

Cancellation Upgrade: 1 Hour

Insurance Product Information Document

Insurer: Companion Insurance DAC is regulated by the Central Bank of Ireland. It is a designated activity company incorporated in Ireland under registration number 669679 and has a registered office at Custom House Plaza, Harbourmaster Place, IFSC, Dublin 1, D01V9V4. Central Bank of Ireland authorisation number C427718.

Product: Cancellation Upgrade: 1 Hour

Complete pre-contractual and contractual information about this product is provided in your membership pack and membership certificate email which outlines the terms and conditions. It is important to read these documents carefully.

What is this type of insurance?

Cancellation Upgrade: 1 Hour is designed to protect you for the financial loss incurred should you wish to cancel your booking on the GetYourGuide platform.



What is insured?

As a member you are entitled to the following benefits:

- ✓ The payout that you are entitled to for your financial loss if you cancel a booking with one or more ticket(s) for any reason on the GetYourGuide platform. The payout received will be the amount specified in your membership certificate.
- ✓ Cover for you cancelling a booking with one or more ticket(s) within 24 hours of the scheduled activity start time and no later than 60 minutes before the scheduled activity start time
- ✓ Cover if you make certain changes or modifications to your booking provided the booking price of the booking remains the same.



What is not insured?

There is no benefit for:

- ✗ Bookings not made on the GetYourGuide platform.
- ✗ Any additional financial loss or costs incurred in relation to the cancellation.
- ✗ Any covered booking purchased less than 24 hours and more than 120 days in advance of the scheduled activity start time.
- ✗ Any Booking you cancel more than 24 hours before the scheduled activity start time.
- ✗ Any Booking you cancel within the last 60 minutes before the scheduled activity start time.
- ✗ Booking cancelled by the supplier of the activity.
- ✗ If the payout is prohibited under any applicable law or sanction.
- ✗ Changes or modification to your booking that result in a change of the booking price.



Are there any restrictions on cover?

- ! You must make the booking more than 24 hours in advance of the scheduled start time.
- ! You must make the booking through the GetYourGuide platform whilst located within an EEA country.
- ! You must have the legal capacity to use the booking services of the GetYourGuide platform.
- ! By cancelling a ticket(s) you assign any refund or compensation rights you may have against the supplier of activity to us.



Where am I covered?

- ✓ Your booking must be made in a country of the EEA in order for you to be eligible for membership under the insurance policy (activities may be anywhere in the world).



What are my obligations?

- You must notify GetYourGuide customer services immediately of any changes to your personal information or inaccurate information.
- To provide true and accurate information in relation to the membership, the booking, the ticket or the activity.



When and how do I pay?

- Payment for the Cancellation Upgrade: 1 Hour is included in the ticket price you pay to GetYourGuide for your activity. No additional payments are required.
- Payment options include credit/debit card payment.



When does the cover start and end?

- Your cover starts 24 hours before the scheduled start time of the activity. Your cover ends 60 minutes before the scheduled start time of the activity.



How do I cancel the contract?

You can withdraw your membership at any time by contacting the GetYourGuide customer service team. You will be entitled to a full refund of the membership fee according to the following conditions being met:

- If you request withdrawal of membership within 14 days of receiving the membership certificate; and
- The membership starts more than 28 days before the scheduled start time; and
- If no claim has occurred.