

Cancelation Service

Celeste Travel Care will cover the penalties for cancelling in advance of a trip known as a tour, tour package, excursion, air tickets and cruises organized by a recognized professional tour operator, in the trip's destination. To be eligible to these benefits the holder must:

- 1. Acquire the service a maximum of 72 hours after the first payment of the tour services that could be cancelled**
- 2. Notify Celeste Travel Care in a maximum of 24 hours after the event of the cancellation occurs. The time used to determine the 24 hours will be calculated only by the occurrence of the event and not from the moment in which the beneficiary reports it to Celeste Travel Care. At the same time the beneficiary must cancel the cruise tourism agency, travel agency, tour operator, etc. in order to not increase the cancellation penalty applied by this agency.**

Justified causes contemplated up to 100% of the coverage of the benefit indicated in the voucher, are as follows:

1. Death, accident or serious illness of the Beneficiary; death, accident or serious illness of a member of the Beneficiaries immediate family (spouse, children or parents). A serious illness is defined as a sudden alteration of health that requires hospitalization or total rest, and that according to the Celeste Travel Care medical department, prevents the initiation of the trip on the designated travel date.
2. Being summoned to testify in a court or selected for Jury duty.
3. Damages to the Beneficiaries primary residence or professional place of work caused by fire, burglary, vandalism or Force of Nature causing damage to such an extent as to render them uninhabitable and consequently requires the presence of the Beneficiary.
4. Medical quarantine caused by an accidental event which prohibits leaving the country.
5. Layoff, checked with the date after the acquisition of the assistance.
6. Emergency call to provide military, medical or public service.
7. Due to epidemic, natural disaster or volcanic ashes. In case of cruise products, the emission of volcanic ashes will not be a valid reason to access this benefit.
8. When the traveling companion of the Beneficiary who shares the same hotel room or the cruise cabin or first degree of consanguinity (spouse, parents, children, brothers and sisters), also a Beneficiary of a Plan issued under the same conditions as the Beneficiary, has to cancel their trip for any of the previously mentioned circumstances.
9. Emergencies suffered due to pre-existent conditions, which is medically confirmed and not safe to travel.
10. Pregnancy complications.
11. Wedding cancelation.
12. Delivery of child in adoption.
13. Emergency birth delivery.

Are Justified causes contemplated up to 70% of the coverage of the benefit indicated in the voucher, are as follows: en el voucher:

1. Kidnap of the beneficiary or direct familia member, for this benefit it has to be of public knowledge and ascertainable.
2. Trip cancellation.
3. Change of Job.
4. Denial fo Visa (emited 72h before)

The plan acquired with the before mentioned conditions and if applicable to the benefit , the validity of the same starts as soon as the beneficiary purchases the plan and ends in the initiation of the trip.

This benefit dos not apply for beneficiaries older than 74 years at the time of the trip.

Celeste
TRAVEL CARE

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This text is only a fragment of the Terms and Conditions governing the services.

To read the full text of the Terms and Conditions governing this and all services included in the vouchers and product, please enter www.tarjetaceleste.com.