

Cancel for any reason and Cancel for a reason Trip/event cancellation Insurance

“Ultra” plan from Revolut

Insurance product information document

This insurance is provided by Wakam and administered by Qover on behalf of Wakam. Wakam, both manufacturers of the product registered office is at 120-122, rue Réaumur, 75002 Paris (France) and whose VAT number is FR 59562117085. Non-life insurance company approved by the Autorité de Contrôle Prudentiel et de Résolution (ACPR), 4 Place de Budapest, 75009 PARIS, under number 4020259.

wakam

Qover

This document provides a summary of the main coverage and exclusions. Complete precontractual and contractual information about this product is provided in the policy terms and conditions (e.g. regarding data protection).

What is this type of insurance?

This is a trip/booking/ticket cancellation insurance (class II, group 16 as per the annex to the Act on insurance and reinsurance activity dated 11 September 2015). Subject to the exclusions and limitations contained in the policy terms and conditions, it provides the reimbursement of the cost of trip/event tickets or bookings for unforeseen covered circumstances. All covers are only for tickets/bookings purchased with your Ultra Plan.



What is insured?

This policy pays benefits in accordance with the policy wording for trips/events purchased on your Revolut account while being on an Ultra Plan as a result of the following, provided cancellation occurs:

- up to the moment of the trip/event

Trip cancellation – listed reasons

- Up to €5,000 for any occurrence and in the aggregate in a 12-month period beginning on later of the date when you purchased Ultra Plan or the master policy effective date.
- Minimum value of the booking/ticket must be €51.
- Deductible: €50.

The cost of a trip tickets/bookings will be reimbursed if you are unable to attend a trip for one of the following sudden and unexpected reasons:

- ✓ Injury and/or serious sickness of you, your trip companion, or family member.
- ✓ Death of you, your trip companion, your family member or your service animal.
- ✓ Quarantine before your trip for you or your trip companion.
- ✓ You or your trip companion are forbidden, due to health issues identified by a medical practitioner, to be immunized whereas this is required for the trip.
- ✓ If you or your trip companion are laid off or terminated by your or your trip companion current employer after your trip booking date.
- ✓ If you or your trip companion accept, after the trip booking date, a new permanent paid job for which your presence at work is mandatory during the trip date.
- ✓ If you, your spouse or your trip companion are relocated by at least 150kms, after the trip booking date, due to a business reason from your, your spouse or your trip companion current employer.
- ✓ If you, your trip companion or a family member working in the army are reassigned or change personal leave status.
- ✓ If you or your trip companion is in a traffic accident on the departure date.
- ✓ If you or your trip companion are called for attending an adoption.
- ✓ Theft of your trip documentation.
- ✓ Serious damage to your primary residence.



- ✓ Natural disaster or adverse weather resulting in the impossibility of transport to go to the trip.
- ✓ If you or your trip companion act as a first responder due to an accident or emergency at the trip's date.

Trip/Event cancellation – any reasons

- Up to €2,500 for any occurrence and up to €5,000 in the aggregate limit in a 12-month period beginning on later of the date when you purchased Ultra Plan or the master policy effective date.
- Minimum value of the booking/ticket must be €25.
- Deductible: 30% on the booking/ticket value not already reimbursed to you by other means.
- ✓ Trip/event bookings/tickets will be reimbursed if you cancel your event for a sudden and unexpected reason, not listed above in the “Trip cancellation – listed reasons” section, and for which you were unaware of at the time it was purchased.



What is not insured?

All Coverages

- ✗ Bookings/tickets not purchased with your Revolut account while on the Ultra Plan or not purchased one day prior to your upgrade to your Ultra Plan (see in T&Cs).
- ✗ Bookings/tickets which were purchased from a non-commercial seller, for business purpose or which had owner previously (resale).
- ✗ Booking/tickets which do not show trip/event date.

Trip Cancellation – listed reasons

- ✗ Any injury or serious sickness (diagnosed and/or treated at the purchase of the booking/ticket), any other condition or set of circumstances known to you at the time of the booking's or ticket's purchase.
- ✗ Any claims where the service provider or event organiser offers a voucher or a reimbursement.
- ✗ Cancellation of the trip/event itself.



Are there any restrictions on cover?

All Coverages (non exhaustive list, just an extract. For the exhaustive list of coverages, please refer to the insurance policy terms and conditions)

- ! The modifiable or refundable part of the transport fees as well as the airport taxes, Visa costs, booking costs;
- ! Any event cancelled by the provider, retailer or organizer or for which a refund is offered;
- ! Liquidation or bankruptcy of the performer, artist, company promoting or organising the event, their agents or any person acting for you.
- ! Your event carrier bookings/tickets do not show event date(s).
- ! Any claim based upon: War (declared or undeclared) or acts of war; Civil disorder or unrest, riots, popular movements; Nuclear reaction, radiation, or radioactive contamination; Natural disaster, Air, water, or other pollution, or the threat of a pollutant release, including thermal, biological, and chemical pollution or contamination; Political risk; Cyber risk; Terrorist events or their threats.
- ! Failure or delay of public transport caused by industrial action or strike, which was announced or began 24 hours before you left home or where you could have reasonably made other travel arrangements;
- ! Legal acts or official recommendations of any government or public authority;
- ! Quarantine or other similar precautionary measures which limit the freedom of movement, placed by by the local and/or national authorities of the country of origin on a whole population or segment of it, a geographical area, building or vessel or their parts or based on to, from, or through where the person is travelling or participating to the trip/event.
- ! Trip bookings/tickets you have purchased for business purposes.
- ! Acts committed with the intent to cause loss.
- ! An act of gross negligence by you or your trip companion;
- ! The consequences of criminal proceedings to which the insured is subject, or any illegal act;
- ! Your injury or serious sickness occurs as a result of you being under the influence of alcohol (which involves either of the following: blood alcohol content exceeding 0.5 ‰ or effecting in concentration exceeding such level, or breath alcohol content exceeding 0.25 mg per 1 dm³ of exhaled air or effecting in concentration exceeding such level)) or drugs within the meaning of article 4 item 11a), item 25), item 26) and item 27) of the Act on combating drug addiction dated 29 July 2005 in the version in force at the effective date of the master policy.
- ! Your intentional self-harm or if you attempt or commit suicide.

Trip Cancellation – listed reasons (non exhaustive list. For the exhaustive list of coverages, please refer to the insurance policy terms and conditions)

- ! Any injury or serious sickness (diagnosed and/or treated at the purchase of the booking/ticket), any other condition or set of circumstances known to you at the time of the booking's or ticket's purchase.
- ! Complication-free pregnancy or childbirth; Fertility treatments or elective abortion;
- ! Spa treatment, aesthetical treatment and their consequences;
- ! Consequences linked to a depressive state, psychic, nervous, mental serious sicknesses leading to hospitalization;
- ! You intend to receive health care or medical treatment of any kind while on your trip;
- ! Injury or serious sickness which did not require treatment by a medical practitioner.
- ! Your voluntary disinclination to attend the trip.
- ! Participating in or training or trials for any professional or semi-professional sporting competition, for any amateur sporting competition while on your trip; Participating in extreme, high-risk sports and activities.



Where am I covered?

- ✓ Trips/events occurring worldwide except in countries under sanctions (see chapter "Economic and Trade sanctions" of the Terms and Conditions).



What are my obligations?

During the period of insurance

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

In the event of a cancellation

- You must notify all relevant travel suppliers as soon as you become aware of the need to cancel.
- If you notify your travel suppliers more than 2 days after the circumstances that led to the cancellation, and receive a smaller refund as a result, the difference will not be covered. This does not apply if a serious illness, injury, death or medical condition prevented you from notifying the travel suppliers within that time.

In the event of a claim

- You must notify us no later than:
 - Up to 30 days after the trip/event;
 - or as soon as reasonably possible in case of a serious sickness, injury, or medical condition, preventing you from doing it: go to your Hub on the Revolut app and fill in the claim form.
- For "Trip cancellation – listed reasons" coverage, you must provide proof of the eligible cancellation reasons; for "Trip/Event cancellation – any reasons", please feel free to give us any information which may help us to manage your claim.

For general enquiries

- Call +32 2 808 96 39
- Email us at contact@qover.com
- Web: www.qover.com



When and how do I pay?

The insurance is provided under a group insurance policy that Revolut holds with Wakam for the benefit of its Account Holders. There is no additional charge or premium for this insurance.



When does the cover start and end?

You are entitled to cover under the general terms and conditions of insurance from the moment you activate the Ultra Plan, or from the day immediately preceding the activation of the Ultra Plan if you have changed your subscription from a lower version to the Ultra Plan, as long as you meet the conditions for cover set out in point 3 of the general terms and conditions of insurance. You may resign from the insurance cover under the general terms and conditions of insurance for any reason with a notice period of 7 days. To cancel your insurance cover you must contact the administrator. If your account expires or if you change your Ultra plan to a lower plan, your policy will automatically lapse (i.e. the insurance cover will lapse on the expiry date of your account or on the date you change your Ultra plan to a lower plan, respectively).

You will also be eligible for cover if you upgrade from a free, Plus, Premium or Metal plan to an Ultra plan within 1 day of the trip/event purchased, provided it was purchased using your Revolut account.

Cancellation of your account or downgrading your Ultra plan triggers automatic cancellation of the policy (i.e. the insurance coverage expires, respectively, on the date of the account expiry or on the date of the downgrading your Ultra plan).



How do I cancel the contract?

- You may resign from the insurance cover under this policy Terms and Conditions for any reason whatsoever with 7 days' notice. To resign please contact the administrator. Cancellation of your account or downgrading your Ultra plan triggers automatic cancellation of the policy. Find out how to cancel your account at <https://www.revolut.com/legal/terms/>.