

# Information for the Policyholder

Chubb Premier Travel Insurance

CHUBB®

# Information for the Policyholder

## Chubb Premier Travel Insurance

This English translation may be used for information purposes only. The German wording prevails in case of litigation.

The following provides you with an *initial overview* of the insurance contract that you have concluded in accordance with the provisions of Art. 3 of the Swiss Insurance Contract Act (VVG). *This information is not exhaustive.* The full content of the contract can be found in the policy (where you will also find the agreed insurance benefits, insured sums and the insured person(s)) and the enclosed Conditions of Insurance (which contain the legally applicable precise definitions).

### 1. The Insurer

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The Insurer is Chubb Insurance (Switzerland) Limited, hereinafter referred to as "Chubb". Chubb is a limited company under Swiss law and has its registered office at Bären­gasse 32, 8001 Zurich.

Chubb is a part of the Chubb Group under the umbrella of the holding company Chubb Limited, which has its registered office in Zurich and is listed on the New York Stock Exchange (NYSE). In addition to sanctions imposed by Switzerland, Chubb is therefore also subject to other national limitations, certain US statutes and provisions which may prohibit it from granting insurance cover to certain natural or legal persons or from making payments to such persons or from insuring certain types of activities in connection with certain countries such as Cuba.

### 2. Who is insured?

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Persons who have their place of residence in Switzerland may be insured.

The insured persons are specified in the policy and the General Conditions of Insurance.

### 3. What is insured?

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The insured risks and the scope of cover are specified in the policy and the General Conditions of Insurance. For some policies, an excess shall apply in the sum of 10% subject to a minimum of CHF 50. Please refer to the overview of benefits in your Conditions of Insurance regarding this.

## 4. Who and what is not insured?

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No insurance cover exists for losses:

- incurred as a result of carrying out the following activities on the journey:
  - riding
  - jet skiing
  - motorcycling (motorcycles are deemed to be all motorbikes, scooters, quads or trikes with an engine capacity of more than 50 cc)
  - sports diving and diving beyond the maximum depth permitted for the diving certificate achieved.
- incurred in connection with manual work during the journey;
- that had already occurred or should have been known at the time the insurance was concluded or the journey was booked;
- that were intentionally caused by you or other insured persons;
- that you or the other insured persons have caused as a result of or during the deliberate commission of a criminal offence or the deliberate attempt to commit such an offence;
- that have been caused either directly or indirectly by acts of war or civil war. Please refer to the Conditions of Insurance for definitions of the above terms;
- in relation to which the external loss adjuster such as e.g. a doctor is a direct beneficiary or is related to you or the other insured person by blood or marriage;
- which are incurred under the direct influence of drugs, medication, narcotics or medicinal products;
- which occur during active participation in:
  - competitions, races and rallies or training for such races with motor vehicles or boats;
  - competitions and training as a professional sportsperson or in connection with an extreme sport (e.g. skydiving, high mountain tours);
  - dangerous acts by which a person knowingly exposes himself to a particularly great danger.
- In addition to the general exclusions, specific exclusions also apply to the individual types of cover.

### **Cancellation and curtailment of the journey:**

- Cancellation by the travel company
- Official regulations making it impossible to undertake the journey.

This list contains only the most common exclusions. Other exclusions can be found in the General Conditions of Insurance, the Special Conditions and the Swiss Insurance Contract Act (VVG).

## 6. How is the premium calculated?

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The amount of the premium depends on whether the policy is for a one-way ticket or a round trip.

The amount of the premium is specified in the application and can be found in the insurance policy.

## 7. What are the payment terms?

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The premium must be paid as a single sum immediately following the conclusion of the contract. Please refer to your insurance policy for the amount of the premium.

**Chubb. Insured.<sup>SM</sup>**

ACE has acquired Chubb, which has resulted in the creation of a world-leading insurance company operating under the renowned Chubb brand.

Chubb Versicherungen (Schweiz) AG / Chubb Insurance (Switzerland) Limited / Chubb Assurances (Suisse) SA  
Bären-gasse 32, 8001 Zurich, T + 41 43 456 76 00, [www.chubb.com/ch](http://www.chubb.com/ch)

## 8. What duties and obligations do you have as Policyholder?

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Obligations are duties (before the conclusion of the contract, during the term of the contract and in the event of benefits becoming payable) which you must observe without fail in order to ensure that you do not lose cover either partially or in full.

You must:

*before the conclusion of the contract:*

- answer all questions in the application form truthfully and fully (pre-contractual duty of disclosure).

*during the term of the contract:*

- pay the premium on time;
- report any changes to your address or name;
- report any changes to the facts stated in the application which are relevant for assessing risk (increased risk).

*after an insured event:*

- visit a doctor as soon as possible and follow his orders;
- inform Chubb immediately.

Other duties can be found in the contract conditions and the Swiss Insurance Contract Act (VVG).

## 9. What is the term of the contract?

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The commencement and end of the insurance are specified in the application form and set out in the policy.

## 10. How does Chubb handle your data?

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Chubb processes data obtained from the contract documents or from performing the contract and uses such data particularly for determining the premium, for investigating risk, for processing insured events, for statistical evaluations and for marketing purposes. Hard or electronic copies of the data are stored. Chubb may forward data to both national and foreign third parties involved with performing the contract where necessary, particularly to co-insurers and reinsurers and to both national and foreign Chubb companies for processing. Chubb may also obtain relevant information, particularly relating to the claims history, from official agencies and further third parties. This applies irrespective of whether the contract is concluded. The insured person has the right to request from Chubb the information prescribed by law regarding the processing of the data concerning him.

# Conditions of Insurance

## Chubb Travel Conditions of Insurance - Travel Cancellation Insurance

### Chubb Premier Travel Cancellation Conditions of Insurance

Version 01.05.2017

## Introduction

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This insurance policy provides both protection from the financial consequences of various risks relating to **travel** as well as active emergency aid via Assistance.

There are two cover packages available depending on the type of ticket you have booked with your airline company - one-way or round trip. The insurance cover for each package differs considerably in places. Please therefore ensure that you read through the following Conditions of Insurance carefully.

You are the Policyholder and thus our contractual partner.

You and / or your family members may be insured persons as long as they have not attained the age of 65 years at the time the application is made. The insured persons are specified in the booking confirmation from your airline and / or the insurance policy.

We as the insurer provide the contractually agreed benefits.

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# Conditions of Insurance

## Overview of benefits

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Category	Cover	Benefits	Excess
<b>A Cancellation</b>	<b>Cancellation costs (maximum per journey) per person</b>	the price of your flight plus CHF 500 max for transport, accommodation or excursions	10%, min. CHF 50
<b>B Curtailment of the journey</b>	<b>Additional costs for changing the booking or unused travel costs (maximum per journey) per person</b>	up to CHF 500	10%, min. CHF 50

## Part 1. General Conditions of Insurance ("Consolidated Conditions")

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Chubb Insurance (Switzerland) Limited, Bären­gasse 32, 8001 Zurich, hereinafter referred to as "Chubb", is liable for the benefits agreed with the Policyholder and specified in this insurance document and the policy. The benefits are specified in the General Conditions of Insurance and also by the provisions of the Swiss Insurance Contract Law (VVG).

The Consolidated Conditions for all insurance components only apply insofar as no provisions to the contrary are provided in the Special Conditions for the individual insurance components.

### 1. Who is insured where and when?

Cover exists for those persons who are specified as being insured in the flight confirmation document and / or the Policyholder's policy.

The insurance policy is valid exclusively for **journeys abroad** for a duration of up to 30 days.

Please note the definition of the exclusions under Clause 9.

### 2. Where does the insurance apply?

The insurance applies to the journey or accommodation booked by the Policyholder (you) for destinations worldwide insofar as no other area of validity is provided in the Special Conditions for the individual insurance components. Your attention is drawn to the clause "Uninsured events" (see Part II. Clause 5 / Special Conditions).

### 3. Commencement and end of the insurance cover

#### Individual round trips

If you have purchased a round trip policy, your insurance cover for travel cancellation commences upon purchasing the policy or upon the date of commencement of insurance specified in the policy, whichever is the later. This insurance cover ends upon leaving your place of departure to commence the journey.

Insurance cover for the remaining types of cover includes the journey from or to your place of departure if this occurs within 24 hours of returning.

#### Individual one-way trips

If you have purchased a one-way policy, your insurance cover commences upon purchasing the policy and ends 24 hours after leaving your place of residence in Switzerland to commence the journey.

### 4. When does the contract commence and end?

The contract is concluded for the period set out in the policy.

The contract shall end without requiring any notice of termination on the specified date.

If a return journey is impossible as a result of adverse weather conditions, strike or other employment measures or technical problems, the policy shall be extended for up to a maximum of 14 days without any additional premium.

If a return journey is impossible

- due to unfitness to travel supported by a medical certificate and treatment beyond the end of the insurance contract is consequently necessary; or
- due to the medical necessity to stay with any other insured person, the duty to provide any benefit under this contract will continue to exist until fitness to travel is restored but for no longer than a period of 30 days.

#### Your right of rescission

You have the right to terminate the insurance contract within 14 days following its conclusion without having to give any reason. We shall refund your premium. If you have reported any insured event during this time, it will not be possible to rescind.

## **Termination following an insured event**

Following an insured event for which we have provided benefit, the insurance contract may be terminated in writing by you by no later than 14 days after obtaining knowledge that we have provided our benefit, and by us by no later than providing the agreed benefit.

If you give notice of termination, insurance cover shall lapse 14 days after we have received such notice. If we give notice of termination, insurance cover shall lapse 30 days after you have received such notice.

### **5. What are your obligations in an insured event?**

5.1 You, or other insured persons, are under a duty:

- to do everything possible to contribute to the mitigation of the loss and to investigate the circumstances of such loss (duty to mitigate loss);
- to fully comply with your contractual or statutory duties relating to reporting, information or conduct (including immediately reporting the insured event to the contact address specified in Clause 16).

5.2 If the loss occurs as a result of an illness or injury, you or the other insured persons must ensure that the treating doctors are released from their duty of confidentiality and authorised to provide information to Chubb.

5.3 In an event of death we must be informed in such good time as to enable us to arrange a post-mortem at our expense before the funeral if it is possible that the cause of death may have been something other than the accident.

5.4 You must report insured events occasioned by criminal offences (e.g. burglary, robbery, malicious damage, bodily harm) to the responsible police station immediately and you must have the report certified.

5.5 You must inform us of the existence of other insurance policies or claims, e.g. with transport or travel companies, under which you can claim indemnity for the insured event in question; you must also inform us of claims made and indemnity payments received under such insurance as well as any third parties' obligations to provide indemnity.

5.6 If you or other insured persons are also able to claim benefits which have been provided by Chubb from a third party, these claims must be safeguarded and assigned to Chubb.

The claim for insurance benefits from us must be made in written or electronic form.

### **6. What are the consequences of a breach of obligations in an insured event?**

If any duties to report or duties as to conduct are culpably breached and if this affects the establishment or the severity of the consequences of the loss, we shall be entitled to reduce our benefits.

However, there shall be no reduction if it can be proved that the conduct in breach of this contract did not have any influence on the establishment and the severity of the consequences of the loss.

### **7. What is required for claims against third parties (subsidiarity)?**

If there are multiple insurance policies, our duty to provide benefit shall be secondary to that of other insurers. If the insured event is reported to us first, we shall provide advance benefits.

The right of recourse shall devolve upon us to the extent that we have provided indemnity. This shall also apply if there is a duty for any social insurance or obligatory insurance to provide benefit (Swiss Federal Law on Accident Insurance (UVG), Swiss Federal Law on Health Insurance (KVG)).

If any other company also provides their benefits on a subsidiary basis, then the respective companies shall be responsible for the costs in proportion to their insured sums.

Claims under accident endowment insurance policies are excluded from this.

### **8. What amount must you bear yourself? (Excess)**

An excess applies to individual benefits. This sum shall always be deducted from the amount of any benefits provided by Chubb in an insured event and you must bear this excess yourself.

Please refer to your policy for the amount of your excess.

### **9. When is there no insurance cover?**

9.1 We shall not provide any insurance cover and shall not be obliged to pay any damages or insurance benefits under this contract if such insurance cover, damages payment or benefit would expose us or our parent or holding

company to a sanction, prohibition or restriction in accordance with UN resolutions or trade or financial sanctions, statutes or regulations by Switzerland, the EU or the USA.

In addition to the restrictions and exclusions specified in the Special Conditions of Insurance, there is in principle no insurance cover for losses:

- 9.2 incurred as a result of carrying out the following activities on the journey:
  - riding
  - jet skiing
  - motorcycling (motorcycles are deemed to be all motorbikes, scooters, quads or trikes with an engine capacity of more than 50 cc)
  - sports diving and diving beyond the maximum depth permitted for the diving certificate achieved.
- 9.3 incurred in connection with journeys during which manual work is undertaken;
- 9.4 incurred in connection with journeys whereby the activity is undertaken in order to perform medical, cosmetic or other clinical treatments (e.g. dental treatments);
- 9.5 incurred in connection with cruises;
- 9.6 that had already occurred or should have been known at the time the insurance was concluded or the journey was booked;
- 9.7 benefits for illnesses or accidents which had already occurred at the start of the journey. There is an exception for any unforeseen acute worsening of health due to a chronic condition;
- 9.8 any symptoms or illnesses existing at the start of the journey and the consequences and complications of such symptoms or illnesses;
- 9.9 that were intentionally caused by you or other insured persons;
- 9.10 that you or the other insured persons have caused as a result of or during the deliberate commission of a criminal offence or the deliberate attempt to commit such an offence;
- 9.11 that have been caused either directly or indirectly by acts of war or civil war.  
However, insurance cover exists for losses which you or any other insured person experience as a result of acts of war if you are not actively participating in the war or civil war (passive war risk).

A person also actively participates if he delivers, removes or in any other way handles equipment, devices, apparatus, vehicles, weapons or any other materials designed for warfare on the side of a war-making party.

Losses caused by terrorist attacks are also insured if such attacks are in connection with a war or civil war which is carried out outside of the war-making parties' territories.

The insurance cover excludes in any event losses caused:

- by ABC weapons (atomic, biological or chemical weapons);
  - in connection with a war or warlike conditions between China, Germany, France, Great Britain, Japan, Russia and the USA;
  - stays or journeys in countries or regions for which the Swiss Federal Department for Foreign Affairs had already issued a travel warning or partial travel warning (regions) before the commencement of the journey;
  - in connection with a war or civil war if Switzerland is involved as a war-making country or if the acts of war are taking place on Swiss territory.
- 9.12 in relation to which the external loss adjuster such as e.g. a doctor is a direct beneficiary or is related to you or the other insured person by blood or marriage;
  - 9.13 which are incurred under the direct influence of drugs, medication, narcotics or medicinal products;
  - 9.14 which occur during active participation in:
    - competitions, races and rallies or training for such races with motor vehicles or boats;



- 9.15 competitions and training as a professional sportsperson or in connection with an extreme sport (e.g. skydiving, high mountain tours);
- 9.16 dangerous acts by which a person knowingly exposes himself to a particularly great danger;
- 9.17 as the pilot of an aircraft (including sports aircraft pilot), as long as a permit is required for this under Swiss law, or as any other crew member of an aircraft;
- 9.18 that are caused by ionising radiation of any kind, particularly nuclear transmutation.

## **10. Definitions (where applicable and used)**

### 10.1 Persons close to the insured person are:

- relatives (spouse, parents, children, parents-in-law, grandparents and siblings);
- partners and their parents and children;
- caregivers for minor children who are not travelling or dependants who require care.

### 10.2 Close colleague / holiday cover

A close colleague / holiday cover is a person with whom you work and who is necessarily obliged to be present at work during your holiday.

### 10.3 Cruise

A cruise is a journey on a ship lasting longer than 3 days for which the transport and accommodation is primarily located on an ocean or river.

### 10.4 Adverse weather conditions

Weather conditions in which the police or other appropriate authorities advise that it is not safe to use the originally planned travel route using public communication channels (including TV and radio).

### 10.5 Trip

A trip is a stay abroad of more than one day's duration. The maximum duration of a trip within the sense of these General Conditions of Insurance is limited to a total of 30 days.

Not insured is any Trip which involves manual work of any description.

### 10.6 Abroad

Any country outside of Switzerland.

### 10.7 Travel company

A travel company is the airline company with which you have booked your flight for your trip.

### 10.8 Public transport

Public transport is any means of transportation which runs regularly according to a timetable and for the use of which a ticket must be bought. Public transport does not include taxis and rental cars.

### 10.9 Breakdown

A breakdown is any sudden and unforeseen failure of the insured vehicle as a result of an electrical or mechanical defect which makes it impossible for the journey to be continued or on the grounds of which it would be unlawful to continue the journey. The following are also deemed to be a breakdown: tyre failure; lack of fuel; vehicle keys locked inside the vehicle; or flat battery. Loss or damage to vehicle keys or using the wrong type of fuel do not constitute a breakdown and are not covered.

### 10.10 Accident

Any sudden involuntarily harmful impact of an unusual external factor on the human body is deemed to be an accident. An accident is also deemed to occur if, due to excessive exertion on the limbs or the spine, a joint is sprained or muscles, tendons, ligaments, or joint capsules are strained or torn, or in the event of drowning or death by asphyxia under water as well as damage to health typical to diving (decompression sickness, barotrauma) without being able to establish an accident event.

### 10.11 Motor vehicle

Any damage to an insured motor vehicle caused by a sudden and violent external event making it impossible for the journey to be continued or causing it to be unlawful to continue the journey is deemed to be an accident. This particularly includes events caused by impact, collision, overturning, crashing or sinking.

10.12 Serious illness / serious accident consequences

Illnesses or accident consequences are deemed to be serious if they result in a temporary or permanent incapacity for work or if they result in a compelling inability to travel.

**11. When are the benefits payable?**

If the legal basis of our duty to provide benefit and the amount of benefit is established, then payment of the benefit must be made within two weeks unless the Special Conditions state otherwise.

**12. In which currency are benefits paid?**

We always pay our benefits in Swiss Francs (CHF). For the conversion of foreign currencies the exchange rate for the day on which the costs were paid by you or any other insured person shall be applied.

**13. Limitation**

The claims arising from the insurance contract shall lapse two years after the occurrence of the event establishing the duty to provide benefit.

**14. Hierarchy of conditions**

The Special Conditions for the individual insurance components shall take precedence over the Consolidated Conditions for all insurance components.

**15. Jurisdiction and applicable law**

Claims against Chubb may be submitted to the court with jurisdiction for the company's registered office or your place of residence in Switzerland or that of any other person entitled to make a claim.

The Swiss Insurance Contract Act (VVG) shall also apply in addition to these Conditions.

**16. Contact address**

Chubb Insurance (Switzerland) Limited, Bäregasse 32, 8001 Zurich

## Part 2. Special Conditions for the individual insurance components

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### A Cancellation costs insurance ("Cancellation")

**1. Area of validity**

The insurance commences at the time of the definitive booking and ends upon the commencement of the insured journey.

**2. Insurance benefits**

2.1 Cancellation costs

If you or other insured persons cancel the journey as a result of an insured event, Chubb shall pay the contractually owed cancellation costs up to the insured sum specified in the overview of benefits.

This includes cancellation costs for:

- overnight arrangements;
- flights or other means of transport;
- excursions.

2.2 Delayed commencement of journey

If you or other insured persons delay the commencement of the journey as a result of an insured event, Chubb shall bear the following costs instead of cancellation costs (up to a maximum amount of the costs in the event of a cancellation):

- the additional travel costs incurred in connection with the delayed departure; and
- the costs for the unused part of the stay prorated to the accommodation costs (without transport costs).  
The day of departure shall be deemed to be a used day of travel.

- 2.3 The excess is 10% of the travel price subject to a minimum of CHF 50.
- 2.4 Expenses for administration fees and for insurance premiums shall not be refunded.

### **3. Insured events**

- 3.1 Illness, accident, death, pregnancy, serious illness, quarantine as a result of a serious infection, serious accident, pregnancy complications or as a result of death, as long as the event concerned occurs after the time of the booking:
- suffered by you;
  - suffered by an accompanying person who has booked the same journey and has cancelled it;
  - suffered by a person close to you or to any other insured person who is not travelling with you.
  - If several people have booked the same journey, this can be cancelled by a maximum of 10 people.
- 3.2 Cover shall only exist in the event of psychological conditions if:
- a psychiatrist certifies the inability to travel and incapacity for work; and
  - the incapacity for work is proven by producing a certificate of absence from the employer.
- 3.3 Cover shall only exist for chronic illnesses if the journey has to be cancelled as a result of a medically certified unexpected acute worsening of the condition. It is a prerequisite that at the time the journey was booked the state of health was stable and the person was fit to travel.
- 3.4 In the event of pregnancy, insurance cover shall only exist if the complications are confirmed by a consultant e.g. gynaecologist.
- 3.5 If you miss the commencement of your journey due to a burglary or attempted burglary at your place of residence or that of any other insured person and the police require your presence.
- 3.6 Due to damage caused by fire or flood at your place of residence or that of a jointly insured person if such damage occurs within 7 days of the commencement of the journey.
- 3.7 If you are unexpectedly called as a witness in court proceedings.
- 3.8 As a result of unexpected unemployment after concluding the insurance policy.

### **4. Uninsured events (in addition to Clause I 9: "Uninsured events" of the Consolidated Conditions)**

- 4.1 Poor recovery / pre-existing conditions or chronic illnesses
- If an illness or the consequences of an accident, of an operation or of a medical procedure already existed at the time of booking the journey and no recovery has been made by the date of travel. If no recovery has been made by the date of travel from the consequences of an operation / medical procedure which was planned at the time of booking the journey but which took place thereafter.
- 4.2 Cancellation by the travel company or the party under a duty to provide the service (service provider)
- If the travel company or the party under a duty to provide the service (service provider) cannot or can only partially provide the contractual services, cancels the journey or will have to cancel the journey on the basis of the specific circumstances and is under a statutory duty to provide a refund for the services which have not been provided. The specific circumstances according to which the journey will have to be cancelled include recommendations made by the Swiss Federal Department of Foreign Affairs not to travel to the area concerned.
- 4.3 Official regulations
- If the booked journey cannot be undertaken as planned as a result of official regulations.

- 4.4 You being called as a witness was foreseeable in the context of your regular professional activities (e.g. due to working as a loss adjuster)
- 4.5 You are at fault for losing your position or you have resigned your position
- 4.6 You were self-employed or had a temporary contract
- 4.7 Services remunerated by way of payment in kind e.g. bonus points, air miles, time shares or similar bonus schemes

**5. Duties in the event of loss (in addition to Clause I 3: "Duties in the event of loss" of the Consolidated Conditions)**

In order to be able to claim benefits from Chubb, you or other insured persons as persons entitled to claim must cancel the booked journey with the travel company immediately upon the occurrence of the insured event and then inform Chubb of the loss event in writing.

**B Curtailment of the journey**

**1. Area of validity**

Insurance cover commences upon commencement of the insured journey..

**2. Insurance benefits**

2.1 Curtailment costs

We shall refund

- the costs for booked and contractually owed travel or accommodation services which were not utilised which you can prove you incurred.

The compensation shall be calculated from the total price of the trip. The proportion of unused days to the total days of the trip shall be calculated.

- additional costs which you can prove you incurred for changing the booking or alternative transport in a means of transportation which is similar to that of the originally planned return journey on the most direct alternative route including necessary accommodation costs.

The insurance benefit is limited to the amount specified in the policy.

2.2 The excess is 10% subject to a minimum of CHF 50.

2.3 Expenses for administration fees and for insurance premiums shall not be refunded.

**3. Insured events**

You or the other insured persons must curtail or adapt the journey for one of the reasons specified in A 3.1 - 3.6.

**4. Uninsured events (in addition to Clause I 9: "Uninsured events" of the Consolidated Conditions)**

4.1 Poor recovery / pre-existing conditions or chronic illnesses

If an illness or the consequences of an accident, of an operation or of a medical procedure already existed at the time of booking the journey and no recovery has been made by the date of travel. If no recovery has been made by the date of travel from the consequences of an operation / medical procedure which was planned at the time of booking the journey but which took place thereafter.

4.2 Cancellation by the travel company or service provider (e.g. airline company)

If the travel company or the service provider cannot or can only partially provide the contractual services, cancels the journey or will have to cancel the journey on the basis of the specific circumstances and is under a statutory duty to provide a refund for the services which have not been provided. The specific circumstances according to which the journey will have to be cancelled include recommendations made by the Swiss Federal Department of Foreign Affairs not to travel to the area concerned.

4.3 Official regulations

If the booked journey cannot be undertaken as planned as a result of official regulations.

4.4 Services remunerated by way of payment in kind e.g. bonus points, air miles, time shares or similar bonus schemes.

**5. Duties in the event of loss (in addition to Clause I 5: "Duties in the event of loss" of the Consolidated Conditions)**

In order to be able to claim benefits from Chubb, you or other insured persons as persons entitled to claim must cancel the booked journey with the travel company immediately upon the occurrence of the insured event and then inform Chubb of the loss event in writing.