

Benefits

Trip cancellation	
1. Cancellation costs if trip not started (incl. booking charges)	up to the selected travel price extended reasons for cancellation
2. Reimbursement of excess of an included cancellation insurance	
For journeys which have been booked before insurance has been taken out, cover for benefits 1 and 2 does not start until the 10th day after the policy has been taken out (except in cases of accident, death or act of God).	
Trip interruption	
3. Reimbursement of booked and unused travel services	up to the selected travel price
4. Additional return journey costs	
24 hour emergency service and immediate assistance worldwide yes	
The contractual basis are the EUROPÄISCHE travel insurance conditions ERV-RVB 2013.	

Cover applies in respect of one trip. The contractual basis are the EUROPÄISCHE travel insurance conditions ERV-RVB 2013, which can be found on the following pages. Details on the extended reasons for cancellation can be found in the Special section for Cancellation+Cover at the end of the conditions. All insurance benefits are subsidiary. Upon payment of the premium the policy-holder declares his agreement to the provisions as stated and to the conditions of insurance.

Insurer: Europäische Reiseversicherung AG, Kratochwjlestraße 4, A-1220 Vienna. Phone +43/1/317 25 00-73930, Fax +43/1/319 93 67. E-mail: info@europaeische.at, www.europaeische.at
 Seat in Vienna. Commercial register HG Wien FN 55418y, DVR-Nr. 0490083. The company belongs to the Group of Assicurazioni Generali S.p.A., Trieste, which is registered in the register of insurance groups of IVASS under no. 026. Supervisory authority: FMA Financial Market Authority, Department: Insurance Supervision, Otto-Wagner-Platz 5, A-1090 Vienna.

Emergency number 24 hours a day
Phone +43/1/50 444 00

Premiums

for one trip worldwide

	Travel price up to	Premium
Single/ more than one person	€ 100	€ 12
	€ 200	€ 19
	€ 300	€ 29
	€ 400	€ 35
	€ 500	€ 43
	€ 750	€ 63
	€ 1,000	€ 77
	€ 1,500	€ 114
	€ 2,000	€ 151
	€ 2,500	€ 190
€ 3,000	€ 227	
€ 4,000	€ 304	
€ 5,000	€ 379	
€ 6,000	€ 455	
€ 7,000	€ 529	
€ 8,000	€ 603	
€ 9,000	€ 680	
€ 10,000	€ 756	

If you are taking out Cancellation+Cover for more than one person travelling together, please select the premium for the total travel price for all persons.

Please note that the maximum sum insured for trip cancellation per person is € 10,000 and per booking/event insured against € 40,000. Higher sums are only valid if approved in writing by Europäische.

Insured reasons for Trip cancellation / Trip interruption

Trip cancellation/interruption reasons are the following events, if these result in your being unexpectedly unable to commence your journey or having to break it off:

- unexpectedly occurring serious illness, serious physical injury caused by an accident, adverse reactions to a vaccination or death;
- loosening of implanted joints;
- unexpectedly occurring serious illness, serious physical injury caused by an accident or death (including suicide) of a family member, making your presence absolutely necessary;
- pregnancy, if determined after the policy has been taken out, or serious complications of pregnancy up to and including the 35th week of pregnancy;
- serious damage to your property at the place of residence as a result of acts of God (e.g. flood, storm), fire, burst water pipes or criminal act of a third party, making your presence absolutely necessary;
- loss of job without fault, as a result of notice of termination issued by the employer;
- call-up to basic military service or alternative civilian service;
- submission of an action for divorce to the competent court or, in the case of registered life partnerships, the submission of a petition for dissolution before the trip to be taken jointly by the married couple/civil partners;
- dissolution of the relationship of two partners living together (who have had the same registered address for at least 6 months) by the giving up of the joint residence immediately before the trip to be undertaken jointly by the partners concerned;
- failure to pass the school-leaving certificate examination, or a similar final examination for a course of school education lasting at least 3 years;
- receipt of an unexpected judicial summons.

Cancellation+Cover: extended reasons for cancellation

For the Cancellation+Cover the following trip cancellation and interruption reasons are covered additionally:

- fracture or technical defect of prostheses;
- organ transplant as donor or recipient;
- unexpectedly occurring serious illness, serious physical injury caused by an accident or death of the person who has been entrusted with the care of family members who are of minority age or in need of care, making the presence at the place of residence absolutely necessary;
- unexpectedly occurring serious illness, serious physical injury caused by an accident or death of the employee or colleague in the same company who is deputising for the insured for the duration of the trip, making the presence at the place of residence absolutely necessary;
- resignation of the employee or colleague in the same company who is deputising for the insured, making the presence at the place of residence necessary;
- dissolution of life partnership (existing for at least six months, not necessarily living at the same address) before the insured joint trip of the partners affected (an affidavit must be provided by the affected partners);
- abduction or disappearance of a family member;
- criminal act involving threat or use of force against the insured person;
- significant financial damage (valued at over € 5,000) as a result of a crime against property (theft, damage to property etc.) or accident within one month prior to the start of the trip;
- theft of travel tickets, passport or driver's licence, if these are needed for the trip;
- damage or theft of the private vehicle of the insured, with which the trip is to have been undertaken;
- traffic accident involving the private vehicle of the insured on the direct way to the railway station/airport/port;
- unexpectedly occurring serious illness, serious physical injury caused by an accident or death of a dog, cat or horse (pets) whose permanent owner is the insured person, making the presence absolutely necessary for the care;
- neighbourly assistance by the insured in the event of a disaster;
- disaster aid as a member of the fire service or rescue service;
- calling to a military exercise of the Federal Army;
- unforeseen taking up of a new employment relationship if the insured trip takes part in the first six months of the new professional activity;
- failure to pass an examination at a school/university, if the repeat exam is unexpectedly held in the trip period;
- non advancement of a pupil to the next school grade in case of class trips;
- failure in a final examination class of an educational course of at least 3 years' duration immediately before the insured trip;
- cancellation of a wedding which was the reason for the trip (a maximum of € 40,000 is reimbursed for each cancelled wedding);
- short-time work of the insured person on the basis of economic difficulties which are not seasonally determined in the business in which the insured person is employed;
- unforeseeable rejection of the visa of the insured person which is necessary for the trip, for which the insured person is not to blame;
- adoption of a child of minority age by the insured person;
- unexpected incapacity of the insured person to perform sports if, as a result, he is not able to participate in booked sports activities which were the main reason for the trip.

Restrictions on cover provided

No cover is provided, for example, if the reason for trip cancellation or interruption already existed or was foreseeable.

What has to be done if an event insured against occurs?

In an **emergency**, please telephone our **24 hour emergency number** immediately:
+43/1/50 444 00

Please notify other events insured against as quickly as possible, by:

- **Fax** on +43/1/319 93 67-73930
- **Post** to Europäische Reiseversicherung AG
Service Center
Kratochwilestraße 4
A-1220 Vienna
- **E-mail** to schaden@europaeische.at
- **Online Claim Report** at www.europaeische.at

If you have any **queries** please call our Service Center:

Monday to Friday 08:00 to 18:00
Phone +43/1/317 25 00-73930

Claim forms can be requested by telephone, fax, post or e-mail, or can be downloaded from our website.

Trip cancellation: If you are unable to commence your journey, please cancel immediately at the place where you made your booking (e.g. travel agency) and at the same time inform the Europäische Service Center (by fax, letter, e-mail or Online Claim Report).

Please give the following information: your first name and surname, your address, your intended date of travel, the date of cancellation and the reason for cancelling, your booking confirmation and your proof of insurance.

In the event of sickness/accident please have a detailed medical certificate or accident report made out, using the claim form. Enclose the sickness notification sent to your social insurance company and the confirmation concerning medicines prescribed.

Trip interruption: In the event of sickness/accident please have a detailed medical certificate/accident report made out at the place where you have been staying.

If you require assistance in the organisation of your return journey, please call immediately using the emergency number.

Europäische Reiseversicherung AG
Kratochwilestraße 4, A-1220 Wien



Mag. Wolfgang Lackner



Mag. (FH) Andreas Sturmlechner

EUROPÄISCHE travel insurance conditions ERV-RVB 2013

Extract for Cancellation+Cover

Please note, that only those parts shall apply which correspond to the scope of benefits of your insurance package. The advantages of the "Plus" insurance package are set out in the Special section for the Cancellation+Cover at the end of the insurance conditions.

General section

Article 1 Who is insured?

Insured persons are the persons specifically named in the proof of insurance.
[...]

Article 2 Where does the insurance cover apply?

1. The insurance cover applies in the agreed local area of application.
[...]

Article 3 When does the insurance cover apply?

1. The insurance cover shall apply to one journey [...].
2. The insurance cover begins with the leaving of the town of residence or of second residence or of the place of work, and ends with the return to such place or the prior expiry of the insurance. Journeys between the aforementioned places are not covered by the insurance. The insurance cover for trip cancellation benefits shall commence upon conclusion of the insurance (in the case of conclusion by means of bank payment form, on the day after payment has been made, at 0.00 hrs.) and shall end upon the start of the trip.
3. The conclusion of more immediately consecutive insurances shall be deemed to be a uniform continuous insurance period and is only permissible upon previous agreement with the insurer.

Article 4 When does the insurance have to be taken out?

1. Insurance must be taken out before the start of the journey.
2. For journeys which have been booked before insurance has been taken out, cover for trip cancellation benefits does not start until the 10th day following conclusion of insurance (except in cases of accident, death or act of God as described in Art. 14).
3. It is not possible to prolong the insurance protection after the start of the journey.

Article 5 When does the premium have to be paid?

The premium shall be paid upon conclusion of the insurance agreement.

Article 6 What is not insured (exclusions)?

1. No cover is provided in respect of events which
 - 1.1. are caused deliberately or with gross negligence by the insured person; [...] Deliberateness is also equivalent to an act or omission which must be expected to cause the damage with probability, the risk of which is however accepted;
 - 1.2. occur in the context of participation in navy, military or air force services or operations;
 - 1.3. are caused by any effect of atomic, biological or chemical weapons (ABC weapons);
 - 1.4. are connected with war, civil war, war-like conditions or internal unrest or which occur on journeys which have been undertaken in spite of travel warnings issued by the Austrian Foreign Ministry. If the insured person is unexpectedly overtaken by any of these events during the insured trip, cover applies until immediate departure, and as a maximum until the 14th day after the start of the event in question. In any event no cover applies in respect of active participation in war, civil war, war-like conditions and internal unrest;
 - 1.5. occur as a result of violence on the occasion of public gatherings or demonstrations if the insured person actively takes part therein;
 - 1.6. occur in the context of the committing or attempted committing by the insured person of actions which are punishable by the courts, and in respect of which malicious intent is a constituent element of the offence;
 - 1.7. are caused by strike;
 - 1.8. are caused by the suicide or attempted suicide of the insured person;
 - 1.9. occur in the context of participation in expeditions, or at altitudes of over 5,000 m above sea level;
 - 1.10. are caused as a result of official orders;
 - 1.11. occur when the insured person is exposed to an increased risk of accident as a result of physical work, working with machinery, handling substances which are corrosive, poisonous, highly flammable, explosive or hazardous to health (not applicable in respect of trip cancellation). Normal activities in the context of a period of residence as an au pair and in the hospitality and hotel industry are insured in all cases;
 - 1.12. are caused by the influence of ionising radiation within the meaning of the Radiation Protection Act as amended, or by nuclear energy;
 - 1.13. are suffered by the insured person as a result of a considerable impairment of his psychological and physical state due to alcohol, addictive drugs or medicaments;
 - 1.14. result from the use of paragliders and hang-gliders (not applicable in respect of trip cancellation);
 - 1.15. arise in the context of participation as driver, co-driver or passenger of a motor vehicle in the context of driving events, including the training and qualifying trips associated therewith, in the context of which the main focus is on travelling a prescribed distance in the fastest possible time, or dealing with obstacles or difficult terrain, or in the context of motorised journeys on racing tracks (not applicable in respect of trip cancellation);
 - 1.16. arise in the context of undertaking professional sports including training (this does not apply in respect of trip cancellation);
 - 1.17. occur in the course of participation in provincial, federal or international sports competitions and in official training for such events (not applicable in respect of trip cancellation);
 - 1.18. arise in the context of diving, if the insured person does not have any internationally valid authorisation for the depth in question except in the context of participation in a diving course with authorised diving instructors. In any event no cover is provided in the context of dives to a depth of more than 40 m (not applicable in respect of trip cancellation);
 - 1.19. occur in the context of the exercise of an extreme sport (not applicable in respect of trip cancellation).

2. No cover applies insofar as and for as long as such cover is opposed by economic, commercial or financial sanctions or embargos of the European Union or the Republic of Austria which are directly applicable to the contracting parties. This applies also in respect of economic, commercial or financial sanctions or embargos which are imposed by other countries, insofar as this is not opposed by European or Austrian legal requirements.
3. Alongside these general exclusions from insurance protection, specific exclusions are regulated in Articles 15 [...].

Article 7 What do the sums insured mean?

1. The insured amount in each case constitutes the maximum payment by the insurer for all insured events before and during the insured trip.
2. [...]
3. In the event of the conclusion of two or more insurances whose respective insurance periods overlap each other, the insured sum is not multiplied.

Article 8 What obligations have to be observed to maintain the insurance cover (duties)?

1. The following are defined as obligations which, if violated, will release the insurer from payment pursuant to § 6 of the Austrian Insurance Contracts Act [VersVG]: The insured person must
 - 1.1. as far as possible avoid events insured against, keep any losses to a minimum, avoid unnecessary costs and follow any instructions given by the insurer;
 - 1.2. immediately inform the insurer about the event insured against;
 - 1.3. provide the insurer with full information about the damaging event and the amount of the loss;
 - 1.4. as far as possible contribute to the determination of the facts, truthfully issue all expedient information to the insurer, and permit any reasonable investigation into the cause and the amount of the obligation to pay, in particular empower and authorise the authorities, doctors, hospitals, social and private insurers concerned with the event insured against to issue information;
 - 1.5. ensure that compensation claims against third parties are submitted in due form and in a timely manner, and if necessary assign such claims to the insurer up to the amount of the compensation paid;
 - 1.6. in the event that damage has occurred in the safekeeping of a transport company or accommodation enterprise, notify these immediately (observing the limited periods for notification) following the discovery of the damage, and demand a certificate of damage;
 - 1.7. in the event that damage has been caused by criminal acts, immediately notify the competent local security service, precisely describing the circumstances and stating the extent of the damage, and have a certificate of the notification made out;
 - 1.8. hand over to the insurer, in the original, any evidence documenting the cause and amount of the obligation to pay, such as police reports, confirmations by airlines, doctors' and hospital certificates and invoices, proofs of purchase etc.
2. In addition to these general obligations, special obligations are set out in Articles 16 [...].

Article 9 How do declarations have to be made?

All declarations and information provided by the policyholder, the insured person, or other third parties in connection with the insurance contract require the written form in order to be valid (in writing, but without signature). The declarations and information must be received by the recipient, and must be capable of being permanently preserved by the recipient (by printing out or storage, as in the case of fax or email, but not SMS messages), and the identity of the person making the declaration must be clearly evident from the text. Written declarations and information (with signature) are of course also valid, but verbal declarations and information are invalid.

Article 10 What applies in the event of entitlements from other insurance policies (subsidiarity)?

All insurance benefits are subsidiary. Insofar as compensation can be claimed in the insured event from other private or social insurances, the latter payment obligations take precedence. This applies even if subordinated liability has been agreed in any of these insurance contracts. The entitlements of the insured person are not affected or impaired by this. If the insured person reports the insured event to the insurer, the insurer will make advance payment and settle the claim on a conditional basis.

Article 11 When is the compensation due?

The compensation payment is due upon completion of the investigations necessary in order to determine the insured event and the extent of the benefit to be paid by the insurer. However, the compensation payment becomes due irrespective thereof if the policyholder, following the expiry of two months since request for a cash payment, demands an explanation from the insurer as to why it has not yet been possible to complete the investigations, and the insurer does not comply with this demand within one month.

If the duty of payment has only been established in terms of its basis, the entitled party can demand advance payments up to the minimum amount payable by the insurer on the basis of the nature of the case.

Article 12 When can insurance claims be assigned or pledged?

Insurance claims can only be assigned or pledged if they have been finally determined in terms of reason and amount.

Article 13 What law is applicable?

Austrian law applies insofar as is legally permissible.

Special section

A: Trip cancellation and trip interruption

Article 14

What is insured?

- The subject matter of the insurance is the journey booked at the time of the conclusion of the insurance. The following provisions related to the journey shall also apply mutatis mutandis to rented property.
- An insured event shall be if the insured person cannot commence or has to break off the trip for one of the following reasons
 - unexpectedly occurring serious illness, serious physical injury caused by an accident, adverse reactions to a vaccination or death of the insured person, if that necessarily results in incapacity to take the booked trip (in the context of psychological complaints, only if hospital treatment is provided on an inpatient basis or treatment is provided by a psychiatric specialist);
 - loosening of implanted joints in the insured person, if this necessarily results in incapacity to take the booked trip;
 - pregnancy of the insured person, if the pregnancy is only determined after the policy has been taken out. If the pregnancy has already been determined before the policy has been taken out, the cancellation costs shall only be covered if a premature birth occurs up to and including the 35th week of pregnancy, or severe pregnancy complications (medical certificate necessary) occur;
 - unexpected serious illness, serious physical injury caused by an accident or death (including suicide) of a family member or another person in a close personal relationship with the insured person (this person must be specifically named to the insurer in written form when the policy is taken out; per insured person only one closely related person may be named), making the presence of the insured person absolutely necessary;
 - serious damage to the property of the insured person at his place of residence as a result of acts of God (flood, storm etc.), fire, burst water pipes or the criminal act of a third party, making his presence absolutely necessary;
 - loss of job without fault, as a result of notice of termination issued by the employer to the insured person;
 - call-up of the insured person to basic military service or alternative civilian service, provided that the competent authority does not recognise the booked journey as a reason for postponing the call-up;
 - submission of an action for divorce (the corresponding application for separation by mutual agreement) to the competent court before the insured trip to be undertaken jointly by the spouses concerned;
 - in the case of registered life partnerships, the submission of a petition for dissolution (in the case of amicable separation, the corresponding application) before the insured trip to be taken jointly by the partners concerned;
 - dissolution of the relationship of two partners living together (who have had the same registered address for at least six months) by the giving up of the joint residence before the insured trip to be undertaken jointly by the partners concerned;
 - failure to pass the school-leaving certificate examination, or a similar final examination for a course of school education lasting at least three years, by the insured person immediately before the date of an insured trip booked before the examination;
 - receipt of an unexpected judicial summons of the insured person, provided that the competent court does not accept the journey booking as a reason for postponing the summons.
- The insured event shall apply to the insured person concerned, that person's co-travelling family members with equivalent insurance, and additionally per event for a maximum of six further co-travelling persons with equivalent insurance. Any person who is similarly insured for such events with Europäische Reiseversicherung AG Wien is deemed to have equivalent insurance.
- Family members shall be the spouse (or registered life partner or live-in partner in a joint household), the children (stepchildren, children-in-law, grandchildren, foster children, adopted children), the parents (step parents, parents-in-law, grandparents, foster parents, adoptive parents), the siblings, stepsiblings and brothers-in-law and sisters-in-law of the insured person; in the case of registered life partner or live-in partner in a joint household also their children, parents and siblings.

Article 15

What is not insured (exclusions)?

No cover is provided if

- the reason for the trip cancellation already existed or was foreseeable at the time of the conclusion of the insurance or the reason for the trip interruption already existed or was foreseeable at the start of the journey;
- the reason for cancellation or curtailment is connected with an existing illness or consequence of an accident which has been treated
 - on an outpatient basis in the last six months or
 - on an inpatient basis in the last nine months before the policy is taken out (in the event of trip cancellation) or before the trip is started (in the event of trip interruption) (excluding check up examinations);
- the travel company withdraws from the travel agreement;
- the specialist doctor/medical examiner (see Art. 16, Sec. 5.) instructed by the insurer does not confirm the incapacity to travel;
- the reason for trip cancellation is connected with a pandemic or epidemic.

Article 16

What obligations have to be observed to maintain the insurance cover (duties)?

The following are defined as obligations which, if violated, will release the insurer from payment pursuant to § 6 of the Austrian Insurance Contracts Act [VersVG]:

The insured person must

- upon the occurrence of the reason for cancellation insured against, immediately cancel the trip, in order to keep the cancellation costs to a minimum;
- report the event insured against to the insurer immediately, stating the reason for cancellation/interruption;
- in the event of sickness or accident, have a corresponding confirmation made out immediately by the doctor providing treatments (in the case of interruption, the local doctor);
- immediately send the following documents to the insurer:
 - proof of insurance;
 - for trip cancellation: cancellation costs invoice and claim form completed in full;
 - booking confirmation
 - unused or rebooked travel documents (e.g. flight tickets);
 - documents concerning the event insured against (e.g. mother/child pass, call-up order, petition for divorce, school leaving certificate, death certificate)
 - in the event of sickness or accident: detailed medical certificate or accident report (in the case of mental illness, this confirmation should be provided by a psychiatric specialist), sickness notification sent to your social insurance company and confirmation of medicines prescribed;
- at the insurer's request, allow himself/herself to be examined by a doctor designated by the insurer.

Article 17

How much is the compensation?

The insurer shall refund up to the agreed insured sum

- in the event of cancellation of the journey, the cancellation costs that were contractually due by the time of the occurrence of the insured event, and any official charges that the insured person can prove that he has paid for the grant of a visa. Booking fees are reimbursed up to the following amounts, if these if these are listed in the scope of benefits for the product, were invoiced on the date on which the trip was booked, are stated separately on the booking confirmation, and have been taken into account in the amount of the selected sum insured:
 - flight tickets: maximum € 70 for price up to € 700 (above that amount, a maximum of 10 % of the price);
 - package holiday, rail, hotel, ferries, hire cars, etc.: maximum € 25 per person or maximum € 50 per booking/family.Cancellation handling charges are reimbursed within the agreed insured sum up to the following amounts, if these have been agreed in writing when the trip was booked: maximum € 25 per person or maximum € 50 per booking/family;
- in the event of cancellation of a travel arrangement with included cancellation insurance, the excess up to a maximum of 20 % of the cancellation charges;
- in the event of trip interruption,
 - the paid but unused parts of the insured trip (excluding the return ticket);
 - the additional travel costs incurred by the premature return. This includes the costs incurred through the unusability or only partial usability of booked return tickets or other travel documents. For the refund of return travel costs, the type and class of the means of transport shall be based on the quality booked.No reimbursement is paid for gun fees and hunting licences in the context of hunting trips.

[...]

Special section for "Plus" insurance package Cancellation+Cover ("Stomo+Schutz")

The following additions apply in respect of the "Cancellation+Cover" insurance package:

General part

In respect of the "Cancellation+Cover" insurance package, the upper limit in Art. 6, Sec. 1.9. is raised to 6,000 metres and is therefore worded as follows: "No cover is provided in respect of events that occur in the context of participation in expeditions, or at altitudes of over 6,000 m above sea level".

A: Trip cancellation and trip interruption

In respect of the "Cancellation+Cover" insurance package (trip cancellation and trip interruption), the following additions also apply:

Art. 14, Sec. 2.:

An insured event shall be if the insured person cannot commence or has to break off the trip for one of the following reasons:

- fracture or technical defect of prostheses of the insured person, if this necessarily results in incapacity to undertake the booked trip;
- organ transplant of the insured person as donor or recipient;
- unexpected serious illness, serious physical injury caused by an accident or death of
 - an additional person in a close personal relationship (this person must be specifically named to the insurer in written form when the policy is taken out; consequently, a total of two closely related persons may be named per insured person),
 - the person who has been entrusted, in place of the insured person and for the duration of the trip, with the care of family members who are of minority age or in need of care, and who are not co-travellers, if as a result the provision of such care is not possible,
 - the employee or colleague in the same company who is deputising for the insured for the duration of the trip, making the presence of the insured person at the place of residence absolutely necessary;
- resignation of the employee or colleague in the same company who is deputising for the insured person for the duration of the trip, as a result of which the presence of the insured person at the home town or city is urgently necessary;
- dissolution of life partnership (existing for at least six months, not necessarily living at the same address) before the insured joint trip of the partners affected (an affidavit must be provided by the affected partners);
- abduction or disappearance of a family member of the insured person (police notification necessary);
- criminal act involving threat or use of force against the insured person;
- significant financial damage (valued at over € 5,000) to the property of the insured person as a result of a crime against property (theft, damage to property etc.) or accident within one month prior to the start of the trip;
- theft of travel tickets, passport (with sufficient validity for the booked trip) or driver's licence (for self-drive trips) of the insured person, if these are needed for the trip and replacements cannot be procured in time;
- damage caused by third parties or by an accident (not breakdown) or theft of the private vehicle, with which the trip is to have been undertaken, if the trip cannot be undertaken as planned as a result (repair not possible in time);
- traffic accident involving the private vehicle on the direct way to the railway station/airport/port, if the booked regular departure for the insured trip is missed as a result;
- unexpected serious illness, serious physical injury caused by an accident or death of a dog, cat or horse (pets) whose permanent owner is the insured person, making the presence of the insured person absolutely necessary for the care of the pet;
- necessary neighbourly assistance by the insured person in the event of a disaster (flood, landslide, accumulation of flood debris, avalanche, earthquake, snow pressure, hurricane, landslide);
- necessary disaster aid by the insured person as a member of the fire service or rescue service;
- calling of the insured person to a military exercise of the Federal Army, provided the trip booking is not accepted as a reason for non participation;
- unforeseen taking up of a new employment relationship by the insured person, if the insured trip takes part in the first six months of the new professional activity; employment relationship designates an employment relationship between the employee and the employer which is subject to payment of social insurance contributions and is governed by an employment contract. Cover is provided in respect of employment relationships that are subject to payment of social insurance contributions and where the working week is at least 15 hours, envisaged for a period of at least one year;
- necessary repetition by the insured person of a failed examination at a school/university, if the repeat exam is unexpectedly held in the trip period or within 14 days of the planned end of the trip, and the trip has been booked before the date of the examination which has not been passed;
- non advancement of a pupil to the next school grade, if the trip in question is a class trip;

- 2.31. failure in a final examination class of an educational course of at least 3 years' duration by the insured person, immediately before the travel date for the insured trip;
 - 2.32. cancellation of a wedding which was the reason for the insured person's trip. If several insurance contracts are affected by the cancellation, a maximum of € 40,000 is reimbursed for each cancelled wedding;
 - 2.33. short-time work of the insured person on the basis of economic difficulties which are not seasonally determined in the business in which the insured person is employed if, as a result, the normal gross salary is reduced by at least 35% for a period of at least three successive months;
 - 2.34. unforeseeable rejection of the insured person's visa which is necessary for the trip, for which the insured person is not to blame;
 - 2.35. adoption of a child of minority age by the insured person;
 - 2.36. unexpected incapacity of the insured person to perform sports, due to illness or accident, if as a result he cannot participate in booked sports activities which were the main reason for the trip;
 - 2.37. a personal reason, which must be a specific event which is independent of the insured person. This must be notified to the insurer in written form at the time the insurance is taken out. One personal reason can be stated per insured person.
- Art. 15, Sec. 2. is not applicable.

The following applies in addition:

Art. 15, Sec. 16.:

No cover is provided if:

- 6. the personal reason pursuant to Art. 14, Sec. 2.37. is also connected with
 - 6.1. disinclination to travel;
 - 6.2. bad weather or insufficient snow at the destination;
 - 6.3. multiple bookings and bookings with overlapping travel times;
 - 6.4. non-attainment of the contractually agreed minimum number of participants;
 - 6.5. insolvency of the travel organiser or contracting partner;
 - 6.6. acts of God;
 - 6.7. flight delays;
 - 6.8. non-participation of individual players/athletes/artists in major events.

[...]

Please note: The official text is the German version of the Austrian Insurance Contracts Act the „Versicherungsvertragsgesetz“. Any discrepancies or differences created in the translation are not binding and have no legal effect for compliance or enforcement purposes.

Annex

Extract from the Austrian Insurance Contracts Act [VersVG]

§ 6. (1) If it is provided in the contract that in the event of the violation of an obligation towards the insurer which has to be fulfilled before the occurrence of the insured event, the insurer is to be released from the obligation to make payment, the agreed legal consequence does not arise if the violation is to be regarded as non-culpable. The insurer can terminate the contract without notice within one month from the time when knowledge of the violation is obtained, unless the violation is to be regarded as non-culpable. If the insurer does not terminate the contract within one month, the insurer cannot plead release from payment as agreed.

(1a) In the event of the violation of an obligation which is intended to maintain the equivalence between risk and premium upon which the insurance contract is based, the agreed release from payment also only arises in the ratio in which the agreed premium falls short of the premium as provided in the tariff in respect of the increased risk. In the event of the violation of obligations in regard to mere communications and notifications which do not have any influence on the insurer's assessment of the risk, release from payment only arises if the obligation in question has been intentionally violated.

(2) If an obligation is violated which the policyholder has to fulfil vis-à-vis the insurer in order to reduce the risk or to prevent an increase in the risk (irrespective of the applicability of 1a), the insurer cannot plead release from payment as agreed if the violation has no influence on the occurrence of the insured event, or insofar as it has not had any influence on the scope of the payment the insurer is obliged to pay.

(3) If the release from payment is agreed in respect of the event of a violation of an obligation which has to be fulfilled vis-à-vis the insurer after the occurrence of the insured event, the agreed legal consequence does not arise if the violation is not based either on malicious intent or gross negligence. If the obligation is not violated with the intention of influencing the insurer's duty to pay or of adversely affecting the determination of such circumstances as are evidently significant as far as the insurer's duty to pay is concerned, the insurer remains obliged to make payment insofar as the violation has not had any influence on either the determination of the insured event or the determination or scope of the payment the insurer is obliged to make.

(4) Any agreement pursuant to which the insurer shall be entitled to withdraw from the contract in the event of the violation of an obligation is invalid.

(5) The insurer can only derive rights from the negligent violation of an agreed obligation if the policyholder has previously received the insurance conditions or another document in which the obligation is communicated.