















Our insurance:

Condor basic travel protection

Please note that this overview of benefits does not include all information about your contract. Please refer to the insurance policy and the insurance conditions for the full scope of insurance. Each insurance listed below is only relevant if it is also included in the tariff taken out.

Benefits

	Premium travel protection	Basic travel protection
Travel cancellation insurance	condor 	condor 
Holiday guarantee (travel curtailment insurance)	condor 	condor 
Travel accident insurance	condor 	condor 
Transfer insurance	condor 	condor 
Rail & Fly insurance	condor 	condor 
Travel health insurance	condor 	-
Cuddly toy service	condor 	-
Emergency insurance	condor 	-
Travel luggage insurance	condor 	-

What to do in the case of an insured event:

If you want to submit a claim to us, our claim forms are available at <https://mein-hmr.de/service/claim-form>.

terms

Conclusion deadline: Travel cancellation insurance must be concluded up to 30 days before the start of the trip and no later than the third working day (Monday to Saturday) after the trip is booked. If the insurance is taken out later, insurance cover is only provided for events occurring from the 10th day after taking out the insurance, provided that the premium has been paid.

Duration of insurance: Insurance products apply for the duration of a trip, up to a maximum of 45 days. The policyholder must be of legal age.

Product overview

Travel cancellation insurance

If you cannot go on a trip or can only start your trip with a delay for one of the insured reasons we compensate contractually owed cancellation costs or the additional outward journey costs.

Insured reasons are:

- serious accidental injury, unexpected and serious illness, death, intolerance of inoculation, loss of job, change of job, short-time work

Excess: Without deductible for all insured events with the exception of outpatient treated outpatient illnesses. In this case, the deductible amounts to 20%, but at least EUR 25 per insured person.

Holiday guarantee (travel curtailment insurance)

Benefits:

- reimbursement of the insured travel costs in the event of curtailment during the first half of the trip, up to the first 8 days
- reimbursement of the unused travel services in the event of travel interruption or delayed departure
- reimbursement of the proven additional return travel costs in the event of curtailment or delayed return from the trip.

Insured reasons are:

- serious accidental injury, unexpected and serious illness, death, significant damage to property (at least EUR 2,500), delay of public transport

Excess: Without deductible for all insured events with the exception of outpatient treated outpatient illnesses. In this case, the deductible amounts to 20%, but at least EUR 25 per insured person.

terms

Travel accident insurance

Insured reasons are:

- In the event of disability. In the event of death, cosmetic operations to remedy impairments caused by an accident, search, rescue, or recovery operations.

Reimbursement for:

- Disability costs for adults up to EUR 40,000, for children up to EUR 10,000.
- Remedy of impairments caused by an accident up to 5,000 EUR per insured person
- Search, rescue, or recovery operations up to 5,000 EUR per insured person

Excess: without deductible.

Transfer insurance

Reimbursement for:

- costs of rebooking up to EUR 400
- overnight accommodation costs up to EUR 50

Insured reason:

- delay of the feeder flight more than 2 hours at the connecting airport

Excess: without deductible.

Rail & Fly insurance

Reimbursement for:

- rebooking a flight (equal to the originally booked type and quality of the trip)
- overnight accommodation costs if the next possible flight cannot be taken until the next day

Excess: without deductible.

Initial information / Intermediary status

Condor Flugdienst GmbH offers you advice within the scope of our travel insurance brokerage activities. For this activity Condor Flugdienst GmbH receives commissions as well as other benefits which are already included in the insurance premium.

IHK registration number: D-BRHB-RIMXM-07

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phone: +49 (0)180 600 5850 (landline price 0.20 EUR/call; mobile phone prices maximum 0.60 EUR/call)

Register retrieval at www.vermittlerregister.info

Complaints office in the event of disputes with insurance companies or intermediaries:

Versicherungsombudsman e.V.

postbox 08 06 32, 10006 Berlin

www.versicherungsombudsman.de