

Worry-free holidays with Neat Camping

Neat Camping is a new generation insurance specifically designed for the outdoor hotel industry.

Our coverage Peace of mind during your holiday



Trip Cancellation *

100% with supporting documents or 70% without



Interrupted stay and/or late arrival *

Forcing you to leave earlier and/or arrive a few days later



Replacement vehicle *

If you have a breakdown or accident during your stay



Veterinary fees *

Coverage of veterinary care costs and assistance



Forgotten items *

Cover for the return of an item forgotten at your holiday home



Changes to the trip *

Changes to your holiday dates

Quick and easy!

Reimbursement within 48 hrs

How do you contact Neat if need be?

1

Notify

your rental host of your withdrawal from, delay in or interruption to your stay

2

Report your loss

<https://declare.neat.eu/campings-independants> >

sinistre@neat.eu >

3

You will be reimbursed within 48 hrs

For more information
Visit our site

www.neat.eu/camping

* for more details on our cover, please see the insurance notices on <https://declare.neat.eu/campings-independants>

Policy 4.001.532.235 is a group insurance policy with individual and optional enrolment underwritten by NEAT, insurance broker, a simplified joint stock company registered with ORIAS under no. 22004644, supervised by the ACPR (4 place de Budapest - CS 92459 - 75436 PARIS CEDEX 09) with the Insurer Helvetia Global Solutions Ltd, a limited company registered in the Principality of Liechtenstein Trade Register under no. FL-0002. 191.766-9, supervised by the FMA Liechtenstein, Landstrasse 109, Postfach 279, 9490 Vaduz, Principality of Liechtenstein. This policy is distributed by NEAT's partner network.

Trip Cancellation insurance

Insurance Product information document



Company: HELVETIA Global Solutions Ltd, a public limited company with a capital of 77,480,000.00 Swiss francs - **Address:** Aeulestrasse 60, 9490 Vaduz, Liechtenstein, registered in the Commercial Register of the Principality of Liechtenstein under number FL-0002.191.766-9, approved as an insurance company by the Financial Market Supervisory Authority of the Principality of Liechtenstein (FMA Liechtenstein). Helvetia is authorised to carry out insurance activities in France under the freedom to provide services, notified to the ACPR (Refassu ID: 224324).

Product: Neat Camping - FLEX

This document is a summary of the main characteristics of the product. It does not take into account your specific needs and requests. Full information about this product can be found in the pre-contractual and contractual documentation.

What type of insurance is it?

Neat Camping – FLEX is an insurance contract whose purpose is to cover the Insured during and during his trip.



What is insured?

✓ CANCELLATION WITH JUSTIFICATION

Maximum 5000 € per person and 30 000 € per event. No deductible in the event of cancellation for medical reasons. In the event of loss of identity papers or cancellation of paid leave by the employer: 25% deductible. Other reasons: deductible of 15 euros per file.

✓ CANCELLATION WITHOUT JUSTIFICATION

Up to a maximum of €5000 per claim.
Deductible of 30% of the total amount of the stay.

✓ CHANGE FEES

Coverage up to a maximum of €2,000 per person and €10,000 per event.

✓ LATE ARRIVAL

Reimbursement of unused land benefits in proportion to the rental, with a maximum of €4,000 per rental or pitch, up to a limit of €25,000.
Franchise : 1 jour.

✓ INTERRUPTION OF STAY FEES

Reimbursement of unused land services on a pro rata temporis basis, including any cleaning costs of the rental, in the event of premature return.
Coverage up to a maximum of €4,000 per person and €25,000 per event. Deductible: 1 day.

✓ REPLACEMENT VEHICLE

Coverage of a replacement vehicle of equivalent category to the immobilized vehicle for a maximum of 3 consecutive days.

✓ FORGETTING A PERSONAL ITEM IN THE RENTAL

Coverage of the return of a single object, up to a maximum of €150 per file.

✓ VETERINARY CARE AND DOG CAT ASSISTANCE COSTS

Coverage of a maximum of 2 veterinary consultations per stay, up to a limit of €250 for all Care Costs and Assistance guarantees.



What is not insured?

✗ Anything not mentioned in the list "What is insured?" opposite.



Are there any exclusions to coverage?

The main exclusions of the contract are:

- ! The consequences and/or events resulting from the strike, an attack or an act of terrorism.
- ! Intentional fault on the part of the insured.
- ! Illnesses or accidents that have been the subject of an initial diagnosis, treatment or hospitalisation between the booking of the trip and the subscription of the contract. Pregnancy complications beyond the 6th month. The failure of the tour operator or the airline or railway company.



Where am I covered?

Warranties apply worldwide.



What are my obligations?

- When you take out the contract

The Insured is required to pay the contribution.

The Insured is required to answer exactly the questions asked by the Insurer, in particular in the declaration form allowing him to assess the risks covered.

- In the event of a claim

The Insured must declare their claim within 5 working days from the time they become aware of the claim.

The Insured is required to provide the Insurer with all supporting documents necessary for the implementation of the insurance guarantees and assistance services provided for in the contract.



When and how to make payments?

Premiums are payable to the insurer or its underwriting representative. Payments can be made by credit card, cheque, money order and bank transfer.



When does coverage start and when does it end?

Start of coverage

Cancellation with proof: the day of subscription to this contract
Forgotten objects: the day of departure from the place of stay
Other guarantees: on the day of arrival at the place of stay

End of coverage

Cancellation with proof: on the day of the start of the stay
Forgotten items: 10 days after the insured's return home
Other coverage: the day of departure from the place of stay



How can I cancel the contract?

As this is a temporary contract, it cannot be terminated.