RAIL PROTECT SERVICE by RailClick

Basic Protection for your Train Trip

1. GENERAL INFORMATION

Rail Protect Service is a service offered by **Global Representación Turística SL (GRT)**, which guarantees a refund of up to **EUR 200 per booking** in the event of trip cancellation by the customer. The cancellation must be made before the start of the trip and must be due to one of the causes listed in this document, provided that the cause arose after the service was purchased.

IMPORTANT: This service **does not constitute travel insurance**. GRT acts exclusively as the refund manager and does not assume responsibility for any additional expenses resulting from the cancellation.

2. REFUND LIMITS AND EXCLUSIONS

✅ **Included under the guarantee:**

- Cancellation penalty according to the class and fare purchased.

❌ **Not included under the guarantee:**

- Price of the Rail Protect Service
- Management fees and additional charges.
- Interbank increases due to transactions in currencies other than the Euro.
- Force majeure events (natural disasters, war, strikes, border closures, etc.).

🔹 **Maximum refund limit:** EUR 200 per booking (regardless of the number of passengers).

3. REFUND PROCEDURE

🕑 **Deadlines to meet:**

- **Notification of cancellation:** Must be made before departure.
- **Submission of supporting documents:** Official documentation related to the cause of cancellation must be provided within 30 calendar days from the cancellation notice.
- **Refund processing:** GRT will respond within a maximum of 30 business days from receipt of the supporting documentation.

📌 **Important:**
GRT reserves the right to **reject the refund** for customers who do not meet **all the requirements** established in this Basic Protection procedure.

💳 **Refund method:**
Refunds will be made exclusively to the card or bank account used for the ticket purchase.

4. COVERED CANCELLATION REASONS

🔹 **4.1. Health Reasons**
✅ **Valid causes:**

- Serious illness diagnosed after purchasing the service, with:
  - Total medical incapacity to travel.
- Serious accident requiring **emergency surgery** or at least **5 consecutive days of absolute rest prior to the trip**.

❌ **Exclusions:**

- Pre-existing, chronic, or congenital illnesses, unless hospitalized for **at least 48 hours** at least **5 consecutive days before the trip**.
- Psychological or psychiatric illnesses (unless hospitalized for **at least 72 hours** at least **5 consecutive days before the trip**).

GRT may request a second **independent medical opinion**. If the illness is confirmed, GRT will cover the cost; otherwise, the client will bear the expense.

4. COVERED CANCELLATION REASONS

🔹 **4.2. Legal Reasons**
✅ **Valid causes:**

- **Visa denial**, provided that:
  - The application was properly submitted and on time.
  - An official document from the consulate justifying the denial is provided.

- **Police detainment**, only if:
  - It occurs within **10 days before the trip**.
  - There was no prior knowledge of the summons.
  - The affected party must provide an official document from the relevant authority.

4. COVERED CANCELLATION REASONS

🔹 **4.3. Document Theft**
✅ **Coverage conditions:**

- Police report filed within the **first 24 hours** after the theft.
  - Occurs at least **5 days prior to the trip**.
- Official confirmation from the competent authority that the document cannot be reissued in time.

4. COVERED CANCELLATION REASONS

🔹 **4.4. Work-Related Reasons**
✅ **Valid causes:**

- **Unexpected job dismissal**, provided that:
  - It is not due to disciplinary reasons or contract violation.
  - An official dismissal letter **dated after the service purchase is presented**.
- **Unexpected change in vacation dates**, only if:
  - It is unilaterally imposed by the employer.
  - Certification from the employer with signature and stamp is provided.

📌 **GRT reserves the right to contact the company in question to verify the provided information.**

❌ **Exclusions:**

- Voluntary resignation.
- Work plan changes not officially documented.

5. FINAL PROVISIONS

📌 **GRT reserves the right to:**

- Verify the submitted documentation with official bodies.
- Deny the refund if the deadlines or requirements are not met.

📩 **Contact for refunds:** 247@railclick.com