



### **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 (and up to 300€ in case of hired equipment).

### **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:**

The VYV IA Assistance Centre is available 24/7 by phone: 00 33 5 18 27 01 26 or by mail: [ops@vyv-ia.com](mailto:ops@vyv-ia.com)

ASSISTANCE CONTRACT NUMBER: CGE23\_129-03CB\_2311\_FAV1

You will be given a claim number immediately. Remind it systematically in all subsequent dealings with our Assistance center.

To enable us to intervene in the best possible conditions, you will be asked to provide the following information when you call:

- Your policy number,
- Your full name,
- Your home address,
- The country, town or city you are calling from and the exact address (number, street, hotel, etc.),
- The phone number on which we can reach you,
- The nature of your problem.

### **For any insurance loss: Cancellation, Interruption of stay, Impossible Return, Sports and leisure liability, Damage and theft of ski equipment, Search and rescue costs:**

Please report your loss online at : <https://claims-travel.sam-assurance.com>

INSURANCE POLICY NUMBER: 01051392