



FAQs about COVID-19:

If you have any questions about what your Flexmyroom policy covers and does not cover with regard to COVID-19, we answer your questions here:

CANCELLATION OF HOTEL RESERVATIONS

If you have taken out the Flexmyroom Travel Cancellation Costs policy, we answer your most frequent questions here.

1.- Does it cover the cost of cancelling my trip if I am diagnosed with COVID-19?

If you are diagnosed with COVID-19 before your departure which prevents you from travelling on the dates planned, even if you do not have symptoms, ARAG will reimburse the cancellation costs up to the limit indicated in the policy.

2.- If I have not got COVID-19 but a member of my immediate family who lives with me catches it, is the cancellation cost covered?

Yes, as long as they are an immediate family member (spouse, parents or children), that they form part of the same insured travel arrangements and that they meet the severity criteria stated in the policy.

3.- If I have an adverse reaction to the vaccination, will I be covered, although I do not have COVID-19?

Yes, provided that the insurance medical team are of the opinion that you are unable to travel.

4.- What if the person who has caught COVID-19 is my travel companion but is not an immediate family member?

The Flexmyroom insurance policy covers cancellation by a travel companion for any of the reasons covered, as long as this means that the insured person will have to travel alone.

5.- And in the event of death due to COVID-19?

If the insured person, their companion or any immediate family member dies due to COVID-19, you can cancel your trip and ARAG will reimburse the costs in the same way.

6.- What else is covered by the Flexmyroom insurance?

This policy contains up to 25 causes for which you are covered in the event of the forced cancellation of your trip, including dismissal from your job, serious damage to your home or business premises, starting a new job, sitting an official professional examination, etc. Although many of these are not related to COVID-19, they are equally important, and they can save you from having to pay considerable costs which, as well as not being able to travel, you may have to face.

7.- What does it not cover?

Anything that is not specifically guaranteed in the causes described in the policy, such as the closure of borders, regional lockdowns, a State of Emergency, etc.

8.- What if I have any more questions?

Contact us at asistencia@arag.es and/or call us on +34 93 300 10 50

We recommend that you read the General Terms and Conditions of the policy to learn about what is covered, what the limits are and any exclusions