



Stay Safe Insurance **PLUS**

What happens if a customer needs medical attention?

They should call this number: **+34 911 975 116**
(available 24 hours a day, every day of the year).

In case of illness, they should select option 1 and we will tell them how to proceed in order to receive medical attention.

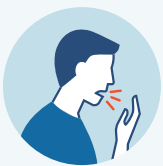
When making the call, it is important that the customer has to hand the hotel's identification number (which matches the policy number):

What happens if the customer thinks they might have been infected with COVID-19?

They should dial **+34 911 975 116** (option 2), one of our specialists will take their details and go through a short questionnaire with them, after which, if they have **symptoms compatible with coronavirus**, we will be able to give them the option of **video consultation with a specialist doctor**.

For that, remember that, according to the World Health Organisation, the main symptoms of COVID-19 are:

Common symptoms



Cough



Sore throat



Runny nose



High fever

Severe cases



Acute shortness of breath



Pneumonia

With this service, we can speed up the **provision of medical attention and the customer will not need to travel**. They will have an initial medical assessment in their own hotel room.

What does this policy cover?

With this policy, customers will be covered, while they are guests at the hotel, up to a limit of €100,000 for COVID-19 and €3,000 for other illnesses. There are also other guarantees which are set out in the policy's general conditions.