



**Inability to Attend:  
Hotel Guest Cancellation Insurance**  
powered by **RAINPROTECTION.INSURANCE**  
WHERE YOUR HOTEL RESERVATIONS GET INSURED

Refund Insurance is now included with your reservation deposit. You will receive a 100% refund of your reservation deposit, if you need to cancel and are unable to show on your arrival date due to any of the following reasons:

**What is covered:**

- 1) **The death, injury, or illness** happening to the guest, a member of their immediate family who is under the age of 70, or any person(s) in the group due to arrive with the guest;
- 2) **Adverse weather** including snow, frost, fog or storm where the Police service or other local Government agency have issued warning not to travel;
- 3) **Mechanical breakdown, accident, fire or theft** in route of a private vehicle taking the guest to this hotel;
- 4) **Jury Duty** which the guest was unaware of at the time of making the reservation;
- 5) **The guest being summoned to appear at court** proceedings as a witness which they were unaware of at the time of making the reservation;
- 6) **Burglary or fire at the residence of the guest** in the forty-eight (48) hours immediately before the arrival date that required attendance of the emergency services;
- 7) **The guest being a member of the armed forces** and being posted overseas unexpectedly;
- 8) **Unexpected disruption of the public transport networks** the guest could not have reasonably known about before the date or time of the arrival date;
- 9) **The guest being relocated for work** more than one hundred (100) miles from the work location which they were unaware of at the time of making the reservation, **or they are unexpectedly terminated from their job.**

**This insurance coverage starts:** 72 hours prior to your reservation's arrival date

**This insurance coverage ends:** At 11:59PM on your reservation's date of arrival

**How to Submit a Claim:**

To request a refund, please go to claims website: [Rainprotectionrefunds.com](https://rainprotectionrefunds.com)

You will be asked to enter some information and provide a few supporting documents.

Your refund will then be issued.