

## **EXTENSIVE INFORMATION TO CLARIFY THE GROUP TRAVEL INSURANCE POLICY SIGNED BETWEEN PROMOTUR TURISMO CANARIAS S.A. AND AXA SEGUROS GENERALES, S.A. DE SEGUROS Y REASEGUROS.**

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Canary Islands is strengthening its commitment to its visitors for their safety and peace of mind with a **group unnamed insurance policy for foreign and domestic tourists that are visiting the archipelago and any residents of the Canary Islands that are visiting other areas of the islands.**

**Tourists visiting any island in the Canary Islands archipelago for a minimum of 1 night and a maximum of 30 days, staying at regulated tourist establishments, who test positive in a PCR test for COVID-19 during their stay, will be considered insured parties, and also their accompanying relatives, even if the latter do not test positive.**

Including:

- Medical, surgical, pharmaceutical and hospitalisation costs resulting from COVID -19
- Healthcare transport or repatriation of COVID-19 patients or wounded
- Costs of lengthening the insured party's stay at a hotel (including in the event of quarantine or imposed confinement).

The above is without prejudice to other travel assistance guarantees if the insured party tests positive for COVID-19.

**Below is a summary of the general terms and conditions, guarantees of cover and exclusions referred to in the policy.**

### **GENERAL CONDITIONS:**

- 1. Insured Party.** Any passengers visiting the islands or moving between them by plane or boat as a tourist, with their corresponding travel document or ticket, during the period of insurance cover and with a reliable booking at regulated tourist accommodation during that period, will be covered by this policy.
- 2. Tourist.** Person who is travelling away from their usual place of residence for at least 1 night.
- 3. Relatives:** the insured party's relatives will be considered to be their spouse, civil partner or person who lives with them as such; ascendants or descendants to any degree of consanguinity (parents, children, grandparents, grandchildren) of either partner; and, as regards collateral relatives, only the brothers or sisters, non-blood brothers or sisters, brothers and sisters-in-law, sons and daughters-in-law or parents-in-law of either partner.

**4. Territoriality:** these insurance guarantees only cover Canary Islands. The insurance company's obligations end the moment the insured parties return to their usual place of residence.

**This is complementary insurance.** The cover is only activated when the insured party does not hold any other insurance cover that could cover this situation. Any circumstance known to the insured party prior to starting their trip will be excluded.

#### **TRAVEL ASSISTANCE GUARANTEES:**

##### **1. Healthcare transport or repatriation of patients and wounded if they test positive in a PCR test for COVID-19.**

If the insured party has COVID-19, the insurance company will assume liability for:

- a) The cost of ambulance transport to the nearest clinic or hospital.
- b) Preliminary examination by the insurance company's medical team, in consultation with the doctor attending the insured party who is sick or wounded, to determine the appropriate measures for the best treatment to follow and the most suitable means for moving them to the most fitting hospital centre or to their home.
- c) If the insured party is admitted to a hospital centre far from their home, the insurance company will assume the costs of subsequently returning them to their usual place of residence when they are discharged.

The means of transport used will be organised depending on the insured party's symptoms. When required by the seriousness and urgency of the case, they may be repatriated in a special air ambulance if the patient is in Europe or Mediterranean countries. For any other place, they will be moved by regular airlines.

In order to ensure that appropriate assistance is received, the insurance company's medical team will be in contact with the medical centre where the insured party is being treated.

##### **2. Medical, surgical, pharmaceutical and hospitalisation costs if the insured party tests positive in a PCR test for COVID -19..**

The insurance company will assume liability, up to a limit of €4,500 (with an excess of €100), for any incident resulting from the COVID-19 virus that happens to the insured party during their stay on any of the islands in the Canary Islands archipelago.

- a) Medical and surgical fees and costs.
- b) The cost of necessary, prescribed medicines for treating the illness covered by this policy.
- c) Costs of hospitalisation.

In order to ensure that appropriate assistance is received, the insurance company's medical team will be in contact with the medical centre where the insured party is being treated.

### **3. Costs of lengthening the insured party's stay at a hotel if they test positive in a PCR test for COVID-19.**

When guarantee 2—medical costs—applies, the insurance company will assume the costs of prolonging the insured party's stay at a hotel, after hospitalisation and/or under medical prescription, up to a maximum of €5,000 and 15 days per insured party.

### **4. Transport or repatriation of parties who have died of COVID-19.**

The insurance company will be responsible for all paperwork required at the insured party's place of death, due to COVID-19, and their transport or repatriation to the place of their burial in their usual country of residence.

## **GENERAL EXCLUSIONS RELATING TO ALL GUARANTEES :**

- The insurance company's obligations derived from this policy's cover end the moment the insured party returns to their usual place of residence or is admitted to a medical centre 25 km at most from that place.
- Any illness or wounds that occur as a result of any pre-existing, serious or chronic illnesses with a risk of worsening that the insured party has, along with any complications and relapses.
- Births or pregnancies, except for unexpected complications due to COVID-19 during the first seven months.
- With regard to transport and repatriation: costs of burial and funeral.
- If the insured party does not get the recommended vaccinations or medication prior to their trip.
- All resulting costs are excluded from this policy when the trip that is the object of this insurance is a SEA CRUISE.