



Do you need to cancel your ski trip?

Cancellation cover allows you to obtain reimbursement of your trip in the event that you are no longer able to leave (illness, accident, change to your leave by your employer, etc.) but also in the event of lack of snow.

Are the costs of rescue on the ski slopes covered?

The costs of rescue on the ski slopes can be very high (around €400 for a stretcher and €800 for a helicopter). We take care of these costs, so you don't have to pay in advance, which could affect your holiday budget!

What if you have a skiing accident and incur medical expenses?

We will reimburse you for the medical expenses that remain payable by you after intervention by social security agencies and any other insurance institutions.

What if your ski equipment is stolen or damaged?

In the event of breakage or theft of your ski equipment, whether personal or hired, we will reimburse you up to €800.

What if you lose your ski pass?

If your ski pass is lost or stolen, we will reimburse you up to €300, so you can continue to enjoy your skiing!

What if you have an accident and need to be repatriated?

We will arrange and pay the cost of your repatriation and that of any insured members of your family.

What if you have an accident and cannot use your skiing activities and lessons?

In the event of an accident, hospitalisation, repatriation, early return, etc., we will pay you compensation proportional to the number of days that your pass, activities or ski lessons are unused.

If you need to contact our support team:

you can call us 24 hours a day, 7 days a week:

From France on: 01 42 99 02 02 or

Deaf and hard-of-hearing access (24/7): <https://accessibilite.votreassistance.fr>.

You will be given a claim number immediately and you should provide:

- your policy number, which you will find in your confirmation email
- the address and telephone number where you can be contacted.

If you would like to initiate cancellation:

In order to expedite the claim and streamline processing of the file, we recommend submitting the claim on the following website:
<https://indemnisation.allianz-travel.fr>

A confidential access code will mean the Insured Person can track progress of the claim 24/7.

When the file is opened, the insured person will be asked to provide their policy number, which can be found in their confirmation email.

Details of the types of cover from which you will benefit can be found in the General Terms and Conditions.