

Book on our official website and travel in complete safety for you and your companions.

All of our rates include **Travel Assistance insurance**. Our prepaid Non Refundable and Semi Flexible Rates also includes **Cancellation Insurance**, inviting you to book with full peace of mind. And we include all of this, **absolutely FREE!**

Cancellation Insurance covers up to €6,000 in travel cancellation fees. Includes travel cancellation fees due to a positive COVID-19 test (refer to the cancellation reasons in the [policy's](#) terms and conditions).

Prepaid booking amount will be refunded for justified cancellations through the insurance company ARAG. Prepaid booking amount cannot be refunded if the reason for cancellation does not appear in the general terms and conditions of the policy.
In case of no show, the refund of the prepaid amount is not allowed.

The Travel Assistance insurance covers:

- Medical and health care, up to 30.000€
- Dental expenses, up to 250€
- Repatriation or transportation of injured or ill parties
- Repatriation or transportation of other Insured parties
- Travel for a relative or companion in case of hospitalisation
- Accommodation expenses for a relative or companion who must travel in case hospitalisation, up to 500€ (50 x 10 days)
- Accommodation expenses for a relative or companion who does not need to travel, in case of hospitalisation, 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
- Early return due to the death of a relative
- Early return due to hospitalisation of a relative
- Early return due to serious incident in the Insured Party's home
- Loss of services contracted and not enjoyed because of hospitalisation
- Professional driver
- Telephone Medical Consultation Service
- Refund of holidays not enjoyed, up 3.000€

Prepaid bookings with Non Refundable rate are associated with a **Cancellation Insurance** when the reservation is made, and a **Travel Assistance insurance** starts on the check in day, and the coverage will end on the check out day.

All other reservations (with Flexible rates and direct payment at the hotel) are associated with the **Travel Assistance insurance** that begins at check-in (after paying the booking amount) and ends at check-out.

Customers may modify their reservation up to 24 hours before the arrival date. (As long as this is allowed by the hotel).

- Read the cancellation insurance terms and conditions [here](#)
- Read the travel assistance insurance terms and conditions [here](#)
- FAQs: if you still have any doubts here you can find additional information [here](#)