



TRIPY 4DAYS

INSURANCE CONDITIONS INCLUDING GLOSSARY AND PRIVACY NOTICE

**CAREFULLY READ THE POLICY INFORMATION PACK BEFORE SIGNING
THIS DOCUMENT WAS PREPARED ACCORDING TO THE "SIMPLE AND TRANSPARENT
CONTRACTS" GUIDELINES.**

Travel Insurance Contract

edition 06/2024



Inter Partner Assistance S.A. – Rappresentanza Generale per l'Italia

Compagnia di Assicurazioni e Riassicurazioni – Via Carlo Pesenti, 121 – 00156 Roma – Tel.06/42118.1
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GLOSSARY

House: all the rooms that make up the entire family housing or a building intended for residential purposes where the Insured is residing, as identified in the policy form.

Insured: the individual, mentioned in the policy, whose interests are covered and protected by the insurance.

Insurance: the insurance contract.

Assistance: timely assistance or help, in money or in kind, provided that the Insured person is in difficulties following the occurrence of an accident, organised through the Operations Centre.

Acts of terrorism: Acts in the public domain, including serious forms of unlawful violence against a community (or part of a community) and its property, intended to instil fear in the members of an organised community and/or to destabilise the established order and/or to restrict individual freedoms (including religious freedoms) by means of attacks, kidnappings, hijackings of aircraft, ships, etc., and similar acts, provided that they are likely to endanger the lives of individuals.

Sports Equipment: equipment specifically designed for use in sports.

Luggage: clothing, sporting goods and personal hygiene items, photographic and video equipment and its case, handbag, a backpack that may contain them and which the Insured may take with him/her on the trip.

Natural disasters: tornadoes, hurricanes, earthquakes, volcanic eruptions, flooding, nuclear explosions and other natural disturbances.

Operations Centre: the organisational structure of Inter Partner Assistance SA - Rappresentanza Generale per l'Italia - Via Carlo Pesenti, n. 121 - 00156 Rome - made up of human resources and equipment, available 24 hours of every day of the year, providing telephone contact with the Insured, organising intervention in-situ and to carry out, with costs borne by the Company, any assistance provided for in the Policy.

Travelling companion: the Insured Person who, while not having family ties with the Insured who suffered the incident, is listed on the same journey of the Insured.

Policyholder: the person who takes out the insurance policy. In the case of a natural person, a person of legal age with legal capacity to act.

Destinations:

- **Italy:** the Italian Republic, the Republic of San Marino and the Vatican City State.
- **Europe, Mediterranean area, Australia and Argentina:** the countries of geographical Europe (including Italy and the Russian Federation), the Mediterranean (Algeria, Canary Islands, Cyprus, Egypt, Lebanon, Libya, Madeira, Morocco, Tunisia, Turkey, Israel), Australia and Argentina.
- **Whole world excluding USA, Canada and Mexico:** all countries of the world, excluding USA, Canada and Mexico.
- **Whole world including USA, Canada and Mexico:** all countries of the world including USA, Canada and Mexico.

Day hospital: hospitalisation that does not involve an overnight stay, but is documented by medical records, at an authorised medical facility having beds devoted to hospital use.

Abroad: all countries of the world except Italy.

Event: the occurrence that caused or has given rise, directly or indirectly, to one or more claims.

Relative: the spouse, children, father, mother, brothers, sisters, half-brother, half-sister, grandparents, in-laws, sons-in-law, daughters-in-law, brothers-in-law, uncles, first cousins, nieces and nephews of the Insured, as well as any others living with him/her, provided that they have been duly certified.

Excess: a fixed amount, in absolute number, to be paid by the Insured Person in the event of a claim or claims.

Theft: an offence committed by anyone who takes possession of the personal property of others, in order to gain profit for oneself or others as regulated by articles 624 and 624 bis of the Italian Criminal Code.

Mechanical failure: the sudden and unexpected mechanical or hydraulic, event that puts the vehicle in such a way as to not be able to continue the planned trip or it puts in abnormal or dangerous traffic conditions in terms of safety of the persons or vehicles. The following are considered faults: breaking or perforation of the tire, fuel exhaustion, battery failure, blocking of the theft alarm/immobiliser.

Fire: Free flame combustion of tangible assets outside of appropriate burning point that can expand and propagate by itself

Traffic accident: the accident occurred to the vehicle while moving in traffic, including the impact or the collision with a mobile or stationary obstacle, with other vehicles, identified or not, the overturning or running off the road, even if it is due to the incompetence, neglect and failure to comply with the traffic rules and regulations (as defined by law), such as to cause damage which leads to the immobilisation of the vehicle itself or allow the driving with the risk of aggravating the damage which does allow the independent displacement in normal safety conditions.

Compensation or indemnification: the sum payable by the Company in event of a claim covered by the guarantees of the policy.

Injury: casualty due to fortuitous, violent and external causes that produces objectively noticeable bodily harm, which, as a consequence, result in the death, permanent injury or temporary disability.

Healthcare institution: university hospital, hospital, healthcare facility, day hospital, diagnostic and / or therapeutic clinic, that is duly authorized for diagnosis and treatment. The following are not commonly considered health facilities for diagnosis and care: thermal baths and spas, those that are primarily for dietary purposes, for personal wellness, rehabilitation, convalescence, long-term hospitalisation or stays, facilities for the elderly.

Italy: the Italian Republic, the Republic of San Marino and the Vatican City State.

Illness: any noticeable impairment of health not due to an injury.

Pre-existing illness: illness that is the manifestation or direct result of chronic pathological conditions or those that existed before date trip.

Maximum limit: the maximum amount, established in the Policy, guaranteed by the Company in the event of a claim.

Medicines: are considered to be those listed in the Italian Register of Medicines. The following are not considered to be medicines: parapharmaceutical, homeopathic, cosmetic and dietary products, galenic preparations, etc., even if prescribed by a doctor.

Policy: the document which proves the insurance has been taken out.

Premium: the amount owed by the Policyholder to the Insurer.

Statute of Limitations: the expiry of the time to exercise the same right within the time allowed by law.

Robbery: the theft of movable objects from the owner, with violence or threat to his/her person.

Residence: the place where the insured has established his/her dwelling as indicated on the certificate of residence.

Hospitalization: a stay in a healthcare institution that is duly authorised to provide hospital care, covering at least one overnight stay, or a day hospital.

Deadline: the date the contract expires in all its effects.

Mugging: Stealing things by snatching them out of the hand of or from the person the hands or

Deductible: the part of indemnifiable damage under the terms of the policy, calculated as a percentage, that remains the responsibility of the Insured per claim.

Casualty: the occurrence of the damaging event, in an uncertain future, for which insurance has been given.

Company: INTER PARTNER ASSISTANCE S.A. General Representative for Italy - Via Carlo Pesenti 121-00156 Rome.

Third Parties: any person not falling within the definition of "relative".

Travel: a trip, stay or location resulting from the relative contract or travel document.

1. GENERAL RULES OF THE CONTRACT

1.1- Other insurance policies

If the same risk is covered separately by multiple insurance policies with different insurers, the Insured must notify each insurer of all the other insurance policies.

If the Insured intentionally fails to notify the insurers, the latter are not obliged to pay the compensation.

In the event of a claim, the Insured must notify all insurers pursuant to Article 1913 of the Italian Civil Code, specifying the names of the other insurers. The Insured Person may claim compensation from each insurer in accordance with the terms of the respective contract with each insurer, provided that the total amount collected does not exceed the amount of the loss.

The insurer that has paid shall be entitled to recourse against the others for the proportional distribution of the indemnities due under the respective contracts. If an insurer is insolvent, its share is divided among the other insurers.

The Insured Person must also make all documentation available to the Company relevant to the investigation and assessment of the case.

1.2- Declarations of risk factors

Inexact statements or reticence by the Policyholder or the Insured concerning the circumstances that influence the risk assessment, may lead to the total or partial loss of the right to compensation, and also termination of the Insurance article 1892 to art. 1892, 1892, 1893 and 1894 of the Italian Civil Code.

1.3- Payment currency

The indemnities are paid in Italy, in Euro. For expenses incurred outside the Euro area, the reimbursement will be calculated using the official exchange rate for the day the expenses were incurred.

1.4- Reference to Laws

Italian laws apply to any other matter not otherwise regulated herein. All litigations are subject to the Italian jurisdiction.

1.5 - Tax charges

The tax charges for the insurance are borne by the Policyholder.

1.6 - Competent Court

Competent court is the place of residence of the Insured or Policyholder.

1.7 - Prescription term

The prescription term of rights concerning this Policy is two years, as set forth by art. 2952 of the Italian Civil Code.

1.8 - Right of Recourse

Until the liquidated sum is reached, the Company is subrogated in all rights or actions that the Insured Party may have in relation to those responsible for the harm.

1.9 - Documentation

The Company has the faculty to request additional documents compared to those foreseen in the contract for liquidation purposes, and does not lose the right to claim, at any time and any circumstance, any exceptions also after initiating to settle the warranty claims.

1.10 - Cooling-off period

If the Policy is taken out remotely or outside the Insurer's offices, if the trip lasts more than one month and if the Policyholder is a natural person, the Policyholder has the right to cancel the policy within 14 days of taking out the policy by calling **06 42115606**, selecting the relevant option and following the instructions provided.

If the Policyholder exercises the right of withdrawal and the premium has been paid, the Company will refund the amount of the premium already paid (less legal taxes, which are not refundable).

A signed copy of the policy certificate should be sent to the following address:

Assicurazioni di Viaggio - Certificati
Inter Partner Assistance S.A.
Rappresentanza Generale per l'Italia
Via Carlo Pesenti, 121
00156 - Roma

Alternatively, a duly signed and scanned certificate can be sent to the following email address: **certificati.travel@axa-assistance.com**

2. HOW THIS POLICY WORKS

2.1- Operation and effective start date

This policy needs to be taken out within:

- 24 hours from trip booking, with departure within 30 days from booking date;
- 72 hours from trip booking, with departure after 30 days from booking date.

The explicitly signed guarantees apply for:

- for travel for tourism, study or business purposes;
- from the date and time indicated in the policy. The Company will use the Rome time zone (UTC/GMT + 1) as the reference for the effective date. For all guarantees, except Cancellation, the insurance cover starts at 00:00 hrs on the day of departure and ends at the end of the trip, and in any case no later than the expiry date (24:00 hrs on the day of return); for cancellation cover only, the insurance cover starts at 00:00 hrs on the day following the date of issue and ends at 24:00 hrs on the day of departure or until the start of the trip itself.
- **For the duration specified in the policy, up to a maximum of 30 days;**
- for the destination and maximum amounts indicated in the policy;
- if the Policyholder is, in the case of a natural person, a person of legal age with legal capacity to act;
- if the premium has been paid.

The Company declines all responsibility for delays or impediments that may arise during the provision of services, if they are due to force majeure, caused by the intervention of the authorities of the country in which the assistance is provided, or due to events not attributable to the Company.

2.2- Insurable persons

The Company only insures persons with an Italian tax code who are resident in the Italian Republic and who have legal capacity at the time the policy is taken out. Residents of the Republic of San Marino and Vatican City can also be insured, even if they do not have an Italian tax code.

Persons under the age of 90 on the policy date are eligible for cover. Nevertheless, persons who turn 90 during the term of the policy will continue to be covered until the policy expires.

Specifically for the section "Travel accidents" persons under the age of 75 on the policy date are eligible for cover. Nevertheless, persons who turn 75 during the term of the policy will continue to be covered until the policy expires.

Positive target market are persons buying a trip package from a Tour Operator, without purchasing additional coverages for integrative medical expenses and trip cancellation.

2.3- Age Limits

2.3.1- In cases where the premium may be determined by the destination, the policy must be issued for the destination that comprises all legs of the trip, including any intermediate ones. The policy is valid for countries falling within the same risk category as the chosen destination, as well as for countries falling within lower risk categories (please refer to www.triply.net).

2.3.2- The conformity of this policy for issuing visas for travel to the Russian Federation may be subject to changes, even temporary, decided by the competent diplomatic authorities. Contact the Embassy or Consulate before taking out this policy.

2.3.3- The policy must be taken out before departure. If the policy is taken out after the date of departure, the Company will not consider any request for assistance or reimbursement in the event of a claim.

2.4- Territorial extension

The insurance is valid for the following sections: Travel Assistance/Medical Expenses, Travel Accident, Trip Interruption.

2.5 - Limitations common to all sections

In the event of multiple claims under the policy originating from the same event that simultaneously involves several insured parties, the aggregate policy limit for all claims may not exceed €20,000,000.00.

If the aggregate amount of claims exceeds €20,000,000.00, the amounts payable to the Insured shall be proportionally reduced, where possible.

3. WHAT IS COVERED

A. ALL RISKS TRIP CANCELLATION

The company provides the guarantees specified below:

A.1 - Start date and operation

The guarantees commence at 00:00 hours on the day following the issue of the contract and remain in force until the first service relating to the trip specified in the contract is received.

TRAVEL CANCELLATION/CHANGE - PENALTY REFUND	Limit	Excess/Compensation limits			
<p>The company shall reimburse the penalty applied under a contract by a tour operator or airline or sailing company for the cancellation or changing of the trip brought about by causes or events which are objectively verifiable and unpredictable at the time of booking and which happen within 4 days prior to departure date, which affect the Insured, their assets, a relative, or the joint holder of the company/associated office.</p> <p>The refund of fee will also include:</p> <ul style="list-style-type: none"> management costs; the fees of the agency; visas; the non-refundable airport taxes; the fuel adjustments already planned at the issue date of the policy and incorporated into the overall cost of the insured trip. <p>When purchasing the air tickets, the airport taxes refunded by the carrier are excluded.</p> <p>The Company will reimburse the fee charged:</p> <ul style="list-style-type: none"> to the Insured (affected by the claim) <p>and as long as they are insured and listed on the same policy:</p> <ul style="list-style-type: none"> to all his relatives; one of his travelling companions. <p>Trip Cancellation following an act of terrorism or natural disaster</p> <p>Coverage also applies to acts of terrorism or natural disaster occurring after a Trip has been booked, provided that such acts occur within 30 days of departure and within a radius of 100 km:</p> <ul style="list-style-type: none"> the first scheduled destination indicated in the booking of the insured Trip; the destination airport but solely when only the travel ticket is purchased. <p>Trip Cancellation following a Pandemic or Quarantine</p> <p>The cover also applies in the event of:</p> <ul style="list-style-type: none"> Illness that is of a pandemic nature that affects the Insured Person, a Family Member (as defined in the glossary) or a Travelling Companion (as defined in the glossary). Cover also applies if a person tests positive for the disease after check-in, provided the trip has not yet commenced; quarantine that entails unsupervised or supervised isolation of the Insured Party or a travel companion (as defined in the glossary). 	<p>€ 25.000 per insured; € 80.000 per policy</p>	The company will reimburse the cancellation with an overdraft on compensation as follows:			
			Event	Overdraft	Minimum
			Death or hospital admission (<i>Day Hospital or emergency room excluded</i>) of the insured, relatives and the company/associated office.	None	-
			Other causes that led to cancellation	15%	€ 50,00
		<p>In the event of cancellation of a trip that is covered under the terms of the policy, and the application of a partial or otherwise reduced penalty, it is understood that the Company will only reimburse the penalty actually withheld by the Tour Operator or the Airline or Shipping Company.</p> <p>In the event of Illness or Injury Company physicians will be given the opportunity to carry out an examination to certify that the conditions of the insured to assess if they will prevent his/her participation in the trip.</p>			

A.2 - Compensation criteria

The Company will reimburse the cancellation fee:

- up to the existing percentage on the date on which the event occurred Art. 1914 of the Italian Civ. (Italian Civil Code) Therefore, if the Insured cancels the trip after the event, the majority of the cancellation fee will be at his/her cost;
- reserving the right to reduce the compensation by the amount recovered directly by the insured. The Company has the right to take possession of the unused tickets.

A.3 - Validity

The warranty is only valid if the policy was entered into:

- by the agency that made the travel reservation;
- the following time frame:
 - within 24 hours from trip booking, with departure within 30 days from booking date;
 - within 72 hours from trip booking, with departure after 30 days from booking date.

The warranty is effective for a single application for compensation regardless of the outcome, at the occurrence of which it ceases.

B. INTEGRATIVE TRAVEL MEDICAL EXPENSES

B.1. - Purpose of the insurance:

The Travel medical expense cover applies on a second-risk basis and the involvement of the Company is in any case subject to having valid medical expense cover underwritten with the Company or with another insurance company.

The Company, in the event of an illness or an accident of the Insured while travelling, provides the following services:

INTEGRATIVE TRAVEL MEDICAL EXPENSES <i>The indicated limitation amounts must be considered per insured, claim and insurance period, given the sub limits set out below.</i>	Destination			
	ITALY	EUROPE	WORLD EXCEPT FOR USA, CANADA AND MEXICO	WORLD INCLUDING USA, CANADA AND MEXICO
BY DIRECT PAYMENT - only if the Operations Centre has been contacted beforehand		<i>Maximum amount indicated on the Policy Declarations Page</i>	<i>Maximum amount indicated on the Policy Declarations Page</i>	<i>Maximum amount indicated on the Policy Declarations Page</i>
If the insured incurs medical expenses / hospital care or urgent and unavoidable surgery which cannot be postponed, received in situ during the travel, during the coverage period, the Company shall bear the costs with direct payments made by the Operations Centre. Coverage continues until the date of discharge or until such time as the insured shall be deemed, in the opinion of the Company's medical doctors, in condition to be repatriated. Coverage is provided for a maximum 50 days including the hospital stay in Europe/Australia and up to 120 days in the rest of the world. Where the Company cannot make direct payment, the expenses will be reimbursed provided they have been authorised in advance by the Operations Centre which, in this case, was contacted during the period of hospitalisation. No refund will be made without prior contact with the Operations Centre helpline.	€ 10,000	<i>Maximum amount as chosen</i> € 300,000 € 500,000 Actual Costs 100%	<i>Maximum amount as chosen</i> € 300,000 € 500,000 Actual Costs 100%	<i>Maximum amount as chosen</i> € 300,000 € 500,000 Actual Costs 100%
REIMBURSEMENT - Even without prior authorisation from the Operations Centre, within the indicated sub-limits, upon the presentation of appropriate both clinical and tax documentation			€ 5,000	
a) The Company will reimburse the cost of transport from the scene of the event to the medical centre emergency room or place of first admission.				
b) The Company shall reimburse the expenses for medical and / or pharmaceutical examinations provided that they are undergone as a result of medical prescription, diagnostic tests, ambulatory care and/or admission (<i>including day hospital</i>), sustained following an injury or illness that occurred while travelling.			€ 1,500	
c) Dental care: The Company will reimburse the expenses for urgent dental care following an accident while travelling. Treatment following an accident: In the event of an injury occurring while travelling the Company will also reimburse, in addition to the expenses incurred on site, the expenses for medical and diagnostic tests, provided they are performed within 30 days after the return from the travel.			€ 500	
d) The Company shall provide the refund of the rehabilitation expenses, including the physiotherapy, incurred following an accident or illness occurring while travelling and which resulted in a hospital admission. The guarantee covers, exclusively, the expenses incurred in the hospital or during the recovery period immediately following the admission and, in any case, prior to the return from the trip.			€ 500	

B.2 - Effective start date and operation of the section of Travel Medical Expenses

The guarantee runs from the time the trip begins and it ends at the end of the trip, however not later than the policy's end date.

The guarantee is given within the limits of capital and the assistance in situ where the event occurred, always included in the "destination" chosen in the policy.

B.3- Deductible, Integrative Travel Medical Expenses

The capital insured under the primary policy, is understood to be the fixed deductible of this policy, with a minimum of €5,000.00.

B.4 - Provisions and limitations

- a) For Insured Persons who have already reached the age of 71, the maximum cover is limited to €100,000 for claims arising from a progressive pre-existing conditions and their complications, regardless of the maximum cover chosen in the policy (€ 300.000, € 500.000 or 100% actual costs).
- b) The Insured releases the doctors who examined him/her and the people involved by the policy conditions from professional confidentiality, exclusively for the events covered by this insurance and exclusively to the Company.
- c) For amounts greater than €1,000.00, the Company shall reimburse medical expenses incurred only if the Insured Person pays them by bank transfer or credit.

C. TRAVEL ACCIDENTS

C.1 - Territoriality: Pre-chosen **destination** identified in the policy.

C.2. - Purpose of the insurance:

TRAVEL ACCIDENTS <i>The indicated limitation amounts must be considered per insured, claim and insurance period, given the sub limits set out below.</i>	Limit	Deductible
Death or permanent disability The Company provides the accident insurance (not plane accidents) suffered by the insured during the travel period, and communicated to the Company, and which, within two years from the day on which they occurred, have as a direct result death or permanent disability. The company considers injuries as the following: <ul style="list-style-type: none">▪ suffocation without morbid origin;▪ acute poisoning by ingestion or by absorption of substances;▪ drowning;▪ frostbite or freezing;▪ sunburn or heat strokes.	€ 30,000	Compensation for permanent disability is due solely in the case where the degree of permanent disability is greater than 5 percentage points of the total; in this case, the allowance will be settled only by the percentage of permanent disability in excess of 5 percentage points.

C.3 - Start date and operation

The guarantee runs from the time the travel begins and it ends at the end of the travel, however not later than the policy's end date.

C.4 - Compensation criteria

The company pays:

- a) the compensation for death or permanent disability even if they occur after the expiry of the insurance, but within two years from the day of the accident. It is understood that the injury must be reported to the company at the time of the occurrence;
- b) the compensation for the direct, exclusive and objectively evident consequences of the injury, that are independent of the pre-existing pathological or physical conditions or the ones occurred with respect to the accident;
- c) the amount of damages agreed directly with the insured or person designated by the last. In the event of disagreement either party may propose that the matter be settled by one or more arbitrators, to be appointed by a special act;
- d) in the case of death, the insured amount to the heirs. The compensation may not be combined with that for permanent disability. If after the payment of the compensation for permanent disability, the insured person dies as a result of the same accident, the company pays to the beneficiaries only the difference between the compensation for death -and that already paid for permanent disability whichever is higher;
- e) in the case of permanent disability equal to 100% of the maximum amount for such guarantee;
- f) In the case of permanent disability, the compensation is calculated against the insured amount in proportion to the degree of permanent disability which must be ensured in accordance with the criteria and the percentages provided by INAIL Table, referred to in the Italian Presidential Decree of 30 June 1965 no. 1124, as amended.

C.5 - Persons for whom the travel guarantee is not valid

This travel accident insurance is not valid for the insured persons who have already reached 75 years of age.

4. WHAT IS NOT COVERED

4.1 Exclusions common to all sections

Excluded from the terms of this insurance are all the services for which the insured has not sought prior approval from the Operations Centre helpline.

The following are also excluded from any compensation, services, consequences and / or event arising directly or indirectly from:

- a) situations of armed conflict, invasion, acts of foreign enemies, hostilities, war, civil war, rebellion, revolution, insurrection, martial law, military or usurped power or attempts to usurp power;
- b) acts of terrorism in general, including the use of any type of nuclear or chemical bomb; This exclusion does not apply to the Travel Medical Expenses and Trip Cancellation guarantees;
- c) ionising radiation or radioactive contamination from nuclear fuel, or arising from phenomena of transmutation of the nucleus or radioactive, toxic, explosive, or other dangerous features of nuclear equipment and its components;
- d) tornadoes, hurricanes, earthquakes, volcanic eruptions, flooding, nuclear explosions and other natural disturbances. This exclusion does not apply to the Travel Medical Expenses and Trip Cancellation guarantees;
- e) air, water, soil, subsoil contamination, or any other environmental damage;
- f) search and rescue expenses of the Insured in the sea, lake, mountain or desert;
- g) wilful or gross misconduct of the insured;
- h) suicide or attempted suicide.

No (re)insurer will be required to provide coverage, to pay a claim or provide a service in any capacity in the event that the provision of such coverage, payment of the claim or the provision of this service exposes the (re)insurer to any penalty or restriction pursuant to a resolution of the United Nations or under the sanctions, laws or economic and trade embargoes of the European Union, the United Kingdom or the United States of America

4.2 Exclusions to the Integrative Medical Expenses section (in addition to common exclusions)

The assistance will not be provided in the following cases:

- a) if the Insured (or his/her representative) ignores the indications of the Operations Centre, and asks to be discharged from the facility where admitted, against the advice of the doctors or refuses transportation or repatriation. In both cases, the Company will immediately suspend assistance and coverage of additional medical expenses accrued from the day following the refusal of transport/repatriation to Italy.
- b) a travel made to an area where, at the time of departure, there is a ban or limitation (even temporary) issued by a competent public authority;
- c) a travel made for the purpose of undergoing medical / surgical treatment;
- d) travels to countries to which travel is formally advised against by the Ministry of Foreign Affairs and International Cooperation, for Italy, and/or equivalent competent authority of the country of destination;
- e) cover does not apply in the event of non-compliance/observance of vaccination and disease prevention regulations.

Also,

The Company will not accept responsibility for expenses arising from:

- f) rehabilitation and physiotherapy services other than those referred to in the Medical Expenses in the Travel Section, point d);
- g) mental illness, schizophrenia, bipolar disorders, psychosis, major depression in the acute stage.
- h) purchase, application, maintenance and repair of prostheses and therapeutic devices (non-exhaustive list: rental/purchase of crutches, braces, wheelchairs, etc.);
- i) treatment or removal of physical defects or congenital malformations, for aesthetic applications, for thermal and slimming treatments;
- j) voluntary termination of a pregnancy;
- k) practising sports involving aircraft and aerial sports in general, boxing, martial arts, weightlifting, wrestling in its various forms, mountaineering with climbing of a difficulty greater than grade 3 on the UIAA scale, free climbing, skeleton, high-speed skiing, extreme skiing, American football, rugby hockey, descending rapids using any means, solo regattas or crossings on the high seas, bungee jumping, ski or water ski jumping, acrobatic skiing, scuba diving, spelunking, bob-sleighting on a designated track, kite surfing, snowkiting; any sport practised professionally or otherwise involving direct or indirect remuneration;
- l) purchase and repair of glasses, contact lenses;
- m) follow-up visits in Italy for situations resulting from illnesses which started while travelling.

Coverage also does not apply to accidents caused by or due to:

- natural delivery or caesarean section;
- morbidity due to pregnancy beyond the 26th week of pregnancy and childbirth;
- ☒ malice of the insured;
- ☒ abuse of alcohol or drugs and the use of narcotics and hallucinogens;
- ☒ attempted suicide or suicide.

Under no circumstances, regardless of the duration of the trip, will cover be provided for claims caused by or in connection with:

- hunting activities;
- all the activities involving the use of mines, weapons and/or dangerous substances, explosives, access to mines, quarries and excavation and/or mining activities on land and sea;
- working as a fireman, pyrotechnician, skydiver, acrobat, stand-in, stuntman as well as pilot or crew of aircraft;
- skydiving and downhill skiing.

4.3 - Exclusions to the Travel Accidents section *(in addition to common exclusions)*

The company does not pay compensation for injuries resulting directly or indirectly:

- a) from driving vehicles for which a driving licence of a higher category than B is required and for motor boats for non-private use;
- b) from the use, even as a passenger, of aircraft *(including gliders and ultra-light aircraft)*;
- c) from surgical operations, investigations or medical treatment not resulting from injury;
- d) from a suicide attempt or suicide;
- e) from the participation, even as a passenger, to sport competitions and related trials with or without the use of motor vehicles unless the same are recreational in nature;
- f) from acts of recklessness and practice of aerial sports and air generally, speleology, ski jumps with skis or water-skis, acrobatic skiing, mountaineering, free climbing, rafting, bungee jumping, as well as any sport practised professionally or that involves both direct and indirect remuneration;
- g) from drunkenness, abuse of psychoactive drugs, use of drugs, or hallucinogens;
- h) from the acquired immune deficiency syndrome (AIDS);
- i) from hernias, except for abdominal hernias caused by physical exertion;
- j) from heart attacks generated by any cause;
- k) hunting activities;
- l) all the activities involving the use of mines, weapons and/or dangerous substances, explosives, access to mines, quarries and excavation and/or mining activities on land and sea;
- m) working as a fireman, pyrotechnician, skydiver, acrobat, stand-in, stuntman as well as pilot or crew of aircraft;
- n) skydiving and downhill skiing.

4.4 Exclusions to the Trip Cancellation section *(in addition to common exclusions)*

The Company does not make the reimbursements related to cancellations or changing directly or indirectly caused by:

- a) causes such as death or hospitalisation, not documented;
- b) causes, except for medical ones, known to the Insured at the time of booking;
- c) bankruptcy of the carrier or of the travel agent;
- d) situations of armed conflict, invasion, acts of foreign enemies, hostilities, war, civil war, rebellion, revolution, insurrection, martial law, military or usurped power or attempts to usurp power;
- e) ionising radiation or radioactive contamination from nuclear fuel, or nuclear waste, or arising from phenomena of transmutation of the nucleus or radioactive, toxic, explosive, or other dangerous features of nuclear equipment and its components;
- f) air, water, soil, subsoil pollution, or any other environmental damage;
- g) wilful or gross misconduct of the Insured;
- h) Persons residing, domiciled or subject to a detainment order, without prejudice to what is stated in the text of the cover regarding pandemics/quarantines;
- i) travels to countries to which travel is formally advised against by the Ministry of Foreign Affairs and International Cooperation, for Italy, and/or equivalent competent authority of the country of destination;
- j) strikes.

In any event, the following are excluded:

- the reimbursement of expenses other than the penalty imposed, including those that may be reimbursed by third parties (for example, but not limited to, expenses that may be reimbursed by transport providers, accommodation providers, credit/debit card issuers, etc.).
- claims arising from causes other than those specified in the Trip Cancellation cover.

5. WHAT TO DO IN THE EVENT OF A CLAIM

IN CASE OF A REFUND REQUEST

All Risks Trip Cancellation

The claim must be reported by telephone or online at www.tripy.net within 5 days of the event causing the cancellation of the trip. Please refer to the "All Risks Trip Cancellation" article in the Special Conditions of Insurance for details of the excesses that apply to cover.

For any other refund request, the Insured or the person acting on his behalf, must report the accident to the Company within 30 days after his/her return, regardless of the way in which the claim is made (i.e. in writing or via the www.tripy.net website), with all the documents relevant to the settlement of the claim, without prejudice to the provisions of Article 1.12 of the General Conditions of Insurance, and in particular:

- policy number;
- receipt of payment of the trip with the route;
- personal details and tax I.D. of the payment recipient (pursuant to Italian Law No. 248 of 4 August 2006);
- name and address of the Bank, IBAN, SWIFT code in the case of a foreign bank account;
- name of account holder if different from the owner of the file;
- place, date and time of the event and the circumstances and the causes that have determined it.

They must also provide:

• Refund of medical expenses:

- medical records written on site (medical records, minutes of first aid, medical certificate stating the diagnosis) and related original receipts of incurred medical expenses.
- for hospitalisation per diem, medical records showing the date of admission and discharge.

• Travel Accidents:

- place, date and time of the event;
- medical certificates attesting the injury;
- thereafter and until healing has occurred, the medical certificates on the evolution of injuries, in original copy.

N.B.: Also, if the accident caused the death of the Insured or when death occurs during the treatment period, the Company must be notified immediately by submitting the death certificate.

• All Risks Cancellation - Penalty Reimbursement

- copy of the documentation objectively proving the cause of the waiver/change;
- in the event of illness or accident, first aid and medical certificate reporting the date of the accident or the onset of the disease, the specific diagnosis and prognosis;
- documentation proving the link between the Insured and any other person who has issued the waiver;
- if hospitalised, complete copy of the medical record;
- copy of the catalogue and/or tour program with its rules regarding the penalty
- copy of the travel contract with payment records;
- copy of the booking statement of the reservation and penalty issued by the organizer of the trip;
- original travel documents, for the 100% penalty.

IMPORTANT REFERENCES

TRIP CANCELLATION SECTION
TELEPHONE CLAIMS 24 hours a day: Phone +39 06 42115586
ONLINE COMPLAINT: www.tripy.net

TRAVEL MEDICAL EXPENSES
OPERATIONS CENTRE 24/7
Phone +39 06 42115820

REFUND REQUESTS

The events must be reported as follows:

- via website at www.tripy.net
- or otherwise
- by post to
Inter Partner Assistance S.A. - Travel - Claims Office
Casella Postale 20175
Via Eroi di Cefalonia
00128 Spinaceto - Rome

PERSONAL DATA PROCESSING CONSENT FORM

Pursuant to Articles 13 and 14 of EU Regulation 2016/679 (on the protection of natural persons with regard to the processing of personal data and on the free movement of such data) the Interested Party (client/policy holder/signatory of the collective policy/insured party/jointly insured party/beneficiary/ their interested parties) is informed of the following.

PRELIMINARY REMARK

This notice is provided by the insurance company (data controller) also in the interest of the other data controllers within the framework of the so-called "insurance chain", pursuant to the decree of the Personal Data Protection Authority of 26 April 2007 (web document No). 2

1. IDENTITY AND CONTACT DATA OF THE DATA CONTROLLER

Inter Partner Assistance S.A. - General Agent for Italy, registered office in Rome, Via Carlo Pesenti No 121, VAT number 04673941003 – Tax I.D. 03420940151, Tel: +39 06/42118.1.

2. CONTACT DATA OF THE DATA PROTECTION OFFICER (DPO)

The Interested Party can contact the data protection officer (DPO) of the insurance company, the data controller, by writing to the following contacts:

- by post: Inter Partner Assistance S.A. – Rappresentanza Generale per l'Italia Via Carlo Pesenti n. 121 – 00156 Roma;
- per e-mail: privacy@axa-assistance.it.

3. CATEGORIES OF PERSONAL DATA THAT ARE THE SUBJECT OF THE PROCESSING

The following categories of personal data of the Interested Party are the subject of the processing only and exclusively for the purposes specified below:

- a. data identifying the Interested Party, such as for example: first name and surname, place and date of birth, place of residence and domicile, details of identity document, tax I.D.;
- b. sensitive data of the Interested Party strictly necessary for performing the signed agreement.

4. METHOD OF PROCESSING

The personal data are processed manually or with electronic, information-technology and computer instruments with logics strictly linked to the purposes and anyway in such a manner as to ensure the security and confidentiality of the data.

5. PURPOSES AND LEGAL BASIS OF THE PROCESSING

The processing of the personal data has the following purposes:

- a) purposes strictly connected and instrumental to the offer, finalisation and performance of the signed agreement (including any renewals) regarding both insurance and re-insurance and the connected and instrumental activities in which Inter Partner Assistance S.A. - General Agent for Italy is authorized to engage by current legal regulations (e.g. payment of premiums, handling and settling claims), spreading risk by coinsurance or re-assurance and the prevention, identification and/or prosecution of fraud, including insurance fraud and the relative legal action; compliance with legal obligations and regulations, Community regulations, requirements set by authorities empowered by law or by supervisory and control bodies.

For the purposes of letter a), data processing is deemed to be allowed inasmuch as it is necessary for performing the agreement to which the Interested Party is a party (in his or her own right or as the representative of a legal person or in order to perform pre-contractual steps relating to this agreement. Processing is also deemed to be allowed if the Interested Party has given his or her consent to the processing of personal data, including sensitive data, for the aforesaid purposes. Without the Interested Party's revocable consent to use the data, we will not be able to provide the Interested Party with the aforementioned services, insurance services and/or products.

6. RECIPIENTS/CATEGORIES OF RECIPIENT OF PERSONAL DATA

Recipients of the personal data of the Interested Party are above all employees and/or collaborators of the data controller, who are part of the internal organisation who process the gathered exclusively for the purposes of the respective tasks (e.g. Claims Department, Complaints Department, Back Office and Underwriting Department), in conformity to the instructions received from the data controller and on the data controller's authority.

Recipients of the personal data of the Interested Party fall into the following categories of third parties outside the organization of the data controller, to whom the personal data must be communicated. These parties act as independent data controllers unless they have been appointed as processing supervisors.

For the purposes of point 5 a), these parties are:

- a. Other parties in the insurance industry (so-called "insurance chain") such as insurers, coassurers and re-insurers, insurance brokers (and relative brokerage staff);
- b. professionals, consultants, studios or companies operating in the field of professional consultancy and assistance such as legal practices, trusted physicians, privacy consultants, money-laundering consultants, tax consultants, fraud consultants/companies, debt recovery professionals/companies, companies monitoring/controlling the quality of insurance proposals and placement of insurance agreements, etc;
- c. parties engaged in activities connected and instrumental to the performance of the signed agreement and the handling and settlement of the claim such as: storage, management, filing and destruction of documentation on dealings with clients and non-clients; transmission, envelope stuffing, transport and sorting of correspondence to clients; client assistance activities (e.g.: call centres, help desks); remote offering and placement of insurance policies (outside call centres); handling, settlement and payment of claims; back-office administration of policies and support for the management and collection of premiums;
- d. consortium association organisms of the insurance industry (e.g. ANIA) or financial sector with which the data controller or the insurance chain are registered;
- e. companies of the group to which the data controller or other data controllers of the insurance chain belong (holding companies, subsidiary and affiliated companies, also indirectly subsidiary and affiliated companies, in compliance with current legal provisions);
- f. other parties to which the data have to be communicated by law, such as for example: IVASS, Banca d'Italia - UIF (Financial Information Unit), Inland Revenue, the courts, the police.

Personal data will not be disseminated.

7. TRANSFERRING PERSONAL DATA TO RECIPIENTS LOCATED IN THIRD COUNTRIES

If it is necessary to transfer data, also sensitive data, to a place outside the European Unit, Inter Partner Assistance S.A. - General Agent for Italy, guarantees a level of data protection similar to that required by Italian and European data protection law and in line with the transfer regulations.

8. PERIOD OF STORAGE OF PERSONAL DATA

The personal data will be stored for the entire time necessary for the purposes indicated above and in compliance with current regulations. Some personal data will be stored also after the termination of the agreement, in particular for the purpose of settling disputes and current or future legal processes, maintaining records of our services and in all cases protecting rights in dealings with judicial authorities and in all judicial and extrajudicial cases. The personal data will be processed securely and confidentially and will be maintained accurate and updated for the period of use authorized here. At the end of the storage period, the personal data will be made anonymous or destroyed.

9. RIGHTS OF THE INTERESTED PARTY

The Interested Party is entitled to ask the data controller:

- a. access to;
- b. rectification of;
- c. erasure of;
- d. limitation to the processing of the personal data.

The Interested Party always has the following rights in relation to the data controller:

- e. right to oppose processing of personal data;
- f. right to data portability for data relating to the Interested Party. The “right to data portability” is the right to receive in a structured format of common use that is readable by an automatic device the personal data supplied to the data controller, and the right to transmit these data to another data controller without impediment by the data controller to whom the data have been supplied;
- g. right to revoke consent at any moment without prejudicing the legality of the processing based on the consent given prior to revocation.

The Interested Party has lastly the following right:

- h. right to complain to the Personal Data Protection Authority about infringements of personal data protection regulations. The complaint can be lodged with the Personal Data Protection Authority using the method that the Interested Party deems to be most appropriate, and be delivered by hand to the Personal Data Protection Authority (to the address indicated below) or be sent by
 1. registered letter with advice of delivery to: Italian Data Protection Authority - Piazza Venezia 11 - 00187 Rome;
 2. to the email address: garante@gpdp.it, or certified email: protocollo@pec.gpdp.it;
 3. fax to the number: +39 06/696773785.

10. SOURCE FROM WHICH THE PERSONAL DATA ORIGINATED

The data controller obtains the personal data by collecting them directly from the Interested Party or from its (internal and external) insurance brokerage staff or outsourcers who come into contact with the Interested Party (who act as outside data processors).

11. INFORMATION ON AUTOMATED DECISION-MAKING PROCESSES AND PROFILING

The gathered personal data are not the object of automated decision-making processes and are not subject to profiling. Our cookie policy on cookies is set out on our website and provides information on the use of cookies. When first accessing the Data Controller's website, users will be asked to give their consent for the use of cookies as set out in the relevant policy which can be accessed via a link on the homepage.

12. DATA ON MINORS

Some information on minors may be gathered and used by the data controller in relation to the signing of the agreement or the provision of the service.