

Cover	Documentary evidence in case of claim
<p>The insured party must provide Willis Towers Watson with the monthly credit card summary* including the full credit card number and the proof of payment of the insured trip of up to at least 30% and/or the proof of booking the transport and the accommodation with the Miles & More Luxair Visa/Miles & More Luxair Visa Business/Visa Premier, as well as an expanded certificate of residence, if the request concerns more than one traveller</p> <p>* In S-Net the PDF version of the monthly credit card summary can be found under "Mailbox > Documents > Statements and listings"</p>	
Travel cancellation	<ul style="list-style-type: none"> • Confirmation of the booking. • Proof of cancellation/request for refund of the airline taxes.
Travel curtailment	<ul style="list-style-type: none"> • Confirmation of the booking. • The travel agent's declaration concerning the number of days unused, if the trip has been organised by a travel agent or the invoice by the hotel regarding the interruption of the stay.
Death	<ul style="list-style-type: none"> • The death certificate & a document showing the family relationship to the deceased within the 2nd degree of kinship.
Illness	<ul style="list-style-type: none"> • The form 'Rapport Médical' completed by the doctor mentioning the date of onset of symptoms and that no contraindications existed at the time of booking.
Delayed trip or missed connection	<ul style="list-style-type: none"> • The certificate from the transport company attesting the delay/the new boarding pass. • The invoices/till receipts (drinks, meals, hotel, taxi i.e. all expenditures generated while waiting) and the company's response concerning a possible reimbursement/compensation granted.
In the event of lost/stolen/delayed luggage	<ul style="list-style-type: none"> • The property irregularity report. • The invoices/till receipts for the purchase of essential goods (clothing, toiletries, etc.). • Details about the compensation paid by the transport company, if applicable and proof of the date and time of the luggage handover.
Missed departure	<ul style="list-style-type: none"> • The certificate from the transport company/the confirmation of the missed departure established by the airline or proof of accident or breakdown of the means of transport used to get to the airport. • The invoices/till receipts (drinks, meals, hotel, taxi i.e. all expenditures generated while waiting).
Force majeure	<p>The insured party must:</p> <ul style="list-style-type: none"> • check-in ahead of the scheduled departure time on his travel itinerary, • respect the contractual terms and conditions of the travel agent, tour operator and passenger transport company, • stay in contact with the airline and make every effort to book the first return flight available offered by the airline, • inform the insurer as quickly as possible by phone, e-mail or by means of a claim form at the latest 30 days of becoming aware of the flight cancellation or delayed flight, • attach a written confirmation from the airline of the flight cancellation or delayed flight scheduled, following a case of force majeure, • present the proof of refusal of reimbursement by the airline or details about any expenses refunded by the airline, • include all useful information, evidence and receipts.
	<ul style="list-style-type: none"> • In the absence of a written confirmation by the airline, the insured party must transmit to the insurance company information about the period of delay, a confirmation of the new booking on the first return flight available following cancellation of the originally scheduled flight and the details of the return flight.