

Book safely with free cancellation insurance

Money back guarantee in case of Covid-19 illness or quarantine

So that all guests can already book their planned vacation with a good feeling, Vorarlberg Tourist Board has concluded a Covid-19 cancellation insurance for all guest bookings in Vorarlberg.

Every overnight stay in Vorarlberg with arrival until 31 August 2021 is protected by free cancellation insurance. Guaranteed. Therefore, it provides each holiday guest with more safety precautions. And gives them a greater chance to look forward to their holiday.

This free Covid-19 cancellation insurance is valid for all bookings in tourist accommodation. If a guest or family member from the same household tests positive for Covid-19 before the start of the trip, the insurance covers the cancellation costs of overnight stays and meals in the tourist accommodation. The same applies if a personal quarantine is officially ordered by the authorities.

No action is required on guests part or on the part of the accommodation for the insurance coverage to be valid. The only prerequisite is proof of booking confirmation, cancellation invoice including cancellation table as well as official/medical confirmation of illness to Covid-19 or official quarantine notification for the time of travel commencement.

FAQ

What do I have to do if I want to claim the Covid-19 cancellation insurance for Vorarlberg?

In the event of a Covid-19 illness or official quarantine, the booking agent (e.g. travel agency, hotel) and Allianz Travel must be notified in writing within **48 hours** or 2 working days once it is clear to the guest that he/she will not be able to travel.

The following documents must be submitted to the insurance company by the insured person (guest):

- **Booking confirmation**
- **Cancellation invoice** of the accommodation facility including **cancellation scale overview**
- **official/medical confirmation** of the disease on Covid-19 or **official quarantine notification** for the time of commencement
- **signed Allianz Travel claim form** ([Download](#))

In any case, please enter the following information: contact details of the applicant, name, address and date of birth of the participants whose trip has been cancelled, information on other travel and cancellation insurance (e.g. credit card) and account details (IBAN, BIC and account holder)

Allianz Travel

Hotline Allianz: +43 1 525 03-6851

Email Submission of claims Allianz: claims.at@allianz.com

General questions Allianz: service.at@allianz.com

What does the Covid-19 cancellation insurance cover?

The insurance provides full compensation for cancellations before the start of the trip. It is applicable in the event of Covid-19 illness or the authorities officially order a quarantine of guests or their family members in the same household. The only requirements are a booking confirmation and cancellation invoice of the accommodation facility including cancellation scale overview as well as an official/medical confirmation of the disease on Covid-19 or official quarantine notification for the time of commencement.

The cancellation costs of the tourist accommodation for overnight stays and meals or for the booked lump sum with arrival until 31 August 2021 will be reimbursed. Up to 3,000 Euros per person will be reimbursed, i.e. up to 12,000 Euros for a family of four.

What doesn't the insurance cover?

In the event of cancellations due to increasing numbers of Covid-19 infections in Vorarlberg or travel warnings to Vorarlberg, as well as in the event of illness directly at the holiday destination, the cancellation conditions of the respective tourist accommodation apply. The same applies if the resort has to be partially or fully closed.

If the accommodation itself is closed, this generally qualifies as termination of the accommodation agreement by the accommodation. In such a case, cancellation fees normally do not apply. The COVID-19 cancellation insurance does not cover such an event.

Does Covid-19 cancellation insurance cover a cancellation due to the lockdown in my home country or any obligation to quarantine upon entry or return?

No, the free Covid-19 cancellation insurance only provides coverage for cancellations prior the time of commencement in the event of Covid-19 illness or officially mandated personal quarantine among guests or their family members in the shared household.

A lockdown or exit restrictions in the guests' home country and any quarantine obligations due to travel regulations upon entry and return are not covered by Covid-19 cancellation insurance.

As of when is the COVID-19 cancellation insurance for Vorarlberg valid?

The insurance is valid for all bookings at accommodations with an arrival until 31 August 2021. If you have already booked your stay in Vorarlberg in recent weeks or months, you will benefit from the insurance as well.

Are really all guests in Vorarlberg covered?

Yes, and you do not have to do anything to get your booking protected. All guest bookings with arrival until 31 August 2021 in an accommodation in Vorarlberg which pays tourist taxes or is registered with the municipality are automatically protected. This includes all commercial and private accommodation providers, including hotels, bed and breakfast accommodation, guesthouses, private room rentals, farm vacations, camping sites, holiday apartments and houses.

With group bookings, insurance covers the cancellation costs for those persons who can present an official/medical confirmation of the disease on Covid-19 or official quarantine notification. Not the entire group is insured, if e.g. one person cannot make the trip.

I already have a different cancellation insurance policy, for example on my credit card. What use does the Covid-19 cancellation insurance provide for me?

Conventional cancellation insurance often does not cover pandemics or only based on certain conditions. Cancellation insurance for Vorarlberg, on the other hand, guarantees reimbursement of costs in the event of Covid-19 illness or quarantine prior the time of commencement, regardless of how the pandemic develops. Your existing cancellation insurance protects you against the cancellation costs incurred in case of other illnesses and accidents.

Detailed information and FAQ regarding the free Covid-19 cancellation insurance as well as everything you need to know about visiting Vorarlberg safely can be found at www.vorarlberg.travel/en/visiting-safely.

Our insurance partner is at your direct disposal for any other questions:

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