



CLAIMS MANUAL - INSTRUCTIONS ON HOW TO MAKE AN INSURANCE CLAIM

1. HOW TO DEAL WITH A TRAVEL INSURANCE CLAIM

Are you abroad and have health or other problems?

- Have you fallen ill, had an accident or other complications related to your trip?

Contact the assistance service of UNIQA pojišť'ovna, a.s. immediately.



Assistance service of UNIQA pojišť'ovna, a.s.

Tel.: + 420 255 734 900

(availability 24 hours / 7 days a week)

What you need to communicate with the assistance service

1. Policy number - 1360500488, company name: yachting.com, s.r.o.
2. Name, surname, birth number of the insured (i.e. you)
3. Date of start of the trip and expected end
4. Destination of the trip
5. Description of the damage/incident

5 basic recommendations on what to ensure during damage

1. Communicate everything with the assistance service, and always follow their recommendations
2. If the local police are present at the damage, ask for a report to be taken
3. Keep all documents, receipts, etc., especially:
 - ✓ Medical report of each treatment (initial and follow-up care)
 - ✓ Receipts for payment of medication, etc.
 - ✓ Police report or other document from the local government
4. Photodocumentation from the health insurance or other medical certificate or health insurance document
5. If possible, secure witnesses and their contact details



2. LIABILITY FOR DAMAGE IN CONNECTION WITH YOUR TRIP ABROAD – THE INSURED PARTICIPANT

Have you caused damage to a third party during your stay abroad?

Contact the assistance service of UNIQA pojišť'ovna, a.s. immediately.

Damage reporting: <https://skody.uniqa.cz/cestovani/>

What you need to settle a liability insurance claim

1. A completed Notice of Loss - Insured form (found on the <https://www.yachting.com/cs-cz/pojisteni-plavby/soubory>)
2. Photodocumentation - shots of the situation immediately after the damage, shots of the whole, shots of details of the damage

3. CANCELLATION OF STAY

If the planned trip abroad has been cancelled for an objective reason (illness or accident of the passenger, property damage or other reasons specified in the insurance contract / insurance conditions, we recommend that you notify yachting.com, s.r.o. immediately.

What you need to settle a cancellation claim

List of documents required for disposal

1. Completed form - Notice of Damage - Cancellation of Trip, this form is also confirmed by the charter broker yachting.com, s.r.o. (can be found on the website <https://www.yachting.com/cs-cz/pojisteni-plavby/soubory>)
2. Cancellation of stay by the insured
3. Medical report
4. Proof of temporary disability
5. Confirmation of cancellation by the tour operator



Notice

Cancellation insurance cannot always be used for cancellation in situations where the Ministry of Foreign Affairs of the Czech Republic does not recommend or the government prohibits travel to a destination or there is a closure of an area by local authorities, please check the terms and conditions in your insurance policy and policy conditions.

Concern about coronavirus in the area you are due to travel to is not in itself a reason for accepting a cancellation.

RESPECT, a.s. provides you with advice and support even in the event of damage!

In the event of complications in resolving the damage, please contact

Jan Kovář

E-mail: yachting.skody@respect.cz

We are here for you!

respect.
Group