

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.

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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?

In the event 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?

The following amounts indicate the maximum reimbursement by the Insurer.

Medical and health care	up to 30,000€
Dental expenses	up to 250€
Repatriation or transportation of injured or ill parties	The totality of its cost
Repatriation or transportation of other Insured Parties	The totality of its cost
Travel for a relative or companion in case of hospitalization	The totality of its cost
Travel expenses	The totality of its cost
Accommodation expenses for a relative or companion who must travel, in case of hospitalization	up to 500 € (50€ x 10 days)
Accommodation expenses for a relative or companion who does not need to travel, in case of hospitalization	up to 1,500 € (150€ x 10 days)
Convalescence in hotel	up to 1,500 € (150€ x 10 days)
Repatriation or transportation of a deceased Insured Party	The totality of its cost
Early return due to the death of a relative	The totality of its cost
Early return due to the hospitalization of a relative	The totality of its cost
Early return due to serious incident in the Insured Party's home or work premises	The totality of its cost
Loss of services contracted and not enjoyed because of hospitalization	up to 500€
Professional driver	The totality of its cost
Telephone Medical Consultation	INCLUDED
Refund of holidays not enjoyed	up to 3,000€

Covid-19 is considered as a illness covered by the policy

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?

We indicate you the **STEPS TO FOLLOW**:

1. Request your invoice for nights not enjoyed at the hotel.
2. Contact the insurance company by email: flexmyroom@arag.es, attaching the hotel bill and the proof of the reason for early departure. You must also indicate the **policy number** together with your personal details (name and surname).
3. The insurance company will contact you as soon as possible after reviewing all the documentation provided. (You will be reimbursed for the holidays not enjoyed as long as you comply with one of the **25 CAUSES** detailed in the [general conditions of the policy](#)).

What does the medical assistance cover?

Up to **30,000€** of the expenses corresponding to the intervention in health establishments required to treat the insurer, sick or injured, provided that such intervention has been carried out in accordance with the insurer's medical team.

How does the medical assistance work?

In case of medical assistance, please contact the assistance center **+34 91 566 15 88**. They will tell you how to proceed and which medical center or hospital to go to. In establishments with which we have an arrangement, the expenses will be covered directly, in all others, you will have to pay the invoice that will be reimbursed to you later.

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

Check the [general travel assistance conditions](#)