



Pass Loss & Theft Coverage

Eurail passes are like cash: when lost, they are non-replaceable. This means that if the pass gets stolen or lost, you will need to buy costly replacement tickets or passes. The Pass Loss & Theft Coverage protects your pass. For a nominal fee, we will cover the remaining value of your pass from the day your pass was lost or stolen.

We are determined to provide you with outstanding customer service at all times and to make the Pass Loss & Theft Coverage as easy and trouble-free as possible.

This policy document provides the details you need to know about the Pass Loss & Theft Coverage. Make sure to read this document carefully. You are required to take immediate action in the event your that pass is lost or stolen.

Happy travelling!

1 General description of Pass Loss & Theft Coverage

- 1.1 The Pass Loss & Theft Coverage covers the Loss of Eurail Passes by the Traveler during the Effective Period of coverage for a Maximum Coverage Amount.
- 1.2 Loss means the accidental loss or theft of the Eurail Pass.
- 1.3 The Effective Period of coverage is the period from the moment the pass is received by the traveler until the moment the traveler leaves Europe as indicated by their flight ticket. Program agreements only apply to loss sustained during the effective period.
- 1.4 The Maximum Coverage Amount shall be the lesser of; the cost of replacement rail tickets bought or the unused portion of the Eurail Pass, calculated as the total remaining validity time on the Eurail Pass as a portion of the total validity time or as a portion of the total stay in Europe as indicated by the flight ticket.
- 1.5 The amount paid for the shipping service and the Pass Loss and Theft Coverage is not covered by this policy.

2 What to do in case of loss or theft

- 2.1 If your Pass is lost or stolen, make sure you report the theft of the pass to the local police within 24 hours and make sure you obtain a police report. This police report will be an important document when filing a claim.
- 2.2 The Loss Date shall be the date on which the Pass Holder first became aware of the loss of the rail pass as mentioned in the police report.
- 2.3 Purchase a new rail pass or new rail tickets for the remaining days of travel. Please note that there is a Maximum Coverage Amount applicable, based on the amount of remaining days of your trip during the Effective Period on the Loss Date (as defined in section 1).

3 How and when to make a claim

- 3.1** You can send in your claim within 31 days after your return from your holiday. The date stamped by the mail/courier service on the package you return, will count as the date you sent in your claim.
- 3.2** To make a claim, you should fill in the Pass Loss and Theft Coverage claim form, which can be downloaded from the following URL: <http://www.eurail.com/ltc>
- 3.3** Together with the Pass Loss and Theft Coverage claim Form, the following documents of proof should be sent in:
- o obtained police report with clearly marked claim date
 - o purchased replacement passes/tickets (original hardcopy versions)
 - o copy of airline tickets to and from Europe
- 3.4** You can send the documents by mail to the following address:

Eurail.Com Fulfillment Center
1255 N Research Way, Bldg Q
Orem, Utah 84097
USA

- 3.5** We recommend that you send in your claim with registered mail or courier. Eurail.Com cannot be held liable for packages lost in the mail. Make sure you make copies of all the documents sent to Eurail.Com.
- 3.6** Any fees you have to pay for getting evidence of your claim will not be covered by this insurance as it is your responsibility to support your claim.

4 Payment of claims

- 4.1** Only valid claims will be paid out.
- 4.2** The following claims will be deemed invalid:
- o Claims which were sent in later than 31 days after the arrival date mentioned on the flight ticket as the end of the trip to Europe.
 - o All claims which are not accompanied by a completely filled out claim form, including all the proofs as indicated in section 3.3.
 - o Claims which are not a result of loss or theft of the Pass by the traveler, but of one of the following:
 1. Loss when Pass was not in clients' actual possession at the time of loss.
 2. Delay, detention, or confiscation of the Pass by railway officers, officials, police or other security officers.
 3. Any dishonest, fraudulent or criminal act by the Pass Holder.
 4. War, invasion, hostilities, (whether war be declared or not), civil war, rebellion, revolution, insurrection of military or usurped power.
 5. Terrorist acts, act of foreign enemy, acts of god, flight cancellations, strikes.
 6. Damage of the Pass due to wear and tear, gradual deterioration, vermin, or inherent vice.
- 4.3** Claims will be refunded to the same credit card (or other payment method, where relevant) with which the original Pass was booked.
- 4.4** Claims will be paid out in the currency in which the original Pass was purchased. The Eurail.Com Claims Department will use the exchange rates of De Nederlandsche Bank as published on the website <http://www.statistics.dnb.nl/index.cgi?lang=uk&todo=Koersen&data=21&cur=e&type=d> to determine the value of the replacement rail tickets at the time of purchase.
- 4.5** You will be notified of receipt of your claim by the Eurail.Com Claims Department within 5 business days of receipt.

- 4.6 The Eurail.Com Claims Department will assess the validity of your claim. Decisions of the Eurail.Com Claims Department will be binding and final.
- 4.7 Within 1 month after confirmation of receipt, you will receive the result of the assessment of the validity of your claim and the amount of payment, if any.
- 4.8 Valid claims will be paid within 1 business day after you have been notified of the Claim assessment by Eurail.Com. It can take many business days for the money to be returned to your account, depending on the method of payment.
- 4.9 If any claims made under this program are covered by any other valid and collectable insurance or indemnity, we will only pay the difference between the amount paid under the other policy and the total amount which would otherwise be payable under this program.

5 Conditions and applicable law

- 5.1 The Pass Holder is responsible for the safety, security and supervision of the Eurail Pass.
- 5.2 No legal action may be brought to recover on this program within 60 days after a claim has been submitted as required herein, and no such legal action may be brought after one year from the requirement time for a claim to be filed.
- 5.3 Any provision of this program that is in conflict with applicable law is hereby amended to conform to minimum requirements of such law.
- 5.4 Pass Holder agrees to amend to Dutch Law.
- 5.5 Eurail.Com is free to revise or terminate this program at sole discretion at anytime, with or without notice. In case of termination, only Passes issued prior to the date of termination will be covered for orders for which Pass Loss & Theft Coverage was purchased.

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