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For more information, please see <https://www.europ-assistance.be/fr/limitations-territoriales-business>

Introduction

The special terms and conditions set out in detail below define all the cover provided by EUROP ASSISTANCE under the POST LUXEMBOURG GOLD policy.

CHAPTER I - CONDITIONS OF APPLICATION

1.1 General definitions

Insurer

Europ Assistance Belgium, VAT BE 0738.431.009 RPM Brussels, Cantersteen 47, 1000 Brussels, the Belgian branch of Europ Assistance SA, an insurer under French law whose registered office is at 2, rue Pillet-Will, 75009 Paris, France (registered with the Paris Trade and Companies Register under number 451 366 405), approved under code 0888 to operate branches 1, 9, 13, 16 and 18 under the supervision of the National Bank of Belgium, Boulevard de Berlaimont 14, 1000 Brussels, and approved to operate branches 1, 9, 13, 16 and 18 in the Grand Duchy of Luxembourg.

Policyholder

POST LUXEMBOURG, an independent public body whose registered office is at 38, place de la Gare, L-2020 Luxembourg, registered with the Luxembourg Trade and Companies Register under number J28, and whose VAT identification number is LU 15400030

Insured Party

The insured parties (hereinafter referred to as the 'Insured Party/ies') are, as long as the VISA Gold card provided by POST LUXEMBOURG is valid within the meaning of Article 8 of the special terms and conditions applicable to POST LUXEMBOURG VISA Cards and they are domiciled in one of the countries indicated in Article 1.2.1 below:

- The POST LUXEMBOURG VISA Gold card holder;
- The spouse of the POST LUXEMBOURG VISA Gold card holder or his/her cohabiting common-law partner, including a partner within the meaning of the Luxembourg Law of 9 July 2004 on the legal effects of certain partnerships;
- Any person who usually resides in the household of the POST LUXEMBOURG VISA Gold card holder;
- The unmarried children (military service conscripts, students, etc.) of the POST LUXEMBOURG VISA Gold card holder, domiciled with the latter but residing elsewhere;
- The unmarried children of the POST LUXEMBOURG VISA Gold card holder, under 25 years of age, whose domicile is in Europe in the case of divorced or separated parents;
- Any person transported free of charge (excluding hitchhikers) and needing onward transport following a road accident, breakdown, theft or car-jacking of the Insured Vehicle.

Insured Vehicle

With the exception of any vehicle driven with test drive or trade plates and provided that it is roadworthy: any two-wheeled vehicle of the POST LUXEMBOURG VISA Gold card holder, or mixed-use vehicle used for tourism and business purposes, such as an all-purpose vehicle, motor home or caravan, whose maximum authorised mass (MAM) does not exceed 3.5 tonnes.

When towed by the Insured Vehicle: a luggage trailer (max. 750 kg), boat trailer (5.1.2.11), motor home or caravan, whose MAM does not exceed 3.5 tonnes or whose length does not exceed 6 metres.

Domicile

The place where the Insured Party is registered in the population register or in any other equivalent administrative register.

Country of domicile

The country in which the domicile of the Insured Party is located, provided that this country is included in Article 1.2.1 below.

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Country of origin

One of the countries listed in Article 1.2.2 below, the nationality of which is held by the Insured Party.

Illness

An unforeseeable organic or functional change in health confirmed by a doctor, giving rise to objective symptoms and requiring medical care.

Accident (person)

A sudden and chance event, unintended by the victim, resulting in an injury that can be objectively certified.

Accident (vehicle)

Any collision or impact with a stationary or mobile body, overturning, coming off the road, or fire, making it impossible to use the vehicle under normal safety conditions as defined in the highway code.

Breakdown

Any mechanical, electrical, electronic or hydraulic failure affecting the vehicle and preventing it from being used normally. Also covered: burst tyres, loss of keys and fuel errors and breakdowns (fuel expenses are at the expense of the Insured Party).

Theft

The disappearance of the Insured Vehicle following a theft not committed by or with the complicity of the Insured Party or a member of his/her family. In order to benefit from the services associated with the theft of the Insured Vehicle, the Insured Party must report the theft to the police. The number of the official statement must be communicated to the Insurer.

Vandalism

Any act of deprecation carried out by a third party on the Insured Vehicle. The definition of 'vandalism' does not include minor damage to the bodywork, theft of accessories, radio or personal items, or other damage that does not prevent the vehicle from being driven.

Luggage and camping equipment

Personal belongings carried by the Insured Party or transported on board the Insured Vehicle. The following are not regarded as luggage: glider, boat, commercial goods, scientific equipment, building materials, home furniture, horses, livestock

Loss

Random event, granting the right to the application of the cover under these Terms and Conditions.

Excess

Part of the indemnity to be paid by the Insured Party.

Hotel costs

The cost of a room with breakfast up to the amounts provided for in these Terms and Conditions and excluding all other costs.

Guarantee

All the services to which we are contractually committed. Any amounts indicated in this agreement (reimbursement guarantee, payment guarantee, etc.) include all taxes.

1.2 Geographical definitions

1.2.1 Countries in which your domicile must be located

The countries of the European Union, plus Norway, Monaco, Andorra, Liechtenstein and Switzerland.

The islands and departments situated outside the European continent are excluded.

1.2.2 Countries regarded as countries of origin

a) Assistance to persons (Chapter II) and travel assistance (Chapter III)

Depending on which letter, D or A, is indicated in each article, the services apply to losses arising:

D = in the country of domicile of the Insured Party;

A = abroad, i.e. worldwide with the exception of the excluded countries (listed below) and of the country of domicile of the Insured Party.

D/A = both in the country of domicile and abroad with the exception of the excluded countries (listed below).

b) Vehicle assistance (Chapter V)

Depending on which letter, D or A, is indicated in each article, the services apply to losses arising:

D = in the country of domicile of the Insured Party, who is the usual driver of the Insured Vehicle;

A = abroad, namely in the countries listed below, with the exception of the country of domicile of the Insured Party, who is the usual driver of the Insured Vehicle: Germany, Andorra, Austria, Belgium, Bosnia Herzegovina, Bulgaria, Croatia, Cyprus, Denmark, Estonia, Finland, France (except overseas territories), Germany, Gibraltar, Greece and islands, Hungary, Ireland, Italy and islands, Latvia, Liechtenstein, Lithuania, Grand Duchy of Luxembourg, Macedonia, Malta, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal (except for Madeira), Romania, San Marino, Serbia, Slovakia, Slovenia, Spain (except for Canary Islands), Sweden, Switzerland, Turkey (European part), Ukraine, United Kingdom and Vatican.

c) Countries excluded from all assistance services as regards both people and vehicles:

- Countries or regions currently in a state of civil or foreign war and those in which safety cannot be guaranteed due to uprisings, riots, revolutions, terrorist acts, restrictions on the free movement of people and property, strikes or other chance events preventing the enforcement of the agreement are not covered. The situation with regard to excluded countries is subject to change depending on domestic or international developments in the countries in which we operate. We follow the advice and recommendations of the Ministry of Foreign Affairs.
- Countries, regions or areas for which government authorities have issued a general travel ban or a ban on all but essential travel are not covered. Destination countries that have issued a ban on entry to their territory for nationals of the country/countries of which the beneficiaries of this policy are nationals are also not covered.
- The countries covered (or any of their regions) may be subject to international sanctions, bans or restrictions as defined by the United Nations, the European Union or the United States, preventing us from fulfilling all or part of our contractual obligations there. The list of countries and regions concerned may change over time.

This list is updated and may be consulted at any time via the link <https://www.europassistance.be/limitations-territoriales-business>.

The following are excluded:

North Korea, Syria, Venezuela, Iran, Belarus, Afghanistan, Myanmar (Burma), the Russian Federation and the regions of Ukraine annexed by the Russian Federation (annexation not recognised by Belgium): Crimea, Donetsk, Luhansk, Zaporizhzhia and Kherson.

Territorial restrictions:

For US nationals travelling to Cuba, the provision of assistance or payment of benefits is subject to proof that the trip to Cuba complies with US laws. The term 'US nationals' includes any person, wherever they are located, who is a US citizen or ordinarily resident in the United States (including green card holders).

1.3 Miscellaneous conditions of application

1.3.1 Nature and duration of covered journeys abroad

All private and business journeys over 100 km from the domicile of the Insured Party are covered in the context of these terms and conditions, provided that:

- in the case of journeys abroad or in the country of domicile, at least 30% of the transport cost of the Insured Party (air, rail or rental car) or of the accommodation cost (hotel, holiday home, etc.) has been paid or reserved using the POST LUXEMBOURG VISA Gold card.
- in the case of journeys abroad or within the country of domicile, involving a means of transport other than air, rail or rental car, or without reservation, at least one payment with the POST LUXEMBOURG VISA Gold card between the departure date of the Insured Party and the date of the request for assistance by the latter.

In the case of business journeys, only administrative, commercial or cultural activities are covered. All dangerous activities are excluded, such as those of an acrobat, animal tamer or diver or the following professional activities: work on roofs, ladders or scaffolding; descents into wells, mines or quarries; the manufacture, use or handling of fireworks or explosives.

Journeys abroad are covered by these Terms and Conditions. If the journey abroad lasts more than three consecutive months, the events giving rise to the guaranteed services are exclusively those occurring before the first three months have elapsed. Return journeys lasting less than 15 days will not be regarded as an interruption of the three-month period.

1.3.2 Replacement vehicle

§ 1 A replacement vehicle is understood to be a mixed-use vehicle used for tourism and business, corresponding to category B for the hirer. The Insurer will reimburse the Insured Party for any taxi costs incurred when collecting or returning the replacement vehicle.

§ 2 The Insured Party undertakes to comply with the rental company's general terms and conditions when provided with the replacement vehicle. The Insured Party shall bear any costs arising from use of the rented vehicle beyond the guarantee period, fines incurred, fuel costs, tolls, additional insurance (such as excess buy-back) and any insurance excess for damage caused to the vehicle.

1.3.3 Travel tickets

When an Insured Party is transported or repatriated, the travel tickets guaranteed by this cover (unless otherwise advised by a doctor), shall either be train or airline tickets, depending on local options. Unless otherwise advised by a doctor, if the distance to be travelled is less than 1,000 km, only first-class train tickets will be issued to the Insured Party.

1.3.4 Service provider

The Insured Party is always entitled to refuse the service provider the Insurer sends him/her (e.g. breakdown recovery service, repairer, transporter). In this case, the Insurer will propose other nearby service providers to the Insured Party, within the limits of local availability.

The work or repairs of the service provider are subject to the agreement and supervision of the Insured Party. It is advisable to ask for a quote beforehand, regarding the costs of repairs and spare parts not included in this cover.

The service provider shall bear sole responsibility for work or repairs carried out.

1.3.5 Assistance on request

When the assistance is not covered under these Terms and Conditions, the Insurer may, under certain conditions to be agreed in advance, place its resources and experience at the disposal of the Insured Party to assist him/her, with the latter bearing all expenses. Please consult us.

1.4 How to contact our services

Our assistance services are available 24 hours a day, 7 days a week, on the following number:

By phone: +32 2 541 90 91

By e-mail: help@europ-assistance.be

By fax: + 32 2 533 77 75

CHAPTER II - ASSISTANCE TO PERSONS IN THE EVENT OF ILLNESS, INJURY OR DEATH

The services in Chapter II apply in the event of the illness, injury or death of an Insured Party while travelling.

- These services cannot replace the intervention of public services, in particular the emergency services.
- If the Insured Party is ill or injured while travelling, he/she must first call the local emergency services (ambulance, hospital, doctor) and subsequently inform the Insurer of the name and address of the doctor treating him/her.

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2.1 Transport/repatriation of the ill or injured person (D/A)

If the Insured Party is hospitalised following an accident or illness that has occurred while travelling and the local doctor treating him/her authorises his/her transport or repatriation, the Insurer shall arrange and pay for the following, on the basis of medical requirements alone:

- either the return of the Insured Party to his/her domicile or to an appropriate hospital near his/her domicile;
- or the return of the Insured Party to his/her country of origin, to the place of residence of his/her spouse, father, mother or children, or to an appropriate hospital near this place of residence.

Depending on medical requirements, the Insured Party will be transported under medical supervision in a light medical vehicle, by ambulance, sleeper car, train in first class (couchette or seat), passenger aircraft or air ambulance. Only the medical well-being of the Insured Party and compliance with the health regulations in force shall be considered when taking the decision to transport the Insured Party and choosing the means of transport used.

The final decision regarding repatriation of the Insured Party shall be taken by the Insurer, after consulting local doctors and, if necessary, the Insured Party's usual doctor. Should the Insured Party refuse to comply with the decision deemed most advisable by the Insurer's doctors, the Insured Party expressly discharges the Insurer of all liability.

If, for reasons of medical safety, the Insured Party requires initial transport to a healthcare centre nearby before returning to a facility close to his/her home, the Insurer will also arrange and pay for this transport.

Should the Insured Party so wish, the Insurer's medical service will reserve a bed for him/her in the unit envisaged for his/her hospitalisation.

2.2 Assistance in the event of death (D/A)

§ 1. If the Insured Party dies while travelling and the burial or cremation takes place in the country of domicile or country of origin of the Insured Party, the Insurer will organise repatriation of the mortal remains from the hospital or morgue to the country of domicile or origin of the deceased Insured Party. The Insurer will pay for:

- the costs of the funeral arrangements and coffin;
- the costs of the coffin and other special arrangements required for its transport, up to a limit of €1,500;
- the costs of transporting the coffin, excluding ceremonial and burial costs.

§ 2. Should the family of the Insured Party wish to have the mortal remains repatriated to a country other than the country of domicile or origin of the deceased Insured Party, the Insurer agrees to arrange this repatriation and will cover the costs up to the limit of the expenses that it would have agreed to under § 1 of this Article.

§ 3. If the burial or cremation takes place in the country in which the Insured Party died, the Insurer will cover the following costs, up to the limit of the sum of all of the expenses that it would have agreed to under § 1 of this Article:

- the costs of the funeral arrangements and coffin;
- the costs of the coffin and funeral urn up to a limit of €1,500;
- the costs of local transport of the mortal remains excluding ceremonial costs;
- the costs of repatriation of the urn to the country of domicile or origin of the deceased Insured Party;
- a return ticket from one of the countries listed in Article 1.2.2 to enable a close relative to be present.

§ 4. If the death of the Insured Party prevents the other Insured Parties travelling with him/her from returning to their country of domicile by the means initially planned, the Insurer will arrange and pay for the return of the other Insured Parties to their domicile.

2.3 On- or off-piste skiing accidents (D/A)

In the event of an on- or off-piste skiing accident, we will reimburse you for:

- your expenses to get from the site of the accident to the nearest hospital;
- the search costs invoiced by official rescue organisations if you are injured during a snow-based sporting activity, up to a maximum of €5,000.

In this case, in addition to the invoice for the costs, we will require a certificate from the local emergency services or police certifying the identity of the injured person. However, off-piste skiing accidents are only covered if you are accompanied by an instructor from a recognised off-piste skiing organisation. The payment of search costs cannot be combined with the cover provided for in Article 2.4.

2.4 Search and rescue costs (D/A)

If you get lost during your trip and official rescue services have to intervene to find you, we will pay up to €5,000 of the search and rescue costs incurred to save your life or physical integrity, provided that the rescue is the result of a decision taken by the competent local authorities or official rescue organisations.

At sea, the reimbursement of search and rescue costs applies only in territorial waters.

This cover cannot be combined with the covered provided for an on- or off-piste accident (see 2.3)

2.5 Ski passes and skiing lessons (D/A)

If the condition of a sick or injured Insured Party results in hospitalisation for more than 24 hours and/or repatriation organised by us, the Insured Party's ski-lift pass and skiing lessons will be reimbursed in proportion with the time during which they could not be used. The reimbursement by the Insurer will be limited to €300 for the entire cover.

2.6 Psychological assistance (D/A)

If you are a victim of a serious psychological shock such as: phishing, cyber harassment or identity theft, we will organise and pay for your initial sessions in Belgium or in the Grand Duchy of Luxembourg with a specialist psychologist appointed by our medical advisor (maximum of five sessions).

If you are travelling outside Belgium or the Grand Duchy of Luxembourg, the sessions will be conducted by telephone. If you are in Belgium or the Grand Duchy of Luxembourg, the psychologist will contact you within 24 hours of your first call to arrange the first appointment.

CHAPTER III - TRAVEL ASSISTANCE

3.1 Interpreter assistance (A)

If the Insured Party is entitled to assistance abroad under these Terms and Conditions, he/she shall benefit from the Insurer's services or correspondents, should he/she have serious problems understanding the local language.

3.2 Assistance in the event of legal proceedings (A)

If the Insured Party is the subject of legal proceedings abroad following a traffic accident, the Insurer will advance the following to him/her once a guarantee or deposit of an equivalent amount has been arranged in his favour:

- the amount of the bail required by the authorities up to a maximum of €12,500 per Insured Party subject to proceedings. For the application of this service, the Insurer must obtain a certified true copy of the authorities' decision.
- the fees of a lawyer, chosen freely by the Insured Party abroad, up to a maximum of €1,300.

The Insured Party undertakes to reimburse these advance payments to the Insurer no more than 30 days after the payment is made.

The Insurer will not intervene in any judicial proceedings in the country of domicile resulting from action taken against the Insured Party abroad.

3.3 Reimbursement of rental costs following breakage or theft of personal or hired skis or snowboards (D/A)

If your personal or hired skis or snowboards are broken or stolen, we will reimburse you, subject to presentation of the original receipts, for the cost of hiring an equivalent pair of replacement skis for a period corresponding to your stay on site. This period may not exceed 8 days. The cover amount is limited to a maximum of €400 per person per trip.

What to do in the event of a claim

The reimbursement provided for in Article 3.2 will be made subject to the presentation of:

- if your personal skis or snowboards are broken or stolen: the purchase invoice for your skis or snowboards and the rental invoice for the replacement skis or snowboards. In the event of theft, the theft must be reported to the police. You will need to send us the report.
- if hired skis or snowboards are broken: the original rental invoice for the skis or snowboards that were broken or damaged and the rental invoice for the replacement skis or snowboards.

A photo of the broken or damaged skis or snowboards is not compulsory, but would be useful.

3.4 Provision of money

If your handbag or wallet is stolen during your trip, we will provide you with the foreign currency you need, at your request, up to a maximum amount of €500. A reimbursement guarantee will be required before these funds are advanced.

CHAPTER IV - TRAVEL INFORMATION SERVICE

4.1 How can I contact the Info Service?

The Insurer's Travel Information Service is open from Monday to Saturday from 9am to 6pm (Belgian time), except for bank holidays. You can obtain information on questions regarding:

- passports
- vaccines
- climates
- health status of the country
- hotels
- tourist attractions (monuments, museums, archaeological sites, etc.)

This information is obtained and provided exclusively by telephone. Certain questions may require some time to answer. Under no circumstances may the Insurer be held liable for the way in which the information provided is interpreted or used. The Insured Party may choose to receive the information in French, Dutch or English.

CHAPTER V - ASSISTANCE TO INSURED VEHICLES AND PASSENGERS STRANDED IN THE EVENT OF VEHICLE BREAKDOWN, ACCIDENT OR THEFT

5.1 Vehicle(s)

5.1.1 Special conditions

Vehicle registration

The Insured Vehicle must be registered in one of the countries of the European Union, or Norway, Monaco, Andorra, Liechtenstein or Switzerland.

Causes

The services listed under Article 5.1.2 apply over 100 km from your home in the event of breakdown, accident, theft, attempted theft or an act of vandalism involving the Insured Vehicle.

Insured Party

In this Chapter, 'Insured Party' means the natural person defined in Article 1.1 as the usual driver of the Insured Vehicle and his/her passengers.

5.1.2 Cover

5.1.2.1 Breakdown service/towing/transport in the country of domicile (D)

§ 1. If the Insured Vehicle is immobilised in the country of domicile of the Insured Party, the insurer will arrange and pay for a breakdown recovery service. If the vehicle cannot be repaired on the spot, the Insurer will arrange and pay for the following:

If the vehicle can be repaired on the day of the call:

- having the vehicle towed to the nearest garage or, if the vehicle is under manufacturer's guarantee, to the nearest dealership for that vehicle;
- transporting the stranded driver and passengers to the garage to which the vehicle has been taken.

If the vehicle cannot be repaired on the day of the call:

- having the vehicle towed to the garage designated by the Insured Party in his/her country of domicile;
- transporting the stranded driver and passengers either to the garage to which the vehicle has been taken, or to the Insured Party's domicile.

§ 2. If the breakdown service is arranged by the Insured Party without the intervention of the Insurer, the latter will reimburse him/her the cost of the breakdown recovery/towing service up to a limit of €300 per breakdown.

§ 3. The costs of the repair work and parts supplied shall be borne by the Insured Party.

5.1.2.2 Breakdown recovery/towing/transport abroad in the event of the immobilisation of the vehicle for less than one day (A)

§1. If the Insured Vehicle is immobilised abroad and can be repaired on the same day, the Insurer will arrange and pay for a breakdown recovery service. If the vehicle cannot be repaired on the spot, the Insurer will arrange and pay for the following:

- having the vehicle towed to the nearest garage;
- transporting the stranded driver and passengers to the garage to which the vehicle has been taken.

§ 2. If the breakdown service is arranged by the Insured Party without the intervention of the Insurer, the latter will reimburse him/her for the cost of the breakdown recovery/towing service up to a limit of €300 per breakdown.

§ 3. The costs of the repair work and parts supplied shall be borne by the Insured Party.

The Insurer will source, and cover the cost of sending, any parts indispensable to the correct operation of the Insured Vehicle that the mechanic cannot find locally. The cost of these parts shall be borne by the Insured Party.

5.1.2.3 Sending of spare parts (D/A)

The Insurer will source, and cover the cost of sending, any parts indispensable to the correct operation of the Insured Vehicle that the mechanic cannot find locally. The Insured Party undertakes to reimburse the Insurer for such parts at the price inclusive of VAT in force in the country where the Insurer purchased them, on the basis of the receipt provided by the Insurer. All parts ordered must be paid for.

If the price of the parts exceeds €500, the Insurer may ask for them to be paid for in advance.

The unavailability of parts in the country of domicile or discontinuation of production by the manufacturer constitute cases of force majeure liable to delay or render impossible the performance of this obligation. Repatriation cover for the Insured Vehicle, in any event, is maintained.

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5.1.2.4 Accommodation and transport of the stranded driver and passengers while waiting for repairs taking more than one day (A)

§ 1. If the Insured Vehicle cannot be repaired on the same day, the Insured Party has the choice of the following options:

- either the Insurer contributes to the hotel costs for two nights at up to €65 per night, per Insured Party, while waiting for the repairs;
- or, if the Insured Party wishes to continue his/her journey without waiting locally for the repairs to be completed: the Insurer will arrange and pay up to €125 for all Insured Parties concerned (driver and/or passengers):
 - depending on local availability, a means of transport of the Insured Party's choice to enable the stranded driver and/or passengers to reach their destination, and
 - the return of the driver to the place where the vehicle was immobilised to recover the repaired vehicle.

The above-mentioned services do not apply if the Insured Party is entitled to a replacement vehicle under Article 5.2.

§ 2. Once granted, the expenses referred to under §1 will be paid to the Insured Party even if it transpires later that the vehicle could not be repaired

5.1.2.5 Repatriation of a vehicle immobilised for over 120 hours abroad (A)

§ 1. If the Insured Vehicle cannot be repaired abroad within 120 hours (time frame based on the repairer's estimate) of its immobilisation, the Insured Party has the choice of the following options:

- either the Insurer proceeds, at its own expense, with the repatriation of the Insured Vehicle to the garage designated by the Insured Party near his/her domicile;
- or, if the Insured Party prefers to have it repaired locally, abroad: the Insurer will provide the Insured Party with a replacement vehicle for a maximum of five days, subject to local availability. The costs of the replacement vehicle, hotel, local transport and all other expenses are limited to a maximum of €500. If the Insured Party is no longer on site, the Insurer will also arrange transport for the Insured Party to collect the car himself/herself, once it has been repaired.
- or, if the Insured Party decides to dispose of the wrecked Insured Vehicle where it is, the Insurer will pay the costs of the formalities for its legal disposal as well as any storage costs prior to its disposal, for a maximum of 10 days.

§ 2. Repatriation of the vehicle as described in § 1(1) is not covered if:

- the vehicle is considered a total loss (i.e. technically unrepairable);
- the vehicle is considered an economic loss (the repair costs exceed its catalogue value according to the Eurotax purchase price list);
- the repatriation costs exceed the catalogue value (according to the Eurotax purchase price list) or the residual value of the vehicle;
- the vehicle is destined to be scrapped.

In this case, the Insurer will organise this and pay the costs of the formalities for its legal disposal.

5.1.2.6 Repatriation of the driver and passengers stranded abroad for more than 120 hours (A)

If the Insured Vehicle is covered by one of the services listed under Article 5.1.2.5, the Insurer will proceed with repatriation of the stranded driver and/or passengers according to the following options:

- Should they wish to be repatriated without delay: the Insurer will arrange and pay for their return to their domicile;
- Should they wish to continue their journey and be repatriated later:

- the Insurer will arrange and pay for a means of transport of the Insured Party's choice to enable the stranded driver and/or his/her passengers to reach their destination, up to a maximum of €125 for all of the persons concerned and

- the Insurer will arrange and pay for the return of the stranded driver and/or passengers to his/her/their domicile, provided that this domicile is in one of the countries listed in Article 1.2.1.

The option to continue the journey does not apply if the Insured Party has chosen to have his/her vehicle repaired locally abroad, as described in Article 5.1.2.5.

5.1.2.7 Assistance if the Insured Vehicle is stolen (D/A)

§ 1. If the Insured Vehicle is stolen during travel, the stranded driver and passengers are entitled to the following services:

- if the vehicle is found damaged within 24 hours of the theft being reported to the authorities and if the stranded driver and passengers wait while the repairs are being carried out, Article 5.1.2.4 applies;
- if the vehicle is not found within 24 hours of the theft being reported to the authorities, the Insurer will arrange and pay for the return of the driver and passengers to their domicile. In the case of repatriation from abroad, Article 5.1.2.6 applies.

§ 2. If the Insured Vehicle is stolen during travel and found within six months of the date on which the theft was reported to the authorities, the Insured Party is entitled to the following services:

- If the Insured Vehicle is in a roadworthy condition, complies with legal provisions governing traffic on public highways and the Insured Party is no longer on site to collect the vehicle, the Insurer will send a driver. The job of this driver is to return the vehicle to the domicile of the Insured Party by the most direct route. The Insurer will pay the driver's salary and travel expenses.

Other costs (fuel, tolls, vehicle maintenance or repair costs, etc.) will be paid by the Insured Party based on presentation of the relevant receipts.

- If the Insured Vehicle is found broken-down or damaged, the Insurer will apply the services provided for in similar situations in this Chapter (breakdown, towing, sending of parts, repatriation and storage).

§ 3. However, the services listed under § 1 and § 2 do not apply if the vehicle is stolen within a radius of under 100 km of the domicile of the Insured Party. The place of the theft is that stated in the theft declaration submitted to the authorities.

5.1.2.8 Storage costs (A)

If the Insurer transports or repatriates the Insured Vehicle, it will pay the storage costs for it from the day of the request for transport to the day of removal by the Insurer's transporter.

5.1.2.9 Transport/repatriation of luggage (A)

If the Insurer arranges the return of the Insured Party to his/her domicile following the theft or immobilisation of the Insured Vehicle, the stranded driver and passengers shall be entitled to benefit from payment by the Insurer of the transport costs for luggage sent by the Insured Party under the guarantee of a waybill issued by a professional forwarder. The Insurer declines all liability in the event of loss, theft or damage to luggage left by the Insured Party inside the vehicle transported by the Insurer.

5.1.2.10 Assistance with a trailer or caravan (D/A)

For luggage trailers or non-residential caravans towed by the Insured Vehicle during travel, the following rules apply depending on the circumstances:

- In all cases in which the Insurer is required to transport or repatriate the insured towing vehicle, the Insurer will tow, transport or repatriate the caravan or trailer that was being towed by the Insured Vehicle.
- We do the same if the insured towing vehicle is stolen or if the Insured Party decides to dispose of the wreck of the Insured Vehicle where it is.
- In the event of a breakdown, accident, attempted theft or act of vandalism immobilising the insured caravan or trailer, or if the insured caravan or trailer is stolen, the latter shall be covered by the same assistance services provided for the insured towing vehicle (breakdown recovery, towing, sending of spare parts, transport/repatriation and storage).
- If the stolen insured non-residential caravan or trailer is found in roadworthy condition within six months of the date given in the theft declaration submitted to the authorities and if the Insured Party is no longer on site, the Insurer will reimburse him/her:

- the fuel and toll costs to go and collect it;

- if the distance of the return journey from the domicile of the Insured Party exceeds 600 km, the cost of a hotel for one night up to a maximum of €65.

5.1.2.11 Transport – repatriation of a pleasure boat (D/A)

The Insurer will arrange and pay for the transport/repatriation of a pleasure boat towed by the Insured Vehicle, under the following conditions and circumstances:

1) Conditions

- the dimensions of the boat do not exceed 6 m in length, 2.5 m in width and 2 m in height;

- the boat trailer is both technically and legally able to carry it. If the boat trailer does not meet this condition or if it has been stolen, the Insurer will only be able to proceed with transportation of the Insured Party's boat if he/she provides the Insurer with a replacement trailer at the site, at his/her own expense.

2) Circumstances

- if the Insured Party is transported or repatriated for medical reasons that prevent him/her from driving the towing vehicle and if no other Insured Party accompanying him/her can drive it in his/her place.

- if the boat trailer or towing vehicle is transported or repatriated by the Insurer;

- in the event of theft of the towing vehicle or if the Insured Party disposes of the wreck of the Insured Vehicle where it is.

5.2 Replacement vehicle

5.2.1 Special conditions Vehicle registration

This Chapter only applies if the vehicle is registered in one of the countries listed in 1.2.1.

Insured Party

By way of an exception to the definition in Article 1.1, in this Chapter the 'Insured Party' is the natural person who is the usual driver of the Insured Vehicle, the holder of a driving licence and over 21 years of age.

5.2.2 'Replacement vehicle' cover

5.2.2.1 Replacement vehicle in the event of breakdown or accident (D)

§ 1. By way of an exception to Article 5.1.2.1 §1, the following cover applies:

If the Insured Vehicle is immobilised following a breakdown or accident in the country of domicile of the Insured Party, the Insurer will arrange and pay for:

- sending out a repairer and, if necessary, having the vehicle towed to the nearest garage or, if the vehicle is under manufacturer's guarantee, to the nearest dealership for that vehicle;
- transporting the stranded driver and passengers to the garage to which the vehicle has been taken.
- If the immobilised Insured Vehicle cannot be repaired within two hours of the arrival of the Insurer's repairer, the Insurer will arrange and pay for:
- the transport of the vehicle to the garage designated by the Insured Party in his/her country of domicile;
- the provision of a replacement vehicle for a maximum of 168 consecutive hours, subject to local availability. The replacement vehicle will only be provided for the period of immobilisation of the Insured Vehicle. It is covered by comprehensive insurance, the excess for which remains the responsibility of the Insured Party. The Insured Party agrees to comply with the rental company's general conditions (deposit, age limits, etc.).

§ 2. No replacement vehicle is provided in the following cases:

- immobilisation as a result of failure to maintain the vehicle concerned or for the duration of routine maintenance;
- if the Insured Party did not call the Insurer to arrange repair/ towing of the Insured Vehicle at the time of immobilisation.

5.2.2.2 Replacement vehicle if the vehicle is stolen (D)

§ 1 If the Insured Vehicle is stolen in the country of domicile of the Insured Party, the Insurer will arrange and pay for the provision of a replacement vehicle for a maximum of 168 consecutive hours, subject to local availability, counted from submission of the theft declaration to the authorities, and for no longer than until the vehicle is once again in roadworthy condition. The replacement vehicle is covered by comprehensive insurance, the excess for which remains the responsibility of the Insured Party.

The Insured Party agrees to comply with the rental company's general conditions (deposit, age limits, etc.).

§ 2 No replacement vehicle is provided if the Insured Party has not declared the theft to the authorities and fails to provide the reference number of the statement written up.

5.2.2.3 Replacement vehicle in the event of attempted theft or acts of vandalism (D)

If the Insured Vehicle is immobilised following an attempted theft, act of vandalism or fire in the vehicle in the country of domicile of the Insured Party, or following damage to the home of the Insured Party (fire, water damage, storm, explosion, hail, flooding, etc.), the Insurer will arrange and pay for the provision of a replacement vehicle for a maximum of 168 consecutive hours, subject to local availability, starting from the day of the damage. The replacement vehicle will only be provided for the duration of immobilisation of the Insured Vehicle. It is covered by comprehensive insurance, the excess for which remains the responsibility of the Insured Party. The Insured Party agrees to comply with the rental company's general conditions (deposit, age limits, etc.).

CHAPTER VI - GENERAL EXCLUSIONS AND RESTRICTIONS ON COVER FOR CHAPTERS II TO VI

6.1 Exclusions

The following are excluded from cover:

- incidents or accidents occurring during any motoring event of a competitive nature (races, competitions, rallies, long-distance rallies) in which the Insured Party takes part as a competitor or as the assistant of a competitor, and generally speaking, any incidents or accidents arising from the use of the vehicle other than with due diligence;
- events caused deliberately by the Insured Party;
- diagnoses and treatments prescribed in the country of domicile;
- medical, paramedical, surgical, pharmaceutical and hospital charges and fees;
- the cost of glasses, contact lenses, medical devices and the purchase or repair of prostheses;

- medical check-ups, periodic medical check-ups and observation as well as preventive medicine;
- health cures, convalescent care and accommodation, rehabilitation and physiotherapy;
- aesthetic or dietetic treatments and all costs in respect of diagnosis and treatments not recognised by the INAMI or its equivalent in the countries listed in Article 1.2.1. (homeopathy, acupuncture, chiropractic, etc.);
- vaccines and vaccinations;
- ambulance costs in the country of domicile, except if expressly stated in any of the provisions of this agreement;
- repatriation for benign disorders or injuries that can be treated where you are and do not prevent you from continuing your journey or stay;
- depression and mental disorders unless occurring for the first time;
- medical conditions known before departure;
- relapses or aggravations of an illness or medical condition that existed before the journey;
- repatriation for an organ transplant;
- ailments and events resulting from the acute or chronic use of drugs, alcohol or any other behaviour-altering substance not prescribed by a doctor;
- conditions resulting from attempted suicide;
- all costs and assistance requests due to acts of terrorism;
- pregnancy after the 28th week for travel by air, unless there is written authorisation from the gynaecologist confirmed by the doctor of the airline company in question (in the context of concern for the well-being of the mother and unborn child);
- immobilisation of the vehicle for maintenance operations;
- recurring breakdowns caused by failure to repair the vehicle (e.g. defective battery, etc.) after an initial intervention by us;
- customs duties;
- the cost of spare parts, maintenance costs of the vehicle and repair costs of any kind;
- fuel, oil and toll costs except for cases explicitly expressed in this policy;
- garage diagnosis and dismantling costs;
- restaurant and drinks costs;
- costs or damages related to a theft other than those provided for in the agreement;
- costs or damages resulting from natural or nuclear disasters or acts of terrorism;
- and, in general, all costs not explicitly provided for in the agreement.

6.2 Special circumstances

The Insurer shall not be liable for delays, breaches or difficulties that might arise in delivering services provided for in these Terms and Conditions for which it is not responsible, or if they are the result of force majeure.

CHAPTER VII - PROVISIONS COMMON TO ALL COVER

7.1 Obligations of the Insured Party

7.1.1 Obligations

When requesting services provided by the cover, the Insured Party undertakes to:

- call the Insurer as soon as possible, except in the event of force majeure, so that it can efficiently arrange the requested assistance and authorise the Insured Party to incur the expenses covered;
- comply with the specific obligations relating to the services requested that are listed in these Terms and Conditions;
- provide exact answers to the questions of the Insurer relating to the occurrence of the insured events and forward it all useful information and/or documents;
- take all reasonable measures to prevent or reduce the consequences of the damage;
- declare to the Insurer any other insurance policies having the same purpose and concerning the same risks as those covered by these Terms and Conditions;
- provide the original supporting documents relating to covered expenses; give the Insurer the receipt of the theft declaration submitted to the authorities if the theft is covered by these Terms and Conditions;
- give the Insurer any unused travel tickets where the Insurer has covered the cost of this transport.

7.1.2 Failure by the Insured Party to meet his/her obligations

In the event of failure to meet the obligations referred to in 7.1.1, the Insurer may:

- reduce the service due or claim expenses from the

Insured Party up to the amount of the harm suffered by the Insurer;

- refuse the service due or claim the total amount of expenses, if the Insured Party failed to meet his/her obligations with fraudulent intent.

7.2 Obligations of the Insurer

7.2.1 Reimbursement of covered expenses

§ 1 The Insurer undertakes to reimburse the Insured Party for the expenses covered by these Terms and Conditions on the basis of the original supporting documents.

§ 2 If the Insurer authorises the Insured Party to pay the costs of covered services in advance, these costs will be reimbursed to the Insured Party within the limit of what it would have paid had it provided these services itself.

7.2.2 Reimbursement of call costs

The Insurer will cover telephone, telegram, fax, e-mail and telex costs incurred by the Insured Party abroad in order to reach the Insurer, provided that the call is followed by an assistance service covered by these Terms and Conditions.

7.2.3 Limitation on assistance services

Under no circumstances may the services covered be a source of financial gain for the Insured Party.

They are intended to help the Insured Party in the case of unforeseen or chance events during the cover period.

7.3 Multiple assistance policies

7.3.1 Multiple policies with us

If the same risk is covered by several policies taken out with the Insurer, the cover of the different policies is not cumulative. The conditions in the policy offering the highest level of cover shall apply.

7.3.2 Multiple policies with several insurers

If the same risk is covered by several insurers, the Insured Party may, in the event of a claim, apply for compensation from each Insurer, within the limits of the obligations of each. None of the insurers may invoke the existence of other policies covering the same risk in order to refuse their cover. The cost of the claim will be divided between the various insurers in accordance with Article 55 § 2 of the Law of 27 July 1997 on insurance contracts.

7.4 Legal framework

7.4.1 Subrogation

The Insurer is subrogated to your rights to the extent of its expenses that are directly linked to a service provided by us and may exercise all your rights of recourse against third parties.

Except in the case of malice aforethought, the Insurer may not take legal action against the descendants, ascendants, spouse or direct relatives, or against persons living under the roof of the Insured Party, his/her guests or members of his/her domestic staff. The Insurer may, however, take legal action against these persons to the extent that their liability is effectively covered by an insurance policy.

7.4.2 Acknowledgement of debt

The Insured Party undertakes to reimburse the Insurer within one month for the costs of the services not covered by these Terms and Conditions and that the Insurer has agreed to by way of an advance.

7.4.3 Limitation period

All proceedings deriving from this agreement are subject to a limitation period of three years from the event that gave rise to them.

7.4.4 Jurisdiction

This jurisdiction is governed by Luxembourg law. Any disputes arising in connection with the insurance policy will fall under the exclusive jurisdiction of the courts of the Grand Duchy of Luxembourg, without prejudice to the application of treaties or agreements.

7.4.5 Governing law

This policy is governed by the Law of 27 July 1997 on insurance contracts.

7.4.6 Complaints

Any complaints about the contract may be addressed to Europ Assistance Belgium S.A. for the attention of the Complaints Officer, Cantersteen 47, 1000 Brussels (complaints@europ-assistance.be).

tel: 02/ 541 90 48, from Monday to Friday, from 10am to 12pm, and from 2pm to 4pm

or

Commissariat aux Assurances:

7, boulevard Joseph II, L-1840 Luxembourg, GD de Luxembourg, e-mail caa@caa.lu, tel: +352 22 69 11 - 1

Association des Compagnies d'Assurances et de Réassurances:

12, rue Erasme, L-1468 Luxembourg, e-mail aca@aca.lu, tel: +352 44 21 44 - 1

POST Luxembourg

Adresse postale : POST Finance L-2997 Luxembourg / Tél. 8002 8004 ou +352 2424 8004 / Fax +352 40 78 37 / contact.finance@post.lu
Bureaux et Siège : 20, rue de Reims L-2417 Luxembourg / RCS Luxembourg : J28 / TVA : LU 15400030

www.post.lu

7.4.7 Protection of privacy

The Insurer will process the Insured Party's data in accordance with domestic and European regulations and directives. The Insured Party can find all the information about the processing of his/her personal data in the Insurer's privacy statement. The Insured Party may find this at the following address: www.europ-assistance.be/fr/vie-privée. This privacy statement contains, among other things, the following information:

- the Data Protection Officer (DPO)'s contact details;
- the purpose of the processing of the Insured Party's personal data;

- the legitimate interests served by processing the Insured Party's personal data;
- the third parties who may receive the Insured Party's personal data;
- the period of time for which the Insured Party's personal data are stored;
- a description of the Insured's Party's rights with regard to his/her personal data;
- the possibility for the Insured Party to file a complaint about the processing of his/her personal data.

7.4.8. Fraud

Any fraud on the part of the Insured Party when filling in a claim form or responding to questionnaires will result in the loss of their rights with respect to the Insurer. All documents should therefore be completed in full and with due care.

If the Insured Party acts fraudulently, the Insurer reserves the right to take legal action against him/her before the competent courts.

7.4.9 Precedence of French version

In the event of any divergence between the French version of these General Terms and Conditions and another version in another language, the French version shall prevail.