

# Conditions short-term travel and cancellation insurance

## ABN AMRO Schadeverzekering N.V.

This is a translation of the original Dutch text. In the *event* of any disparity between the Dutch original and this translation, the Dutch text will prevail.

These conditions describe your insurance. This insurance covers the financial consequences of setbacks during a *trip* and/or in the *event* of cancellation of a *trip*. In addition, *you* can take out supplementary insurance to cover *winter sports* and diving.

If *you* have any questions? Call telephone number 0900 – 0024 (*usual call charges*).

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### What do the words in italics mean?

Some words in these conditions are printed in italics. These words have a special meaning. The interpretation of these words can be found in the list of definitions at the end of these conditions.



### When should *you* call the ABN AMRO Emergency Service and how do *you* report a *claim*?

In the *event* of serious illness, *accident*, operation or hospitalisation *you* must contact the ABN AMRO Emergency Service within 24 hours. *You* must also report this to your health insurer. The ABN AMRO Emergency Service can be reached at any time of the day or night on telephone number +31 26 400 23 45.

If something happens to an insured during a trip which your insurance covers, please report this as quickly as possible. This is possible in two ways:

- ▶ *you* can call telephone number 0900 – 0024 (*usual call charges*);
- ▶ *you* can submit a *claim* in writing or online by means of a *claim* form. *You* can find the *claim* form on [abnamro.nl](http://abnamro.nl). *You* will find it quickly if *you* search using the words 'schade reis'.



## What does your short-term travel and cancellation insurance cover?

Your insurance covers the financial consequences of setbacks during a *trip* and/or in the *event* of cancellation of a *trip*. The cause must be sudden and unforeseen.

Your insurance consists of various parts and applies in *Europe* or worldwide. The cover and the area of cover are dependent on the choice that *you* have made and are stated on your policy.

Please note: The cover applies, unless there is a situation that your insurance never covers. Therefore, do not just read what your insurance covers, but also what your insurance never covers.

### What does your insurance cover during a *private trip* of an *insured* if *you* have taken out insurance for the part short-term travel insurance?

If the policy states that *you* have cover for the short-term travel insurance, then your insurance covers the following during a *private trip* of an *insured*:

- ▶ *help assistance* in case of an *accident*, illness, hospitalisation or death of an *insured*;
  - ▶ *help assistance* in case of a premature return journey of an *insured* to the Netherlands and/or in the *event* that the *means of transport* breaks down or the driver becomes incapacitated;
  - ▶ *damage* to the *luggage* of an *insured*;
- a payment if an *insured* becomes permanently disabled or dies due to an *accident*.
- ▶ *medical expenses* incurred abroad due to illness or an *accident* of an *insured* during a *trip* abroad;
  - ▶ *unforeseen expenses* of an *insured*. Please note: This is only covered if *we* give prior permission to incur costs in connection with:
    - an illness or an *accident* of an *insured*;
    - death abroad or an *insured* becoming a missing person;
    - an *insured* as only driver of the *means of transport* of an *insured* becoming incapacitated;
    - failure of the *means of transport* during a *trip* and repairs of the *means of transport* not being possible within 2 days. Please note: This is also covered in case of failure within 2 days before the start of a *trip*;
    - *damage* to a *holiday home* and an *insured* being responsible for this;
    - irreparable *damage* to a tent which an *insured* uses during a *trip*;
    - longer stay due to a strike, border closure or a *natural disaster* abroad;
    - over 8 hours of delay in the arrival of the *luggage* at the travel destination on the outward journey;
    - a premature return journey of an *insured* in connection with a life-threatening illness or a serious *accident* of an *insured*;
    - a premature return journey of an *insured* in connection with a life-threatening illness, serious *accident* or death of a *family member* of an *insured* or *travelling companion*;
    - a premature return journey of an *insured* in connection with serious *damage* to a home or company of an *insured* or *travelling companion*. Which requires immediate personal presence.

### What does your insurance cover during a *private trip* if *you* have taken out insurance for the part *winter sports* and diving?

If the policy states that your *winter sports* and diving are covered, then the cover of your insurance also applies while an *insured* engages in *winter sports* or diving. *We* also cover the rental costs of *winter sports* or *diving equipment* after theft or damaging of the *winter sports* or *diving equipment* of an *insured*.

### What does your insurance cover if *you* have taken out insurance for the part cancellation?

If the policy states that *you* have cover for cancellation, then your insurance also covers the *cancellation charges* of an *insured* worldwide due to:

- ▶ a serious illness, serious injury after an *accident* or death of an *insured*, *partner* or his/her *family member*;
- ▶ a serious illness, serious injury after an *accident* or death of a person abroad who an *insured* would stay with. And this is consequently no longer possible;
- ▶ a serious illness, serious injury after an *accident* or death of a *manager of the affairs* of an *insured*;
- ▶ a complication in case of pregnancy or existing illness of an *insured*, his/her *partner* or child living with him/her;
- ▶ pregnancy of an *insured* after the *trip* has been booked;
- ▶ a necessary operation of an *insured*, his/her *partner* or child living with him/her;
- ▶ the fact that an *insured* is unexpectedly given custody of an acknowledged adopted child as a consequence of which the *trip* cannot take place;
- ▶ cancellation of the *trip* intended for the adoption of an acknowledged adopted child;
- ▶ the fact that an *insured* cannot have a mandatory vaccination for a *trip* further to medical advice;

>> Words that appear in italics are explained in the list of definitions on page 9.

- ▶ serious *damage* to a home or company of an *insured* or a company where the *insured* is employed, which requires immediate personal presence;
- ▶ *damage* to the *holiday home* of an *insured*. And staying there or somewhere else is not possible;
- ▶ unemployment of an *insured* by forced dismissal;
- ▶ the unemployed *insured* accepting an employment contract of at least 20 hours per week. Which requires personal presence;
- ▶ breakdown of the *means of transport* within 30 days before the start of the *trip*. And repairs or a replacement *means of transport* can no longer be arranged in time;
- ▶ unexpected allocation of a rented house or unexpected completion of an owner-occupied house during the *trip* or within 30 days prior to this. And the *insured* cannot postpone the date set for this purpose;
- ▶ an *insured* failing to obtain the required visa without fault on the part of the *insured*;
- ▶ a secondary school examination which an *insured* can only resit during the *trip*;
- ▶ a divorce or termination of a notarial cohabitation contract of an *insured*;
- ▶ delay in departure or arrival of more than 8 hours of an aircraft, bus, train or boat. But only if the *trip* takes longer than 3 days;
- ▶ an *event* that happens to a *travelling companion*. But only if this *event* is covered under the cancellation cover of this *travelling companion*.

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#### **Limited coverage for damage due to terrorism**

In the event of damage due to terrorism, the Claims Handling Protocol of the Nederlandse Herverzekingsmaatschappij voor Terrorisemeschade N.V. (NHT) [Dutch Terrorism Risk Reinsurance Company] applies. The cover and claim settlement for this *damage* is limited. The coverage and claims settlement are described on the Clausules Sheets on the NHT, which *you* can find at [www.terrorisemeverzekerd.nl](http://www.terrorisemeverzekerd.nl). We can also send you a copy on request.



## What does your short-term travel and cancellation insurance never cover?

### Your insurance NEVER covers *damage*, a payout for an *accident*, costs for help assistance, *unforeseen expenses*, *medical expenses* or *cancellation charges*:

- ▶ caused or arisen before the start or after the end date of your insurance; Please note: If your *trip* takes longer due to a covered *event*, then the cover is valid until the first possible return journey of an *insured* to his/her place of residence in the Netherlands;
- ▶ in connection with a *trip* to an area in respect of which the Ministry of Foreign Affairs has advised not to travel there. See also [nederlandwereldwijd.nl](http://nederlandwereldwijd.nl). Please note: This does not apply if an *insured* demonstrates that he/she was already in the area. In that *event*, the *insured* has to leave this area as soon as possible;
- ▶ that are covered or compensated based on a law, provision or another insurance. Or that would be covered or compensated on that basis if this insurance did not exist;
- ▶ due to or while an *insured* is engaging in *winter sports* or diving. Please note: If the policy states that your *winter sports* and diving are covered, then this does not apply;
- ▶ if national or international laws or rules prohibit this;
- ▶ due to *intent*, serious negligence or an illegal activity on the part of an *insured*;
- ▶ due to carrying out physical professional or commercial work;
- ▶ because an *insured* is under the influence of a *narcotic substance*;
- ▶ because an *insured* intentionally participates in a brawl or practices a *dangerous sport*;
- ▶ due to *acts of war* or a *nuclear reaction*;

### Your insurance NEVER covers *damage to luggage*:

- ▶ that was caused by or arose because an *insured* was not careful enough. And did not do his/her utmost to prevent or limit the *damage*;
- ▶ during a *trip* with an aircraft, bus, train or boat for *valuable luggage* an *insured* did not bring as hand luggage;
- ▶ due to theft from a motor vehicle without visible *damage* caused by forcible entry;
- ▶ due to theft from a motor vehicle if it could be seen from the outside that it contained *luggage*;
- ▶ due to an *inherent defect* or if it stops functioning by itself;
- ▶ due to attachment or expropriation by the government;
- ▶ due to a plant, mould, bacteria or vermin, or that only consists of *disfigurement*.

### Your insurance NEVER covers a payout for an *accident*:

- ▶ caused or worsened by an existing illness or disorder of an *insured*;
- ▶ due to insanity, suicide or a suicide attempt of an *insured*;
- ▶ due to a voyage by air whereby an *insured* is the pilot.

### Your insurance NEVER covers *unforeseen expenses*:

- ▶ due to breakdown of a *means of transport* because it is not properly maintained or too heavily loaded;
- ▶ due to *damage* to a tent that has an *inherent defect*;
- ▶ due to an *accident* that is not covered;
- ▶ that are not reasonable or necessary.

### Your insurance NEVER covers *medical expenses*:

- ▶ that are not *medically necessary* or which can be delayed until the return to the Netherlands;
- ▶ of an *insured* who does not have a Dutch health insurance;
- ▶ that could be expected or were planned before the start of a *trip*;
- ▶ of dentures, an implant or incurred in a rest home or convalescence home;
- ▶ due to an *accident* that is not covered.

### Your insurance NEVER covers *cancellation charges*:

- ▶ if the start date of the insurance is more than 7 days after the date on which the *trip* is booked;
- ▶ due to an *event* that was foreseeable upon taking out the cancellation cover or when booking a *trip*;
- ▶ due to breakdown of a *means of transport* due to an *inherent defect*.

>> Words that appear in italics are explained in the list of definitions on page 9.

## What happens if *you* report a *claim* to us and what do *we* pay out?

1

### What do *we* do if *you* report a *claim* to us?

If *you* report a *claim* to us, *we* will determine what has happened and whether the *claim* is covered. And the amount of your *claim*. *You* must provide us the information *we* need and must demonstrate your *damage*. If *luggage* is missing or a crime was committed, then *you* must send us proof that the matter was reported to the police, hotel management or the transport company. If *you* or another *insured* do/does not cooperate in the assessment of the *damage* or fail/fails to observe another obligation under the conditions, then *we* may refuse to pay out.

*We* sometimes ask an *expert* to determine what has happened or to assist us to determine the amount of the *damage*. *You* may also engage an *expert* yourself. *We* reimburse this up to the maximum amount that our *expert* charges. If your *expert* charge more, then *we* assess whether this is reasonable. *We* do not reimburse unreasonable costs. If *you* want to know what costs *we* consider reasonable and what costs *we* reimburse, please contact us in advance.

What happens if both *you* and *we* each engage an *expert*? These *experts* will then first together appoint an independent *expert*. Your *expert* and our *expert* will subsequently each determine the amount of the *damage*. They will try to agree between themselves. If they cannot agree, the independent *expert* will decide the matter.

2

### When does an *accident* have to be reported?

If an *insured* becomes permanently disabled due to an *accident*, then *you* must report this to us as soon as possible, but no later than 6 months after the *accident*. If an *insured* dies due to an *accident*, then the legal heirs must report this to us no later than 48 hours before the funeral.

3

### How do *we* determine whether there is cover?

In order to determine whether there is cover *we* use these conditions, your policy and the information *we* received.

4

### How do *we* determine the payout in case of covered *damage to luggage*?

*We* take the amount of the *damage* as the basis for the payout. Please note: This is not the case if the repair costs are lower than the amount of the *damage*. In that case *we* will compensate the repair costs. If an excess applies, then *we* deduct that from the amount of the *damage* or the repair costs. *We* pay out the remaining amount up to the maximum insured sum. *We* may also pay out the *damage* in kind.

The maximum insured sums in the *event* of *damage to luggage* are stated on your policy.

Please note: If the *luggage* cannot be repaired, then *we* may request and then keep the *luggage*. If lost or stolen *luggage* is recovered within six weeks, then *you* must take it back. If *you* have already received a payout from us for this, then *you* must repay this.

### How do *we* determine the payout in the *event* of covered permanent disability or death due to an *accident*?

For the payout in the *event* of permanent disability *we* take the maximum insured sum as a starting point. The maximum insured sum is stated on your policy. *We* multiply this amount by the degree of disability of an *insured*. *We* determine this percentage according to the *AMA rules*. In this context, *we* do not take into account an occupation or hobby. Permanent disability must be established by an independent doctor within 2 years after the *accident*.

If an *insured* dies before the degree of disability has been established, and this is not caused by the covered *accident*, then *we* pay out an amount that is compatible with the reasonably expected permanent disability immediately prior to the death.

Please note: If the *insured* was already permanently disabled before the *accident*, and his/her loss of function increased due to the *accident*, then only the increased loss of function is taken into account when determining the payout.

*We* establish the final payout for permanent disability as soon as this no longer changes. This is in any *event* done within 2 years after the *accident*. If establishing a payout takes longer than a year, then *we* increase the payout after the first year with the statutory interest. *We* pay out the calculated amount for permanent disability to *you*.

If an *insured* dies due to an *accident*, then *we* pay out the insured amount to the legal heirs. The insured sum is stated on your policy.

### How do we determine the payout in the event of covered *unforeseen expenses*?

- ▶ We compensate covered *unforeseen expenses* on the basis of the cost price up to the maximum insured sum that is stated on your policy. We compensate the following:
- ▶ extra travel expenses of an *insured* or the leasing of a similar replacement *means of transport*;
- ▶ extra accommodation expenses of an *insured* or the rent of a similar replacement *holiday home*. The extra accommodation expenses due to the breakdown of a *means of transport* or due to *damage* to a tent are covered up to a maximum of EUR 50 per *insured* per day;
- ▶ returning *luggage* of an *insured* to the residential address in the Netherlands due to a serious illness, *accident* or death of an *insured*;
- ▶ visiting costs in case of hospitalisation of an *insured*;
- ▶ extra travel or accommodation costs for no more than two family members coming over for a visit of no more than three days to an *insured* in case of a serious illness or an *accident*;
- ▶ transportation of the body of a deceased *insured* to the place of residence;
- ▶ a funeral of a deceased *insured* abroad and the travel expenses of the family members to this end. But only if the body of the deceased *insured* is not transported to the Netherlands;
- ▶ an investigation or rescue operation after an *insured* has been in an *accident* or has become a missing person;
- ▶ a premature return journey of an *insured* in connection with a life-threatening illness or a serious *accident* of an *insured*;
- ▶ a premature return journey of an *insured* due to death, a life-threatening illness or an *accident* of a *family member*. Or due to serious *damage* to a home or a company of an *insured*. This also includes the costs to travel back to the travel destination within a month afterwards;
- ▶ *skiing costs* or *diving costs* paid in advance but not used of an *insured* who can no longer ski or dive due to an *accident*, hospitalisation or a covered premature return journey;
- ▶ *damage* to a rented *holiday home* for which an *insured* is liable;
- ▶ extra telephone costs;
- ▶ clothing or toiletries because the *luggage* of an *insured* arrives at the travel destination more than 8 hours late on the outward journey and transit.

### How do we determine the payout in the event of covered *medical expenses*?

How do we determine the payout in the event of covered *medical expenses*?

We compensate covered *medical expenses* on the basis of the cost price up to the maximum insured sum that is stated on your policy. We compensate the following:

- ▶ costs of a physician or specialist;
- ▶ costs of hospitalisation or an operation;
- ▶ costs of transport of an *insured* to and from a physician or hospital abroad;
- ▶ x-ray examinations or radiation treatments;
- ▶ prescribed medication, bandages or treatments by a physician;
- ▶ dental costs for emergency care or for follow-up treatment in case of an *accident*;
- ▶ a prosthesis that was prescribed within 1 year after an *accident*.

If your health insurance fails to compensate one of the *medical expenses* stated on the policy to you within a reasonable period, then we will advance you this amount without interest. In that event, you do have to transfer the rights to compensation of these costs to us.

### How do we determine the payout in the event of covered *cancellation charges*?

The amount of the payout for covered *cancellation charges* differs in a number of situations. In this context, the following applies:

- ▶ Does an *insured* cancel the *trip* before departure? Then we only compensate the part of the *total travel costs* for this *insured*. Is a part repaid by the agency where the *trip* was booked? Then we deduct that amount;
- ▶ Does an *insured* prematurely terminate the *trip* or he/she has to interrupt the *trip*? Then we only compensate the part of the *total travel costs* of the missed travel days of this *insured*;
- ▶ Is an *insured* hospitalised with at least one overnight stay? Then we only compensate the part of the *total travel costs* of the days of hospitalisation for all *insured*;
- ▶ Does an *insured* have more than 8 hours delay of an aircraft, bus, train or boat to the travel destination? Then in the event of a delay of up to 20 hours we only compensate the part of the *total travel costs* of one day. In the event of a delay of 20 to 32 hours, we only compensate the part of the *total travel costs* of two days. In the event of a delay of more than 32 hours, we only compensate the part of the *total travel costs* of three days.
- ▶ For *cancellation charges*, a maximum insured sum per *trip* applies. This amount is on the policy. We never pay out more than this amount for *cancellation charges*.



## What other agreements are there?

### When does your insurance start?

The insurance starts on the starting date. The starting date is stated on the policy.

### When does your insurance end automatically?

Your insurance ends automatically on the end date. The end date is on the policy.

### When may we terminate your insurance?

We may terminate your insurance in case of fraud committed by *you* or another *insured*.

### When do you pay the premium?

*You* pay the premium prior to the start of your insurance. If *you* do not pay the premium, we may refuse to pay out. *You* will remain obliged to pay the premium.

### Transfer or time-barring

In the event of *damage* or an *accident* *you* cannot transfer any objects to us. Claims will be time-barred 3 years after a payout has been made for an *accident* or *damage*. Or 3 years after an *accident* or after *damage* arose and *you* did not report this to us.

### Complaints

If *you* are not satisfied with this insurance or our service, *you* can file a complaint with us. For more information on how to file a complaint with us, please go to [abnamro.nl/klacht](https://abnamro.nl/klacht). If *you* are not satisfied with the outcome of the handling of your complaint, *you* can submit this to the independent Klachteninstituut Financiële Dienstverlening (Kifid) [Financial Services Complaints Tribunal], P.O. Box 93257, 2509 AG The Hague or via [kifid.nl](https://kifid.nl). *You* can also submit the complaint to a court in the Netherlands.

### Protection of privacy and electronic recording

We are bound by the "gedragscode Verwerking Persoonsgegevens Financiële Instellingen" [Code of Conduct for the Processing of Personal Data by Financial Institutions]. *You* can find this code of conduct on [verzekeraars.nl](https://verzekeraars.nl) if *you* search for 'gedragscode'[code of conduct].

if we communicate with each other electronically, for example, via internet, e-mail or telephone, then we may record this communication electronically. As proof or to improve the service.

### External processing of personal data at Stichting CIS

If *you* take out or change an insurance with us, *you* provide us with information. When *you* report a *damage*, *you* also provide us with information. The Central Information System Foundation (Stichting CIS) of insurance companies operating in the Netherlands records this information in its database and processes it. As part of a responsible acceptance policy, we consult your data held at Stichting CIS. The objective of this is to manage risks and combat fraud. This registration is subject to the Stichting CIS privacy regulations. For more information, visit [www.stichtingcis.nl](https://www.stichtingcis.nl). Here *you* can also find the applicable privacy regulations.

### How do we protect you and ourselves against intentionally incorrect information, deception or misleading information?

We assume that we will be informed correctly and completely. If there is a suspicion of intentionally incorrect information, deception or misleading information, we can carry out an investigation. We do this in accordance with guidelines of the *Verbond van Verzekeraars*, the Dutch Association of Insurers. Because we work with *Nationale Nederlanden*, we also follow their guidelines. More information on this can be found at [abnamro.nl/klantgericht-verzekeren](https://abnamro.nl/klantgericht-verzekeren).

After carrying out an investigation, we will take a decision. For example, to immediately terminate the insurance or not to make a payout. We may also terminate other insurances with us. In addition, we may decide to demand repayment of payouts and seek recovery of the investigation costs. We may also report the matter to the police. All these measures are to ensure that *you* do not pay unnecessary premium because others misuse their insurance.

### **Sanctions laws and regulations**

Sometimes we are prohibited from concluding an insurance agreement with *you*, because of national and international sanctions rules. The insurance agreement will not be concluded if *you* or another interested party are on a national or international sanctions list, which will be checked by us afterwards. That is why a 'condition precedent' applies. The condition precedent is: "The agreement will only be concluded if the check does not show that, on the basis of sanctions laws or regulations, it is not allowed to provide financial services on behalf of or for the benefit of: the policyholder; insured persons, co-insured persons and other (legal) persons who could benefit from the existence of the agreement; representatives and authorised agents of the policyholder's company; ultimate financial stakeholders in the policyholder's company".

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### **Dutch law**

This insurance is governed by Dutch law. If a dispute results in proceedings before a court, the dispute will be brought before a court in the Netherlands.



# Glossary



Term	Meaning
Accident	<p>is a sudden and unexpected force as a result of which an <i>insured</i> suffers a physical injury or dies. The physical injury must be medically determinable and the force must be inflicted directly on the body of the <i>insured</i> from an external source. In our definition, <i>accident</i> also includes:</p> <ul style="list-style-type: none"> <li>▶ sprains, dislocation or tearing of a muscle or tendon;</li> <li>▶ suffocating, drowning, freezing or sunstroke;</li> <li>▶ infection of wounds or blood poisoning arising in connection with an <i>accident</i>;</li> <li>▶ a lack of subsistence due to a shipwreck, getting lost, emergency landing, flood, being snowed in or ice-bound.</li> <li>▶ complications or worsening of an injury due to the emergency response or medical treatment of an <i>accident</i>;</li> <li>▶ lumbago, sprained muscles or strains;</li> <li>▶ a tenosynovitis, whiplash or lateral epicondylitis (tennis elbow);</li> <li>▶ skin injury of a hand or foot due to friction with a hard object;</li> <li>▶ sudden poisoning as a result of inhaling a harmful gas, a harmful vapour or poisonous substance. Please note: this does not include poisoning due to the use of medicine or alcoholic beverage or an allergic reaction;</li> <li>▶ an <i>accident</i> when saving or necessarily defending a human or animal;</li> <li>▶ typhus, paratyphoid fever, dysentery or Weil's disease caused by;</li> <li>▶ an involuntary fall into the water or another liquid;</li> <li>▶ an attempt to save a human or animal from the water or another liquid.</li> </ul>
Acts of war	<p>is organised violence as described in the Dutch Financial Supervision Act [<i>Wet op het financieel toezicht</i>]. We adhere to this description. To summarise, there are <i>acts of war</i> in the <i>event</i> of organised violence:</p> <ul style="list-style-type: none"> <li>▶ of a country, state or militant organisation which engages in war with military weapons;</li> <li>▶ of an armed peace-keeping mission of the United Nations;</li> <li>▶ of a population group or a large group of citizens who are engaged in a civil war;</li> <li>▶ of a group or movement which rebels or riots against the government;</li> <li>▶ of group members which mutiny against a ruling authority;</li> <li>▶ of activists resulting in domestic unrest at various locations.</li> </ul>
AMA rules	are the last known rules for establishing a degree of disability of the American Medical Association and the Netherlands Association for Neurology and the Netherlands Orthopaedic Association's additions thereto.
Cancellation charges	are the costs of cancellation, interruption or premature termination of a <i>trip</i> .
Claim	is a request to compensate <i>damage</i> to <i>luggage</i> , <i>unforeseen expenses</i> or <i>medical expenses</i> or a request for a payout for an <i>accident</i> .
Damage	is material damage to or loss of a <i>thing</i> .
Dangerous sport	<p>is a sport with a higher than normal chance of physical injury. A <i>dangerous sport</i> in any case includes the following sports:</p> <ul style="list-style-type: none"> <li>▶ combat sports;</li> <li>▶ ice hockey, bobsleighbing, tobogganing, speed skiing, speed racing, ski-jöring, ski jumping, ski flying, figure jumping on freestyle skis, ski mountaineering, para-skiing, heli-skiing, off-piste skiing;</li> <li>▶ parachuting, bungee jumping, hang-gliding, kite surfing or parasailing;</li> <li>▶ abseiling, mountain climbing, white water rafting, canyoning, jet skiing or speleology;</li> <li>▶ competitions with a <i>motor vehicle</i> or motor boat.</li> </ul>
Disfigurement	is discolouration, ageing, deformity, corrosion, stains, scratches, dings, small dents and other superficial <i>damage</i> which does not affect the normal use of a <i>thing</i> .
Diving costs	are costs of diving lessons or renting diving equipment.
Europe	is all countries of <i>Europe</i> . In our definition, <i>Europe</i> also includes Russia up to the eastern border of the Urals, Algeria, Egypt, Israel, Lebanon, Libya, Morocco, Syria, Tunisia, Turkey and the islands of Spain and Portugal.
Event	is an incident. We deem several incidents which have the same cause as 1 <i>event</i> .
Expert	is an expert person who has undertaken to adhere to the Loss Adjustment Organisations Code of Conduct [ <i>Gedragscode schade-expertiseorganisaties</i> ].
Family member	is a child, parent, grandchild, grand parent, brother, sister, brother-in-law, sister-in-law or <i>partner</i> .

Help assistance	is help by the ABN AMRO Emergency Service
Nuclear reaction	is a nuclear reaction whereby energy is released such as nuclear fusion, nuclear fission or radioactivity.
Holiday home	is the accommodation of an <i>insured</i> at the travel destination. In our definition, <i>holiday home</i> does not include a hired camper van, touring caravan, boat and/or related <i>thing</i> .
Inherent defect	is <i>damage</i> which does not arise due to an external <i>event</i> , but due to a feature or defect of the <i>thing</i> itself.
Insured	is a person named on the policy as <i>insured</i> .
Intent	is intentional behaviour directed at a person or a <i>thing</i> with is not permitted by the law.
Flooding	is the giving way, breaking through or flooding of a dike, quay, sluice or other water defence. <i>Flooding</i> also includes water bursting the banks.
Luggage	are all private things an <i>insured</i> brought on a <i>trip</i> for private use or which an <i>insured</i> has on him during a <i>trip</i> . <i>Luggage</i> also refers to travel documents or a <i>thing</i> an <i>insured</i> buys or rents during a <i>trip</i> . <i>Luggage</i> does not include: <ul style="list-style-type: none"> <li>▶ a motor vehicle, vessel, aircraft, trailer or outboard engine;</li> <li>▶ a caravan or folding caravan. And everything that belongs to it;</li> <li>▶ a <i>thing</i> that is moved;</li> <li>▶ art, antiques, collections, stamps or photographs;</li> <li>▶ any other documents than travel documents.</li> </ul>
Manager of the affairs of an insured	is a person who represents the interest of an <i>insured</i> .
Means of transport	is a motor vehicle, bicycle, moped, camper or pleasure boat with which an <i>insured</i> makes the biggest part of the <i>trip</i> . In our definition, <i>means of transport</i> also incuded a caravan or trailer.
Medical expenses	are the <i>medical necessary expenses</i> for physicians, dentists, specialists, hospitalisation and surgery. And x-ray examinations, radiation treatments, medication, bandages, treatments and prostheses prescribed by a doctor. And also <i>medically necessary</i> transportation of <i>you</i> to physicians and hospitals abroad.
Medically necessary	is necessary according to a qualified doctor and there is no possibility of postponement.
Motor vehicle	is a car or a motorcycle that can be driven with a Dutch driving licence A or B/E.
Narcotic substance	is a substance which causes a person to think or act with a decreased degree or awareness than he/she would have done had he/she not taken the substance.
Nationale Nederlanden	is NN Group N.V., of which <i>we</i> are a part.
Natural disaster	is an avalanche, <i>flooding</i> , being snowed in or another <i>natural disaster</i> .
Partner	is a husband, wife, registered partner or the household member with whom an <i>insured</i> cohabits on a long-term basis.
Private trip	is a <i>trip</i> by a private person for relaxation in his or her free time. In our definition, this also includes holiday work, training course or unpaid volunteer work during a <i>trip</i> . In our definition, <i>private trip</i> does not include business trips.
Ski costs	are costs of ski passes, lift passes, hired skis and skiing lessons.
Thing	is a tangible object as described in the Dutch Civil Code.
Total travel costs	is the amount that was or has to be paid before the start of the <i>trip</i> for the booked or reserved <i>holiday home</i> or transportation.
Travelling companion	is another person with whom an <i>insured</i> makes a <i>trip</i> or with whom he/she is planning to make a <i>trip</i> .
Trip	is a stay outside the place of residence. A <i>trip</i> starts if an <i>insured</i> or his/her <i>luggage</i> leaves his/her home in the Netherlands and ends upon the return to the Netherlands. A <i>trip</i> in the Netherlands should at least have 1 booked and paid overnight stay. In our definition, <i>trip</i> does not include a stay at a seasonal or annual site in the Netherlands.
Unforeseen expenses	are the reasonable extra expenses an <i>insured</i> necessarily has to incur due to an unexpected situation or <i>event</i> .
Usual call charges	are your <i>usual call charges</i> without surcharge. These charges are set by your telephone provider.
Valuable luggage	is the following <i>luggage</i> : <ul style="list-style-type: none"> <li>▶ Photo, film, video or sound equipment;</li> <li>▶ Computer equipment, mobile phones, smartphones or tablets;</li> <li>▶ Personal jewellery, cash, cash equivalents, (sun) glasses or contact lenses.</li> </ul>
Verbond van Verzekeraars	[Dutch Association of Insurers] is an association representing the interests of insurers. See also <a href="http://verzekeraars.nl">verzekeraars.nl</a> .
We	is ABN AMRO Schadeverzekering N.V.
Winter sports	are sports on ice or snow that an <i>insured</i> practises during a <i>trip</i> .
Winter sports or diving equipment	are all things that an <i>insured</i> requires when practising <i>winter sports</i> or when diving.
You	is the person named on the policy as policyholder. This person took out the insurance and paid the premium.