

flixy offers you  
cancellation &  
interruption insurance  
with or without reason.

**BOOK YOUR HOLIDAY  
WITH COMPLETE PEACE  
OF MIND!**



### Comfort Offer

Covered events	Any unforeseeable event or event beyond the control of the client that prevents them from leaving.
Examples of events	Medical reasons, personal reasons, professional reasons etc.
Covered guarantees	Cancellation until the day of arrival and interruption of stay during the stay
Supporting documents	All supporting documents relating to the reason for cancellation or interruption of the stay
Maximum refund	€5000
Excess	<ul style="list-style-type: none"> <li>• Medical reason: €30</li> <li>• Other reasons: 20%</li> </ul>

### Premium Offer

Covered events	Any cause (customer's wish not to leave, whatever the reason).
Examples of events	Any event
Covered guarantees	Cancellation until the day of arrival
Supporting documents	None
Maximum refund	€5000
Excess	Single excess of 30%

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What are the different reasons  
for **cancellation** or **interruption**:



## MEDICAL

Serious illness or accident, death, medical contraindication, vaccination or complications, etc.



## PERSONAL

Convocation (legal, adoption application), resit exam, etc.



## PROFESSIONAL\*

Cancellation and/or modification of paid leave, redundancy, new job, etc.

What procedure should I follow in the event  
of **cancellation** or **interruption** of my stay?



## NOTIFY

Your place of reservation of your cancellation, delay or interruption



## DECLARE

Your cancellation or interruption of your stay :

- > **Online:** [help.neat.eu](https://help.neat.eu)
- > **By mail:** [sinistre@neat.eu](mailto:sinistre@neat.eu)



## YOU GET YOUR MONEYBACK\*

Within 48 hours  
of receiving your claim!

For more information, please visit  
<https://help.neat.eu/support/home>



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