



WHAT TO DO IN CASE OF CANCELLATION?

CAP CANCELLATION

AXA ASSISTANCE CONVENTION N°2243704

WHAT TO DO IN CASE OF CANCELLATION?

- 1- You must notify your travel agency about your cancellation 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.fr/sinistre>

DOCUMENTS REQUESTED TO JUSTIFY:

FOR EVERY REASON LEADING TO THE CANCELLATION YOU MUST PROVIDE:

- The Travel booking certificate
- Terms and conditions of the trip
- The invoice of the trip booked
- The invoice for the travel cancellation
- A copy of the plane tickets
- Your bank details

According to the reason of the cancellation other documents can be requested.

CANCELLATION IN CASE OF SERIOUS ILLNESS OR DEATH OF THE INSURED:

- The medical certificate indicating the date of the first apparition and the type of the pathology, or a death certificate,
- The medical report,
- Any statement from the social security and/or topup health insurance or similar body.

CANCELLATION IN CASE OF SERIOUS ILLNESS OR DEATH OF A FAMILY MEMBER:

- The medical certificate indicating the date of the first apparition and the type of the pathology, or a death certificate,
- The family record book (only in case of death),
- The medical report.

In case of hospitalization:

- The certificate of hospitalization,
- The medical results.

CANCELLATION IN CASE OF ELIMINATION OF PAID LEAVE:

- A certificate from your manager indicating the date of approval of your leave and the date when they were cancelled,
- A copy of your pay slip.

CANCELLATION IN CASE OF OBTAINING A JOB:

- The statement of your registration to your unemployment agency,
- A copy of the work contract.

CANCELLATION IN CASE OF BEING LAID OFF:

- The copy the notification to your preliminary interview,
- The copy of the notice of dismissal.

CANCELLATION FOR OTHER CAUSES:

- Any element allowing to justify the situation.

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