



# Cancellation and Assistance Insurance



## Table of benefits

### 1) Assistance Guarantees

#### 1.1. Assistance to people

1.1.1. Medical and health care assistance .....	<b>3.500 €</b>
1.1.5. Costs of urgent dental treatment .....	<b>60 €</b>
1.1.10. Repatriation or medical transport of ill or injured persons .....	<b>unlimited</b>
1.1.13. Repatriation or transport of the deceased insured party .....	<b>unlimited</b>
1.1.15. Early return due to the death of a relative .....	<b>unlimited</b>
1.1.27. Travel by a person in the case of hospitalisation of the insured more than 5 days .....	<b>unlimited</b>
• 1.1.27.1. Accommodation expenses of the displaced person due to the hospitalisation of the insured more than 5 days (40 €/day) ..	<b>400 €</b>
1.1.41. Information service .....	<b>included</b>
1.1.66. Medical and health assistance for a pre-existing condition .....	<b>3.500 €</b>

### 2) Luggage Guarantees

2.1. Material losses .....	<b>300 €</b>
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### 3) Guarantees relating to Cancellation, Interruption and Change of Conditions of the Trip

3.1. Travel cancellation costs	
• Spain .....	<b>800 €</b>
• Europe .....	<b>1.300 €</b>
• Worldwide .....	<b>1.800 €</b>

### 6) Civil Liability Guarantees

6.1. Private civil liability .....	<b>6.000 €</b>
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When Policy conditions or an excerpt of the same are required to be issued in a language other than Spanish, in the event of litigation, the conditions in the Spanish-language version shall prevail over all other language versions.

## The best services included



Telemedicina



servihelp



servisuccess



serviclaims



serviassist



### Do not forget...


- Premiums not valid for cruise travel.
- This document is a sales overview of a merely informative nature. It is not of a contractual nature nor does it substitute the general terms and specifics of the policy.
- Coverage of this product is guaranteed by Mana Underwriting, S.L.U., in the name and on behalf of White Horse Insurance Ireland dac.
- Prices valid up to 30/04/2026.



The insurance that you have taken out is distributed by the insurance company WHITE HORSE INSURANCE IRELAND DAC, through the underwriting agency Mana Underwriting, S.L.U., and under the mediation of INTERMUNDIAL XXI, S.L.U., insurance and reinsurance brokerage (R.M. de Madrid, HM 180.298, S 8ª, L0, F149, T11.482. C.I.F.- B-81577231. Authorised R.D.G.S. and F.P. nº J-1541 and RJ-0070. R.C. and sufficient financial capacity according to RD-ley 3/2020). The activity is carried out without maintaining contractual links with insurance companies, offering independent, professional and impartial advice. In order to provide advice, it is compulsory to carry out an objective analysis. Your personal data will be included in the files owned by Intermundial XXI, S.L.U., whose purpose of processing is the management of the insurance policy contracted and the management of claims arising from the same, legitimised in the execution of the contract, consent and for the sending of commercial communications if you have given us your consent. Your data will be transferred to WHITE HORSE INSURANCE IRELAND Dac., and to Mana Underwriting, S.L.U. which, as underwriting agency, and SERVESEGUR XXI CONSULTORES, S.L.U. as claims handler, act as data processors. You have the right to access, rectify, limit the processing, delete your data and request the portability of your data by contacting Intermundial as the data controller: C/ Irún, 7 - 28008 - Madrid, email: [lopd@intermundial.com](mailto:lopd@intermundial.com). For more information you can consult our Privacy Policy at: <https://www.intermundial.es/Politica-de-privacidad>

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# Cancellation and Assistance Insurance

## Causes of cancellation

The INSURER guarantees, up to the limit established in the SPECIFIC CONDITIONS, the reimbursement of costs due to the cancellation of a trip by the INSURED and which are billed to the latter due to application of the general sales conditions of any of the trip providers, provided that the trip is cancelled before it begins and due to one of the causes which affect the INSURED and which are listed below, which arose after the insurance policy was contracted and which prevents the INSURED from travelling on the contracted dates.

This guarantee shall be understood to include duly accredited HANDLING COSTS, those of cancellation (if any) and any penalty which may have been applied in accordance with the law or the conditions of the trip.

### For health reasons

3.1.1.1) Serious illness, serious accident or death of:

-The INSURED, his/her spouse or ancestors or descendants to the degree of consanguinity, affinity or laterality indicated in the Specific Conditions of the Policy.

-A companion of the INSURED named in the same reservation and also covered by the policy.

-The professional locum of the INSURED, provided it is vital that the INSURED must then take over that position or responsibility.

-The person who is to take care of minor or dependent person during the time of the trip. That guarantee shall only be valid if, at the time the insurance policy is contracted, the full name of that person is provided.

Any alteration in health of the Insured Person that impedes the carrying out of the activity object of the insurance and is confirmed by the Insurer's medical service will also be a reason for cancellation, provided that it is not considered a serious illness or accident.

Where the illness or accident affects any of the aforementioned persons, other than the INSURED, it will be defined as serious when, after taking out the insurance cover, it involves hospitalisation or the need for bed rest and, in the opinion of a medical professional, the need for continuous care and attention from health care workers or persons designated for that purpose, following a medical prescription, and it is estimated that this situation will be maintained within 12 days before the start of the trip.

The INSURED must immediately report the incident on the date on which it takes place, and the INSURER reserves the right to pay a medical visit to the INSURED, companion, locum or carer, in order to evaluate whether the cause really does make it impossible to travel. If the illness does not require hospitalisation, the INSURED must immediately inform of the incident which gave rise to the cause of cancellation of the trip.

3.1.1.2) An unexpected call for surgical intervention, as well as the medical tests prior to that intervention, provided that this circumstance prevents the INSURED from making the trip.

-The INSURED, his/her spouse or ancestors or descendants to the degree of consanguinity, affinity or laterality indicated in the Specific Conditions of the Policy.

-A companion of the INSURED named in the same reservation and also covered by the policy.

-The professional locum of the INSURED, provided it is vital that the INSURED must then take over that position or responsibility.

-The person who is to take care of minor or dependent person during the time of the trip. That guarantee shall only be valid if, at the time the insurance policy is contracted, the full name of that person is provided.

3.1.1.3) Call for an organ transplant by the INSURED, the companion, or ancestors or descendants to the degree of consanguinity, affinity or laterality indicated in the Specific Conditions of the Policy, provided that they were already on the waiting list at the time the trip and the insurance were contracted.

3.1.1.4) Call for medical tests of the INSURED or his/her ancestors or descendants to the degree of consanguinity, affinity or laterality indicated in the Specific Conditions of the Policy, made by the Public Health Agency and urgent

in nature, provided that those tests coincide with the dates of the trip and are justified by the seriousness of the case.

3.1.1.6) Any health alteration in children under 48 months of age that, without being considered a serious illness, has a recommendation not to travel issued by a doctor and occurs within 2 days prior to the start of the trip.

Children under 48 months must be INSURED under this policy or first-degree relatives of the INSURED.

3.1.1.7) Serious complications during the pregnancy of the INSURED, or miscarriage, which, in the opinion of a medical professional, requires hospitalisation or rest. Births and complications during pregnancy from the seventh month of gestation are excluded.

When the INSURED has to cancel for this reason, their spouse or partner, and minors, registered in the same booking and also insured, will also be covered.

3.1.1.8) Premature birth by the INSURED, before 29 weeks of gestation.

### For legal reasons

3.1.2.1) Being called for jury service or as a witness in a court of law, with the exception of legal practitioners.

3.1.2.3) Sitting official competitive examinations organised by a public body after the insurance has been taken out. Examinations held on dates prior to the start of the trip and competitive examinations for which the insured has registered on dates subsequent to booking the trip and/or taking out the insurance are excluded.

3.1.2.4) Summons to serve as an electoral officer.

3.1.2.5) Knowledge, after the reservation was made, of the obligation in regard of the tax authority to make an additional declaration of earnings, where the amount to be paid exceeds €600.

3.1.2.6) Denial of visas for unjustified reasons. The denial of visas when the INSURED has not taken the necessary steps in due time and form for the granting of the visa is expressly excluded.

3.1.2.7) Police custody of the INSURED for non-criminal reasons.

3.1.2.8) Giving up of a child for adoption.

The prior formalities and travel necessary to formalise the giving up of a child for adoption or fostering are excluded.

3.1.2.10) Summons to the INSURED to sign official documents before the Public Authorities on the envisaged dates of the trip.

## For work-related reasons

3.1.3.1) The INSURED PARTY's dismissal from employment, for reasons other than on disciplinary grounds, provided they had received no verbal or written notice when they took out the insurance policy. This cover will not apply to employment contracts that have terminated, voluntary resignations or failures to pass probationary periods under any circumstances.

3.1.3.2) Incorporation by the INSURED into a new job, in a different company, provided that it is with an employment contract, and it occurs after the insurance policy was taken out and the INSURED had no knowledge of that circumstance when the reservation was made. This coverage shall also be valid if the INSURED was previously unemployed prior to taking up the job.

The multiple contracts with temporary employment agencies (ETT) to carry out work for other companies will be considered as contracts for the companies in which the worker carries out their activity.

3.1.3.3) The forced transfer of workplace for a period of more than 3 months.

3.1.3.4) Extension of the INSURED's employment contract, provided there had previously been no verbal or written notification.

3.1.3.5) Presentation of a Layoff Plan which directly affects the INSURED as an employee, and which means the loss of his/her job or a reduction in his/her working hours. That circumstance must arise after the date on which the insurance policy was contracted.

## For extraordinary reasons

3.1.4.1) Serious damage due to fire, robbery, explosion or other events of nature which affect the usual or secondary residence of the INSURED, or the professional premises where he or she exercises a liberal profession or runs a company, which makes his or her presence necessary.

3.1.4.3) Acts of air, land or sea piracy which make it impossible for the INSURED to start or continue the trip. Terrorist acts are excluded.

3.1.4.5) Official declaration of a disaster area at the INSURED PARTY's place of residence or the travel destination. The declaration of a disaster area at the place of transit towards the travel destination is also covered by this guarantee, provided that that is the only way to reach the destination. For this cause, a maximum sum of compensation per claim of €500,000 is established.

3.1.4.6) Summons to urgently and obligatorily join the Armed Forces, Police, Civil Guard or Fire Service.

## Other causes

3.1.5.1) Theft of documents necessary to make the trip, which occurred on dates or in circumstances which make it impossible to replace those documents before the start of the trip, thus preventing the INSURED from making the trip. Excluding theft, loss or misplacement.

3.1.5.2) The obtainment of a trip and/or stay similar to that contracted, at no cost, in a public lottery and before a notary public.

3.1.5.3) Award of official grants which make it impossible to travel.

3.1.5.5) Breakdown of the vehicle owned by the INSURED, preventing the start or continuation of the trip, provided that the main means of transport for the trip is that vehicle. The breakdown must require repair taking longer than 8 hours or a sum of over €600, in both cases according to the manufacturer's scale.

3.1.5.8) Theft, death, illness or serious accident of a pet or guard animal. For the purposes of this coverage, the animal must be the property of the INSURED, it must reside at the INSURED's usual residence, and it must be registered and identified by means of a tag, tattoo or microchip number.

For the purposes of this Policy, the following terms are defined as follows:

-The 'theft of a pet' means the unlawful taking of the animal by third parties by means of acts which involve forced entry or violence towards people. The

INSURED must present a copy of the report of that theft, which must be dated no earlier than 3 days before the start of the trip.

-A 'serious illness or accident by the pet' means the deterioration of its health, provided that, in the opinion of a veterinarian, it occurred after the insurance policy was contracted, and which requires constant care and attention. That veterinary prescription must be issued within the 12 days prior to the start of the trip.

This coverage shall not be applicable in the case of animals which were already ill when the insurance policy was taken out, which are in an advanced state of gestation or have recently given birth, nor to young animals under the age of 2 months.

3.1.5.9) Cancellation by the persons who are to accompany the INSURED, up to a maximum of two, registered for the same booking and insured in this same policy, provided that that cancellation is as a result of one of the causes envisaged in this guarantee and, due to it, the INSURED has to travel alone. People under the age of 18 are excluded.

When the INSURED has cancelled his trip to the cause of own decision, it will also apply an excess equivalent to 15% on the total cost of cancellation of the booking shall be applicable in each claim covered by this cause

If the INSURED'S companion decides to continue with the trip and use it alone, the INSURER will be responsible for the additional expenses that the travel provider may charge as a supplement up to a maximum amount of €180 per insured person.


In this case, only two insured persons will be covered due to a companion cancelling due to any covered cause.

3.1.5.10) Additional costs which may be incurred due to the change of the person named in the booking, in those cases in which the INSURED transfers the trip to another person, provided that that transfer is due to one of the causes envisaged in this guarantee and the sum of those costs does not exceed the cost of cancellation of the trip.

3.1.5.11) Decision by the INSURED to not make the trip, because of a delay in the means of transport of more than 24 hours, which means that the purpose of the trip is no longer valid, or more than half of it has elapsed.

The cancellation costs will be reimbursed, provided they have not previously been paid by the transport company.

A maximum sum of compensation per claim of €500,000 is established.



# Cancellation and Assistance Insurance

Prices per person and trip | Taxes included

## Cancellation and Assistance Insurance

Worldwide

Up to 34 days

**8,94 €**

Premiums not valid for cruise trips.