



## **Vueling Missed Flight Cover** **Frequently Asked Questions**

*The following is purely for information and should not be construed as advice.*

**1. Who can buy Missed Flight Cover?**

Any person resident in the EU who purchases a flight with Vueling.

**2. How do I buy Missed Flight Cover?**

The easiest way is to add Missed Flight Cover during your online flight booking

**3. Do I need to purchase Missed Flight Cover for every passenger?**

No, if you purchase Missed Flight Cover during your flight booking, you will be adding it to all passengers on the booking. If you just want to purchase for a particular passenger, you can do this afterwards through "Your booking".

**4. Does Missed Flight Cover work for connecting flights?**

No, Missed Flight Cover is not available for connecting flights.

**5. What forms of payment are acceptable?**

We accept American Express, Visa, Visa Electron, Visa Vueling, MasterCard, Diners, Ideal, UATP or PayPal.

**6. What does Missed Flight Cover actually insure me for?**

In the event you miss your flight you will be offered either:

- a) A seat (including any pre-paid flight services) on the next available Vueling flight to the same destination
- b) Or a full refund of the flight ticket purchased (including any pre-paid flight services)

Flight services can be selected from the following list: Luggage, special luggage, seat selection, infant fees, pet & unaccompanied minor charges, booking fees, payment card fees and taxes.

**7. Does this insurance cover me if my flight is cancelled, delayed or re-routed?**



No. The flight has to take off and you have to miss it.

**8. Are there any exclusions to the policy?**

There are no exclusions but there are 3 simple conditions should you wish to make a claim:

- a) You must be at the airport within 4 hours after the scheduled departure time of your flight; and the plane must depart;
- b) You must be in a “fit state to fly”;
  - i. **Your** fitness to fly, includes having all the necessary documentation required to board the aircraft as well as **your** adhering to the conditions more fully defined by the aircraft operator’s carrier regulations which can be viewed at <http://www.vueling.com/en/customer-services/conditions-of-carriage>
- c) You must advise at the Vueling Airport Ticket Office at the airport that you wish to make a claim **before** leaving the airport.

**9. Are there any circumstances that would prevent you from paying a claim under the policy?**

Yes, if you fail to follow one or more of three conditions stated in **Question 8**.

**10. How do I make a claim?**

In the event that you miss your flight you should make a claim by presenting yourself within **4 hours** after your flight’s scheduled departure time at the Vueling Sales Desk, at the departure airport.

Make sure that you have your flight ticket and your Certificate of Insurance with you.

In the event that the Vueling Airport Ticket Office is unmanned, please call our 24 hour Missed Flight Cover Helpline as detailed on your policy document **BEFORE** leaving the airport.

**11. Do I have to provide any evidence or justification in order to make a claim?**

No reason or justification for missing your flight is required.

**12. When does cover begin and end?**

Your insurance cover will commence when you pay your premium and cease 4 hours after your flight’s scheduled departure time, or when a claim is made under the policy, whichever occurs first.

**13. Can I change my mind after purchasing Missed Flight Cover?**



You have a right to cancel the policy and obtain a full refund within 14 days of purchase, “the cooling off period”, as long as the flight has not departed before you cancel.

**14. What age limits apply?**

There are no age limits in respect of this insurance product.

**15. What is the maximum trip length?**

There are no restrictions in respect of trip length.

**16. Does it matter who I book my travel arrangements through?**

Yes, you can only purchase Missed Flight Cover with Vueling online at [www.vueling.com](http://www.vueling.com)

**17. Who is the insurance provider?**

The insurance is provided by AmTrust Insurance Luxembourg S.A. They are authorized by the Commissariat Aux Assurances, 7 Boulevard Royal, L-2449 Luxembourg, GD de Luxembourg.

**18. Do I need to do anything after I have purchased the policy online?**

You do not need to do anything. We will send you a confirmation email containing your Unique Policy Reference and pdf links to your Certificate of Insurance and Frequently Asked Questions and information on Missed Flight Cover.

**19. If I transfer my flight, will the cover be transferred?**

If you transfer your flight, Vueling will transfer your Missed Flight Cover to your new flight(s). However, Missed Flight Cover will only be refunded if cancelled within 14 days (“the cooling off period”) of receiving your Policy and Certificate of Insurance. If you transfer your flight and subsequently miss it, Missed Flight Cover will refund the flight payment and any pre-paid flight services (i.e. not the change fee).

**20. If Vueling transfers my flight, will the cover be transferred?**

If Vueling transfers your flight, your Missed Flight Cover policy will automatically be transferred to your new flight(s). If your flight should be cancelled, Vueling will automatically refund the insurance premium you paid for your Missed Flight Cover in full.

**21. Is the policy automatically cancelled if I cancel my flight?**



Yes, the cover is specific to the original flight itinerary.

**22. If I make a claim and choose the refund option, will my refund include the cost of this Missed Flight Cover?**

No, when a claim is made you have had the benefit of Missed Flight Cover, so the premium will not be refunded.

**23. If I make a claim and choose the re-book option, will my new flight be covered by Missed Flight Cover?**

No, the cover expires when a claim is made.

**24. Will I still be able to make a claim if my general travel insurance covers missing flights?**

Yes. Please remember you may only claim from one insurer by law. Therefore if you make a claim under this insurance you cannot claim replacement ticket costs under your travel insurance policy.

**25. If I miss my flight, choose the claim option to re-book on the next available flight, and I decide to wait at the airport, will you pay my subsistence costs?**

No. Missed Flight Cover covers the cost of re-booking or a refund only.

**26. Are my details secure?**

Yes, we have taken steps to ensure your information is held securely. We will only use your data for the provision of Missed Flight Cover and your data will not be shared with third parties for marketing purposes.

**27. If I have any queries regarding the Missed Flight Cover policy who do I call?**

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

Please note our Helpline will be unable to offer any advice on whether this product is suitable for your needs.