



Rail Protect Service

Basic Protection for your train trip

TRAVEL CANCELLATION EXPENSES

Basic Protection – Rail Protect Service, is an explicit service of Global Representación Turística SL (GRT), which guarantees a refund of up to a limit of EUR 200.- per reservation, of the costs of tickets purchased on one of its online train ticket sales platforms, for cancellation of travel that occurs at the expense of the customer, provided that he cancels the trip, before the start of it, for any of the causes affecting the customer and listed below, occurring after the contracting of the service and that prevents him from traveling on the contracted dates.


Understanding the customer, as the person who has purchased the train tickets "the buyer". The name indicated in the buyer's information, previously filled in one of our web pages and who is understood to be the customer of the service.

This warranty shall be understood to include:

- The penalty (total or partial refund of the ticket) that may have been applied in accordance with the law or with the conditions of the ticket purchased according to its class and fare.

The following shall be understood outside of this guarantee:

- Management expenses and fees
- Possible interbank exchange increases for processing in non-Euro currencies.



**This service will only be
effective for the following
reasons and causes:**

FOR HEALTH REASONS

Serious illness, serious accident or death of the client, his spouse, or ascendants or descendants up to second degree of consanguinity.

- From a companion of the client, registered in the same reservation and also a client.

When the illness or accident affects any of the aforementioned persons, other than the client, it shall be understood as serious when, after the contracting of the service, it implies hospitalization or the need to stay in bed and requires, in the opinion of a medical professional, the continuous attention and care of health personnel or persons designated for this purpose, subject to medical prescription, and it is estimated that this situation will be maintained within the 12 days prior to the beginning of the trip.

GRT reserves the right to make a medical visit to the client, companion, professional substitute or person in charge to assess whether the cause effectively makes it impossible to start the trip.

FOR HEALTH REASONS

If the illness does not require hospitalization, the client must report the claim immediately after the event that caused the cause for cancellation of the trip.

Unexpected call for surgical intervention, as well as for medical tests prior to such intervention, provided that this circumstance prevents the client from taking the trip.

Of the client, his spouse, or ascendants or descendants up to the second degree of consanguinity.

- From a companion of the client, registered in the same reservation and also a client.

When the client has to cancel for this reason, the cancellation of his/her spouse or partner, and minor children, registered in the same reservation and also clients, will also be covered.

Premature delivery of the client, prior to 29 weeks gestation.

FOR LEGAL REASONS

Non-granting of visas for unjustified reasons.

The non-granting of visas shall not be considered a covered cause when it is motivated by the client's failure to take the pertinent steps within the time and form for the granting thereof.

GRT reserves the right to full communication with the visa control and provision agency of the client's country.

Police retention of the client for non-criminal causes.

Placing a child for adoption or foster care. Any prior formalities or trips necessary to formalize the placement of a child for adoption or foster care are excluded.

Official summons of the client for divorce proceedings. Excluding summons for proceedings with the client's own lawyer. Notified within 2 days prior to the departure of the train.

FOR WORK REASONS

Dismissal of the client from employment, for non-disciplinary reasons, provided that there was no verbal or written communication at the time of contracting the service. In no case shall this guarantee come into force due to termination of the labor contract or voluntary resignation or failure to pass the trial period.

GRT reserves the full right to check with the labor entity (dismissing company), the veracity of the events and official written justification.

Incorporation of the client to a new job position, in a different company, provided that it is with an employment contract and occurs after the subscription of the insurance policy, without being aware of this circumstance on the date on which the reservation was made.

FOR WORK REASONS

The multiple contracts carried out by temporary employment agencies (ETT) are not recorded as a change of employment.

Judicial declaration of suspension of payments of a company that prevents the client from carrying out its professional activity.

Presentation of a Temporary Labor Force Adjustment Plan that directly affects the client as an employee if the client's salary is reduced by more than 50%. This circumstance must occur after the date of subscription of the service.

FOR EXTRAORDINARY CAUSES

Loss in the client's home, occurring after the service was taken out, in excess of 2,000€ and not covered by the client's home insurance policy.

Acts of air, land or naval piracy that make it impossible for the client to start or continue his trip. Terrorist acts are excluded.

Official declaration of disaster area at the client's place of residence or at the destination of the trip. The official declaration of a disaster area at the place of transit to the destination shall also be covered, provided that it is the only way to reach the destination. A maximum indemnity amount per claim of €200.- per claim is established for this cause.

FOR EXTRAORDINARY CAUSES

Requirement for urgent and inexcusable incorporation into the Armed Forces, Police, Civil Guard or Fire Department.

Requirement for urgent and inexcusable incorporation of Health Workers in case of crisis.

GRT reserves the right to check any information sent by the customer with the official administrative bodies responsible for such documentation.

OTHER CAUSES

Theft of documentation necessary to make the trip, produced in such dates or circumstances that make it impossible, before the beginning of the trip, the processing or reissuance of the same, time, giving rise to the impediment of making the trip by the client. Excluding theft, loss or misplacement.

GRT reserves the right to request official justification (complaint) and administrative documentation from the official administrative bodies (e.g. but not exclusively; justice, immigration, or police) of the customer's country.

Additional expenses that may occur due to the change of reservation holder, in those cases in which the client transfers the trip in favor of another person, as long as the transfer is motivated by any of the causes foreseen in this guarantee and the amount of these expenses does not exceed the amount of the trip cancellation.

CONTACT US



EMAIL

info@railclick.com