

# GLOVES, HELMETS, SKI POLES, GOGGLES... AND INSURANCE



Insurance can be purchased along with your ski pass at cash registers or online at the website of the resort.

**ASSUR'GLISSE**  
by Orion Ticket Neige

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**Je m'assure, ça me rassure**

## SUMMARY OF THE GUARANTEES

The guarantees below are valid for any holder of an ASSUR'GLISSE, in the event of an accident occurring during the period of validity of his/her ski-lift package. The guarantees apply to the practice of skiing and other rider sports, as an amateur, and to those sporting activities to which access is included in the package issued.

**ASSUR'GLISSE is valid for 1 to 15 consecutive days, in metropolitan France and in the skiing areas of the neighbouring countries to which access is authorised by the ski-lift package issued in France. The period of ASSUR'GLISSE must correspond to the duration of the package. Failure to observe this condition and/or failure to observe the instructions for use applied by the resort will result in the loss of the guarantees.**

### SUMMARY OF THE ASSUR'GLISSE GUARANTEES

■ **G1. Costs of rescue and initial medical transport (up to the actual costs if the accident occurs in France and capped at 15,245 € if the accident occurs in a neighbouring country)**

- ASSUR'GLISSE covers the billable costs of search and rescue in the skiing area, inclusive of a helicopter, following the intervention of a professional rescue service.

- ASSUR'GLISSE covers the costs of the medical transport of the insured from the place of the accident to the most suitable medical centre given the nature of the lesions and of the return of the insured to his/her place of residence in the resort.

When these operations are performed by professional with an agreement with ASSUR'GLISSE, the insured will not have to advance any money. Otherwise, the refund will be made upon presentation of the original

bill paid by the authorised organisation or institution.

■ **G2. Refund of the ski-lift package and of skiing/snowboard lessons**

For the "one-day" packages

ASSUR'GLISSE refunds the package and the skiing lessons (up to 305 €) if the accident occurs before 14h or during the first half of the period of validity of the transport ticket, upon proof of an intervention by the emergency rescue service of the resort.

For the "2 days and over" packages

• ASSUR'GLISSE refunds the days and skiing lessons insured and not used, on a pro rata basis, as from the day after one of the following events:

- Accident on the ski slopes during the opening hours of the ski-lift, with medical proof.
- In the event of repatriation, for health reasons, of an insured member of the family to the home or to a hospital near home: ASSUR'GLISSE refunds the days and skiing lessons not used (up to 765 €) as from the

day after the repatriation for members of the family insured with ASSUR'GLISSE who accompanied the victim of the accident or who, for that reason, broke their stay early (upon production of proof).

- Early return of the insured to his/her home resulting in the break of the stay before its completion following one of the following events: death of a direct forbear or descendant, unexpected hospitalisation or hospitalisation of more than 24 hours of a minor child, serious material damage affecting more than 50% of the main residence following a burglary, fire, water damage or natural catastrophes.
- Serious illness with unforeseen hospitalisation of the insured for more than 24 consecutive hours resulting in skiing being stopped or forbidden until the end of the stay.

**■ G3. Refund of medical and hospitalisation costs following a skiing accident incurred at the resort of in the nearest medical care facilities and left for the account of the insured after the intervention of the Social Security and/or any other insurance or provident organisation, up to:**

- 200% of the Social Security agreed rates,
- 50% of the actual costs for forearm crutches, orthopaedic jacket, neck brace, resin cast, splint, even in the event of refusal from the Social Security,
- Guarantee capped at 1500 € for nationals and 3000 € for non residents in France. Deductible of 40 €.
- Entitlement to a refund ceases when the insured is repatriated by medical reasons or has returned home.

**■ G4. Assistance, repatriation in Geographic Europe**

All the holders of a valid ASSUR'GLISSE, residing in Geographic Europe and victims of a guaranteed accident, benefit from this cover.

- **Implementation of the services:** to be admissible, any request for assistance must be sent first directly to the services of MONDIAL ASSISTANCE by telephone: 01 42 99 02 02 or by fax: 01 42 99 03 00. In all cases, the decisions concerning the nature, timing and organisation of the measures to be undertaken are taken exclusively by the medical service of MONDIAL ASSISTANCE.

- **Repatriation:** if the condition of the insured requires repatriation, this is organised and covered by MONDIAL ASSISTANCE from the place where the insured is immobilised to his/her home or to the hospital in Geographic Europe suitable for his/her condition.

MONDIAL ASSISTANCE covers the additional costs for the transport of persons insured with ASSUR' GLISSE and accompanying the immobilised insured insofar as the means initially planned for their return in Geographic Europe cannot be used due to the repatriation.

The insured party may withdraw from the contract within 14 calendar days of purchase, if he or she already holds a prior guarantee for the same risk and if he or she has not yet enacted a guarantee from the contract. A request to withdraw must be made to the point of sale of the insurance policy. See the General Terms and Conditions for the terms and conditions.

**EXCLUSIONS UNDER ALL ASSUR'GLISSE INSURANCE COVER**

- Pregnancy,
- expenses for prostheses, dental implants and optics (lenses, frames, contact lenses, etc.),
- illness not involving hospitalisation,
- deliberate acts of the policyholder,
- the use of motor vehicles,
- aerial sports such as paragliding and hang gliding,
- bobsleighting, ice hockey and skeleton sledding,
- bungee-jumping,
- tobogganing as a sport on a race track,
- sports practised as a professional,
- participation in official competitions organised by or under the aegis of a sport federation,
- sporting items and equipment hired, loaned or belonging to the policyholder,
- fines,
- alcohol and drug use,
- deliberate non-compliance with recognised safety rules for any insured sporting activity.

**Time lapse:** any action resulting from the insurance contract is time lapsed two years after the causal event.



# WHAT TO DO IN THE EVENT OF AN ACCIDENT OR OTHER EVENT COVERED BY THE POLICY ?

Whatever the circumstances of the accident, the insured person must fill out and return the declaration of accident form within 15 days of the accident occurring.

**Statement available on [www.assurglisse.com](http://www.assurglisse.com)**

So that your claim can be processed quickly we strongly recommend that you send us the following documents with your claim form:

## **If you are claiming for a skiing accident:**

- a medical certificate stating the nature of your injuries and prohibiting the practice of snowsports,
- proof of purchase or the original of your lift pass to prove that you have taken out the insurance, if it has not been retained by the rescue service.

## **If you are claiming for:**

- a medical certificate stating the nature of the illness,
- a copy of your hospital admission form stating the duration of your stay in hospital,
- proof of purchase or the original of your lift pass to prove that you have taken out the insurance.

## **If you are claiming for an early:**

- all documents justifying the cause and your anticipated return date (motorway toll tickets, etc.),
- proof of purchase or the original of your lift pass to prove that you have taken out the insurance.

## **For any other event, specify its nature:**

- any document justifying it.

## **Is it mandatory to submit your claim within 15 days?**

You must submit your claim for your accident, either online or by sending the paper form available from the ski lift offices and at [www.assurglisse.com](http://www.assurglisse.com), within the first 15 days (including Saturday and Sunday!) after the accident.

Any missing documents can be submitted afterwards.

## **What is a “medical certificate”?**

This is a document issued by a doctor, on headed paper, describing your health condition and clearly stating whether or not you may continue with any winter sports following an accident or illness.

## **When will I be reimbursed?**

Some costs may be reimbursed as soon as we receive your claim (as long as the claim file is complete). As a general rule, the average wait for your case to be processed is between 3 and 5 weeks.

## **How do I know how my claim is progressing?**

Our teams do their utmost to ensure that you will receive your reimbursement as quickly as possible. We will let you know if we need any additional information to process your claim.

**Following receipt of your claim, Gras Savoye Montagne, which manages Assur'Glisse insurance policies, will send you a confirmation of receipt or a request for information stating your case number (which should be retained to help simplify our correspondence). Please wait to receive this document before sending us any further correspondence.**

Your emergency treatment costs and medical transportation costs will be arranged directly with the suppliers that assisted you.

**Because they know what they are talking about, the professionals in the mountains have created a specific insurance to guarantee your enjoyment of winter sports with total peace of mind.**

## **The risks covered by ASSUR'GLISSE**

- Search and rescue costs on and off the ski runs (sledge, helicopter, ambulance, etc.);
- refund of your unused ski-lift packages and skiing lessons (in the event of accident, serious illness, early return home);
- refund of insured packages for your family (in the event of repatriation of an insured member of your family for health reasons);
- additional medical costs incurred at the resort following a skiing accident;
- repatriation and repatriation of the insured members of your family.

**If you have any questions, contact us on +33 (0) 9 72 72 22 45 or e-mail us on [assurglisse@grassavoie.com](mailto:assurglisse@grassavoie.com) or visit our website [www.assuranceski.com](http://www.assuranceski.com)**



# ASSUR' GLISSE

by Orion Ticket Neige

**Je m'assure,  
ça me rassure**



#### **AWP FRANCE SAS**

Société par actions simplifiée  
au capital de 7 584 076,86 euros  
490 381 753 RCS Bobigny  
Siège social : 7 rue Dora Maar - 93400 Saint-Ouen  
Société de courtage d'assurances  
Inscription ORIAS 07 026 669  
<http://www.orias.fr/> dûment habilitée à présenter  
des opérations d'assurances pour :

#### **AWP P&C**

Société anonyme au capital de 17 287 285,00 euros  
519 490 080 RCS Bobigny  
Siège social : 7 rue Dora Maar - 93400 Saint-Ouen  
Entreprise privée régie par le Code des assurances  
dénommée "AWP P&C" ou sous le nom commercial  
"Mondial Assistance", selon le contexte.



**GRAS SAVOYE**  
WillisTowersWatson | I I I I I

#### **GRAS SAVOYE - SOCIÉTÉ DE COURTAGE D'ASSURANCE ET DE RÉASSURANCE**

Société par actions simplifiée au capital  
de 1 432 600 €. 311 248 637 RCS Nanterre.  
N° FR 61311248637  
Siège social : Immeuble Quai 33  
33/34 quai de Dion-Bouton - CS 70001  
92814 Puteaux Cedex  
Tél. : 01 41 43 50 00.  
Télécopie : 01 41 43 55 55.  
<http://www.grassavoie.com>  
Intermédiaire immatriculé à l'ORIAS  
sous le n° 07 001 707 (<http://www.orias.fr>)  
Gras Savoye est soumis au contrôle de l'ACPR  
(Autorité de Contrôle Prudentiel et de Résolution)  
61 rue Taitbout - 75436 Paris Cedex 9

## **INFORMATIONS**

### **Gras Savoye Montagne**

3B, rue de l'Octant - BP 279  
38433 Echirolles Cedex

**Tel. 09 72 72 22 45**

(non surcharged call)

## **DECLARATION OF ACCIDENT**

Online: [www.assurglisse.com](http://www.assurglisse.com)

## **IF RAPATRIATION IS REQUIRED**

**It is essential that you make prior contact  
directly with Mondial Assistance**

**by telephone on +33 (0)1 42 99 02 02**

or by fax on +33 (0)1 42 99 03 00 (24-hour service)

and to quote the following agreement number: 120 052.