



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**.



If **you** are unhappy with **our** service, please email **us** at mfc@vantageinsurance.co.uk.

If **you** remain unhappy and feel the matter has not been resolved to **your** satisfaction, please write to Abbey International Insurance PCC Limited – AIF Cell, Aviation Park, Civil Aviation Avenue, Luqa LQA9023, Malta.

You may be entitled to refer **your** matter to: The Consumer Complaints Manager, Malta Financial Services Authority, Notabile Road, Attard BKR3000, Malta. <http://mymoneybox.mfsa.com.mt>. Telephone: +356 21441155 (overseas call charges apply). E-Mail: consumerinfo@mfsa.com.mt. If you take any of the actions above it will not affect your right to take legal action.

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 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
Insurers	Abbey International Insurance PCC Limited – AIF Cell, Aviation Park, Civil Aviation Avenue, Luqa LQA9023, Malta.
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 Abbey International Insurance PCC Limited – AIF Cell, 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.

Abbey International Insurance PCC Limited – AIF Cell, is authorised 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" (<http://www.dgsfp.mineco.es/>).

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. Insurers are registered with the Data Protection Commissioner (Malta) as a 'data controller'. By taking out an insurance policy with Insurers, you agree to Insurers collecting and using your personal information. The information that Insurers collect from you may be stored and processed in, and transferred to, any country outside the EEA in order for Insurers to use the information in line with this policy. By providing your information, you agree to this. Insurers cannot guarantee that any organisation outside the EEA will have adequate protection for personal information, but we will take all steps reasonably necessary to make sure that your information is treated securely and in line with this policy. Under the Data Protection Act 2001, you have the right to ask for a copy of the information we hold about you. The request has to be in writing and must be signed by you. Insurers will provide the information free of charge and as soon as possible. Insurers can give you details of all the systems and registers they use, and where Insurers send personal information to, if you ask.