

# MEDICAL ASSISTANCE

## COVID-19



Medical expenses up to 30.000€ including Covid-19 and medical counselling service



Lodging expenses of companion at a clinic, 100€/day, 10 days



Extension of hotel stay due to illness or accident 75€/day, 14 days



Extension of hotel stay of companion due to hospitalisation of the insured person, 20€/day, 10 days



Medical transfer of the sick and injured



Relocation of a person to accompany the hospitalised insured person



Return of insured companions (included in the same booking)



Cancellation of travel following commencement



Dispatch of a doctor



Transfer of mortal remains



Dental expenses up to 300€



Relocation of companion on site, 100€/day, 10 days



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## FAQ

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### **1. What does this health care insurance cover?**

Medical assistance coverage for any member traveling through their membership in the Grand Sirenis Riviera Maya or Grand Sirenis Punta Cana resort or hotel establishment.

Whenever the injury or accidental event occurs on the resort's facilities.

COVID-19 is considered a covered illness under the policy.

The expenses of the extension of the insured's stay are covered.

That is, it covers accidental events and COVID -19.

### **2. Who provides the service or coverage?**

Ultimate Leisure Club launches this initiative in collaboration with Sirenis Hotels & Resorts for the contracting of this policy granted by Europ Assistance.

### **3. Who will be covered by this insurance?**

Registered occupant of a room in Grand Sirenis Riviera Maya or Grand Sirenis Punta Cana. No age limit.

### **4. From when does this insurance take effect?**

From November 1, 2020 until August 31, 2021 for Grand Sirenis Riviera Maya and Grand Sirenis Punta Cana.

### **5. Which are the reservations that will enjoy this benefit?**

Those made and paid for through an active Ultimate Leisure Club membership with arrival and departure dates between November 1, 2020 until August 31, 2021 for Grand Sirenis Riviera Maya and Grand Sirenis Punta Cana.

### **6. What is the amount of coverage?**

€ 30,000 in general accidents and € 30,000 for COVID-19. See sub-limits and other guarantees in the coverage summary.

\* The amounts are indicated in euros, which will be converted to the local currency exchange rate on the day of the transaction.

**7. Does this insurance have any cost for the member / guest?**

The insurance is completely free.

**8. Is there any payment I must make to activate or use the policy?**

There are no payments to be made in advance if the Company is notified by telephone. If an event has occurred that could give rise to the provision of any of the guarantees covered in the policy, the immediate communication of the claim will be an essential requirement, at the telephone number shown below or by any another means that records said claim.

**9. When does the coverage start and end?**

The coverage for each Insured will begin on the date they occupy the hotel room of the policyholder (check-in) and will end when their stay at the hotel (check-out) ends.

**10. Is a minimum length of stay required to be able to obtain the insurance?**

No, there are no minimums or maximums.

**11. Is the transfer by road from the airport to the hotel and from the hotel to the airport included?**

No, it is not.

**12. Does it include a PCR test the moment the guest leaves the hotel?**

It includes a PCR test if it is required by the medical personnel from the network of providers.

**13. Is it possible to upgrade or extend the coverage or the insured amounts?**

No. It's not possible.

**14. What do I have to do in case I feel sick or have an accident?**

The insured person must request assistance immediately by phone, or with the help of the Personal Concierge or hotel reception, indicating the name of the insured person and where they are staying, the place and phone number where they are, and a description of the problem or situation.

**15. What are the doctors and/or health care centers that I can consult or go to?**

Europ Assistance will point out which center it will work with in each case at each country.

**16. Is the insurance for reimbursements?**

No, initially if you follow the communication process with the Company by telephone, you will not have to advance any payments.

**17. In exceptional cases, how do I get my refund?**

Generally, those services that have not been previously communicated to EUROP ASSISTANCE and those for which the corresponding authorization has not been obtained are expressly excluded.

In exceptional cases;

For the reimbursement of any expense authorized by Europ Assistance, you can go to their website: <https://ea.eclaims.europ-assistance.com>, where you can create your own reimbursement request and follow up on the process, or send it to P.O. Box 36316 (28020 Madrid). In all cases, the presentation of original invoices and supporting documents will be essential.

**18. I have a pre-existing illness, what should I do? Should I report it?**

Excluded are [...] Pre-existing or chronic illnesses, injuries or conditions suffered by the Insured prior to the start of the trip that manifest themselves

during the trip.

**19. How could it affect, or how could I benefit from this if I have another health insurance?**

EUROP ASSISTANCE is subrogated, up to the total cost of the services provided by it, in the rights and actions that correspond to the Insured against any person responsible for the events and that have motivated their intervention. When the guarantees made in the execution of this Contract are covered in whole or in part by another Insurer, by Social Security or by any other institution or person, EUROP ASSISTANCE will be subrogated in the rights and actions of the Insured against said company or institution. For these purposes, the Insured undertakes to actively collaborate with EUROP ASSISTANCE by providing any help or granting any document that it may consider necessary.

For example, in the case of a long-term hospitalization. Europ Assistance will offer coverage and, in turn, will contact the guest to request the possibility of having some other medical insurance to contact in case of exceeding the coverage limit.

**20. Who do I contact if I have more questions about the terms and conditions of the policy?**

Europ Assistance Call Center at +34 915 149 960.

**21. In an emergency, what phone number should I contact?**

To receive assistance, you should contact us by phone at +34 915 149 960. Attention 24 hours a day, 7 days a week in 7 languages.

**22. What are the exclusions?**

These are the main exclusions:

Pre-existing or chronic illnesses, injuries or conditions, suffered by the Insured prior to the start of the trip that occur during the trip. Waiver, delay or voluntary advance by the Insured to the medical transfer proposed by EUROP ASSISTANCE and agreed by his medical service. Mental illnesses, preventive medical check-ups, thermal cures, cosmetic surgery and those cases in which the trip is intended to receive medical treatment or surgical

intervention, alternative medicine treatments (homeopaths, naturopaths, etc.), the derived expenses of physiotherapeutic and/or rehabilitative treatments as well as those related to these. Likewise, the diagnosis, monitoring and treatment of pregnancy, voluntary interruption of the same and deliveries are excluded, except in the case of urgent care, and always before the sixth month.

The practice of sports in competition or motorized competition (race or rally), as well as the practice of dangerous or risky activities listed below:

Boxing, weightlifting, wrestling (in its different classes), martial arts, mountaineering with access to glaciers, sledding, diving with breathing apparatus, caving and skiing, trampoline jumps and aeronautical sports in general.

Adventure sports such as rafting, bungee jumping, hydro speed, canyoning and similar. In these cases, EUROP ASSISTANCE will only intervene and take responsibility for the expenses incurred by the Insured from the moment they are under treatment in a medical center.

Illnesses or accidents derived from the consumption of alcoholic beverages, narcotics, drugs or medicines, unless the latter have been prescribed by a doctor.

The medical transfer of the sick or injured caused by conditions or injuries that can be treated "on site".

Spectacles and contact lenses, as well as the acquisition, implantation-replacement, extraction and/or repair of prostheses, anatomical and orthopedic pieces of any type such as a collar.

The reimbursement of medical, surgical and pharmaceutical expenses whose amount is less than 50 euros.

**\* This document is for guidance purposes only, we are not responsible for any errors, omissions or changes on the official documentation of the insurance policy.**