

# Cancel for any reasons and Cancel for reasons Trip/event cancellation Insurance



## “Ultra” plan from Revolut

### Insurance product information document

This insurance is provided by Wakam and administered by Qover, both manufacturers of the product. Wakam UK Limited is a company registered in England and Wales with company number 14778827, having its registered office at 18th & 19th Floors 100 Bishopsgate, London, United Kingdom, EC2N 4AG. Authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority under Firm Reference Number 995565.



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

## What is this type of insurance?

This is a trip/event cancellation insurance. It reimburses the cost of trip/event tickets or bookings for unforeseen covered circumstances. All covers are only valid if not excluded in the policy. All covers are only for purchases made on your Revolut account while on the 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 the anniversary of your Ultra Plan.
- Minimum value of the booking/ticket must be £51.
- Deductible: £50.

Trip will be reimbursed if you are unable to attend a trip for one of the following sudden and unexpected reasons:

- ✓ Death, serious injury, sickness of you, your trip companion, or family member.
- ✓ Quarantine before your trip for you or your trip companion.
- ✓ You or your trip companion are forbidden, from a medical point of view, to be immunized whereas this is required for the trip.
- ✓ If you or your trip companion are laid off or your employment is terminated by your current company 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 current company.
- ✓ If you, your trip companion or a family member working in the armed forces 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 (ticket, identity papers...).



- ✓ 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 acting as a first responder are called in for duty due to an accident or emergency to provide help or relief 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 the anniversary of your Ultra Plan.
- 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 will be reimbursed if you cancel your trip/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

- ✗ Any claims which would result in breaches of UN resolutions or trade or economic sanctions or other laws of the EU, UK or USA.
- ✗ 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 (except if you were holding a Metal plan – see in T&Cs).

#### Trip Cancellation – listed reasons

- ✗ Any illness or accident, any other condition or set of circumstances known to you at the time of the ticket's purchase, which could reasonably have been expected to give rise to you needing to cancel such ticket.
- ✗ Any claims where the service provider or event organiser offers a voucher or a reimbursement.
- ✗ Cancellation of the event itself.



## Are there any restrictions on cover?

### All Coverages (non exhaustive list, just an extract)

- ! 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 (for example a flight being cancelled by the airline company) 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;
- ! Acts, travel alerts/bulletins, prohibitions, orders or advices by any government or public authority;
- ! Situations of infectious risk as well as their consequences in an epidemic or pandemic context subject to quarantine or measures prevention or specific monitoring by the local and/or national health authorities of the country of origin.
- ! 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;
- ! The use or abuse of alcohol or drugs, or any related physical symptoms.
- ! Your intentional self-harm or if you attempt or commit suicide.

### Trip Cancellation – listed reasons (non exhaustive list)

- ! Any serious sickness or accident, condition or set of circumstances known by you at the purchase of the trip, where such condition or set of circumstances could reasonably have been expected to give rise to cancellation of such event.
- ! Normal, 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 sicknesses leading to hospitalization;
- ! You intend to receive health care or medical treatment of any kind while on your trip;
- ! Any injury or sickness which did not require treatment by a certified medical practitioner.
- ! Your 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 supply at your own expense any information, evidence and receipts we reasonably require.
- 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.
  - 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 +44 330 8280798
- Email us at [contact@qover.com](mailto:contact@qover.com)
- Web: [www.qover.com](http://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?

The cover starts minimum 3 days after the purchase date made on your Revolut account while being on an Ultra Plan. It covers eligible bookings you make with your account, subject to insurance policy terms and conditions.

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.

The cover ends when cancelling your Revolut account or unsubscribing to the Ultra Plan.



## How do I cancel the contract?

- You may cancel this insurance by cancelling your account or by downgrading to another plan. Find out how to cancel your account at <https://www.revolut.com/legal/terms/>.