Insurance certificate
Multiassistenza Plus con annullamento

Intermundial

Policy number: ITB01-I21-01C1

Certificate number: S-1003041

Travelers data

Name / Document number: Fiora, Giulia / YC0152264

Start trip date:	20/09/2025	End trip date:	02/10/2025	Purchase date:	31/03/2025
Destination:	Mondo (Tranne	Duration:	De 13 a 16 giorni	Travelers number:	2 PAX

Destination country: Namibia

App Intermundial

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- Information about your trip in real time

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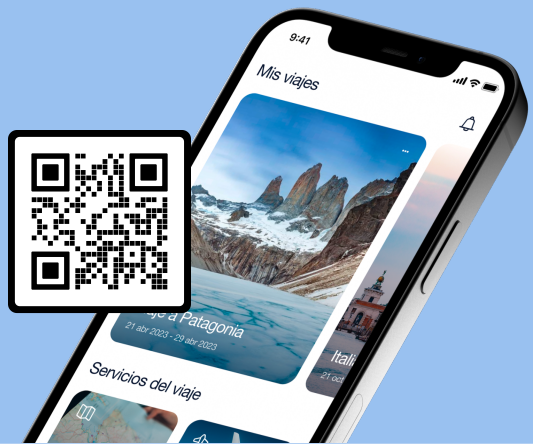

Instructions to follow in the event

Assistance

Get in touch with our 24-hour help centre for any incident during your trip.

+390282954961

+34910509168

Reimbursements

Manage all your reimbursements quickly and easily on the Intermundial App or online claims platform:

www.intermundial.com

Customer service

For any changes to your insurance policy, please contact the place where you made the purchase. If you have any questions about guarantees, cover and services, please write to us at

info@intermundial.com

Agency ref.: NA250920

Table of benefits

1. Assistance guarantees

1.1.1. Medical and health care assistance	1.000.000 €
1.1.5. Costs of urgent dental treatment	150 €
1.1.10. Repatriation or medical transport of ill or injured persons	Included
1.1.11. Repatriation or transport of companions	Included
1.1.12. Repatriation or transport of minor children or dependent persons	Included
1.1.13. Repatriation or transport of the deceased insured party	Included
1.1.15. Early return due to the death of a relative	Included
1.1.16. Early return due to the hospitalisation of a relative	Included
1.1.17. Early return due to a grave incident affecting the insured's home or professional premises	Included
1.1.26. Extension of hotel stay due to medical prescription	600 €
1.1.27. Travel by a person in the case of hospitalisation of the insured	Included
1.1.27.1. Accommodation expenses of the displaced person due to the hospitalisation of the insured	600 €
1.1.29. Costs due to hijacking	3.500 €
1.1.38. Transmission of urgent messages	Included
1.1.39. Shipment of medications abroad	Included
1.1.40. Interpreter service	Included
1.1.41. Information service	Included
1.1.42. Advance of funds abroad	3.000 €
1.1.43. Cancellation of cards	Included
1.1.46. Loss of keys of the usual residence	75 €
1.1.71. COVID-19 diagnosis PCR test cost during the trip	200 €
1.1.72. Extended stay due to COVID-19-related medical quarantine	2.025 €
1.1.76. Extended stay of the companion in case of medical quarantine of the insured due to COVID-19	2.025 €
1.1.84. Early return due to border closure at destination due to COVID-19	Included

2. Luggage guarantees

2.1. Material losses	2.000 €
2.3. Delay in the delivery of luggage	150 €
2.4. Sending of objects which were forgotten or stolen during the trip	125 €
2.5. Search, location and sending of lost luggage	Included
2.6. Management costs due to loss or theft of travel documents	200 €

3. Guarantees relating to cancellation, interruption and change of conditions of the trip

3.1. Travel cancellation costs	4.000 €
3.2. Interruption of the trip	2.000 €

4. Guarantees for delays in the trip and losses of services

4.1. Costs caused by a delay in the departure of a means of transport	300 €
4.4. Costs caused by the forced extension of a trip	300 €

4.6. Costs caused by missing connections in the means of transport	600 €
4.10. Change of initially-contracted services	Included
4.10.1. Expenses incurred by the departure of an unforeseen alternative means of transpor	300 €
4.10.2. Expenses incurred by the change of accommodation	500 €
4.28. Loss of contracted services due to medical quarantine for being positive for COVID-19	250 €

5. Accident guarantees

5.1. Accidents while travelling	Included
5.1.1. Permanent disability due to travel accident	6.500 €
5.1.2. Death due to accident while travelling	6.500 €

6. Civil liabilitycivil liability

6.1. Private civil liability	70.000 €

7. Supplier failure

7.1. Bankruptcy of providers	Included
7.1.1. Cancellation fees due to bankruptcy of providers	Included
7.1.1.1.Travel rescheduling costs	300 €
7.1.1.2. Expenses for loss of services due to cancellation of the trip	300 €
7.1.2. Expenses for loss or replacement of travel services due to supplier bankruptcy	300 €
7.1.3. Repatriation costs of the insured due to bankruptcy of providers	300 €
7.2. Bankruptcy of scheduled airlines	Included
7.2.1. Cancellation charges for failure of scheduled airlines	3.000 €
7.2.2. Air service replacement costs	3.000 €
7.2.3. Expenses for repatriation of the insured person	3.000 €

8. Force majeure guarantee

8.1. Force majeure	Included
8.1.1. Travel cancellation fees due to force majeure	Included
8.1.1.1. Travel rescheduling costs	1.000 €
8.1.1.2. Expenses for loss of services due to cancellation of the trip	1.000 €
8.1.2. Travel extension costs due to force majeure	Included
8.1.2.1. Expenditure on accommodation and meals due to force majeure	1.050 €
8.1.3. Costs of transportation to the place of origin of the trip due to force majeure	1.000 €

10. Guarantee of right to compensation

10.1. Right to compensation (Art. 7. Regulation (EC) 261/2004)	Included
10.1.1. For flights up to 1.500 kilometres	260 €
10.1.2. For intra-EU flights of more than 1.500 km and all other flights between 1.500 and 3.500 km	410 €
10.1.3. For all fights not included in 10.1.1 and 10.1.2.	610 €

Included services

A- Telemedicina	Included
Servihelp	Included
Servifly	Included
Servibag	Included
Servisuccess	Included
Serviassist	Included
Serviclaims	Included

White Horse Insurance Ireland dac Cover for this product is provided by White Horse Insurance Ireland dac Insurance Companies. After having previously analyzed the information received, the contracting of this product implies the acceptance that it meets the requirements and needs of the client.

In order to address and resolve complaints and claims, the Brokerage has a Customer Service department outsourced to Inade, Instituto Atlántico del Seguro, S.L. with address in the town of Vigo, province of Pontevedra, post code 36202, calle La Paz, 2 Bajo. This service has the obligation to resolve such complaints or claims within a maximum period of two months from the date of submission. If said resolution is not to the Client's satisfaction, he/she may contact the complaints service of the DGSFP, being essential to prove that the complaint or claim has been made, in writing, to the Customer Service Department of the Brokerage.

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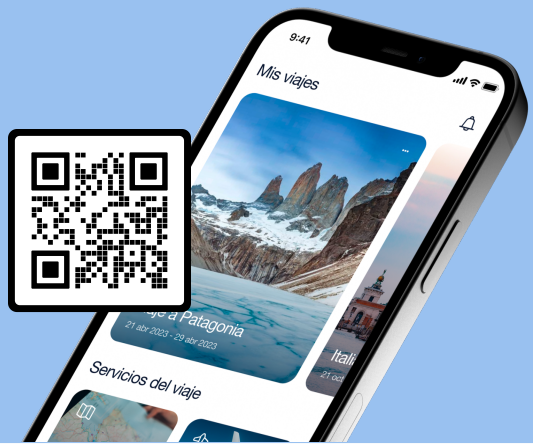

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