



G CONSELLERIA
O MODEL ECONÒMIC,
I TURISME I TREBALL
B AGÈNCIA ESTRATÈGIA
/ TURÍSTICA ILLES BALEARS

Through the **Tourism Strategy Agency of the Balearic Islands**, the **BALEARIC ISLANDS GOVERNMENT** is making a travel health insurance policy, provided by the RACE insurance company, **available and free to all tourists**, both Spanish nationals and international visitors (non-residents), **who arrive in the Balearic Islands between 13 August and 31 December 2021**.

The policy will take effect 24 hours after registering with the first official and regulated tourist establishment on any of the islands and while remaining in the Balearic Islands region.

COVER PROVIDED

The policy provides holders with the following cover:

- Interpreter service to ensure accurate translation during an initial intervention if showing symptoms or reporting any incidence relating to COVID-19.
- Costs resulting from return transport to the policyholder's place of residence, following COVID-19, up to €500,000. (*)
- Costs resulting from repatriation due to death to the policyholder's place of residence, following COVID-19, up to €500,000. (*)
 - The insurer shall manage all necessary formalities at the place of death, as well as organising transport / repatriation to the deceased's place of rest.
 - The insurer will act on behalf of the policyholder with regard to the initially scheduled return tickets.
 - If the policyholder's companions are under the age of 15 or have a disability, and do not have a relative or trusted person to accompany them on the journey, the insurer shall provide a person to accompany them to the place of travel.
- Costs resulting from the policyholder's stay being prolonged due to self-isolation or quarantine as a result of COVID-19, up to €150,000. (*)
 - Accommodation costs are included, under the same meal plan as previously contracted, for all persons included in the reservation that includes the policyholder and entered on the corresponding tourist register, provided that, for duly indicated medical reasons, the following circumstances apply:
 - Transfer to their usual place of residence is not possible.
 - Their stay needs to be lengthened beyond the period initially established in the reservation.



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- In all cases, accommodation costs for the individuals included on the reservation will cover a maximum period of 14 days.
- Whenever possible, both parties (client and establishment) be in agreement, and provided that both the medical context and the availability of suitable spaces for isolation allow, the prolongation of the stay shall take place in the same accommodation establishment in which the reservation was made.

() For each guarantee a maximum excess of €100 is established per case, to be paid by the policyholder.*

After analysing each of the cases, the insurer may choose to pay the costs resulting from use of the cover, or ask the policyholder to meet them, in order to be refunded once the corresponding invoice has been sent.

NOT INCLUDED

- No cover shall apply with regard to any circumstances in which the policyholder had prior knowledge of any pathology or condition relating to the purpose of the cover prior to the policyholder's arrival in the Balearic Islands. In all circumstances, said exclusion shall also apply if symptoms of infection arise up to 24 hours following entry on the register of the first accommodation establishment upon arrival.
- No insurance cover shall be provided if the Government of Spain or the Government of the Autonomous Community of the Balearic Islands prohibit tourism-related visits to the Balearic Islands, or specifically to the traveller's island of destination, during any period covered by the policy, and the journey begins subsequently to said border closures coming into effect.
- A limit of 60 days is established for the duration of the policyholder's stay following arrival in the Balearic Islands, and any further duration that exceeds said limit will not be covered by said policy.
- Residents of the Balearic Islands are excluded from all cover.
- No cover will be provided for any costs resulting from the policyholder's stay being extended in cases in which the accommodation reservation is not with an official and regulated establishment.

CALL CENTRE (RACE)

A helpline service for tourists is available, free of charge, operating from 8am to midnight every day:



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900 100 124

This helpline is available in Spanish, Catalan, English, German, French, Italian and Portuguese.

The service will be available in Spanish, Catalan, English and German continually, and in French, Italian and Portuguese depending on availability at the time of the call.

The RACE Call Centre service is provided by a management team consisting of 30 operators, two coordinators, one medical supervisor, one coordinating doctor and four regulatory doctors.