

COVID GUARANTEE - CANCELLATION INSURANCE

Covid 19 - Your questions answered

I've been declared positive for Covid 19. Am I covered?

ALBINET: Yes, as well as any other person on the trip, provided they are part of the same family. If there are two couples, for example, it will be handled pro rata and only the couple affected by the illness will be reimbursed.

In the event of an epidemic, am I covered in the event of a cancellation caused by travel restrictions or a lockdown implemented by authorities?

ALBINET: No. These unprecedented events cannot be insured and are not insured. We cannot provide coverage. The scale of the disruption resulting from the travel bans, restrictions or lockdowns taken by public authorities is sufficient to justify a postponement of the rental dates or the termination of the contract. You will need to contact your organiser or accommodation directly. If they agree to modify the dates of your stay, we will modify the dates of your insurance coverage. Please confirm any such updates, alongside the full reference number for your insurance contract.

One of my contacts tested positive and I need to go into self-isolation. Am I covered?

ALBINET: Yes

I've had to cancel my trip because my temperature was too high to travel. Am I covered?

ALBINET: Yes

One of the members of my family has contracted COVID. Am I covered in the event of a cancellation?

ALBINET: No. Only the insured party or one of the participants in the trip is covered in the event of a cancellation, if they contract COVID.

I contracted COVID-19 during my stay and had to cut it short. Am I covered?

ALBINET: Yes. As your stay was interrupted, we will reimburse you for the number of days remaining.

TOILET FACILITIES:

- hand gel distributors in the bathrooms
- social distancing signposting
- reminder of the social distancing rules
- daily, regular disinfection of toilet facilities

And, for further safety:

- Use sanitiser gel when you enter the toilets
- As much as possible, avoid touching walls or partitions
- Try to use them when there are few people

ACCOMMODATION:

- hand gel distributors in the bathrooms of each sector
- rooms are disinfected each time a new client arrives, using disinfectants (virucidal and bactericidal)
- for technical interventions in accommodation, these are conducted when the guests are out and our personnel are equipped with gloves and masks. Gloves are changed after each intervention.

WELCOME CONDITIONS:

We receive all of our visitors in line with all current sanitary rules and regulations:

- hand gel distributors are available
- social distancing signposting
- reminder of the social distancing rules

BAR/RESTAURANT/MINI-MARKETS

Our shops and facilities are available, and are adapted to provide total safety during your stay:

- Take-away: Everything on the restaurant's menus is available to take away.

For even greater safety, the following sanitary rules are in place:

- A one-way system
- Hand gel distributors
- Social distancing signposting
- Reminders of the social distancing rules