

Vander Haeghen & C°

Specific Insurance Underwriters

ASSISTANCE EXPERT

Procedure applicable to all claims

- 1) Please contact us, as we are there to assist you.
- 2) Make a claim notification via fax or email as soon as possible, even if you are doubtful if the claim is covered in the policy.
- 3) In case of theft or vandalism, inform the police within 48 hours after ascertainment.

Procedure applicable to (possible) cancellation claims

For all possible cancellation causes, including adverse weather:

- Contact us (even if the damage hasn't yet occurred but is likely to happen).
- Act as a « bonus pater familias », i.e. take all necessary and reasonable measures in order to avoid or to limit the damage.
- Let a bailiff or any other authorized person (police, fire brigade, the responsible for the venue, the organisator) assess and determine the damage.

>> Additionally, take pictures if the damage is visible

- Provide us with a claims notification form through fax, email or post as soon as possible.
- We remind you of the fact that the coverage "adverse weather" does not cover cancellation due to reasons of comfort, but only for safety reasons.

CONTACT INFORMATION IN CASE OF EMERGENCY:

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