

Cancellation Insurance

Information document on the insurance product.

KBC Insurance NV - Belgium - authorised for all branches under code 0014.

Company: KBC Insurance

Product: VAB-Cancellation Insurance Year

The purpose of this information document is to give you an overview of the main coverages and exclusions of this insurance. The document is not personalised according to your specific needs and the information it contains is not exhaustive. For any additional information on the insurance chosen and information regarding your obligations, please consult the pre-contractual information and contractual conditions of this insurance.

What type of insurance is this?

The *VAB Cancellation insurance* is a collective insurance that VAB nv has taken out with KBC Insurance, which you can join at any time. This insurance offers year-round solutions if you have to cancel or interrupt your trip. This contract includes *Cancellation Insurance Europe* as standard. Optionally, you can expand the region to *worldwide* or increase the insurance ceiling.



What is insured?

Cancellation insurance

- ✓ Choice Customer: geographical Europe or Worldwide.
- ✓ Each trip from one overnight stay at home or abroad.
- ✓ Reimbursement of cancellation or trip interruption costs up to € 2,500 per insured person per trip (maximum of € 10,000 per trip per family) following a guaranteed event. Optionally, these amounts can even be doubled;
- ✓ The reimbursement of the not-taken days of your trip because of a trip interruption by illness, accident or repatriation.

Optional insurances:

Extension Cancellation insurance

- Double the ceiling of your Cancellation insurance up to max € 5,000 per insured person per trip and max € 20,000 per trip for all family members combined.



What is not insured?

Cancellation insurance

- ✗ The illness or accident must be sufficiently serious and a reasonable impediment to your holiday;
- ✗ Cancellation of your trip because of injury resulting from an accident or illness for which there had already been a (para)medical treatment prescribed by the attending physician at the time of booking the trip or at the time of subscribing to the insurance contract. This exclusion does not apply if it concerns a condition for which no new medical treatment or medication is required for at least one month prior to booking the trip, and where, according to your treating physician, there is no medical contraindication to making the trip.
- ✗ Preventive or governmental measures due to force majeure situations such as war, terrorism, epidemic, natural disasters, among others.



Are there coverage restrictions?

- ! You must take out the *Cancellation insurance* at least 30 days before the date of departure. If the booking is made less than 30 days before the date of departure, the cancellation insurance may only be taken out on the date that the booking is made;
- ! The guarantee cancellation is limited to travel up to max 120 days continuous stay abroad;
- ! There is a standard reimbursement limit of € 2,500 per trip per person and € 10,000 per trip for all family members combined. You can increase the reimbursement limits subject to the payment of an additional premium;
- ! A trip is understood to be a domestic or foreign trip with at least one booked overnight stay or for which it can be demonstrated by the production of a return ticket that it concerns a stay of at least 2 consecutive days;
- ! Force majeure may be invoked as a valid reason for exclusion from the guarantees.



Where am I covered?

- ✓ The *Cancellation insurance* is valid – depending on the chosen cover – in geographical Europe or worldwide, including in Belgium, as long as there is at least 1 booked overnight stay outside domicile.



What are my obligations?

- When concluding the contract, you must provide us with honest, accurate and complete information about the risk to be insured;
- If, during the term of the contract, there are any changes to the risk for which you are insured, you must notify us;
- You must take all necessary precautions to avoid the occurrence of a claim;
- In the event of a claim, you must report it within the period stipulated in the general terms and conditions and take all reasonable measures to limit the consequences of the claim.



When and how do I pay?

You must pay the premium annually. You will receive an invitation to pay.



When does the cover start and end?

The starting date and duration of the insurance are stated in the special terms and conditions. Guarantees can take effect from the day after payment at the earliest. The agreement lasts for 1 year and is tacitly renewed for consecutive periods of one year, except when one of the parties cancels the contract.



How do I terminate my contract?

You can cancel the insurance contract no later than 2 months before the annual expiry date. According to Article 84 of the Insurance Act, a contract can be cancelled by registered letter delivered to the post office, by bailiff's writ or by delivery of the letter of cancellation against acknowledgement of receipt.

From the second policy year, you can cancel your contract at any time, with effect after 2 months from the day after the registered letter has been submitted, the service or the date of the acknowledgement of receipt. This early cancellation only applies to consumers within the meaning of Article I.1.2° of the Economic Code, namely natural persons acting outside their trade, business, craft or profession.