

VERBOND VAN VERZEKERAARS



**Travel and
Cancellation Insurance
Product Overview**

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In the product overview you will find general information on the travel and cancellation insurance. The product overview is a brief summary of a few important elements of the travel and cancellation insurance. Every insurer's [policy conditions](#) can be different. You should therefore always read the [policy conditions](#). If you then still have any questions, you can ask your insurer or insurance consultant for explanation. The [Netherlands Association of Insurers](#) has made rules for how product overviews should be formulated. This product overview conforms to the rules.

Which risks are insured?

With a travel insurance you are insured for [material damage](#) and [personal injury](#) you may suffer while travelling. The amount the insurer pays out for the claim is many times higher than the premium you pay for the insurance. The travel insurer provides assistance in the country where you are on holiday and provides for you to be brought back to the Netherlands if necessary. This insurance is often combined with the cancellation insurance. With the cancellation insurance you are insured for the cancellation costs in the unfortunate event that you are unable to go on holiday or you have to cut your holiday short. This could be because you are not in a fit state to travel yourself or because a member of your family is seriously ill or has died. You will then be refunded (part of) the travel sum. Consult your [policy conditions](#) to check which circumstances constitute a valid reason for cancelling the trip.

What can you expect from an insurer?

When you report a claim to the insurer or insurance consultant, the insurer or insurance consultant will let you know as quickly as possible whether your claim is covered by your insurance. An insurer attempts to settle the claim as quickly as possible.

What are your obligations?

A [premium](#) has to be paid for this insurance. [Insurance tax](#) may be payable on the premium. Sometimes, policy fees may be charged. You must take good care of your possessions during your holiday. If you have a claim, then you must report it as quickly as possible to your insurer or insurance consultant. If something [changes](#) in your situation you should let your insurer or insurance consultant know as soon as possible. You must limit damage and its consequences as far as possible.

On which factors does the level of the premium depend?

A number of aspects are important when the insurer determines the premium. The major aspects are as follows:

- The chosen [insurance area](#).
- The chosen [module](#).
- Number of days holiday.
- Your family situation.
- The travel sum.

What is paid from the premium apart from claims?

The following are also paid from the premium in addition to claims:

- The costs of information for preventing damage.
- Settling claims.
- Investigation by [experts](#).
- [Damage prevention costs](#).
- The insurer's costs. These are, for example, the costs for devising and selling the insurance. Also those for administration and providing clients with information.
- The bank or insurance consultant's costs. If you take out the insurance through a bank or insurance consultant then the insured party generally also pays a sum to the bank or insurance consultant. This sum is referred to as commission.

If you would like more information on <insurer's name>'s insurances, then click here: <link to product descriptions>.

List of key words

Insurance tax	This is the tax the government levies on the premium for non-life insurance. Not all parts of a travel insurance are subject to insurance tax. The cancellation insurance, however, is subject in full to insurance tax. The insurer pays the tax you pay to the Tax Department.
Damage prevention costs	Damage prevention costs are understood to mean those costs incurred immediately at the time of or directly following an event to prevent or reduce the damage.
Insurance area	You can often choose from various types of cover. World coverage, for example, so you are insured in all countries of the world, or just coverage for travelling within Europe. Take a good look at your policy conditions to see which countries you are insured in when you have opted for a particular insurance area.
Experts	Experts can be claims assessors and doctors, for example. Claims assessors are called in to assess and establish damage to objects. Doctors assess and advise on victims' personal injury.
Personal injury	Personal injury is injury to people and damage to their health. You have suffered personal injury if you break a leg or become ill on holiday, for example.
Material Damage	Material damage is damage to objects. This could be damage to your luggage, clothing, camera or camera. Such objects can be stolen, lost or damaged, for example.
Module	When taking out an insurance you can often choose from various modules. You can, for example, insure special activities such as diving and extreme sports, but you can also choose not to do so.
Policy conditions	An insurance is a contract between you and the insurer. The contract is set down in a policy sheet and policy conditions, together also referred to as the policy. The insured risks, their exceptions and other limitations in the coverage are described very precisely in the policy. Other rights and obligations are also set out in the policy. This is therefore an important document for you.
Premium	The premium can be paid monthly, quarterly, every six months or annually. You must pay the premium promptly. If you fail to pay on time, this can lead to you no longer being covered.
Netherlands Association of Insurers	The Netherlands Association of Insurers is an association that represents the interests of private insurers in the Dutch market. The members of the association together represent more than 95 percent of the insurance market.
When does your situation change?	Your situation changes when, for example, you move house (abroad) or when your family situation changes (cohabitation, divorce, children).