



Hand in Hand ist
HanseMerkur



Peace of mind on your travels!

Our range of offers for the most beautiful time of the year

1 Travel cancellation insurance

If a travel booking is cancelled or if your outgoing journey is delayed, we will reimburse the cancellation costs/additional outgoing journey costs detailed in the policy. The deductible shall equal 20% of the recoverable loss, subject to a minimum of EUR 25 per insured person.

2 Holiday guarantee (travel curtailment insurance)

If you must cut your holiday short, we will reimburse you the costs of your holiday either in full or in part, depending on when you end it. In addition, we will bear the additional costs incurred for a delayed return journey and refund unused travel services in the event of a delayed departure. Deductible: see travel cancellation insurance.

3 Travel health insurance

If you require medical care abroad, we will reimburse the costs of outpatient and inpatient care that you incur as a private patient, any medically prescribed medicines and bandages, and the costs of medically essential transportation back to your home country. You will not have to pay a deductible for any of this.

4 Emergency insurance

Our emergency helpline is available to you round the clock, 365 days a year, worldwide. This provides patient transport or assistance should you lose documents/money, amongst other services. Our guardian angels will provide you with assistance in the event your property or your car is damaged.

5 Luggage insurance

If your luggage is damaged or lost, we will reimburse you up to EUR 2,000. If your luggage is not delivered on time, we will reimburse you up to EUR 500 for necessary replacement purchases. You will not have to pay a deductible for any of this.

6 Coronavirus – additional protection

The additional protection reimburses the cancellation costs before the trip and the travel costs during the trip if the trip cannot be started due to compulsory quarantine.

Sea Cloud Premium Coverage up to 45 days

Cost of travel up to EUR	Individual person EUR	Code
1,500.00	89.00	205890
2,000.00	115.00	205891
3,000.00	165.00	205892
4,000.00	229.00	205893
5,000.00	299.00	205894
6,000.00	349.00	205895
8,000.00	489.00	205896
10,000.00	549.00	205897
12,000.00	649.00	205898
15,000.00	769.00	205899
20,000.00	999.00	205900

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Travel cancellation and holiday guarantee

Cost of travel up to EUR	Individual person EUR	Code
1,500.00	45.00	106219
2,000.00	69.00	106220
3,000.00	115.00	106221
4,000.00	169.00	106222
5,000.00	239.00	106223
6,000.00	279.00	106224
8,000.00	399.00	106225
10,000.00	449.00	106226
12,000.00	539.00	106227
15,000.00	659.00	106228
20,000.00	889.00	106229

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Coronavirus insurance up to 45 days

Cost of travel up to EUR	Individual person EUR	Code
400.00	5.00	931434
1,000.00	9.00	931435
2,000.00	15.00	931436
3,000.00	19.00	931437
4,000.00	25.00	931438
5,000.00	35.00	931439
7,500.00	49.00	931440
10,000.00	59.00	931441

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Travel health insurance, single

Duration of trip	Individual person EUR	Code
45 days	21.00	29595

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Are you interested in the products available from HanseMerkur travel insurance?

If you have questions, please contact Sea Cloud Cruises by fax 040 309592-22 or by email to kreuzfahrtberatung@seacloud.com.

This flyer only partially details the insurance cover. Once you have taken out insurance, you will receive the full insurance terms and conditions. If at all possible, please arrange your travel insurance on booking to ensure that you have insurance cover from the outset. Otherwise, our insurance deadlines will apply, which your operator will be happy to tell you about.

Initial information pursuant to Section 15 of the Regulation for Insurance Brokering and Consulting (VersVermV-NEW)

Your HanseMerkur travel insurance is brokered by:

SEA CLOUD CRUISES GmbH
An der Alster 9
D-20099 Hamburg

We broker travel insurance policies in the status of a tied intermediary pursuant to Section 34d Par. 7 of the Trade Code (GewO-NEW) and are entered in the register pursuant to Section 34d Par. 10 of the Commercial Code (GewO).

IHK (Chamber of Commerce and Industry) registration number: D-Q6T8-GUBP2-86

The entry in the register of intermediaries can be checked at:

Deutscher Industrie- und Handelskammertag (DIHK) e.V., Breite Straße 29, 10178 Berlin

Phone: +49 (0)180 600 5850

(price from a landline 0.20 EUR/call; prices from a mobile phone to a maximum of 0.60 EUR/call)

The register can be retrieved at www.vermittlerregister.info

We offer you a consultation within the framework of our work as an intermediary for travel insurance cover.

For this work, we receive commissions and other contributions already included in the insurance premium.

Sea Cloud Cruises GmbH has no direct or indirect participation in the voting rights or in the capital of an insurance company. Insurance companies or parent companies of an insurance company have neither a direct nor indirect stake in the voting rights or the capital of Sea Cloud Cruises GmbH.

Contact details of the Office for Complaints and Conciliation:

Versicherungsombudsmann e.V.

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Phone 0800 3696000

Fax 0800 3699000

Email Beschwerde@versicherungsombudsmann.de

You can find further information online at: www.versicherungsombudsmann.de