# Trip cancellation insurance Insurance product information document



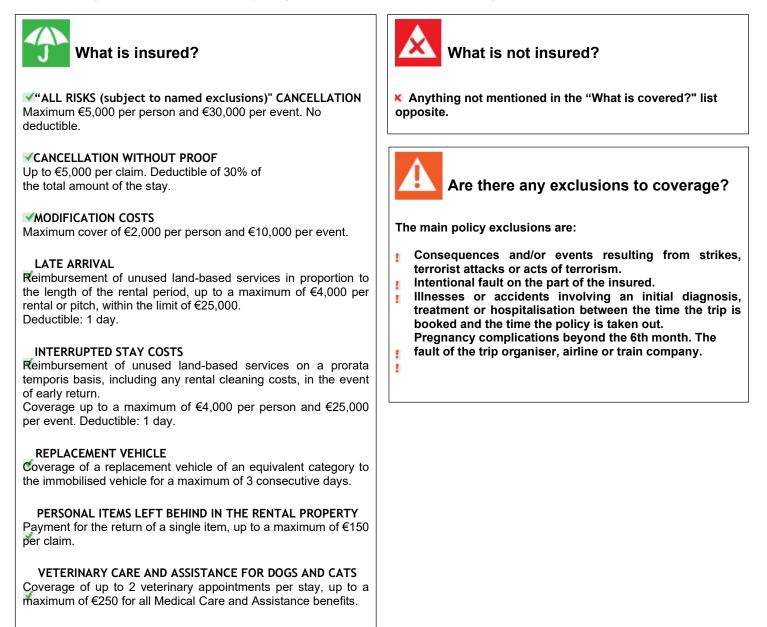
Company: HELVETIA Global Solutions Ltd, a limited liability company with capital of 77,480,000.00 Swiss francs - Address: Aeulestrasse 60, 9490 Vaduz, Liechtenstein, registered in the Trade Register of the Principality of Liechtenstein under number FL-0002.191.766-9, licensed as an insurance company by the Financial Market Supervisory Authority of the Principality of Liechtenstein (FMA Liechtenstein). Helvetia is authorised to carry out insurance business in France in respect of the freedom to provide services, notified to the ACPR (REFASSU ID: 224324).

## **Product: Neat Camping - FLEX**

This document summarises the main features of the product. It does not take into account your specific needs and requests. Full product information can be found in the pre-contractual and contractual documentation.

## What type of insurance is it?

Neat Camping - FLEX is an insurance policy designed to cover the Insured for and during their trip.



HELVETIA, a limited liability company with a capital of 77,480,000.00 Swiss francs - Address: Helvetia Global Solutions Ltd, Aeulestrasse 60, 9490 Vaduz, Liechtenstein. Company governed by the Insurance Code - Foreign company registered with the Trade and Companies Register - Registered office: 40 rue Dufourstrasse Saint Gallens, Saint Gallen, Switzerland. Part of the Helvetia Holding SA Group, SIREN number 775753072

Where am I covered?

Cover applies worldwide.



## What are my obligations?

#### - When you take out the policy

#### The Insured must pay the premium.

The Insured must answer all questions asked by the Insurer, in particular ion the declaration form, to enable the Insurer to assess the risks covered.

#### - In the event of a loss

The Insured must declare the loss within 5 working days of becoming aware of it.

The Insured must provide the Insurer with all supporting documents required for activating the insurance cover and assistance benefits indicated in the policy.



## When and how do I make payments?

Premiums are payable to the insurer or its representative at the time the policy is taken out. Payments can be made by bank card, cheque, money order or bank transfer.



### When does coverage begin and end?

#### Start of cover

- "All risks (subject to named exclusions)" cancellation: on the date this policy is taken out.
- Forgotten items: on the date of departure from the holiday venue
- Other cover: on the date of arrival at the holiday venue

#### End of cover

- "All risks (subject to named exclusions)" cancellation: on the day the stay begins
- □ Forgotten items: 10 days after the insured returns home
- Other cover: on the date of departure from the holiday venue



### How can I terminate the contract?

As this is a temporary contract, it cannot be terminated.