

Gasthof Kohlern - Colle, Bolzano

Occasionally, something can happen before the start of a trip. With our cancellation insurance you are financially covered. Should a booked stay at a hotel be delayed, or even not taken up or prematurely broken off, cancellation charges can be redeemed in accordance with EU standards. In order to save you any expenses in such cases, we recommend you take out this trip cancellation insurance, with which you are covered by the EUROPÄISCHE.

INSURED REASONS FOR CANCELLATION AND TERMINATION OF THE JOURNEY

1. * Unexpected serious illness of the insured guest. A pregnancy determined after the journey has been booked ist also recognised as a reason for inability to travel;
 2. * Serious accident or death of the insured guest;
 3. * Death, serious accident or unexpected serious illness of a family member (spouse or live-in partner parents, grandparents, step-parents, parents-in-law, siblings, children, step-children, children-in-law, grandchildren);
 4. Significant damage to the guest's property at his place of residence due to a natural event (e.g. fire) or criminal damage caused by a third party necessitating his presence;
 5. Job loss through no fault of the guest due to termination of employment by the guest's employer;
 6. A call to basic military or civilian service on condition that the competent authority will not accept the booked journey as reason for postponing the call;
 7. Submitting an application for divorce prior to the commencement of a joint journey by the partners in marriage;
 8. Failing to pass a graduation examination immediately prior to an insured journey booked before the examination was held;
 9. The unexpected receipt of a court summons on condition that the competent court will not accept the journey booked by the guest as a reason to postpone the summons.
- * Medical events leading to insurance claims must be confirmed in writing by the attending physician. Pleas note: existing medical conditions (but see Seciton 4, Point2 ERV-RVB Hotellerie 2005) are only insured if they unexpectedly become acute.

STEPS TO DO THE INSURANCE

1. You have to fill out the block "Insurance Contract"
2. You have to send this form by fax at Hogast Italien - no. **Fax +39 0471 978118**;
3. You have to transfer the "premium" to the account number indicated;
4. You will not receive a confirmation from us for the insurance contract, only effective is your payment bill with the confirme of the faxmessage.

Insurance Contract

Maximum duration of stay is 31 days.

Please note that the maximum insurable travel cost (maximum insured amount) is limited to € 3.500,- per person and € 7.500,- per booking.

Name of persons insured:

no. Persons _____ date of stay - of _____ to _____

Insurance premium

Teh insurance premium is 5% of the cost of the booked journey.

cost of journey: _____ € premium (5%) _____ €

WIRE TRANSFER



Cassa Centrale Raiffeisen - Bolzano
ABI 03493 - CAB 11600 - c/c 000300023833

IBAN IT19 T 03493 11600 000300023833
Swift - BIC RZSBIT2B

Please do return only this page! (+39 0471 978118)

WHICH EVENTS ARE COVERED BY THE INSURANCE ?

- 1. Cancellation cover if you are unable to make the trip:** Cancellation fee reimbursement if you are unable to make the trip up to the value of the journey booked (without excess)
- 2. Termination of your journey:** Reimbursement of the booked but unused part of the arrangement up to the value of the journey booked (without excess)
- 3. Delayed commencement of your booked stay:**
 - a. If the journey to your holiday location is delayed through no fault of your own (e.g. car break-down): reimbursement of costs incurred en route for overnight board and lodging - up to 20% of the value of booked trip, max. 365,-
 - b. Due to a natural event on location (avalanche, landslide, etc.): reimbursement of costs incurred for overnight board and lodging due to closed roads - up to 20% of the value of the booked trip, max. 365,-
- 4. If you have to extend your stay involuntarily:**

Due to accident, illness or a natural event: reimbursement of additional costs incurred on location (incl. Meals) - up to 50% of the value of the booked trip, max. € 2.000.-
- 5. Search and rescue costs:** In case of distress at sea or in the mountains (including helicopter rescue) - up to € 7.500,-

WHO IS COVERED BY INSURANCE ?

These events are covered for the insured person, insured members of their family, and a maximum of three other insured persons partaking in the journey as long as the trip was booked collectively. The following persons are considered to be family members: the insured person's spouse (or live-in partner) children (step-children, children-in-law, an grandchildren), parents (step-parents, parents-in-law, an grandparents), and siblings.

WHEN DOES INSURANCE COVER START ?

The insurance cover will be valid only after the payment accomplished. Conclusion of insurance coverage must occur simultaneously with either the booking or down payment (whenever the booking does not occur until down payment has been received). Insurance coverage will not begin until 10 days after conclusion if conclusion occurs at a later date.

WHAT SHOULD YOU DO IN CASE OF A CLAIM ?

In case of claim you will not have to pay costs. Steps after a case of claim:

- 1. Cancellation:** Immediately inform your host (hotel, guesthouse).

If you cancel for health reasons we also require a detailed medical certificate from your attending physician to be submitted simultaneously. Request the medical certificate to your host (hotel, guesthouse). You can also download it from the website from Hogast (Phone +39 0471 975040) from <http://www.hogast.it/Dokumente/medicalcertificate.pdf>. The medical certificate must be sent by fax at the EUROPÄISCHE (Augasse 5-7 in AT 1090 Vienna, Fax. +43/1/3199367222).
- 2. Premature termination:** Should you terminate your holiday prematurely due to illness or accident we will require an appropriate medical certificate issued by the attending physician **at your holiday location!**
- 3. Delayed begin of the booked stay and unscheduled termination:** Please submit the receipts for the costs you incurred for board and lodging together with confirmation of the reason (doctor's certificate, official confirmation of road closure or accident or break-down) etc. to ERV
- 4. Search and rescue costs:** In case of a claim please inform the EUROPÄISCHE immediately by telephone or fax stating the details of the event. The EUROPÄISCHE will settle the costs directly with the search and rescue company on site.

YOU HAVE DIFFERENT QUESTIONS ?

The EUROPÄISCHE terms and conditions of insurance policies of the hotel industry (ERV-RVB Hotellerie 2005) form the contractual basis of this agreement. You can request a copy from www.europaeische.at or from the EUROPÄISCHE insurance company. Each insurance sum represents the maximum amount payable by the insurer. The insurance contract is subject to Austrian law. By paying the insurance premium the insured person declares agreement with the expressed provisions and insurance terms and conditions. The disbursement for the claim will be effected directly to hogast. Hogast will pass the payment to the hotel.

Insurer: Europäische Reiseversicherung AG, A-1090 Vienna, Augasse 5-7. Registered office: Vienna (commercial register: HG Wien, FN 55418y, DVR-Nr. 0490083). Address of the financial market authority/insurance regulation: Praterstraße 23, 1020 Vienna.

YOU HAVE DIFFERENT QUESTIONS ?

For further details and information please contact:

Europäische Reiseversicherung AG, A-1090 Vienna, Augasse 5-7, Tel. +43/1/317 25 00

Service Office: Veronika Frank Tel.+43/1/3172500390 - Claims department: Ulrike Naschenweng Tel.+43/1/3172500222

www.europaeische.at - info@europaeische.at

For questions regarding the payment of the premium, please contact: info@hogast.it or Tel. +39/0471/975040

PRIVACY

Information provided in accordance with the Legislative Decree no. 196 of 30.06.2003 "Italian Data Protection Code"

In compliance with Article 13 of the Legislative Decree No. 196 of 30 June 2003, we hereby MAKE KNOWN that the general personal data which have been collected within the scope of travel cancellation insurance at hand by our cooperative Hogast Italy are processed exclusively for the purpose of handling and administrating the insurance services and, for the same reason, are subsequently forwarded to the EUROPÄISCHE as well as to the respective hotel booked. Our cooperative guarantees within the scope of the statutory provisions that personal data is processed with due regard to the basic rights and liberties as well as the dignity of the data subjects with particular confidentiality, personal identity and the right to protection of personal data. We would like to point out that the complete information regarding the data processing at hand as well as the rights of the person involved can be accessed on our website.