

Frequently Asked Questions

Here we show you the most frequent doubts about the insurance included in your reservation. We have done our best to solve them in a short and simple way.

General inquiries

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General inquiries

Do I have to confirm my travel insurance?

It will be done automatically.

When will I receive my insurance information?

You will receive an email with the information of your travel assistance policy on the same day of arrival day.

**You can check conditions in the confirmation of your booking*

Whom does the insurance cover?

The insurance covers the person who makes the reservation and the accompanying persons.

VERY IMPORTANT! For your companions to be fully covered it is essential that you add them to your reservation on the website <https://app.flexmyroom.com/en/> or else we will have no way of identifying them.

If you are making a booking for a third person, you will also have to do this step so that they are identified.

How long do I have to claim my insurance?

If you need to make any claims, the first thing you must do is inform the insurance company. Once you have notified the insurance company, you will have up to 2 years to present the supporting documentation.

Travel Assistance Insurance

You will be covered during your stay at the hotel from the moment you check in until the moment you check out.

What are the coverages of my travel assistance insurance?

This insurance offers the following coverages:

RISKS COVERED	AMOUNTS INSURED PER PERSON
1. MEDICAL ASSISTANCE	
1.1. Medical expenses outside of the country of the Usual Place of Residence	€150,000
1.2. Medical expenses within the country of the Usual Place of Residence	€6,000
1.3. Dental Expenses	€300
1.4. Transfer to a hospital in the event of emergency	Included
1.5. Extension of hotel stay, due to Sickness or Accident (maximum 14 days)	€75/day
1.6. Dispatch of a doctor	Included
1.7. Medical counselling by telephone	Included
1.8. Medical transfer of the sick and injured - Where not arranged by Us	Included €3,000

1.9. Return of insured Companions to the place of residence (included in the same booking)	Included
1.10. Accompaniment of minors and dependants	Included
1.11. Extension of hotel stay for Companion "in situ" (maximum 10 days)	€300/day
1.12. Relocation of Companion "in situ" (maximum 10 days)	€20/day
1.13. Relocation of a person to accompany the hospitalised Insured Person	Included
1.14. Lodging expenses of a person to accompany the hospitalised Insured Person (maximum 10 days)	€300/day
1.15. Lodging expenses of Companion at a clinic (maximum 10 days)	€100/day
1.16. Transfer of mortal remains - Where not arranged by Us	Included €3,000
1.17. Escort of mortal remains (maximum 10 days)	€100/day
2. CURTAILMENT OF STAY	
2.1. Curtailment of Stay	€500
3. TRAVEL ASSISTANCE SERVICES	
3.1. Communications expenses	Included

If an unforeseen event occurs during my stay at the hotel and I have to leave early, how is the process of requesting a refund for the holidays not enjoyed?

Europ Assistance will reimburse the expenses corresponding to the unused days of your stay in the tourist accommodation, up to a limit of €500.

Steps to follow:

1. **Request the invoice for the unused nights from the hotel.**
2. **Contact the insurer providing your insurance reference through the website:**
<https://ea.eclaims.europ-assistance.com>
 - You will need to provide the document proving the booking of the accommodation.
 - If you need help with this process, call **+34 91 514 99 60**.

How does the medical assistance work?

To use the medical assistance, you must contact the assistance center at **+34 91 514 99 60** so they can instruct you on how to proceed and which medical center or hospital to go to.

Where can I find all the information related to my travel insurance?

You can read the full information [here](#)