

Travel Insurance

Insurance Product Information Document

CHUBB®

Company:	Chubb European Group SE, Netherlands branch, Marten Meesweg 8-10, 3068 AV Rotterdam, company number 24353249
Registered office:	La Tour Carpe Diem, 31 Place des Corolles, Esplanade Nord, 92400 Courbevoie, France. Chubb European Group SE is an undertaking governed by the provisions of the French insurance code with registration number 450 327 374 RCS Nanterre. In the Netherlands it falls under the conduct of business rules of the Authority Financial Markets (AFM).
Product:	<i>Cancellation insurance – round trip</i>

This document provides a summary of the main coverage and exclusions. It is not personalised to your specific individual needs. Complete pre-contractual and contractual information about this product is provided in the certificate of insurance and [policy terms and conditions](#) (e.g. regarding data protection).

What type of insurance is this?

This cancellation insurance provides cover for cancellation costs. The coverage is valid for round trips booked via Transavia.



What is insured?

The primary value of this cover is for cancellation costs. This policy pays a benefit or costs in accordance with the policy wording in the following events:

- ✘ Cancellation – total costs of the ticket at the moment of taking out this policy. Also when you fall ill because of the Coronavirus (COVID-19) within 28 before your trip.



What is not insured?

- ✘ Baggage, medical costs, personal accident, liability, legal expenses
- ✘ Trips within the Netherlands
- ✘ Cancellation: deciding not to travel, not having an up-to-date passport or redundancy
- ✘ Travel to areas the Dutch government has advised against; travelling for medical treatment or if a traveller has a terminal prognosis
- ✘ Illegal acts
- ✘ Any claims which would result in breaches of UN resolutions or trade or economic sanctions or other laws of the EU, UK or USA.
- ✘ Trips to areas with status “red” or “orange”.



Are there any coverage limitations?

- ! Recklessness and/or excessive alcohol or drug use



Where am I covered?



Europe/Worldwide (except Cuba) depending on where you have told us you are travelling to when you buy this Policy. Area of travel coverage is shown on your certificate of insurance.



What are my obligations?

At the start of your policy

- All persons to be insured must be permanently resident in the Netherlands

In the event of a claim

- Notify us via www.chubbclaims.nl. You must supply at your own expense any information, evidence and receipts we reasonably require including medical certificates signed by a Doctor, police reports and other reports following loss or injury
- In case of cancellation you have to notify Transavia first of that cancellation. You can contact Transavia via +31 (0)20 21 46 032
- For question about the insurance, please contact Chubb via +31(0)10-2894150 or beneluxclaims@chubb.com

During the period of insurance

- You must take reasonable care to protect against loss, damage, accident, injury or illness



When and how do I pay?



The premium is paid simultaneously with the booking or after the booking, via Transavia.



When does the cover start and end?

- Cancellation cover starts on the date you book your trip, or the effective date shown on your certificate insurance if this is later.



How do I cancel the contract?

- Within 14 days after taking out the insurance, but before travelling, you can cancel your policy. When you cancel there is no coverage in the period before or after cancelling.
- By phone: contact Transavia customer service via +31 (0)20 21 46 032
- Online: via [contact form](#)