



## FAQs about COVID-19:

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

### **TRAVEL ASSISTANCE FOR HOTELS**

#### **1.- Will the Flexmyroom insurance cover me if I fall ill with COVID-19 while travelling? And does it cover the PCR test if I have to take one?**

*Yes. If, after your departure, you develop symptoms, it will cover the costs of any assistance provided by health care professionals and medical centres that you may need, within the limits of the policy coverage.*

*It includes diagnostic tests prescribed by a doctor, such as a PCR test, hospitalisation, if this is required, and the supply or cost of any necessary medicines.*

*It also includes, if required, unlimited coverage of transfers by ambulance or repatriation to your home address.*

*In addition, it includes a Telephone Medical Consultation Service for mild cases.*

#### **2.- If I test positive for COVID at the destination, does it cover my confinement?**

*As long as your confinement is prescribed medically, any costs of prolonging your stay or convalescence at the hotel is covered, within the limits established in the policy.*

#### **3.- If I miss my return flight because of contracting COVID-19 and I need to extend my hotel stay to be in quarantine, or if I am admitted to hospital, what can I do?**

*If this occurs, ARAG will take care of organising and paying for your return home by the most suitable means of transport.*

*In Europe, it is even possible to travel by a specially equipped air ambulance if this is required.*

#### **4.- What will happen if I travel to a destination that requires a COVID-19 test and I test positive on arrival?**

*With the Flexmyroom insurance, in case of need, you will be provided all the healthcare benefits you require, based on the severity of your condition, including medical care, hospitalisation, convalescence in a hotel, transfers, repatriation, etc.*

#### **5.- If a family member is admitted to hospital due to COVID while I am away, does the insurance cover my early return home to be with them?**

*If a hospital stay of more than 5 days is expected, or in the case of death, ARAG will provide you with a return ticket as soon as possible, so that you can be with them.*

#### **6.- If I travel to a place that has been closed off or that imposes restrictions on movement, am I still covered by the Flexmyroom insurance?**

*Movement restrictions imposed due to COVID-19 do not affect the policy coverage, so if you catch COVID, you will be entitled to all the same benefits included in the policy.*



### **7.- What other situations are covered by my Flexmyroom insurance?**

*For example, the reimbursement of the cost of any holidays not taken, the loss of services paid for but not used if you are hospitalised, and the provision of a chauffeur in case of need, among other services. In general, regarding any assistance covered by the policy, there is no limitation or restriction of any kind due to COVID-19, nor due to pandemics or quarantines in general. Therefore, anything related to COVID will be covered under the same conditions as any other illness covered by the policy.*

### **8.- In that case, what aspects are not covered?**

*Whatever is not specifically covered in the policy, which is really very little.*

### **9.- If I have any more questions what should I do?**

*Contact us at [asistencia@arag.es](mailto: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*