

# Insurance certificate

## Grupos con actividades Receptivo



Policy number:

Certificate number:

### Travelers data

Name / Document number:

Start trip date:

End trip date:

Purchase date:

Destination:

Duration:

Travelers number:

Destination country: Spain

## App Intermundial

- ✓ Communication and comprehensive
- ✓ Information about your trip in real time



### Instructions to follow in the event



#### Assistance

Get in touch with our 24-hour help centre for any incident during your trip.

**+34915661588**

**+34933001050**



#### Reimbursements

Manage all your reimbursements quickly and easily on the Intermundial App or online claims platform:

**[www.intermundial.com](http://www.intermundial.com)**



#### Customer service

For any changes to your insurance policy, please contact the place where you made the purchase. If you have any questions about guarantees, cover and services, please write to us at

**[info@intermundial.com](mailto:info@intermundial.com)**

Agency ref.:

3.24062

null

## Table of benefits

### Medical assistance

Medical and health care assistance	6.000 €
Dental Expenses	100 €
Repatriation or medical transport of ill or injured persons	Included
Repatriation or transport of companions	Included
Travel by a person in the case of hospitalisation of the insured	Included
Doesn't have translate	500 €
Extension of hotel stay due to medical prescription	770 €
Repatriation or transportation of the deceased Insured	Included
Early return due to death of a family member	Included
Early return due to hospitalization of a family member	Included
Translator services abroad	Included
General Information Service	Included
Advancement of monetary funds	3.000 €
Loss of keys of the usual residence	100 €
Costs of ambulance transport in connection with medical treatment	50 €
Extended stay of the companion in case of medical quarantine of the insured due to COVID-19	770 €
Search and rescue of the insured party	15.000 €

### Luggage guarantees

Material losses	500 €
Search, location and shipping of lost luggage	Included
Delay in the delivery of luggage	100 €
Sending of objects forgotten or stolen during the trip	125 €

### Civil liability

Private civil liability	60.000 €
Civil Responsibility of the educator	60.000 €



ARAG considers Covid-19 as a disease covered by its policy, with the coverage, limits, restrictions and exclusions indicated in both the General Conditions and the Specific Conditions of its insurance.

The coverage of this product is guaranteed by the Arag Insurance Company, whose complete information appears in the General Conditions.

Once the information that has been previously received has been analysed, the contracting of this product supposes the acceptance that it covers the demands and needs of the client.

In order to address and resolve complaints and claims, the Brokerage has a Customer Service department outsourced to Inade, Instituto Atlántico del Seguro, S.L. with address in the town of Vigo, province of Pontevedra, post code 36202, calle La Paz, 2 Bajo. This service has the obligation to resolve such complaints or claims within a maximum period of two months from the date of submission. If said resolution is not to the Client's satisfaction, he/she may contact the complaints service of the DGSFP, being essential to prove that the complaint or claim has been made, in writing, to the Customer Service Department of the Brokerage.