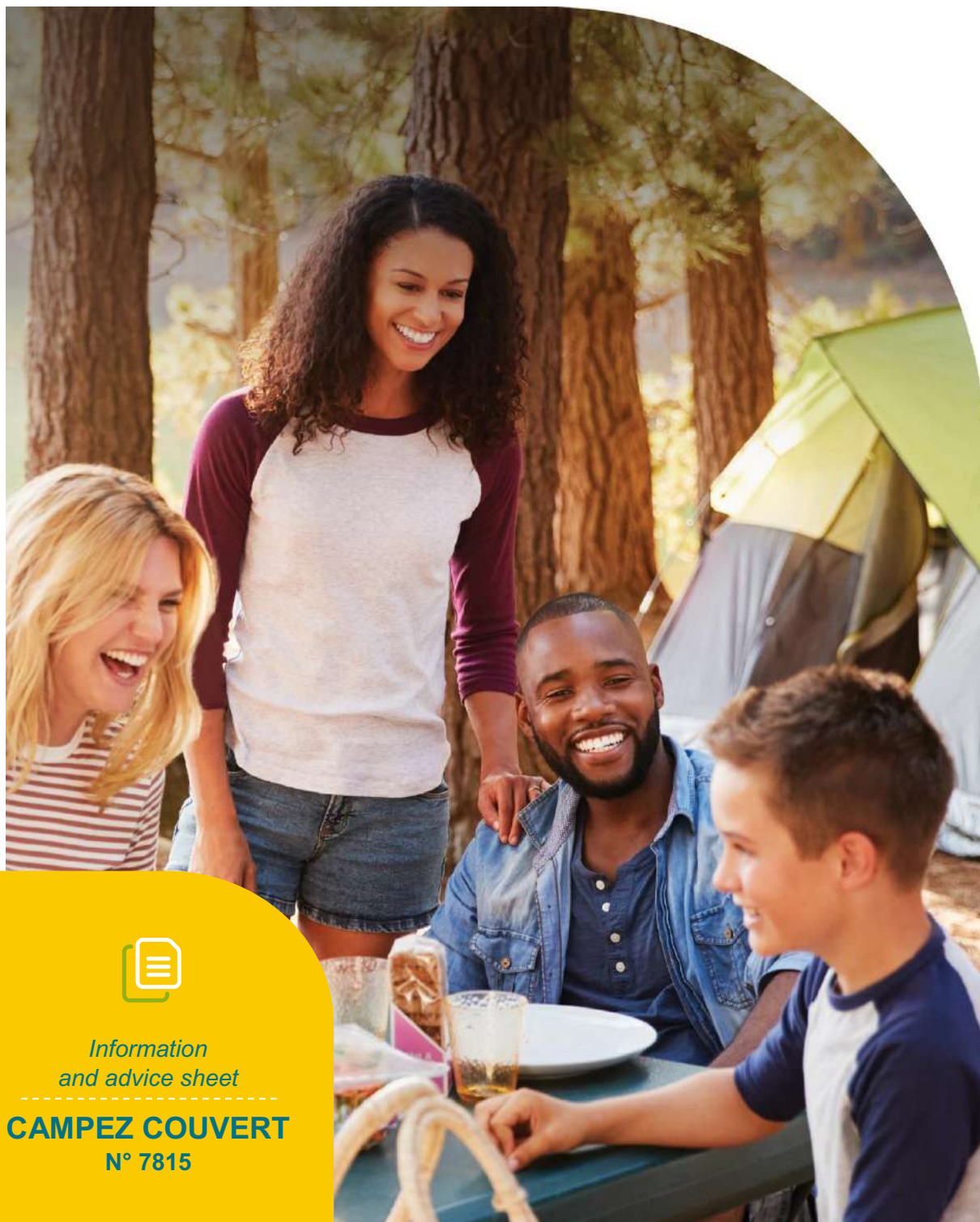


Campez Couvert

by gritchen



*Information
and advice sheet*

CAMPEZ COUVERT
N° 7815

Your objective:

You want to cover yourself in the event of unforeseen circumstances forcing you to cancel your planned holiday in an open-air hotel, and also in the event of unforeseen circumstances during your stay?

WHAT DO I NEED TO KNOW ABOUT COVERED CAMPING INSURANCE?

This insurance is offered in addition to a booking for a stay in an open-air hotel and is designed to protect the booker before the start of the stay: if you are obliged to cancel your stay or if you arrive late, during your stay: in the event of interruption, vehicle breakdown, veterinary care costs, repatriation assistance and after your stay: in the event of the deposit being withheld as a result of accidental damage or if you forget any personal items at the place of stay.

WHAT DOES CAMPER COVER COVER?

→ Reasons for cancellation covered:

The policy covers you in a wide range of situations that require you to cancel your holiday:



→ Guarantees :

CANCELLATION



Refund of sums retained by the establishment in accordance with its general terms and conditions of sale, if you are obliged to cancel your stay before departure (outward journey) for one of the reasons provided for in the contract.

LATE ARRIVAL



Refund pro rata temporis of the unused period if you take possession of your reservation more than 24 hours late due to one of the events listed in the cancellation guarantee.

INTERRUPTION CHARGES



Reimbursement of unused ground services on a pro rata temporis basis, including any rental cleaning costs, in the event of premature return following the events detailed in the insurance contract.

This document is a non-contractual summary of cover. As the Insurer is only bound by the terms of the insurance contract, you will find the full contract in the leaflet attached to this document.

REPLACEMENT VEHICLE



Reimbursement of the cost of hiring a replacement vehicle of equivalent category for a maximum of 3 consecutive days if your vehicle is immobilised due to a breakdown, material accident or theft during your stay.



VETERINARY CARE AND ASSISTANCE FOR DOGS AND CATS

Reimbursement of the cost of caring for your dog or cat during your stay, as well as assistance if your pet goes missing or runs away.

FORGETTING A PERSONAL ITEM ON THE RENTAL



Reimbursement, on presentation of an original invoice, of the cost of sending the forgotten item from the rental location to your home.

SECURITY DEPOSIT PROTECTION



Reimbursement of all or part of the deposit stipulated in the rental contract and actually retained by the lessor in the event of accidental damage affecting the Rented Property (including the furniture and fixtures located inside the Rented Property) during the Stay.

ASSISTANCE



Assistance, repatriation, reimbursement of medical expenses following a health problem linked to an epidemic during your stay.

*The exhaustive description of the scope of cover of the "CAMPEZ COUVERT" insurance, limits of cover, excesses and exclusions are set out in **the enclosed information leaflet**, which has contractual value only and which we invite you to read carefully. to read carefully.*

→ Our advice:

With your objective in mind, we suggest that you take out the CAMPEZ COUVERT offer, created specifically for stays in open-air hotels, to cover you in the event of unforeseen circumstances affecting your trip.



This document is a non-contractual summary of cover. As the Insurer is only bound by the terms of the insurance contract, you will find the full contract in the leaflet attached to this document.

WHAT IS THE NOTIFICATION DEADLINE IN THE EVENT OF A COVERED EVENT?

When Insurance cover is involved, the insured must : Notify **Gritchen Affinity** in writing **within 10 working days** of any claim likely to result in coverage.

HOW DO I REPORT A CLAIM?

WWW

For fast, modern management of your cancellation, interruption, late arrival, replacement vehicle or forgotten object requests

Log on to the website :
www.declare.fr

You can send us your supporting documents and track the progress of your case.



For traditional management of your cancellation, interruption, late arrival, replacement vehicle or forgotten object claims

By e-mail: sinistres@campez-couvert.com

need for assistance or repatriation

Contact us 24/7 by telephone on +33 1 45 16 85 42

To do this:

To enable us to intervene in the best possible conditions, please remember to gather the following information, which you will be asked to provide when you call:

- Your contract number,
- Your first and last name,
- Your home address,
- The country, city or town you are in at the time of the call,
- Specify the exact address (number, street, hotel, etc.),
- The telephone number where we can reach you,
- The nature of your problem.

When you first call, you will be given an assistance file number. You should always quote this number when you contact our Assistance Service.

WHO ARE WE?

Gritchen Affinity - Specialist in sports and leisure insurance

SAS with share capital of 10,260 euros, registered in the Bourges Trade and Companies Register under no. 529 150 542, with its registered office at 27 rue Charles Durand - 18000 Bourges. Société de Courtage d'Assurances is subject to supervision by the ACPR, Autorité de Contrôle Prudentiel et de Résolution, 4 place de Budapest - CS 92459 - 75436 Paris Cedex 09 and is registered with the ORIAS under no. 11061317 in the Insurance Broker category (www.orias.fr).

Professional Civil Liability and Financial Guarantee in accordance with Articles L 512-6 and L 512-7 of the French Insurance Code. Subsidiary of Groupe Gritchen Assurances Holding, SAS with capital of 2,312,218.80 euros.

As an independent broker, Gritchen Affinity operates on a non-exclusive basis in accordance with Article L521-2 II b of the French Insurance Code. As an insurance intermediary, we are remunerated on the basis of a commission paid by the insurer and brokerage fees borne directly by the policyholder.

The CAMPEZ COUVERT offer has been negotiated with MUTUAIDE ASSISTANCE, which has been committed for 40 years to providing the best service to deal with everyday contingencies.

YOUR PERSONAL DATA

Gritchen Affinity undertakes, as data controller or when we act as subcontractor within the meaning of the RGPD to:

- Process your data lawfully, fairly and transparently
- Collect only the information required to process your request
- Collect them for specific, explicit and legitimate purposes
- Ensure that your data is accurate and, if necessary, updated
- Keep them only for as long as is necessary for the purpose for which they were collected, as recommended by the CNIL or required by law.
- Guarantee appropriate security using suitable technical and organisational measures".

We use the personal data that you have sent us (including via your booking establishment) as part of our insurance brokerage business to take out, manage and execute the insurance contract and for the commercial management of our customers. It is also used as part of our obligations to combat money laundering and the financing of terrorism, and to combat fraud.

We inform you about how to exercise your rights: you may request access to your personal data, rectification, deletion or restriction of its processing. You also have the right to object to processing and the right to portability of your data.

For further information, please contact our **Compliance Department - Gritchen - 27 rue Charles Durand - 18000 Bourges** or by e-mail: conformite@gritchen.fr. In the event of a complaint, you may choose to contact the CNIL. Find full information on the processing of your personal data [here](#)

We would also like to inform you of the existence of the "Bloctel" telephone anti-solicitation list, on which you can register at: <https://conso.bloctel.fr>

CLAIMS AND MEDIATION

If you have any problems, please contact your usual contact person. If you are not satisfied, you can make a complaint by writing to : **GRITCHEN AFFINITY - Customer complaints department - 27 rue Charles Durand 18000 Bourges** or by email: reclamations@gritchen.fr or by logging on to declare.fr

Our complaints department undertakes to deal with your complaint within the following timescales:

- Ten working days from the date the complaint is sent to acknowledge receipt, unless we are able to provide you with a response within this period.
- Two months between the date the complaint is sent and the date of our response.

If, due to the complexity of the situation, we are unable to meet this two-month deadline, we undertake to inform you.

If, after exhausting the remedies available to us, a disagreement persists between us, you may contact the Insurance Mediation officer at the following address: **La Médiation de l'Assurance - TSA 50110 - 75441 Paris Cedex 09 - France**

Your request will be examined in accordance with the Mediation Charter, which can be consulted at the following address: <http://www.mediation-assurance.org/>

If you are taking out the contract as a consumer, you can also use the European Commission's Online Dispute Resolution (ODR) platform by clicking on the following link: <http://ec.europa.eu/consumers/odr/>

Travel insurance

Information document on the insurance product

Mutuaide
Assistance

Company: Mutuaide Assistance, Approval no. 4021137 - Insurance company approved in France and governed by the French Insurance Code

Product: CAMPEZ COUVERT INSURANCE

This information document summarises the main product covers and exclusions. It does not take into account your needs and specific requests. Full information on this product can be found in the pre-contractual and contractual documentation.

What type of insurance is it?

Travel Insurance is intended to cover the damage suffered by the insured party before and during the journey and his related expenses. The "Campez couvert" product covers travel cancellation, late arrival, interrupted stay, forgotten personal item and cost of a replacement vehicle.



What is insured?

The insurance covers have different reimbursement ceilings, which are indicated in the policy.

Insurance covers provided for systematically:



Travel cancellation charges up to €5,000 per person and €30,000 per event.

Covid extension



Modification charge: Reimbursement of costs due to altered dates of stays: Up to €2,000 per person and €10,000 per event, as per the conditions provided for in the policy.



Late arrival

Reimbursement of accommodation days not used up to €4,000 per rental or pitch with a maximum of €25,000 per event



Interrupted stay charges

Reimbursement of costs of stay already paid and services not used including any costs for cleaning the rental, in the event of premature return up to €4,000 per person and with a maximum of €25,000 per event.



Replacement vehicle

Cover for a replacement vehicle in the equivalent category to the immobilised vehicle following a breakdown, physical damage or theft during the stay for three consecutive days at most.



Reimbursement of shipping costs for sending personal items forgotten in the rental up to a maximum of €150 per shipment.



Deposit protection

Reimbursement of all or part of the deposit stipulated in the rental contract and actually retained by the lessor in the event of accidental damage affecting the Rented Property (including the furniture and fixtures located inside the Rented Property) during the Stay.



Assistance

Repatriation assistance, including reimbursement of medical expenses following a problem during the stay.



What is not insured?



Cancellation for personal convenience.



Are there exclusions to the cover?

Main exclusions:



Consequences and/or events resulting from a strike, attack or act of terrorism.



Deliberate fault by the insured party.



Illnesses or accidents that have been diagnosed, treated or hospitalised initially between booking the trip and taking out the policy.



Complications in pregnancy beyond the sixth month.
Default by the trip organiser or airline or rail company.

Main restrictions:



A sum indicated in the policy can remain payable by the insured party (excess) for the cancellation costs cover.



The late arrival and stay interruption costs apply after one day.



Where am I covered?

- ✓ The insurance covers taken out apply worldwide.



What are my obligations?

On pain of invalidity of the insurance policy or of non-cover:

When taking out the policy:

- Pay the premium (or fraction of premium) indicated in the policy.
- Declare, as per the conditions and set times, any loss likely to involve one of the covers and attach any useful documents in assessing the loss,
- Advise of any covers that may have been taken out for the same risks totally or partially with other insurers and any reimbursement received by the insured party following a loss,
- In the event of a theft, lodge a complaint with the competent authorities and provide the original of this lodgement.



When and how should payments be made?

Premiums are payable to the insurer or its representative when taking out the policy.
Payments can be made by bank card, cheque and bank mandate or transfer.



When does cover start and end?

Start of cover

The "Travel cancellation" cover takes effect on the day on which the policy is taken out.
All other covers take effect on the day of departure on the trip.

End of cover

The "Travel cancellation" cover expires on the day of departure on the trip
All other covers expire on the last day of the trip, with a maximum period of 90 consecutive days.



How can I terminate the policy?

A temporary policy cannot be terminated.
The policy ends at the latest at the end of the trip.

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des Frères Lumière - F-94368 Bry-sur-
Marne Cedex.

S.A. with a capital of €12,558,240 fully paid.
Governed by the insurance code, Créteil
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– VAT FR 31 3 974 086 000 19.