



SECURE WITH SERAMAR

**INSURANCE INCLUDED WITHIN THE
www.seramarhotels.com RATES**

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CANCELLATION INSURANCE

TRAVEL ASSISTANCE INSURANCE



Secure with Seramar

Travel Worry-Free: Stay with Seramar and relax with our Travel Insurance Options

Book your vacation at www.seramarhotels.com and travel with complete coverage for you and your companions.

Enjoy peace of mind before your trip and during your stay with our cancellation and/or travel assistance insurance, available with our rates and Ola REWARDS loyalty club.

CANCELLATION INSURANCE:

Protect your trip by confirming your reservation: Choose from one of our prepaid rates, *Pay Now & Secure*, *Flexi Payment & Secure*, or *In Instalments & Secure*, and enjoy exclusive cancellation insurance that covers unexpected events before starting your trip.

- The coverage of this insurance begins when the reservation is formalized and prepaid and ends the day of check-in.
- You will be able to cancel your booking and recover the prepaid amount for more than 20 reasons covered by the policy.
- It covers the main unforeseen events that may arise before your trip: health, work, legal reasons...
- We also include coverage in case your flight is delayed and your plans change: [See this extended coverage here](#)
- [Check the full terms and conditions of the Cancellation Insurance here](#)

WE ANSWER YOUR QUESTIONS REGARDING THE YOU CANCELLATION INSURANCE:

All bookable rates on seramarhotels.com that require prepayment include cancellation insurance. These rates are: *Pay Now & Secure*, *Flexi Payment & Secure*, or *In Instalments & Secure*".

- ❖ **Under what circumstances are cancellation costs covered?**
Covers up to 26 reasons for cancellation. See the list [here](#).
- ❖ **What do I have to do to cancel my booking and request a refund of cancellation costs?**
If you meet any of the conditions described above and have booked a Non-Refundable rate, please follow the steps indicated below:
 1. Contact us on seguro@seramarhotels.com requesting the cancellation of the booking and the invoice for the cancellation expenses.
 2. Contact the insurer by email: flexmyroom@arag.es providing your

TRAVEL ASSISTANCE INSURANCE: PROTECT YOUR STAY:

Now being a member of Ola REWARDS comes with a new benefit. We're adding Travel Assistance Insurance during your stay for any rate you choose!

- Exclusive Insurance: included for free in your reservation as long as you are registered in our Ola REWARDS fidelity program (you will have to log in to obtain it)
- The validity of this insurance begins when you check-in at the hotel and ends on the day of departure.
- Covers the main unforeseen events at destination: Medical assistance, Repatriation, Reimbursement of vacations not taken...
- [Check out this more extended coverage here](#)

WE ANSWER YOUR QUESTIONS ABOUT YOUR TRAVEL ASSISTANCE INSURANCE (ONLY FOR CLUB MEMBERS):

As an Ola REWARDS member, you will have access to complimentary travel assistance insurance regardless of the rate you select for your reservation.

- ❖ **Who does the insurance cover?**
The insurance covers the person who made the booking and their travel companions.
- ❖ **How does medical assistance work?**
In case of medical assistance, please contact the assistance centre [+34 91 566 15 88](tel:+34915661588). They will tell you how to proceed and which medical centre or hospital to go to.
In establishments with which we have an arrangement, the expenses will be covered directly, in all others, you will have to pay the invoice that will be reimbursed to you later.
- ❖ **Where can I see all the insurance policy conditions?**

personal data, your policy number and attaching the invoice and proof of the reason for the cancellation.

3. The insurer will contact you as soon as possible with instructions to follow.

If you have any questions, you can contact the insurer ARAG by phone on +34 91 566 15 88.

❖ **Who does the insurance cover?**

The insurance covers the person who made the booking and their travel companions.

❖ **Where can I see all the insurance policy conditions?**

You will receive an email on the day of booking with all the information about your insurance.

❖ **What coverage do I have if I travel by plane?**

If your outward flight is delayed for more than 24 hours and you don't start the trip, you can cancel your trip and claim the prepaid amount of your booking.

If your outward flight is delayed for the reasons listed above and you arrive later at your destination, you can claim the loss of services for the first night of your booking.

❖ **To view an extended version of the FAQ:** you can find more information [here](#).

❖ **To view questions related to COVID coverage,** [click here](#).

You will receive an email on the day of booking with all the information about your insurance. Additionally, on the day of check-in we will send you your policy number available.

❖ **To view an extended version of the FAQ:** you can find [more information here](#)