01) 525 03 - 250

Important!

- Please have your actual address and phone number ready when you call for emergency assistance.
- In case of an emergency situation please take notes on official contacts, e.g. doctor, hospital, police.
- Please are ready to give us a as exact as possible description of the event occurred and give us all details which will help us to intervene as professionally and quickly as possible to assist you (e.g. exact details, name and address on your bank / your credit card provider, bank account or credit card number in case of loss of your credit card).

In case you want to raise a claim...

...please direct the claim including the necessary documents and documentation immediately to:

ELVIA Reiseversicherung AG
Schadenabteilung
Pottendorfer Straße 25 - 27
A-1120 Wien

- **E-Mail:** claims-britishairways.ro@mondial-assistance.at