

ASSISTANCE SERVICE

RIU PROTECT

Dear guest,

We inform you that RIU Hotels & Resorts offers you an exclusive healthcare service to provide an extra security coverage during your holidays.

Through RIU PROTECT you have access to the following services, provided by Healix Spain, a specialized provider in the provision of international medical assistance services under the contract signed between both parties:

Medical Assistance	
Medical assistance, Surgery, Hospitalization and Transportation for Urgent Medical reasons	Up to 30.000 € per Guest
Emergency dental and ophthalmological expenses	Up to 500 € per Guest
Telephone medical advice (multilingual)	Included
Stay extension for medical reasons	Up to 14 nights per Guest
Repatriation	
Guest Repatriation medical reasons	Included
Repatriation of mortal remains of the guest	Included
Accompaniment in the event of medical repatriation	Return ticket
Accompaniment of mortal remains	Return ticket
Additional Services	
Transmission of urgent messages	Included
Interpreter service	Included
Information and incident management	Included

IF YOU NEED ASSISTANCE

Please dial + 34 911 599 581 24 hours a day, 365 a year

or contact us via email at the following address riuprotect@healix-spain.com

When calling you must identify yourself with the following information

- Name and surname
- Hotel
- Reservation number
- Check-in and Check-out date

MAIN RIU PROTECT EXCLUSIONS:

- The medical expenses of continuation of the treatment in the country of origin of the Guest.
- Any trip made in contravention of the recommendations of medical Authorities (national and international), and / or Government Authorities. This exclusion applies exclusively to services directly or indirectly related to the recommendation made by the corresponding Authority.
- The professional practice of any sport. For these purposes, professional practice of a sport is understood as the individual or collective practice under the organization and supervision of a sports Federation, Body or Club that constitutes, for the person who performs that sport, their main means of life.
- The participation of the Guest in criminal acts.
- Claims directly caused by War.
- Active duty members of the Armed Forces of any country.
- The workers and / or collaborators in charge of the Policyholder or his hotels.
- blood alcohol level equal to or higher than the established by the corresponding law in Spain; and suppose a clear act of negligence and manifest danger to the integrity of the guest.
- Sexually transmitted diseases, AIDS and HIV infections.
- Nervous or mental illnesses.
- The treatment of any injury or illness medically recognized as pre-existing will be limited to the emergency treatment and stabilization of the insured, excluding any other necessary subsequent treatment.
- The costs of prolonging the stay of the members of a reservation for compulsory medical quarantine of any of them.
- The cost of extending the Guest's stay due to the impossibility of traveling for non-medical reasons.
- Any medical expenses not managed by RIU PROTECT medical provider

Repatriation expenses for medical reasons and / or death:

Guest Assistance Expenses

- A maximum time limit is established for medical care expenses of 60 days.
- Medical expenses for Guests in stays longer than 60 consecutive days per reservation.
- Medical expenses related to maternity after the sixth month of pregnancy or after childbirth, as well as those corresponding to glasses, contact lenses and any type of prosthesis, except in consequence of an accident.
- Medical expenses resulting from:
 - Use of drugs or similar substances, medications, or treatments that have not been prescribed by an authorized medical authority.
 - Accidents caused by the state of intoxication of the Guest characterized by the presence of a
- Any repatriation expense not managed by the specialist international medical assistance provider of the contract.
- Medical repatriations by any means of non-commercial air transport, such as ambulance planes or medicalized planes.