



# TRAVEL AIR BAG INSURANCE

INSURANCE COVERAGE CONDITIONS

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## 0 GENERAL INFORMATION ABOUT THE INSURER AND THE ASSISTANCE PROVIDER

### INSURER

The insurer is SOS EVASAN SA (hereinafter EVASAN), Route de L'Etraz 12c CP 5, CH-1267 Vich, which is registered with the Swiss Financial Market Supervisory Authority FINMA (Commercial register number CH- 660-0168995) and insures all of the possible risks described in the TRAVEL AIRBAG insurance conditions.

EVASAN insures all of the risks for TRAVEL AIRBAG coverage, described in the General Insurance Conditions (hereinafter 'GIC') and Particulate Insurance Conditions (hereinafter 'PIC').

### CONTRACT ADMINISTRATOR CLAIMS HANDLING AND ALARM CENTRE

The insurance contract administrator is EVASAN who will manage the contract, the contractual documents issuance and their eventual modifications, the renewal of the insurance contract, as well as the collection of insurance premiums.

EVASAN can be contacted by the insured party by telephone for any administrative questions: + 41 (0)22 929 52 51 from 8:30 AM to 12:00 PM and from 01:30 PM to 05:00 PM (Monday to Friday) or by email: info@evasan.com

EVASAN is the claims manager. The insured party must inform EVASAN in the first instance of a claim by calling the Alarm Centre who will make every effort to process the claim. Every call concerning a claim declaration must be followed by a written notification from the insured party to the insurer within 8 days after the event occurrence.

## 1 GENERAL INSURANCE ARRANGEMENTS

### 1.1 DEFINITIONS AND FIELD OF APPLICATION

#### 1.1.1 ACCIDENT

Any harmful, sudden, unforeseen or involuntary injury, caused to the human body by an external and violent source which affects the physical integrity of the insured party and which could be objectively witnessed.

#### 1.1.2 SERIOUS PHYSICAL ACCIDENT

This is an accident recognized by a medical doctor, implying for the insured party the termination of all professional or other activities, and stopping him from moving around by his own means.

#### 1.1.3 ALEA

An unintentional, unforeseen, unavoidable, external event.

#### 1.1.4 ATTACK

An attack is any act of violence, which is a criminal or illegal attack, taken against people and/or goods, with the aim of seriously disrupting public order.

Such an 'attack' must have been recorded by the Federal Department of Home Affairs.

#### 1.1.5 INSURER

EVASAN, insures all risks of assistance as described in Chapter 2: 'DELIMITATION OF INSURANCE CONDITIONS SPECIFIC TO 'TRAVEL AIRBAG' COVERAGE' (Hereinafter, 'TAB').

#### 1.1.6 INSURED PARTY

Subject to the final collection of the payment, insured parties are people or groups of people, up to and including those aged 84 years old, who are specifically mentioned on the compiled insurance proposal and have signed as beneficiaries of the insurance contract or on the nominative list attached to the contract.

### 1.1.7 INSURANCE CERTIFICATE

The insurance certificate is a declarative document that EVASAN provides to the proposer upon his request to allow him to be undertake all the necessary administrative processes (embassy etc). This document will only be released after the payment has been received, EVASAN will confirm their acceptance of concluding with the proposal under the condition that all of the essential elements of the contract (cf. 1.1.14.) are being subsequently upheld. A certificate alone shall not act as a policy in itself.

### 1.1.8 LUGGAGE

**Luggage or other containers (backpack, travel bag, etc.), as well as the personal belongings that they contain.**

### 1.1.9 THE LEGAL BASIS

The insurance contract is governed by the presented INSURANCE CONDITIONS SPECIFIC TO 'TRAVEL AIRBAG' COVERAGE specific for accessory cover which features in each contract endorsed by the policyholder and is adapted to the situation of the insured party, if necessary. In addition to the mandatory provisions, Swiss law on the insurance contract (LCA) is applied in a suppletive manner.

### 1.1.10 BENEFICIARIES

1. In the event of death following an insured accident or illness: the funds will be transferred to the heirs of the insured party.
2. For the other guarantees of insurance and assistance: the beneficiary is the insured party.

### 1.1.11 NATURAL DISASTER

The abnormal intensity of a natural event that has not arisen from human intervention and has been announced as a natural catastrophe by competent authorities.

### 1.1.12 AN 'ALARM CENTRE'

Our intervention and assistance service consists of doctors, technicians and operators that EVASAN makes available to insured parties on a 24h/24h basis, every day of the year.

### 1.1.13 INSURANCE CONTRACT

1. The insurance contract is the reciprocal and congruent expression of the will of the proposer and EVASAN on all the essential points of their relationship.
2. The essential elements of the contract, which are cumulative, are the following:
  - ♦ Reading and approval of the INSURANCE CONDITIONS SPECIFIC TO 'TRAVEL AIRBAG' COVERAGE.
  - ♦ Acceptance and understanding of the contract language by the insured party and the policy holder.
  - ♦ Complete filling of the proposition form and any eventual annexes.
  - ♦ Collection of the insurance premium by the insurer.
  - ♦ Acceptance to conclude with the proposer.
3. By no means can an insurance contract, which has been concluded on behalf of other, be interpreted as a mixed contract which has also been concluded for the policyholder.

### 1.1.14 DEPRIVATION

Deprivation is the loss of rights to the insurance entitlement for the accident in question.

### 1.1.15 DESTINATION AND REGION

1. The destination is the place where the insured party intends to travel to, to start or continue his trip.

2. The region is the geographical or political area, which is defined by the contract and INSURANCE CONDITIONS SPECIFIC TO 'TRAVEL AIRBAG' COVERAGE, on which the contractual effects are deployed and within which the destination is located.

#### 1.1.16 DOMICILE

The country of domicile or the habitual residence such as declared in the insurance policy or in the origin country of the insured party. By origin country is meant the country of nationality of the insured party.

#### 1.1.17 DURATION OF THE INSURANCE CONTRACT

The duration of the insurance contract is the guarantee period such as defined in the INSURANCE CONDITIONS SPECIFIC TO 'TRAVEL AIRBAG' COVERAGE inside which the insured party has, subject to the type of coverage outlined, the possibility of starting one or multiple guarantee periods of insurance. In all cases, the insurance contract will start at midnight (00h00) on the date at the start of the contractual duration and will end at midnight (24h00) on the date at the end of the contract.

#### 1.1.18 PERSONAL BELONGINGS

Items which are destined for the insured party's personal use during travel, such as clothes, shoes, toiletries.

#### 1.1.19 HAZARDS

Hazards are when the insured party exposes himself to severe danger without taking or being able to take precautions. In the event of an accident caused by a hazard, insurance payments can be reduced in half, or refused in particularly severe cases.

#### 1.1.20 PRE-EXISTING HEALTH CONDITION

Any change, disease, illness or physical or psychological infirmity which has existed before the date of subscription to the insurance contract, in which the consequences or complications require medical treatment, a consultation, exams or medical intervention during the duration of the insurance guarantee.

#### 1.1.21 THE EXTENT OF COST COVERAGE

The claims entered into the insurance conditions field must be effective, suitable and economical. The effectiveness, suitability and economical nature must be demonstrated through scientific evidence.

Failing this, EVASAN reserves the right to reasonably reduce entitlements.

#### 1.1.22 VALUATION

1. Losses to insured goods are evaluated by mutual agreement, otherwise, by an amicable valuation, whilst maintaining the respective rights of both parties.
2. Each party will have to choose a valuation expert; if the chosen experts do not agree, they will appoint a third expert; the three experts will operate according to a majority vote.
3. If one party fails to appoint an expert, or if two experts do not agree on a third choice, the designation will be carried out by a competent legal authority. This nomination is done through a simple form signed by two parties, or one only, with the other party being summoned by registered mail.
4. Each party must pay for the costs and fees of his expert. The fees of the third-party expert and the costs of his nomination, if that took place, will be half covered by EVASAN, with the insured party covering the other half.

#### 1.1.23 INSURED EVENTS

An event which causes harmful consequences, which falls under one or more guarantees of the contract. Insured events are events which occur during the insured period, without being subject to exclusion, that are included in the insurance coverage.

**1.1.24 FAMILY**

A family includes two adults and their children who are under the age of 18 years old, of whom identity appears on the policy.

**1.1.25 DEDUCTIBLE**

The fixed sum on the contract which the insured party will have to cover in the event of a claim.

**1.1.26 STRIKE**

Collective action consisting of stopping work by employees of a business, of an economic sector, of a profession which aims to support demands being made.

**1.1.27 HOSPITALISATION**

Being admitted to a hospital for a period of 24 hours and more for urgent medical assistance that cannot be postponed.

**1.1.28 TEMPORARY TOTAL DISABILITY**

When someone is entirely incapable of completing their private or professional activities. The inability must be proven through medical evidence and verified by a doctor.

**1.1.29 NON-TRANSFERABLE DEBT OBLIGATIONS**

The susceptible debt resulting from an insurance contract is non-transferable. In particular, the beneficiary cannot in any case transfer the amount to another party, such as close family or friends, a hospital, business, buyer, work colleague, authority, etc.

**1.1.30 COMPENSATION**

The coverage of expenses for all insurance benefits by EVASAN in the event of a claim. The upper limit of the foreseeable services for each insurance coverage package is called 'the maximum sum of compensation'.

**1.1.31 PLACE OF STABILISATION**

A place where the insured party is transported to after an accident, with a purpose of making him able to an evacuation or repatriation.

**1.1.32 MAXIMUM AMOUNT OF COMPENSATION PER EVENT AND PER YEAR**

1. Different insured parties who are affected by the same insured event - In a case where the guarantee is used to benefit multiple insured parties by the same event, where insured parties have the same insurance conditions, the maximum amount of compensation applicable is given by person and by year - See Table of Coverage.
2. The maximum aggregated amount of insurance per year - The coverage outlined in the following Table of Coverage, is subject to a maximum aggregated annual limit, regardless of the number of insured parties or relevant events during the year.

**1.1.33 ILLNESS**

Health alteration determined by a competent medical authority.

**1.1.34 SUDDEN ILLNESS**

All non-intentional aggravation in the state of health which results in a consultation, treatment or medical assistance, which has not resulted from an accident and which is not related to a pre-existing health condition.

**1.1.35 SERIOUS ILLNESS**

Any health alteration determined by a medical doctor, which has meant that the person has had to stop working and needs appropriate medical assistance.

**1.1.36 PRECIOUS ITEMS**

Items in the composition or confection which fall under the category of precious metals (platinum, gold, silver), precious stones as well as pearls or another precious material (ivory, amber etc.).

**1.1.37 VALUABLE ITEMS**

The items which, without being precious items, have a considerable market value such as furs, works of art (paintings, statues etc.), glasses, binoculars, cameras, video cameras, audio-visual equipment, IT equipment, sports equipment (ski, tennis rackets, golf clubs, windsurf etc.).

**1.1.38 THE INSURANCE GUARANTEE PERIOD**

1. The insurance guarantee periods are periods of time determined in the contract, during which the insured party can value his rights to the coverage outlined in 'INSURANCE CONDITIONS SPECIFIC TO 'TRAVEL AIRBAG' COVERAGE.
2. If outlined in the insurance coverage, multiple periods of insurance can be triggered.
3. Both the departure date and the expiry date of the latest insurance period must be within the duration of the contract.
4. The insured period takes effect from 12:00 AM on the day following the date that EVASAN (or the person having received permission from EVASAN for this purpose) receives the full payment due and will end at midnight 12:00 PM on the date at the end of the contract.

**1.1.39 INSURANCE POLICY**

The document which confirms the existence of the insurance contract which determines the rights and obligations of all parties.

**1.1.40 POLICYHOLDER**

1. The physical or moral person who initiated and registered for the insurance contract for his own use or someone else's use, and as a consequence, is the person who is liable to settle payment.
2. In the case that the insurance contract is taken out on someone's behalf - excluding the policyholder - only the insured party can benefit from the policy and can make a claim. The contingent liabilities that the policyholder would have taken in regards to third parties, do not apply to the parties present on the contract, even if they had influenced his conclusion. This is subject to possible contractual exemptions.

**1.1.41 PRESCRIPTION**

All action deriving from the present contract should be settled within a prescribed period of two years, counting the event which initiated it, in the conditions outlined by LCA.

**1.1.42 PART PERFORMANCE**

If the insured party does not use any or only part of the services offered by the insurer, the latter is not required to make a refund. If the fees encountered as a result of the accident are less than those cited on the policy, the insured party cannot assert a claim on the difference.

**1.1.43 THE PREMIUM AND ITS REFUND**

1. Collecting payment for the insurance premiums by the insurer is an essential element of the contract, regardless of the method of payment.

2. In any case, the insurance premiums can be paid in advance, or at the latest on the day in which the policyholder or insured party is given the insurance policy, and are billed from the date when the coverage takes effect.

#### 1.1.44 NEXT OF KIN

Any person who, not necessarily a parent, finds himself in direct relation with the insured party.

#### 1.1.45 INSURANCE PROPOSAL

1. The proposal is what the proposer submits to the insurer with a view of concluding an insurance contract. This proposal is not the final agreement of the contract.
2. When the insurer makes the insurance proposal form available to the proposer, this acts as a simple quote. An insurance proposal does not replace the insurance policy in any case.

#### 1.1.46 CLAIM

A harmful, non-intentional event, which occurs within the period and time of the conditions outlined in the contract, in the legal and contractual limits, with the insurer being obliged to issue compensation to the insured party.

#### 1.1.47 SUBROGATION

EVASAN is subrogated to the rights and claims of the insurance beneficiary and to the regard of the third parties responsible, as well as the insurer about the latter. This subrogation will come into motion through the costs incurred by EVASAN through the execution of the insurance contract.

#### 1.1.48 TERRORISM

An act of terrorism is committed by an organised terrorist group (and is recognised as this by the Swiss government), which occurs during travel or at the place of destination:

- a) Within 30 days preceding the scheduled departure date (for cancellation coverage for the trip);
- b) during the trip (for trip interruption coverage).

#### 1.1.49 THIRD PARTY

1. Any physical or moral person, with the exclusion of the insured party himself, the members of his family and collaterals, as well as their ascendants and descendants.
2. Any other person who the insured party is entrusted to, who also is responsible for, either temporarily or permanently, such as teachers, professors, instructors, educators, child minders, nannies, coaches and trainers (non-exhaustive list).
3. Any person who is not found in the place of work or working body with EVASAN and who is not a parent or guardian of the insured party, does not have partner or cohabitant or next of kin status.

## 1.2 COMMON ARRANGEMENTS

### 1.2.1 DUTIES OF THE INSURED PARTY

#### 1. Medical confidentiality

In order for the present insurance conditions to be accepted, the insured party must disclose all medical confidentiality to the EVASAN team and in particular to the doctors and para-medical personnel who have examined him and/or assisted him after the claim. If need be, the insured party can ask EVASAN to withdraw this process after the occurrence of the claim and/or sign an ad hoc authorisation form that EVASAN can ask him to complete. Any refusal from the insured party will result in the loss of his contractual rights.

#### 2. Report a claim by telephone

In order to provide you with a comprehensive service from EVASAN, we ask you to call the Alarm Centre immediately (open 24h/24h, 365 days a year), from the first onset of the claim, before any consultation:

**Telephone: +41 22 929 52 52**

**Fax: +41 22 929 52 55**

**Email: [claims@evasan.com](mailto:claims@evasan.com)**

Remember to mention:

- The insurance contract number
- The nature of the claim and the assistance requested
- The telephone number and the email address of the insured party

In cases where the insured party is unable to inform EVASAN of the incident within 48 hours of its occurrence, a call to the Alarm Centre by the policyholder, financier, next of kin, police, hospital or any person who intervenes in the incident, will constitute as valid notification.

Non-respect of the obligation to inform the Alarm Centre beforehand can result in refusal to pay the insurance coverage on the part of the insurer.

3. Report a claim online on the website [www.evasan.com](http://www.evasan.com)

**In order to provide you with a comprehensive service from EVASAN, the insured party can declare an accident online - through a quick, simple and secure procedure (via encrypted data transmission) by filling out the accident fields and sending it directly to the following address:**

**[www.evasan.com/file-a-claim/](http://www.evasan.com/file-a-claim/)**

**The insured party will receive the reference number for his incident file and information of what things they will need to provide and EVASAN will immediately get in contact with the insured party. The declarations shared can only be consulted by EVASAN claim handlers and not by third parties.**

4. Required documents in the event of a claim

Within the time limits set (attested by the date on the postmark), the insured party must provide the insurer with a claim declaration, at his own expense, with the supporting documents. The insured party must provide the insurer with the following supporting documents:

- ♦ An accident report and/or a verbal process prepared by the police authorities;
- ♦ A copy of a nominal travel ticket which includes date and validity (plane, train, bus ticket etc.) and copy of the boarding pass;
- ♦ Declaration of transport delay (plane or train ticket, car etc.) Duly completed;
- ♦ A copy of bills from the traveller clearly showing travel costs and on the ground expenses;
- ♦ In the event of illness, a medical certificate specifying the cause, nature, gravity and foreseeable consequences of the illness or the accident, as well as a copy of medical prescriptions with the receipts from the pharmacy or tests and physical exams.
- ♦ Medical and hospitalisation bills relating to the insured party, together with bills for medicines.
- ♦ In the event of death, a death and civil status certificate.
- ♦ Any other supporting documents.

These documents must be sent to the insurer in the following deadlines:

- 1) Within 10 days from their reception by the insured party; or
- 2) within 20 days of sending these documents; or
- 3) at the latest 60 days after the claim.

If documents are not provided within this time, EVASAN reserves the right to refuse any refund requests.

#### 5. Information and other documents

On request from EVASAN, the insured party must provide, at his own expense, any information on the facts to his knowledge and any supplementary supporting documents that could help determine the circumstances in which the claim was caused, to establish the consequences or to verify the authenticity of the claim declaration.

When putting his request in writing, the insurer may set a time limit of at least 7 days (formal notice) for the insured party to provide the information or required documents, beyond this date, the insured party will no longer have a right to insurance benefits.

### 1.2.2 DOUBLE INSURANCE

1. When the same party is insured against the same risk, for the same period of time, by more than one insurer, in which the insured sums added together are greater than the insurance value, the policyholder must inform EVASAN of this immediately and in writing.
2. If the insurance policyholder has intentionally omitted giving this information to EVASAN or if they took out double insurance with the intention of making an illegal profit, EVASAN will be automatically freed of any contractual obligation to this regard.

### 1.2.3 RETICENCE

If the proposer has, when settling the insurance contract, omitted to declare or has inaccurately declared an important fact that he is aware of or should be aware of, the insurer has the right to terminate the contract in writing, within four weeks after that they have become aware of this disinclination. In this case, the obligation to cover a claim is withdrawn also for claims which have already taken place when the item that had been subject to the disinclination has influenced the likelihood and impact of the claim. The insurer has a right to be refunded for claims which fall under this category.

### 1.2.4 MAJOR INCREASE OF RISK

1. This is a significant increase of risk which the agreement had already determined before the contract was agreed. This is important as it helps influence EVASAN on whether they agree or do not agree to a contract or it will help them agree the conditions within the contract.
2. If the insured party invokes a significant increase of risk during the insurance contract, EVASAN will automatically cease to be bound by the contract. The insurance policyholder or the insured party must inform EVASAN of the risk by letter or by email within 8 days.
3. If the major increase of the risk arrives independently of the will of the insured party, the contract will only automatically cease to exist if the insured party has not declared the increased risk to EVASAN, according to the process above.

### 1.2.5 EXCLUSIONS

The following situations and their consequences are excluded in the insurance coverage, and no claim will be paid from EVASAN:

1. When the insured party has committed a crime or offence that has caused damage;
2. All health problems which are related to radiation (nuclear radiation);
3. All health problems which have been brought on by making or using, voluntarily or involuntarily chemical, biological, biochemical substances or electromagnetic waves destined to make weapons (independently of the competing causes), as well as any damage or derogations caused by ABC methods, nuclear energy or any other radiation;

4. Any consecutive claim made as the result of a natural catastrophe, recognised as this by the authorities of the country or any consecutive claim resulting from a case of major force, coming from an abnormal natural force (e.g. volcanic eruptions, meteorite fall, tidal wave, earthquake);
5. Practice of hazardous activities by the insured party, which substantially change the risk covered such as the practice of high risk activities, identified as extremely dangerous activities;
6. Non-declared or declared war, within 48 hours after the federal department for foreign affairs or, failing this, other official instances which have documented the start of hostilities;
7. A revolt, acts of sabotage, hooliganism or vandalism, strikes, road blockages during large strikes, general problems of any nature and measures taken to re-establish public order;
8. Epidemics and pandemics;
9. Use of substances, medicine, alcohol and/or hallucinogenic by the insured party which have let to or contributed to the claim;
10. Suicide or attempted suicide;
11. Occurrence of a claim in a country which is excluded from the contract or for a date which is outside the coverage period.

#### 1.2.6 GENERAL EXCLUSIONS OF THE COVERAGE

1. In the following cases and without affecting the other exclusion clauses, EVASAN reserves the right to cancel claims, or failing this, terminate the contract in the following cases:
  - ♦ Failure to get imperative approval from EVASAN regarding an organisation, assistance, treatment, hospitalisation or acquisition of medicine by the insured party;
  - ♦ Absence or delay in communication from the insured party for documents and original copies required for EVASAN to pay the claim;
  - ♦ Any pre-existing health conditions. Furthermore, EVASAN reserves the right to reduce his benefits when the state of the insured party is not pre-existing but reveals important risk factors such as diabetes, hypertension, hypercholesterolemia etc.
  - ♦ Incidents, disturbances and complications linked to pregnancy of which the risk was known or reasonably expected before the first day of travel;
  - ♦ Failure to announce the existence of another insurance policy covering the same risks by the insured party;
  - ♦ Absence of taking measures which could have reasonably been taken by the insured party to avoid the heightened risk and prevent it and the claim;
  - ♦ Any refusal by the insured party, or by the decision maker on his behalf, to honour the contractual services (e.g. offer of repatriation) outlined in the event of a claim will result in the suspension of the contract, the fees caused by the refusal of services will also be charged to the insured party. In the event of changing your mind before the coverage period, the fees linked to the initial service refusal (e.g. fees linked to prolonged hospitalisation, etc.) and a change in decision are at the expense of the insured party.
  - ♦ Under the penalty of loss of the rights, the insured party and the policy holder must abstain from any interference with the management of the claim by EVASAN, without their previous authorisation.

## 2 DELIMITATIONS OF THE INSURANCE CONDITIONS SPECIFIC TO 'TRAVEL AIRBAG' COVERAGE

### 2.1 SUBJECT TO THE PRESENT COVERAGE

1. Insuring people who are travelling outside of their country of domicile knowing that EVASAN will intervene for the following circumstances listed below, to the exclusion of any other circumstances.
2. EVASAN will intervene and guarantee insurance benefits on the express condition that the event which makes them pay out a claim remains uncertain at the moment of subscription and the time of departure. As well as not being covered for events caused by a pre-existing diagnosed or treated illness and/or injury which has been part of continual hospitalisation, day hospitalisation, or ambulance hospitalisation in the three months which precede the request for assistance, which acts as a manifestation or worsening of that state.
3. This insurance coverage - complementary assistance adds to that of mandatory social insurance as well as that of other insurance and service contracts that the insured party has previously agreed to, in the case that the latter are insufficient. The same applies to the benefits linked to being a member of an association.

### 2.2 'TRAVEL AIRBAG' TABLE OF COVERAGE

The amounts indicated in the Table of Coverage are the maximum claim amount per person per year. The claims which feature a \* are subject to an aggregated maximum annual limit.

The Table of Coverage for the 'TRAVEL AIRBAG' product is annexed to the INSURANCE CONDITIONS SPECIFIC TO 'TRAVEL AIRBAG' COVERAGE.

The main claims feature in the insurance policy unique to the coverage purchased as well as the confirmation of collective insurance agreement.

#### 2.2.1 INSURANCE COVERAGE PERIOD

##### a) Definition

1. The duration of validity for all coverage corresponds to the travel dates indicated on the bill sent by the trip organiser with a maximum duration of **92** consecutive days, with the exception of:
  - a) The 'cancellation' coverage which takes effect from the date the trip is booked, must coincide with the date indicated on the insurance policy and expires according to the terms of sale of the organiser of the trip or the day of departure for the trip. No payment will be made for claims which are made before the effective date;
  - b) The 'information tool' assistance service takes effect the day that the contract is signed so that the insured party can rely on it before the departure date, and it expires on the return date of the trip;
2. The duration of the coverage period relates to the effective duration of the insured party's trip.
3. Any insurance coverage period must start within the duration of the insurance contract and the start date must feature on the insurance policy.

### 2.3 DETAILS OF COVERAGE

#### 2.3.1 Main coverage: Assistance

1. EVASAN insures, in the legal and contractual limits, the assistance of people in difficulty whilst travelling outside their home country. Home country means the country which is indicated in the passport of the foreign insured party or the place of habitual residence in Switzerland for Swiss insured parties.

2. Under the conditions of being notified as soon as possible and having the objective possibility, EVASAN will provide immediate assistance to the beneficiary of the assistance contract when he finds himself in difficulty following an accidental event, within the cases and conditions outlined in the contract. The provision of urgent assistance does not prejudice the financial decision making, according to the 'TRAVEL AIRBAG' insurance conditions.
3. The assistance could consist of benefits in cash or in kind. The benefits of the ancillary coverage aim to implement the principal coverage.

#### **2.3.2 Ancillary coverage: Emergency medical fees**

EVASAN covers medical fees, including those which are linked to hospitalisation, brought on by a sudden illness or an accident which has occurred during the insured party's travel outside their home country or habitual residence.

#### **2.3.3 Ancillary coverage: Travel cancellation**

EVASAN reimburses the advance payments or any amount withheld by the tour operator, and according to the sales conditions of the travel agency, travel organiser or transport company, when the insured is obliged to cancel his trip before his departure. EVASAN will be responsible for the amount of the cancellation costs incurred on the day of the event which may involve the guarantee.

#### **2.3.4 Ancillary coverage: Trip interruption**

In the event of the interruption of organised trips, EVASAN will reimburse the non-consumed services which the insured party cannot ask for a refund from the package holiday organiser.

#### **2.3.5 Ancillary coverage: Plane delay**

EVASAN indemnifies the insured for expenses resulting from a flight delay, including hotel, airport or terminal transfer fees, meals and refreshments, within the limits of the contract.

#### **2.3.6 Ancillary coverage: Luggage delay**

In the event of a delay in receiving his luggage, the insured party will be compensated for emergency, essential purchases by EVASAN.

#### **2.3.7 Ancillary coverage: Loss or theft of luggage**

EVASAN will reimburse the insured party who is not responsible for the burglary and theft, loss or damage of an item of luggage.

#### **2.3.8 Consecutive claims resulting from catastrophes or natural events**

All claims resulting from catastrophes or natural events which have occurred in the 168 hours from the onset (e.g. tsunamis, floods, volcanic eruptions and volcanic ash obstructing air space, landslides, tornadoes, cyclones and similar events) are grouped together in the same claim, regardless of the number of insured parties affected. When the amount of compensation goes beyond the maximum limit outlined in the policy, the claim payments will be made on a prorata basis for each insured party who qualifies for compensation.

## **3 ASSISTANCE CONDITIONS**

### **3.1 THE COUNTRY OF PROVENANCE, DESTINATION, COUNTRY OF STAY AND TERRITORY COVERED**

1. According to the current insurance conditions, the country of provenance includes the country or countries where the insured party:
  - ♦ has his legal home; and

- ♦ was a long-term resident before travelling to his destination; and
  - ♦ the state or the states in which he is a citizen (nationality).
2. The destination is the place in which the insured party intends to travel to during his trip.
  3. According to the present insurance conditions, the country of stay is the state in which the insured party is allowed to reside during a certain amount of time to carry out one of the following activities (studies, job hunting, etc.).
  4. The territory is the geographic or political zone, which is defined by the contract, which displays the contractual effects, and inside which the destination and country of stay will be found.
  5. The territory covered is outside the state or native states where he is a citizen (nationality) and this could be anywhere in the world during the insured party's travel.

### 3.2 EVASAN CONDITIONS

Assistance is offered under the following conditions:

#### a) Rescue and lifesaving

1. In the event of a disaster, EVASAN will pay part of the search and/or rescue charges by the authorities involved. The costs for rescue and recovery will be taken care of in the following cases:
  - Rescuing an injured person;
  - Searching for someone who is lost when their disappearance is following an accident, for as long as required, according to the circumstances and his life expectancy and hope of finding him alive.
  - Rescuing someone who has not been injured due to an abnormal external factor (falling into the crack of a glacier) but is susceptible to have health problems, and when the insured party is not able to free himself. Exhaustion, loss of sense of direction or bad meteorological conditions alone are not included in the coverage.
  - Recovering the body of a deceased insured party;
2. However, fees to find the body of a deceased person who is insured will not be reimbursed.
3. Use of a helicopter is justified when other means cannot or cannot easily intervene (especially in the mountains) or when the time factor plays a determining role.
4. If the case does not fall under the previous category, as a general rule, a usual means of transport will be sufficient, when road conditions are normal.
5. It is the responsibility of the rescuer to judge the reasonable course of action to take (according to the technical problems that the recovery causes, its nature and the severity of the injury, the route that needs to be taken for the transport etc.). Thereon, it is necessary to take into account that a lay party is not always in the position to judge the nature and gravity of the injury.

#### b) Medical evacuation and repatriation

1. Once the state of the insured party, victim of a sudden illness or accident, requires it and the doctors in charge give their opinion, EVASAN will organise and take care of the evacuation of the insured party to the nearest hospital centre. EVASAN will cover the charges in the event of a medical evacuation.
2. Once the state and situation of the insured party, victim of a sudden illness or of an accident, if need be and under the condition that the authorised doctors are in agreement, EVASAN will organise and cover the charges for the repatriation of the insured party.
3. Failing this, repatriation flights are covered when medical treatment is insufficient abroad and it needs to be carried out in the home state of the insured party, unless the latter or his next of kin opt for repatriation to his habitual residence. The choice and suitable mode of transport (air, ground or by boat) will be decided

by EVASAN, which covers the reasonable and customary repatriation costs that have actually been incurred for transport.

4. Medical evacuation assistance and/or, if necessary the repatriation will only be provided through the agreement of EVASAN's medical service, in close collaboration with the attending doctor or doctors in the place of stabilisation.
- c) Repatriation of human remains
1. In the event of death of the insured party during travel or stay, EVASAN will organise the repatriation of the human remains from the place of death to the place of burial in his home state or habitual residence. The repatriation will be carried out in conformity with national legislation and the international conventions and under the condition that the transfer is reasonable.
  2. EVASAN will cover the transport costs of the human remains up to the maximum limit. EVASAN will take care of all of the necessary formalities for the transportation of the human remains.
  3. When it is absolutely necessary to make the transport possible, EVASAN will cover the following costs until the maximum amount is reached in the table of coverage, the cost to preserve, handle, put the body in a coffin, specific transport needs, preservation treatment which is compulsory by law and conditioning and the cost of a simple coffin, which is in accordance with the transport provider and conforms to the local and international legislation. The following are explicitly ruled out: burial costs, embalming and the funeral ceremony or other.
- d) Medical assistance
- During his evacuation, if necessary, his repatriation, the insured party is supported and assisted by medical personnel and/or by paramedics who are specialised in their state, selected by EVASAN doctors.
- e) Remote medical advice
- When an insured party requires remote medical advice, EVASAN will, at the insurer's expense, contact a qualified independent doctor to answer questions linked to his health state. The opinion given by the doctor and the consequences of this advice are unrelated to EVASAN.
- f) Advice from local specialist doctors
- If a first exam reveals that the insured party is found in a critical state and that this state needs specialist intervention, EVASAN will communicate with the insured party, at his request or that of the doctor who is treating him in the place of the incident, the name of the doctor of that specialism, provided there is one in the region where the insured party is found and for this reason EVASAN will not take any responsibility for the medical act carried out by the named doctor and any possible consequences.
- g) Sending urgent medication
- EVASAN will organise and cover the cost of sending medication required for the insured party's treatment if they are not available in the country where the incident takes place, as long as they are available in Switzerland and their usage is authorised in the place of their usage. The cost to send medication will be covered by EVASAN.
- h) Sending urgent messages
- EVASAN will cover the cost of sending urgent messages on behalf of the insured party to any person identified by him, who is found in his state of residence or place of habitual residence when he is not in a position to get in contact with the desired person of their own accord.
- i) Repatriation of other insured parties in the same incident
- EVASAN will organise and cover costs of all the insured parties affected by the same incident who cannot return using the mode of transport initially booked, for all of the insured people who are insured by EVASAN.
- j) Covering travel of next of kin

When the insured party has to be hospitalised for at least 7 days before his evacuation or repatriation, EVASAN will organise and cover the costs for a round-trip in economy class for a next of kin to travel to the place of his hospitalisation. The cost of stay of the next of kin is covered by the latter.

### 3.3 EXCEPTIONAL CIRCUMSTANCES

1. Carriers of people (including airlines) may apply restrictions for people suffering from certain illness or for pregnant women until the start of travel, and may be modified without notice (for example: medical exam, medical certificate, etc.). As a consequence, the repatriation of these people can only be carried out when the transport provider has not refused, and evidently, in the absence of unfavourable medical advice regarding the health of the insured party or the expected child.
2. When it is expected that the insured party will have to stay in a foreign hospital, away from his homeland (for ten days or more) and the transfer fee is acceptable and is not disproportionate in the circumstances, the transfer costs can also be settled under exceptional circumstances, taking family ties into consideration.

### 3.4 SPECIFIC COVERAGE EXCLUSIONS

In addition to the exclusions and exclusions outlined in the INSURANCE CONDITIONS SPECIFIC TO 'TRAVEL AIRBAG' COVERAGE are excluded from the insurance coverage, and no compensation is due by EVASAN, in the following situations and their consequences:

- a) When the insured party improperly requires the organization of his evacuation or repatriation when he suffers from a condition or minor injury which could have been treated on the spot and which would not have prevented him from continuing his journey or his stay;
- b) Travel costs or transport costs encountered through requests from the patient or because of family ties - which are not outlined in the medical plan - will only be taken into account in exceptional circumstances.
- c) Consecutive accidents with symptoms of epilepsy and malaria;
- d) The removal and transplantation of organs, tissues or cells;
- e) The consequences of taking medication that has not been prescribed by a doctor;
- f) Running away and kidnapping;
- g) Taking part in sport at a professional level or in the form of an official competition organised by a sports federation and for which a license is issued, as well as training at competitions;
- h) Non-observance of official prohibitions, as well as disrespect for the official rules of safety, linked to the practice of a sporting activity and/or hobby;
- i) The practice of a motor sport at any level;
- j) The use of motorbikes of 49 cm<sup>3</sup> and more;
- k) Accidents resulting from the practice of hazardous activities when the standard regulations in regards to safety are severely violated. These can be considered as hazardous activities as well as other activities started without taking into consideration the precautions to lower the risks to a reasonable level.
- l) Any form of hunting;
- m) When the insured party intends to move to the area where the claim occurred (seeking asylum, marriage, family reunification, etc.).
- n) The cost of a meal in a restaurant as well as fees linked to excessive weight of luggage during repatriation by plane and the customs fees will not be covered by EVASAN.

## 4 EMERGENCY MEDICAL FEE CONDITIONS

### 4.1 EVASAN CONDITIONS

1. EVASAN will cover the costs for medical fees, as well as compulsory or complimentary medical insurance, relative to refund the treatment fees and hospitalisation brought on by an accident or a sudden non-pre-existing illness which has occurred during the insurance holder's travels outside the state or states where he is a citizen (nationality), sustained up to the amount of cover outlined in the insurance policy. The amount covered for urgent dental assistance is not larger than the amount outlined in the insurance policy.
2. The coverage extends to care provided worldwide.
3. During the first month of stay in a country, in a country outside Europe, the coverage is valid for only consecutive costs following an accident or an illness which is in urgent need for treatment to be carried out by a doctor, practitioner or specialist, or that hospitalisation was needed in the first instance and intervenes within 24 hours.
4. If the stay needs to be prolonged longer than a month because curative treatment is necessary, after agreement from the insurer, the coverage remains valid as long as the insured person cannot complete his return journey without putting his health in danger. The coverage cannot however be extended by more than another month.

### 4.2 DEDUCTIBLE

1. Compensation from EVASAN carries deductible of a given amount of the insurance policy.
2. When an incident is covered, EVASAN will directly refund the policyholder the assistance (other persons), the insured party will need to transfer an amount equal sum to the deductible of assistance or any other service. If EVASAN needs to reimburse the insured party for medical fees that they have already settled (other persons), they will transfer the sum due minus the sum of the deductible.

### 4.3 SPECIFIC COVERAGE LIMITATIONS

1. In addition to the exclusions and limitations outlined in the INSURANCE CONDITIONS SPECIFIC TO 'TRAVEL AIRBAG' COVERAGE, EVASAN reserves the right to refuse use of their services in the following cases:
  - a) Health checks, tests and other medical investigations, as well as any treatment being undertaken by the insured parties, their doctor or the hospital establishment where they have been admitted, that has not been approved by the doctors at EVASAN.
  - b) Any treatment and any service supplied by the insured party's family member or next of kin are not covered;
  - c) Spontaneous consultations with specialists;
  - d) Treatment of symptoms that were not caused by the pathological state which was diagnosed;
  - e) Treatment of a pre-existing health condition as well as the consequences or complications;
  - f) Treatment of symptoms of an illness or ailment that is developing, that require medication, medical treatment or a consultation before the effective date of the contract or start of the insured period;
  - g) Costs which have resulted from an untreated illness or accident on departure;
  - h) Accidents resulting from the practice of hazardous activities when the standard regulations in regards to safety are severely violated. These can be considered as hazardous activities as well as other activities started without taking into consideration the precautions to lower the risks to a reasonable level.
  - i) Psychological, psychological or psychiatric illnesses, as well as their symptoms and consequences;
  - j) Consequences of a disease that is being treated and needs a recovery period;

- k) Conditions occurring during a trip for the purpose of diagnosis and / or treatment;
  - l) Costs resulting from medication or treatment of a therapeutic nature is not recognised by Swiss legislation;
  - m) Consequences of infectious risk situations declared in the context of an epidemic, exposure to infectious biological agents, chemical agents, debilitating, neurotoxic, when the consequences result in quarantine organised by local and/or national health authorities of the destination country and/or travel company.
  - n) Hospitalisation fees incurred count from the day when EVASAN is able and has the right to carry out the repatriation of the insured party;
  - o) The acquisition of non-prescribed medicine by the insured party by a doctor that has been approved by EVASAN;
  - p) Cost of contraception, voluntary termination of pregnancy and of childbirth;
  - q) Costs related to implants, prosthetics, apparatus and optical devices (glasses, contact lenses, etc.) ;
  - r) Operations of an aesthetic nature;
  - s) Cost of re-education, physiotherapy and chiropractic, spa treatment and thalassotherapy;
  - t) Cost to buy a vaccination and for the vaccination to be performed;
2. Furthermore, the insured party is not covered when taking a trip in the following situations:
- a) Dismissing medical advice;
  - b) After being diagnosed with a terminal illness;
  - c) Travelling with the intention of receiving medical treatment for a pre-existing health condition;
  - d) During an illness or when they are unable to work;
  - e) During pregnancy beyond the 6th month;
  - f) When a doctor has prescribed an operation, which has never taken place before.

## 5 TRIP CANCELLATION CONDITIONS

### 5.1 EVASAN CONDITIONS

1. Under the condition that the insurance policyholder has settled the corresponding premium and that he has subscribed to this insurance contract for 'TRAVEL AIRBAG' coverage on the date of booking the trip which has been supplied by a travel agency, the package holiday organiser or a transport agency and the day before cancellation fees are applied by the general conditions for selling the tour package, **EVASAN** will cover the refund of the costs of travel and stay in a maximum of 30 days following the request to cancel the trip. The insurance takes effect from the effective date of the contract until the departure date.
2. The right to compensation assumes the existence of a valid travel contract, which has been authorised by a travel agency, package holiday organiser or a transport operator. EVASAN will cover the costs incurred to cancel the trip on the date of the event to initiate the coverage, conforming with the General Conditions of the sale of travel and accommodation, with a maximum amount and deductible outlined in chapter 2 as well as in the 'TRAVEL AIRBAG' Table of Coverage.
3. The refund of cancellation fees (excluding the administration fees from the travel agency, package holiday operator or transport provider), will be carried out within the following conditions below:
  - ♦ Cancellation must be reported before departure; and
  - ♦ It must occur after the event, after the contract has been started, for one of the reasons mentioned.
4. The insured party will be reimbursed up to the maximum amount outlined in the 'TRAVEL AIRBAG' Table of Coverage after the applicable deductible has been deducted. In all cases, the indemnity cannot exceed the fixed amounts outlined in the table of coverage.

5. Administration fees and the insurance purchase cannot be refunded.
6. If necessary and if authorised by EVASAN, the alternative travel document can only be issued to the insured party by EVASAN.
7. EVASAN reserves the right to assess the extent of the event which has caused the cancellation of the trip.
8. Cancellation insurance does not cover any of the financial losses of airlines, in any case, in the event of flight cancellation.

## 5.2 DEADLINE FOR THE CONCLUSION OF THE POLICY AND INSURANCE TAKING EFFECT

1. Except for a derogation granted by EVASAN, the cancellation insurance must be concluded in accordance with the General Conditions of sale of the travel agency, the package holiday organiser or transport provider, under the condition that the insured party has paid the corresponding premium and has agreed to the present insurance contract on the date that the trip was booked or, at the latest, the day before the enforcement of proposed penalties in the general conditions of sale of the trip.
2. If the start of the insurance coverage started after the appearance of the event which caused the trip to be cancelled and to the knowledge of the insured party, the insured party will not be compensated.
3. Organized tours must be outside the state or states in which the insured party is a citizen (nationality) and can be anywhere in the world during the insured party's travels and are only covered if the insured party made an advanced purchase of air, train, sea travel, at least one night in a hotel, motel, holiday resort, B & B, camp site or any other related form of accommodation that can be rented for payment.

## 5.3 INSURED EVENTS FOR TRIP CANCELLATION

The insured party will be compensated if he has to cancel his trip because of the following reasons:

- a) Death or serious accidental injury of the insured party, of his partner, father, mother, brother, sister, ascendants or descendants.
- b) Illness or unexpected aggravation of a serious illness already declared by the insured party;
- c) Pregnancy complications before the sixth month of pregnancy if the nature of the trip is incompatible with the state of pregnancy, on the condition that the insured party was not aware of his condition when he booked the trip;
- d) Being called to participate in a legal proceeding during the trip and found out after having reserved the trip and on the condition that a referral or dispensation request has already been refused in writing by the authorities;
- e) Receiving an official urgent invitation to engage in military action which would be carried out during the trip and under the express condition that the insured party did not have knowledge of the date at the time of booking the trip or the start of the present insurance policy and received the invitation after reserving his trip.
- f) In the event of an attack or natural catastrophe occurring in the destination;
- g) Epidemics, strikes, wars and any other form of disruption to public order at the place of the destination which makes it impossible or inadvisable to travel by the authorities in the place of departure or destination because of the danger to human life, bodily integrity or the safety of the insured party;
- h) Prohibition to enter the territory of the visited state, when all necessary procedures have been completed within the required time and under the terms required by the authorities of this state.

## 5.4 MAXIMUM COMPENSATION COVERAGE AND DEDUCTIBLE

EVASAN will refund the insured party as outlined in the Table of Coverage after the applicable deductibles have been deducted.

## 5.5 SPECIFIC COVERAGE LIMITATIONS

In addition to the exclusions and limitations outlined in the 'TRAVEL AIRBAG' insurance conditions, EVASAN reserves the right to reject compensation claims in the following cases:

- a) Cancellation caused by the hospitalisation of a person at the time of making the reservation or the subscription of the contract;
- b) Pregnancy complications when the person who is pregnant is more than 6 months pregnant at the time of departure;
- c) An illness needing physical or psychotherapeutic treatment, including depression and anxiety which has not needed a minimum of 3 days of hospitalisation from the date that the trip was cancelled;
- d) Forgetting a vaccination;
- e) Epidemics in the departure country;
- f) Any event which can jeopardize the safety of the insured party during the planned trip and when travel to the destination is not recommended by the federal department of foreign affairs (DFAE) (<https://www.eda.admin.ch>);
- g) A decision taken by airport authorities, civil aviation authorities or any other authority when an announcement is made 24 hours before the date of departure of the insured party;
- h) Events occurring between the reservation date of the trip by the insured party and the date of signing the present contract;
- i) Missing a flight on which the insured party had a confirmed reservation regardless of the reason;
- j) The non-admission of not arriving more than one hour before check-in to register bags or/and other services;
- k) Accidents resulting from the practice of hazardous activities when the standard regulations in regards to safety are severely violated. These can be considered as hazardous activities as well as other activities started without taking into consideration the precautions to lower the risks to a reasonable level.
- l) Not being able to present important travel documents for whatever reason, such as passport, visa, transport tickets, vaccination certificates, except in case of theft of the passport or identity card on the departure date;
- m) Illnesses, accidents which have been already diagnosed and have relapsed or dramatically worsened or hospitalisation between the date the trip was purchased and the start of the present contract;
- n) Accidental or pathological consequences, brought on by the disintegration of the atomic nucleus or by ionizing radiation; However, the insured party will remain covered by lesions caused by treatments based on radiation or radiation resulting from the misuse or malfunction of a device used by someone part of the medical profession or as a consequence of a treatment in which the insured party was subjected to following an insured claim;
- o) Psychological, mental or depressive illness without hospitalisation, or resulting in hospitalisation lasting less than 3 days;
- p) Cancellation due to events in the insured party's family life or private life, during school holidays, work experience being carried out by the insured party in an industrial, commercial, agricultural or administrative company or organisation;
- q) Cancellation, late departure or an interrupted journey due to insolvency or bankruptcy of the travel provider, his inability to organise the trip and, more generally, any reason which they are accountable for;
- r) Costs resulting from trip cancellation, by a transport provider or travel agency or tour operator, because of the onset of a natural catastrophe or another event, or public disorder of any form in the destination place;
- s) Cancellation, late departure or journey interruption as a result of an event or disease already known or should have been reasonably known at the time of the subscription of the policy;

- t) Reservations and package holidays when the cancellation deadline is subject to fees accrued already, at the start of the insurance contract;
- u) The increase by the travel supplier of the prices indicated on the list of prices communicated to the insured;
- v) Trip interruption during the first two days of the trip;
- w) The extension of the stay beyond the date originally scheduled for the return to compensate for the late departure;
- x) Administration fees, visas or the insurance fees are not refundable;

## 5.6 DUTIES OF THE INSURED PARTY

1. To be able to benefit from the services of EVASAN, the insurance policyholder or the beneficiary must promptly advise the travel agency in writing, as well as EVASAN within 5 working days following an event resulting in a claim mentioning the cause of the incident, starting time and whether they are going to continue his journey.
2. The notification sent to EVASAN must be supported with all necessary documents which identify the factors and conditions leading to the event, such as:
  - a) Insurance contract number or insurance policy or the insurance certificate;
  - b) Original cancellation bill from the travel agency and/or package holiday organiser;
  - c) Original receipts of costs caused by a delayed departure, interrupted trip or cancellation;
  - d) In the event of illness or accident, a medical certificate specifying the cause, nature, gravity and foreseeable consequences of the illness or the accident, as well as a copy of medical prescriptions with the receipts from the pharmacy or tests and physical exams. It is imperative that the medical certificate is attached and is marked as confidential, and is addressed to EVASAN's medical officer. In this respect, the insured party must allow the doctor to break medical confidentiality in regards to the Medical officer. On pain of forfeiture, the insured party initiates the processing of the claim, he must send all contractual documents mentioned, without these, it cannot be processed, apart from in the event of major force, or something that would prevent him being able to be supplied as evidence. If the insured party goes against this without a valid reason, his right to a claim may be withdrawn by EVASAN.
  - e) Attestations and convocations by the police, law or administrative authorities;
  - f) Tickets and other travel documents;
  - g) Parts of travel documentation (contracts, reservations, etc.);
  - h) In the event of pregnancy complications, a photocopy of the pre-natal exam and photocopy of sick leave document;
  - i) In the event of death, a certificate and a justification of the family relationship (copy of Civil Status);
  - j) In other cases, any supporting documents;
  - k) In the event of an accident, the insured party must mention the causes and circumstances and provide the names and addresses of the people responsible and any possible witnesses.

## 6 INTERRUPTED TRIP CONDITIONS

### 6.1 EVASAN CONDITIONS

1. In the event of a trip being interrupted, EVASAN will reimburse any non-consumed land based expenses that the insured party can ask to be reimbursed, the replacement or compensation when it is necessary to organise the repatriation of the insured party following the event;

- a) In the event of serious illness, serious injury, death of the insured party, his / her spouse or common-law partner, his / her ascendants or descendants, as well as any other person usually living with the insured party;
- b) Theft, extensive fire damage, explosions, water damage or caused by the forces of nature to the professional or private premises, in which it is imperative that the insured party is present to take necessary protective measures.

## 6.2 INSURED EVENTS

1. Any insured party who has to interrupt the trip must inform EVASAN who will transfer the calculated indemnity on a prorata temporis basis for the duration of the missed trip and on the basis that the insurance sum agreed to, but within the limits of the maximum amount per person and per event, regardless of the number of people who are travelling together. The departure and return dates are counted as days of the trip completed by the insured party.
2. No compensation will be given if a participant has to return after violating internal disciplinary rules or engaging in illegal activities in the country of his stay.
3. EVASAN reserves the right to withdraw the insured party's right to compensation in the event of an interrupted trip/stay if it happens after the trip is interrupted in the 2 days before this;

## 6.3 DUTIES IN THE EVENT OF A CLAIM

1. The insured party or his beneficiaries must:
  - a) Inform **EVASAN**, of the claim in writing, within 5 working days at the latest. Beyond this time frame, the insured party will no longer have the right to compensation, if the delay is inconvenient for **EVASAN**;
  - b) Send **EVASAN** all necessary documents to compile a file and proof, as well as evidence and the amount of the claim;
2. In all cases will be systematically requested to the insured party: the originals of the detailed invoices of the tour operator showing terrestrial services and transport services.
3. Communicate all necessary medical information with EVASAN medical advisors on request for the file.

## 6.4 SPECIFIC COVERAGE LIMITATIONS

In addition to the exclusions and limitations which are covered in the INSURANCE CONDITIONS SPECIFIC TO 'TRAVEL AIRBAG' COVERAGE, EVASAN reserves the right to withdraw their services in cases where the trip is interrupted after the following:

- a) Aesthetic treatment, courses, voluntary termination of pregnancy and its consequences;
- b) Prolonging the trip beyond the original return date with a view to compensate for the late departure;
- c) A psychological, mental or depressive illness without hospitalisation or hospitalisation for less than 3 days in the country of stay;
- d) Civil or foreign war, riots, uprising, strikes, acts of terrorism, hostage taking, sabotage, radioactivity, any event that has resulted from nuclear or anything caused by any source of radiation in the departure country, transit country or destination;
- e) Missing a flight on which the insured party has a confirmed reservation, regardless of the reason;
- f) The non-admission of not arriving more than one hour before check-in to register bags or/and other services;

## 7 MISSED DEPARTURE AND PLANE DELAY CONDITIONS

### 7.1 CALCULATING COMPENSATION IN THE EVENT OF A MISSED FLIGHT

1. In the event of a missed flight or train at the start of a trip, for whatever reason, except in the event of a timetable change by the transport provider, EVASAN will refund the purchase of a new ticket up to 80% of the initial sum of the flight (transport service for only the same destination and by the same means of transport initially purchased), provided that the insured party leaves within the following 24 hours or by the next available flight;
2. If the insured party misses his departure because of a delay in public transport which was due to a mechanical problem because of bad weather, a road accident, a road closure by the police, you may be entitled to compensation if:
  - a) The non-refundable and non-used part of your travel reservation was paid in advance;
  - b) The cost of a single plane ticket in economy class gives you a more direct route to reach your next destination; or
  - c) The cost of a single plane ticket in economy class by a commercial airline gives you a more direct route to get back to your original place of departure;
  - d) The cost of accommodation, restaurants, phone calls and necessary taxi costs encountered because of the delay will be refunded up to the maximum amount outlined in the Table of Coverage minus the applicable deductible. The original receipts must be submitted with the claim request.
3. If the insured party misses his connection due to a change by the airline, on which the insured party is registered and insured, regardless of the part of the trip impacted, the insured party could be entitled to compensation for the following:
  - a) The cost of a single plane ticket in economy class by a commercial airline to allow for a more direct route to reach his connection; or
  - b) Costs linked to changing a ticket which has been billed by an airline, or will compensate within the maximum limit outlined in the table of coverage, minus the applicable deductible, the cost of a single ticket in economy class, from a commercial airline to be able to make a more direct journey to the place of arrival or departure, and
  - c) The cost of accommodation, restaurants, telephone calls and possible taxi fares encountered because of the delay, will be reimbursed by EVASAN to the insured party as outlined in the Table of Coverage minus the applicable deductible. The original receipts must be included in the claim request.

### 7.2 PLANE DELAY CONDITIONS

1. Following a plane delay lasting longer than 6 hours from the initial scheduled time, EVASAN will compensate the insured party up to the maximum limit outlined in the Table of Coverage minus the applicable deductible. This coverage is valid on all regular single and return flights from airlines whose schedules are published;
2. Compensation is not cumulative in the event of delay on the scheduled flight and the return flight. This coverage does not apply if the insured is transferred to another company within the originally scheduled times or on another flight than originally planned.
3. The coverage comes into effect from the date and time indicated on the plane ticket and expires upon arrival at the destination airport.

### 7.3 DUTIES IN THE EVENT OF A CLAIM

The insured party must:

- a) Complete and / or have a declaration of delay stamped by a competent person from the airline on which the insured person is traveling or by a competent person from the airport;
- b) Send **EVASAN**, the following documents within 7 days upon his return:
  - A completed declaration of the delay
  - A photocopy of the plane ticket,
  - A copy of the receipt of the insured ticket and boarding pass.

## 7.4 SPECIFIC COVERAGE LIMITATIONS

In addition to the exclusions and limitations outlined in the INSURANCE CONDITIONS SPECIFIC TO 'TRAVEL AIRBAG' COVERAGE, EVASAN reserves the right to withdraw the insured party's right to compensation in the following situations:

- a) civil or foreign war, riots, uprising, strikes, acts of terrorism, hostage taking, sabotage, radioactivity, any event that has resulted from nuclear or anything caused by any source of radiation in the departure country, transit country or destination;
- b) Any event that endangers the safety of the insured person during the journey when the destination is not recommended by the Federal Department for Foreign Affairs;
- c) A decision by the airline authorities, civil aviation authorities, or any other body who has made an announcement 24 hours before the departure date of the insured party;
- d) Events occurring between the reservation date of the trip by the insured party and the date of signing the present contract;
- e) Missing a flight on which the insured party has a confirmed reservation, regardless of the reason;
- f) The non-admission of not arriving more than one hour before check-in to register bags or/and other services.

## 7.5 DELAY RETURN DUE TO AN IMPEDIMENT

1. If, because of a major force or any other serious and possible disruption, the insured person needs to show proof that he is not in a position to return to his home state or habitual residence on the date scheduled (and inside the insured period), EVASAN can make the maximum sum outlined in the table of coverage, available in advance, to cover all or part of the costs resulting from the involuntary prolongation of his stay abroad.
2. The insured party undertakes to repay this advance to EVASAN within 30 days following his return to his domicile.

# 8 COVERAGE CONDITIONS FOR LUGGAGE DELAY

## 8.1 EVASAN CONDITIONS

EVASAN will compensate the insured party up to the maximum amount outlined in the policy for the following events occurring during the trip:

- a) Purchase of emergency and necessary goods as well as clothes and toiletries, in the case when the checked-in luggage is put under the responsibility of an airline which the insured party is carrying out insured travel with, arrives at the airport more than eight hours after the arrival time of the insured party.
- b) Compensation is doubled when the insured party is not in possession of his luggage within 48 hours after his arrival at the airport. This sum will be settled subject to deduction of the indemnity that the insured party would have received for a delay as specified above.

## 8.2 SPECIFIC COVERAGE LIMITATIONS

1. In addition to the exclusions and limitations outlined in the INSURANCE CONDITIONS SPECIFIC TO 'TRAVEL AIRBAG' COVERAGE, **EVASAN** reserves the right to withdraw the insured party's right to compensation in the following cases:
  - a) Delays caused by non-standard flights (e.g. 'charter'). Only standard flights from airlines, of which their timetable is published, are applicable for compensation. In the event of any dispute, the 'ABC World Airways Guide' will be referred to, in order to determine the flight time and connection times;
  - b) If the delay occurs when the insured party has arrived home or in his habitual residence;
  - c) If, within eight hours from the moment where he becomes aware of the plane delay or of the loss of his luggage, the insured party does not fill in the declaration required from the airline;
  - d) In a case where luggage is confiscated or requisitioned by the customs services or governmental authorities.
2. Also, EVASAN is free from granting compensation for the following items:
  - a) Items which are necessities, clothes and toiletries which would have been purchased more than one day after the effective time of arrival at the destination airport;
  - b) Items which are necessities, clothes and toiletries which would have been subsequently bought upon reception of the luggage from the transport provider.

## 9 COVERAGE CONDITIONS FOR LUGGAGE AND PERSONAL BELONGINGS

### 9.1 EVASAN CONDITIONS

On the condition that the luggage has been entrusted to a public transport company throughout the entire duration of the journey, EVASAN will indemnify the insured party the amount outlined in the policy for the following events occurring during travel for the duration of the insurance policy less deductibles outlined in the Table of Coverage.

Events which would be grounds for compensation are the following:

- a) Robbery, simple theft and break-in robbery minus the deductible indicated in the table of coverage;
- b) The deterioration, total or partial destruction, including damage caused by the force of nature minus the deductible outlined in the table of coverage;
- c) Loss en route by the transport provider who is duly authorised; Compensation is calculated based on the purchase price, minus depreciation. The maximum amount of compensation for one, a pair or all items, is indicated in the Table of Coverage. The maximum total amount that EVASAN will reimburse for all the items of a value equal to the maximum limit for valuable items in the Table of coverage.

### 9.2 CALCULATING COMPENSATION

1. In the event of total loss, EVASAN will compensate the insured up to the amount defined in the Table of Coverage and subscribed in the policy. Compensation relates to the market value of luggage or item, minus its depreciation. The latter is calculated based on the purchase value minus the depreciation or simple usage, calculated as follows:
  - a) The **1st** year: **40%** of the purchase value;
  - b) From the **2nd** year + **15%** extra per year with a maximum of 50% of the purchase price of the good;
2. In the event of partial damage, the depreciated value will be calculated before, minus 20% per year starting from the purchase date.
3. For all valuable items, compensation is limited to 50% of the insured value.

4. Cash and transport documents are insured only in the event of theft and up to 20% of the insured sum which is outlined in the Table of Coverage after the deductible is deducted, but with a maximum limit for cash and transport documents as indicated in the table of coverage.
5. Administrative documents such as passports, identity cards, driving licences are covered for the cost of reconstitution up to the maximum amount outlined in the table of coverage.
6. In the event of theft or loss of credit cards and mobile phones, EVASAN will organise the blocking of these items to the expense of the insured party. Replacing these items is not covered.
7. Compensation can be obtained under the condition that travelling does not exceed 183 days per year.
8. The coverage takes effect from the time that luggage is checked-in by the transport provider or when keys are handed back at a rental or bedroom. It expires upon return once the luggage is collected by the insured party from the transport provider or keys are picked up from a rental or bedroom.
9. Luggage encompasses travel bags, suitcases, personal effects and items excluding clothing which is being worn by the insured party.
10. Valuable items, as outlined below, are also included in the insurance, but only in the following conditions:
  - a) Jewellery, items made from precious metal, pearls, precious stones and watches are insured only against theft and only if they are put into the safe in a hotel or are being worn by the insured party;
  - b) Photographic material (excluding mobile phones), film, radio, sound or image recording or production equipment as well as their accessories, are only insured against theft and only when they are being worn or used by the insured party.

### 9.3 SPECIFIC COVERAGE LIMITATIONS

1. In addition to the exclusions and limitations of the INSURANCE CONDITIONS SPECIFIC TO 'TRAVEL AIRBAG' COVERAGE, **EVASAN** reserves the right to withdraw the insured party's right to compensation for incidents involving the following items:
  - a) Luggage and personal belongings during transportation by a transport provider, airline or business covered by a public liability insurance;
  - b) Documents which are videotaped, microchip supported, alarms, information, telephone or personal material, keys, pens, lighters, bikes, trailers, caravans and, more generally, transport engines, glasses, contact lenses, hearing aids, medical or dental appliances, cosmetics, perfumes, antiques, art or collector items, musical instruments, deeds, manuscripts, investment securities, perishable goods, bicycles, sports equipment and luggage damage (only if the luggage is totally unusable following an incident);
  - c) Damage as a result of a powder or liquid spillage which was being transported in the personal belongings or luggage;
  - d) Compensation requests following a loss, theft or damage of personal items when they have been sent as freight or bill of lading;
  - e) Compensation requests for which the insured party cannot produce original receipts, proof of ownership or a valuation from an insurance company (enlisted before the incident) if the items are lost, stolen or damaged.
  - f) The loss, theft or damage of professional goods, samples, work tools, mechanical accessories or other items used for studies;
  - g) Valuable items which, outside the period of use, are not stored in a locked place;
  - h) Precious items apart from when they are being worn by the insured party or whilst being placed in a safe closed with a security key; 'Beauty cases' or 'brief cases' as well as jewellery boxes are not considered safes;
  - i) All items, including souvenirs, acquired during travel;

- j) All items left inside a vehicle, even if it is locked;
  - k) Cash and traveller's cheques are covered up to the maximum limit outlined in the table of coverage;
  - l) Petrol coupons, stamps, samples, merchandise, tickets for a show or event.
  - m) Items left for even a short time in an accessible area to everyone, outside the direct line of sight of the insured party;
  - n) Objects whose type of custody is not commensurate with their value;
  - o) Damage made to items left to everyone, without surveillance, lost, misplaced, that the insured party has left or have been damaged through neglect;
2. Also, EVASAN reserves the right to grant compensation in the following cases:
- a) Confiscation or retention of luggage by customs, administrative or police authorities;
  - b) Damage due to smoking accidents, wet or leakages, due to normal wear and tear and inherent flaws in the insured item;
  - c) Damage caused by insects, other animals or other climatic conditions;
  - d) Indirect damage, such as deprivation, fines.

#### 9.4 DUTIES OF THE INSURED PARTY

1. To be able to benefit from compensation from EVASAN, the insured party must send a notification in writing with the following supporting documents in the first instance for a claim:
- a) Ask for an original copy of an attestation from competent services explaining the cause (police report, confirmation from the airline);
  - b) A case record which includes the incident number, registered with the police authorities within 24 hours of the onset of the incident;
  - c) Proof of withdrawal of money from the bank;
  - d) Original receipt of the costs to repair the item along with the price of the original purchase;
  - e) In any case, the original receipt must be registered to the name and address of the insured party, along with the date and price of purchase;
  - f) The declaration of loss or replacement request for administrative documents such as ones released from local consular officials;
  - g) Travel advice provided by the federal department for foreign affairs (DFAE) regarding risk destinations must be observed by the insured party, especially in regards to the precautions to take.
  - h) The insured party must make **EVASAN** aware of any damaged items if they are entitled to compensation;
  - i) Proof of property or valuation by an insurance company (which was enlisted prior to the incident) if the items are lost, stolen or damaged;
  - j) Report of inconsistent damage, transport or check-in ticket in the event of luggage being lost, misplaced or damaged;
  - k) Damage report with detailed and numbered inventory;
  - l) Witness reports;
  - m) Copy of the claim in writing presented to the hotelier, depository or transport provider about the affected item;
  - n) Original receipt of acquisition of the affected item which includes the date and price; Receipt of foreign exchange transaction for the acquisition of foreign items.

2. If the insured party retrieves all or part of his stolen or lost items, they must inform EVASAN immediately, regardless of when this takes place:
3. If the items are retrieved before the compensation is paid, the insured party must take possession of these items and EVASAN will compensate the damage if there is any.
4. If the items are retrieved after the compensation is paid, the insured party can decide if he would like to keep them and refund the compensation to EVASAN, minus the damage or loss. The insured party will have 15 days to make this choice. After this time, EVASAN will assume that the insured party has opted to neglect.
5. Affected goods that are refunded by EVASAN become the property of EVASAN.

## 10 ADMINISTRATIVE ARRANGEMENTS

### 10.1 CALCULATING TIME LIMITS

1. The deadline which is set per day does not include the day which it starts from.
2. The deadline which is set per month or per year expires at midnight of the corresponding calendar day which it starts from; If there is not a corresponding date the next month, the period will expire the last day of the month.

### 10.2 COMMUNICATIONS AND NOTIFICATIONS

1. Notifications sent to the insurer must be also sent in writing.
2. Agents, brokers and other insurance intermediaries are not able to receive these notifications, which are considered as not received from the insurance provider.
3. If the policyholder or the insured party does not inform the EVASAN contract administrator of the contract of a change in address, a declaration of intention is sufficient for validity from the contracting party, as long as it is sent from to the last address registered for the policyholder or insured party. This declaration takes effect from the date which it is addressed, reaching the contractual party if there has not been any address change.

### 10.3 INSURANCE PREMIUMS AND REFUNDS

1. Collecting payment for the insurance premiums by the insurer is an essential element of the contract, regardless of the method of payment.
2. Insurance premiums can be paid in advance and are billed from the date that the coverage takes effect.
3. In any case, the first premium must be paid at the latest the day the policyholder or insured party is given the insurance policy.
4. Compensation for insurance premiums due with insurance claims is forbidden.
5. Failure to pay for the insurance premium by the expiry date will automatically pass the insurance premium to the debtor, without that the insurer will only give him formal notice.
6. If EVASAN renounces or defers the contract, their obligation to provide compensation is reinstated for all new claims for which the debtor would have paid for all of the insurance premiums specified until this date as well as, the basis of evidence, fees for giving notice (failing this evidence, the insurer can bill at an administrative fee.)
7. The insurance coverage takes effect at 12:00 AM on the day following the date of reception by EVASAN (or by the person who got permission from the insurer to this purpose) of the total insurance premiums due. However, there is no obligation to provide compensation if the contracted party only pay for the insurance premiums on the date he knows of or thinks that a claim is a possibility.
8. The insurance premium cannot be refunded.

## 10.4 MODIFICATION OF THE INSURANCE CONDITIONS

1. In the event of a change in the insurance premium, the policyholder can terminate the contract in the conditions governing the termination;
  - a) The invalidity or cancellation of certain conditions by an administrative or legal body;
  - b) A change or repeal in law or rules on which the insurance contract was settled on;
  - c) A change in legislation, in administrative practises or of legal practice which has an effect on the terms, interpretation or validity of the contract or of certain of its provisions.
  - d) The new conditions will be brought to the attention of the insurance policyholder at least two months before the date at which the change will take effect, to urgent cases, events of major force or of imperative legal, administrative or judicial cases.
2. In the event of the insurance contract not being cancelled by the insurance policyholder, the new conditions will be assumed to have been accepted.
3. The insurer reserves the right to change, at any time, without any notice, the wording of certain contractual conditions when their adoption is to correct typographical errors or obvious mistakes, to clarify or remove uncertainty around a point which is already covered in the text, or to improve the conditions for the insured party exclusively.

## 10.5 SAFEGUARD CLAUSE

1. The invalidity of a clause which features on the present insurance conditions does not put into question the validity of other clauses.
2. In order to replace the invalid clause, the insurer will introduce a reasonable clause, which is as close as possible, to the greatest possible and lawful degree, of the initial intention of the parties.

## 11 FINAL CLAUSES

### 11.1 INSURANCE CONTRACT DURATION

1. The insurance contract is agreed for a maximum duration of one year.
2. Provided that the insurance contract is not cancelled by the parties, the insurance contract can be renewed from year to year.
3. The insurance contract will start running from the day (at 12:00 AM) after the date outlined in the insurance policy and will close twelve months after.

### 11.2 TERMINATION OF THE INSURANCE CONTRACT

1. Each party has the right to cancel the contract by sending a registered letter to the other party to cancel the annual insurance contract and/or to seek an automatic renewal with 3 months' written notice from the expiry date of their current annual contract.
2. In the event of an increase in the insurance premium or a change in the insurance conditions, the policyholder could terminate the contract, by sending a registered letter to the contract administrator or the insurer, in one month's notice following his notification of the changes, and his cancellation will take effect the date that the announced changes will take effect.
3. Under the condition of the legal or contractual clauses stipulating the invalidity, retroactive termination, immediate termination or insurance contract termination in another time frame, the commission of a non-intentional mistake by the insured party and/or the policyholder is allowed by the insurer in the following conditions:

- a) Cancelling the insurance contract within a month, after having noticed the mistake;
  - b) Requesting a change in the insurance contract within a month after having noticed the mistake, with the change taking retroactive effect from the date when they discovered the defect. In a case where the contracting party declines a change to the proposed contract or if they don't accept it within 14 days following its reception, the insurer reserves the right to cancel the contract within 14 days.
4. If, within the framework of insurance contracts which cover several insured parties, the conditions for cancellation are not allowed for a number of people in the party, cancellation be carried out by the people mentioned on the contract.
  5. If the policyholder cancels the collective insurance contract in its entirety, or cancels it for only a number of people, they must, under the pain of possible invalidity of the cancellation, prove that the relevant insured parties are aware of the change and accept it. If certain insured parties concerned who have been subject to a cancelled contract, request for a renewal, they can renew the contract they were in, by sending a registered letter to EVASAN within 2 months of receiving a notification of the cancellation by the policyholder.
  6. The collective insurance policy is automatically cancelled in the event of death, insolvency or bankruptcy of the policyholder. The insured parties however have the right to seek renewal of the insurance contract in the conditions outlined in paragraph 5 above, within 2 months from the date of death, insolvency or bankruptcy of the policyholder.

### 11.3 CONCILIATION AND APPLICABLE LAW

1. The insurance contract is bound by the present INSURANCE CONDITIONS SPECIFIC TO 'TRAVEL AIRBAG' COVERAGE as well as the specific conditions which apply to ancillary coverage which feature in the collective contract taken by the insurance policyholder, such that, it is adapted to the needs of the insured party where appropriate (additional CPA). In addition to the above provisions, Swiss law on the insurance contract (LCA) is applied in a suppletive manner.
2. Before engaging in any legal or arbitrary procedure linked to the contract and the INSURANCE CONDITIONS SPECIFIC TO 'TRAVEL AIRBAG' COVERAGE, each party must engage with each other in writing to try to reach an amicable solution, in the 10 days following the start of the dispute.
3. In the event of failure of the attempt to reconcile, the insurer will organise internal, free opposition proceedings for the insured party. Opening the latter does not suspend any legal or contractual deadlines.
4. If there is still a chance of reconciliation between the two parties, in written agreement, an arbitration procedure involving one or three arbitrators.
5. In the event of legal proceedings, the place of jurisdiction shall be subject to the application of international treaties. (a) Those who are resident of Switzerland of one of the parties when the action is brought against the insured party; (b) Those who are at the home of the defendant when the intended action is being taken by the insurer. If applicable, we reserve the right to impose the provisions specific to the Lugano Convention on 16th September 1988.
6. Swiss tribunals have the jurisdiction in disputes concerning the interpretation or execution of the present contract. The application of mandatory, conventional, legal provisions is always required.
7. In the event of divergences between the different linguistic versions of the INSURANCE CONDITIONS SPECIFIC TO 'TRAVEL AIRBAG' COVERAGE, the French version is the legally valid binding version.

## 12 ENTRY INTO FORCE

The present INSURANCE CONDITIONS SPECIFIC TO 'TRAVEL AIRBAG' COVERAGE will be effective from 01.11.2017 removing any right to previous insurance conditions covering the same product.

### 'TRAVEL AIRBAG' TABLE OF COVERAGE

The amounts outlined in the table below are the maximum amounts of compensation available per person per year.

INSURANCE CONDITIONS		Maximum amount of compensation and deductibles (€) per insured party per year
<b>BEFORE THE TRIP</b>		
<b>A</b>	<b>ASSISTANCE</b>	
1	Useful information	Actual cost
<b>B</b>	<b>CANCELLATION OF TRIP</b>	
1	Due to an accident or death	Up to 5,000 EUR per person and 20,000 EUR per event
2	In the event of illness and all other justified causes Deductible	Up to 5,000 EUR per person and 20,000 EUR per event <i>min. 20% of compensation - min. 100 EUR/ per person</i>
<b>DURING TRIP</b>		
<b>C</b>	<b>INSURANCE ASSISTANCE</b>	
1	Medical evacuation and medical repatriation	250,000 EUR. *
2	Medical costs abroad Dental emergency Deductible	100,000 EUR. ** 250 EUR. 25 EUR.
3	Search and rescue fees for sea and mountains	20,000 EUR.
4	Medical support	Actual cost
5	Remote medical advice	Actual cost
6	Advice from local specialist doctors	Actual cost
7	Medicine supply	Actual cost
8	Provision of a plane ticket for the next of kin of the insured party,	Return ticket + Taxi

9	Travel for next of kin in the event of hospitalisation (greater than 7 days)	Return ticket + 100 EUR per night (Maximum 7 days)
10	Repatriation of human remains + Fees for first preservation	15,000 EUR.
11	Funeral costs	5,000 EUR.
12	Repatriation of the rest of the insured party or of accompanying person	2 Return tickets + Taxi
13	Extending stay (after the planned return date)	150 EUR/ per night (Max. 3 days)
14	Early return in the event of hospitalisation or death of a family member  In the event of an attack  In the event of professional replacement,	Return ticket  Return ticket  Return ticket
15	Accompaniment for insured minors	Return ticket
16	Trip interruption	2,000 EUR pro-rata per person  With a limit of 10,000 EUR. per event
17	Plane delay  Deductible	250 EUR. per person and maximum 1,000 EUR per event  6 hours
18	Sending urgent messages	Actual cost
<b>D</b>	<b>LUGGAGE AND PERSONAL BELONGINGS***</b>	
1	Delay in luggage delivery  Deductible	500 EUR per person  12 hours

<b>2</b>	Theft, breakage, loss during transit by the transport provider	2,000 EUR per person
	Maximum per item	75 EUR.
	- High value items, total sum	250 EUR.
	- Personal money	500 EUR.
	- in cash	250 EUR.
	- in cash, less than 16 years old	100 EUR.
	Deductible	12 hours

### INFORMATION

The coverage as above (excluding cancellation) are applicable only during the duration of the corresponding services during the effective duration of the trip, with a maximum of 92 days from the departure date.

**The phrase 'All other justified causes' refers exclusively to cancellation insurance.**

\* with an aggregated maximum limit of 1,000,000 EUR per year.

\*\* with an aggregated maximum limit of 200,000 EUR per year.

\*\*\* with an aggregated maximum limit of 5,000 EUR per year. of which 1,000 EUR for valuable items.

