



Hotel Insurance Cancellation

The insurance offered by Mutuaide makes it possible for you to be reimbursed for the full amount of your trip in the event of unforeseen circumstances before your trip :

- This easy-to-use policy ensures that you are reimbursed within 72 hours.
- Everybody is covered, no family relationship is required
- A dedicated, friendly adviser is available between 9.00 and 12.00 and between 14.00 and 18.00 from Monday to Friday
- Simplified online declaration

95% of claims are reimbursed

Examples of the most frequent causes:

- **Stay cancellation**
 - Adoption
 - Attack
 - Cancellation or change of leave
 - Change of job
 - Death
 - Exam re-sit
 - Illness/Accident/Hospitalisation
 - Impediment on the journey
 - Natural disaster
 - Obtaining a job
 - Pregnancy
 - Redundancy
 - Summons to court
 - Theft in the premises
 - Theft of ID card or passport
 - Vaccination other than COVID 19
 - Vehicle breakdown
 - Water damage, fire, explosion in professional or private premises
- **Stay cancellation Covid extension**
 - Cancellation for COVID19 Illness declared in the month preceding departure preventing you from travelling to the place where you are staying
 - Cancellation for denied boarding following a temperature check or positive PCR and/or antigen test (COVID19)
 - Death following Contamination to COVID19
- **Stay interruption**
 - Death
 - Illness/Accident/Hospitalisation
 - Repatriation
 - Theft in the premises
 - Water damage, fire, explosion in professional or private premises

Regarding bank cards

Some bank cards only cover costs relating to death or serious illness. Conditions and processing times vary between banks and contracts. You can consult the conditions of your contract or simply sign up for our high-quality, comprehensive insurance.

How do I cancel my holiday?

There is nothing easier than notifying us of your cancellation:

- Simply register your request via our website <http://claims.safebooking.com> using your insurance policy number.
- As soon as your claim is approved, you will be reimbursed within 72 hours.

[General terms of insurance](#)

[Check informations about our insurance](#)