

# RAIL PROTECT

Basic protection for your train trip

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# 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 case the customer cancels the trip. The cancellation must be made before the start of the trip and must be due to one of the causes specified in this document, provided that the cause occurred after the service was purchased.

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



# INCLUDED IN COVERAGE

Ticket cancellation fee according to the class and fare purchased.

## EXCLUDED FROM COVERAGE

- Price of the Rail Protect Service
- Administrative fees and additional charges.
- Interbank surcharges for transactions in currencies other than the Euro.
- Force majeure events (natural disasters, armed conflicts, strikes, border closures, etc.).

**Maximum refund limit:**

EUR 200 per booking (regardless of the number of passengers).



# REFUND PROCEDURE

## Deadlines to comply with:

- Cancellation notification: Before departure.
- Submission of supporting documentation: It is mandatory to provide official documentation related to the reason for cancellation within 30 calendar days from the cancellation notification.
- Refund processing: GRT will respond within a maximum of 30 business days from the submission of the supporting documentation.

## Important:

GRT reserves the right to refuse a refund to customers who do not comply with all the requirements established in this procedure under the Basic Protection service.

## Refund method:

Refunds will be made exclusively to the card or bank account used to purchase the ticket.



# COVERED REASONS FOR CANCELLATION

## 01 Health Reasons

### Valid causes:

Serious illness diagnosed after purchasing the service, resulting in: absolute medical incapacity to travel.

Serious accident requiring urgent surgical intervention or complete rest for at least 5 consecutive days prior to the trip.

### Exclusions:

- Pre-existing, chronic, or congenital illnesses, except in cases of hospitalization of at least 48 hours at least 5 consecutive days prior to the trip.
- Psychological or psychiatric illnesses (except in cases of hospitalization of at least 72 hours at least 5 consecutive days prior to the trip).
- GRT may request an independent second medical opinion. If the illness is confirmed, GRT will cover the cost; otherwise, the customer will bear the expense.



# COVERED REASONS FOR CANCELLATION

## 02 Legal Reasons

Visa denial, provided that:

- The application was submitted correctly and within the deadline.
- An official document from the consulate justifying the denial is provided.

Police detention, only if:

- It occurs within 10 days prior to the trip.
- There was no prior knowledge of the summons.
- The affected person must provide an official document from the relevant authority



# COVERED REASONS FOR CANCELLATION

## 03 Theft of documentation

Conditions for coverage:

- Submission of a police report within the first 24 hours after the theft.
- Occurs at least 5 days prior to the trip.
- Official proof from the competent authority confirming the refusal to reissue the document.



# COVERED REASONS FOR CANCELLATION

## 04 Work-Related Reasons

### Valid causes:

- Unexpected job termination, provided that:
- It is not due to disciplinary reasons or contract breach.
- An official termination letter with a date after the service purchase is submitted.
- Unexpected change of vacation dates, only if: It is unilaterally imposed by the company.
- A company certificate with signature and stamp is provided.

### Exclusiones:

- Renuncia voluntaria del trabajador.
- Cambios de planes laborales no documentados oficialmente.

**\*\* GRT reserves the right to contact the relevant company to verify the information provided.**



# FINAL PROVISIONS

GRT reserves the right to:

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

Contact for refunds: [247@railclick.com](mailto:247@railclick.com)