



YOUR COVER

This Policy, together with the **Certificate of Insurance** provides evidence of the Missed Flight Cover **you** have bought.

INSURERS PROMISE TO YOU

If **you** miss **your booked flight(s)** and physically present yourself in a **fit state to fly** to the **Vueling Airport Ticket Office** at the **departure point** within 4 hours after the scheduled departure time the **Insurers** will pay at your option either:

1. The cost of a replacement ticket for **you** to travel on the same basis as **your** missed **booked flight(s)** on the next available direct Vueling flight to **your** original **destination**
OR
2. A full refund for the full cost of **your** original **booked flight(s)**

HOW TO MAKE A CLAIM

Give the **Vueling Airport Ticket Office** at **your departure airport your Policy** and **Certificate of Insurance** or provide them with the details necessary to verify your policy details.

They will make a note of the time **you** arrived at the airport on their reservations system and then instruct **you** to call the dedicated Missed Flight Cover Helpline on one of the numbers below before **you** leave the airport. The Helpline will offer **you** the choice of a re-ticket on the next available direct Vueling flight to the same destination or a full flight refund. If **you** choose to re-ticket, the Helpline will confirm **your** new booking reference and **you** will need to complete the Advance Passenger Information and collect **your** new boarding pass when **you** check-in. If **you** decide not to travel and opt for a refund they will register **your** claim and start the refund process. **We** aim to make payment within 10 days.

In the event that the **Vueling Airport Ticket Office** is not available and the sales desks are unmanned, please call our 24 hour dedicated Missed Flight Cover Helpline on one of the numbers below for assistance.

IMPORTANT CONDITIONS

Only claims falling within the terms of the 'Insurers Promise to You' will be considered by the Insurers. If you make any claim that is false or fraudulent in any way the policy will be cancelled and no payment made.

CANCELLATION RIGHTS

If **your** cover does not meet **your** requirements, please write to us at mfc@vantageinsurance.co.uk within 14-days of receiving **your** Policy and **Certificate of Insurance** and return all **your** documents for a full refund of **your** premium. If during this 14-day period **you** have travelled on any of the **booked flights**, made a claim or intend to make a claim then the **Insurer** can recover all costs that **you** have used for those services.

After this 14-day period if **you** cancel **your booked flight(s)** **you** can also cancel this policy and receive a full refund of your premium up to 24 hours before the original departure time of the earliest **booked flight**.

MISSED FLIGHT COVER HELPLINES:

Please call our 24 hour Helpline number as per the policy wording.



If **you** are unhappy with **our** service, please let **us** know using the contact details shown below:

AmTrust Insurance Luxembourg S.A., 534, rue de Neudorf, L – 2220 Luxembourg.

If **you** remain unhappy and feel the matter has not been resolved to **your** satisfaction **you** may be entitled to refer **your** matter to: Commissariat aux Assurances, 7, boulevard Royal, L - 2449 Luxembourg, GD de Luxembourg. Telephone(+352) 22 69 11 – 1 or alternatively email: commassu@commassu.lu Please be aware that the Commissariat will only consider **your** complaint if **you** have already given **us** the opportunity to resolve it.

The **Insured**, may submit inquiries, suggestions, complaints and claims to The Financial Conduct Authority (FCA), 25 North Colonnade, Canary Wharf, London E14 5HS, UK, in relation to their rights, current legal channels to claim, in relation to the Insurance Policy Contract.

DEFINITIONS

The following words have specific meanings whenever they appear in **bold** in this policy wording

booked flight(s)	The flight(s) shown in your Certificate of Insurance , including any pre-paid flight services directly associated with it from the following list: luggage, special luggage, seat selection, pet & unaccompanied minor charges, infant fees, booking and payment card fees and taxes.
Certificate of Insurance	The certificate providing evidence of Missed Flight Cover, showing the passengers and booked flights covered as well as the insurance premium and policy reference number (this is integrated in the flight booking confirmation from Vueling).
departure point	The airport location from which the booked flight(s) is scheduled to depart.
destination	The airport location where the booked flight is scheduled to land.
Vueling Airport Ticket Office	Vueling or their contracted services provider at the airport location
fit state to fly	Your fitness to fly, includes having all the necessary documentation required to board the aircraft as well as you adhering to the conditions more fully defined by the aircraft operator's carrier regulations which can be viewed at http://www.Vueling.com/EN/Book/conditions.html
Insurers	AmTrust Insurance Luxembourg S.A, 534 Rue de Neudorf, L-2220, Luxembourg. Authorised by Commissariat aux Assurances, 7 boulevard Royal L - 2449 Luxembourg GD de Luxembourg.
Agent / us / we	Vantage Insurance Services Limited ("VISL").
Insured / you / your	Each passenger shown on the Certificate of Insurance. A physical person with usual place of residence in any EU country, who purchases a flight with Vueling .

LEGAL AND REGULATORY INFORMATION

The **Insured** Party and AmTrust Insurance Luxembourg S.A shall be subject to Spanish legislation and jurisdiction for the purposes herein. A judge having jurisdiction at the Usual Place of Residence of the **Insured** Party shall acknowledge the entitlements herein.

AmTrust Insurance Luxembourg S.A is authorized to operate under the free provision of services regime in Spain as stated in the General Directorate of Insurance and Pension Funds "Dirección General de Seguros y Fondos de Pensiones" (www.dgsfp.meh.es) with registration number L0884.

AGENT

Vantage Insurance Services Ltd. Registered in England No 3441136. Registered Office 41 Eastcheap, London EC3M 1DT and authorised and regulated by the Financial Conduct Authority (FCA).

DATA PROTECTION

Information about **your** policy may be shared between Vueling Airlines SA, **us** and the **Insurers** for underwriting and administration purposes. This may involve transferring information to other countries (some of which may have limited or no data protection laws). **We** have taken steps to ensure **your** information is held securely. **You** expressly renounce any benefits from article 111.1 of the modified Luxembourg Insurance Law of 6 December 1991 in respect of confidential information related to the Policy underwritten by AmTrust Insurance Luxembourg S.A for the purposes of transferring information to Vantage Insurance Services Limited, the Agent of the Policy

We only use **your** data for the provision of Missed Flight Cover and **your** data will not be utilised for any other purpose. **You** have the right to exercise **your** rights of access, modification and cancellation of **your** personal data sending a written notice to AmTrust Insurance Luxembourg S.A, 534 Rue de Neudorf, L-2220, Luxembourg. Authorised by Commissariat aux Assurances, 7 boulevard Royal L - 2449 Luxembourg GD de Luxembourg.