

The Luxtripper Covid-19 Protection Promise

Thank you for taking out the Luxtripper Covid-19 Protection Promise, our commitment to protect your booking if you are unable to travel due to a positive Covid-19 diagnosis.*

This means that if you, or any person you are travelling with on the same booking, receive a positive Covid-19 diagnosis and are unable to claim the full amount from your insurance, we will insure up to £20,000 of your booking (or £5,000 per person if more than £20,000).

You and your travelling party are covered for four eventualities:

1. Receiving a positive Covid-19 diagnosis within 14 days of your departure
2. Receiving a positive Covid-19 diagnosis within 28 days of your departure if you have been hospitalised as a result of Covid-19
3. Being refused boarding following a positive Covid-19 diagnosis
4. Refused boarding following a failed temperature check at your original departure point

Please note that the cover is not a replacement of the full personal travel insurance that you are required to take out for your trip as part of our terms and conditions. You will be required to claim on your own insurance before claiming on the Luxtripper Covid-19 Protection Promise.

If you receive a positive Covid-19 diagnosis up to 48 hours before departure, please contact us as soon as possible on 020 4538 2013, or email conciierge@luxtripper.co.uk. If you receive a positive diagnosis less than 48 hours before departure, or are refused boarding due to Covid-19-related symptoms, please contact inresort@luxtripper.co.uk or call 01865 638 350.

*The Covid-19 Protection Promise is subject to policy terms and conditions as specified below:

- Applicable for all new bookings made on or after 31st July 2020 and until further notice, and for UK departures only.
- The policy will not be applied if you change your booking to a new date or destination.

- The cover is for a booking up to a maximum value of £20,000 per booking, or £5,000 per person if booking value is greater than £20,000.
- The cover does not include any claims made within 17 days or outside of 18 months of booking the trip.
- The Luxtripper Covid-19 Protection Promise is not a replacement of the full personal travel insurance that you are required to take out in respect of cancellation/curtailment/disruption (including as a result of Covid-19 when in destination), medical assistance and protection of valuables, as per our terms and conditions.
- When making a claim, we will contact our insurers who will validate the claim and may request evidence of the positive Covid-19 diagnosis, such as a medical certificate or airline confirmation.

This policy has been arranged by Rock Insurance Services Limited. Rock Insurance Services Limited is authorised and regulated by the Financial Conduct Authority.