



# WHAT TO DO IN EVENT OF CLAIM?

TRANQUILOC / Seasonal rental insurance  
POLICY N°01049724

## FOR ALL COVERS

### Gather the following:

- your Chapka contract number
- supporting documents for your situation

### Report your claim online at:

<https://www.chapkadirect.com/sinistre>

## FOR THE CANCELLATION COVER

1- You must notify the owner, the rental company, the website, the tourist office or any other organisation through which you made your booking as soon as the covered event preventing your departure occurs.

2- You must notify your claim to Chapka online within 5 business days. Go to:

<http://www.chapkadirect.com/sinistre>

## IN ALL CASES, FOR CANCELLATION YOU MUST SEND THE FOLLOWING DOCUMENTS

- The Travel booking certificate
- Terms and conditions of the trip
- The invoice of the booked trip
- The invoice for the travel cancellation
- Proof of payment for the stay (ex: bank statement)
- A copy of ID documents for each traveller
- Your bank details

**This list is not exhaustive, the Insurer reserves itself the right to ask any other supporting document if necessary.**

## FOR THE LUGGAGE COVER

### In case of theft:

The insured must report to the police within 48h following of the theft. Only objects declared on the police report will be covered.