

SERVICES

1. INFORMATION SERVICE

EASIG shall provide all Beneficiaries with a free, non-stop 24/7 service every day of the year in order to give all kinds of information on EUROPE and the USA. For the rest of the WORLD, **EASIG** shall assist the Beneficiary in searching for this information, but does not guarantee results.

HEALTHCARE INFORMATION

At the request of the Beneficiary, **EASIG** shall provide information about:

1. The addresses and telephone numbers of:

- Hospitals and outpatient clinics, professional associations, associations and foundations.
- Public healthcare bodies.
- Institutions, medical training academies such as universities, royal academies and schools.
- Pharmacies including on-duty pharmacies.
- Vaccination centres approved by WHO.
- Health insurers.
- International healthcare bodies.

2. The addresses and telephone numbers of:

- Organisations that provide information on the health requirements for travel according to the destination county.

LEISURE INFORMATION

At the request of the Beneficiary, **EASIG** shall provide information about:

1. The addresses and telephone numbers of:

- Cinemas, national theatres, art galleries, museums and monuments.
- Theme parks.
- Leisure centres, casinos and bingo halls.
- Restaurants by name, category and/or type of food.
- Bars, coffee shops, pavement cafés and discotheques.
- Takeaway deliveries.
- Gastronomic speciality establishments: patisseries, ice-cream parlours, monastic cuisine, regional food specialities.

2. Festivals and local festivities: information.

MISCELLANEOUS USEFUL INFORMATION

At the request of the Beneficiary, **EASIG** shall provide information about:

1. The addresses and telephone numbers of:

- Spanish, Andorran and foreign banks and savings banks in Spain and Andorra, and Spanish and Andorran banks and savings banks abroad.
- Insurance companies.
- NGOs.
- Utility companies: gas, electricity, telephone, water and TV.
- Official Spanish and Andorran bodies: ministries, official registries, police stations, consumer organisations, courts, notaries, city halls and post offices.
- National teaching centres such as academies, universities, institutes, secondary and primary schools.
- Official service engineers for white goods (kitchen appliances) and brown goods (home entertainment appliances).
- Department stores, supermarkets, hypermarkets, shopping malls and stores.
- Bank hotlines for cancelling cards.

2. Usual opening hours of retailers and banks.

3. Dates and venues of trade fairs and congresses.

4. Postcodes.

SPORTS INFORMATION

1. At the request of the Beneficiary, **EASIG** shall provide information about:

- Stadiums and sports complexes.
- Associations and federations.
- Sports clubs and centres.
- Ski resorts.
- Golf courses.

2. Information about specific routes for mountain climbing, cycling and horse riding, and mountain sports and cycling events.

3. Information about places for pursuing adventure sports such as diving, rafting, windsurfing, paragliding and hang gliding.

INFORMATION. TRIPS, TRAVEL AND TOURISM

At the request of the Beneficiary, **EASIG** shall provide information about:

1. The addresses and telephone numbers of:

- Tourist boards and organisations: ministries, chambers of commerce, provincial councils, tourist offices, embassies and consulates.
- Hotels and accommodation: hotels, country hotels, luxury hotels, hostels, accommodation in monasteries and convents, camp sites and spa resorts; the hotel categories shall also be provided.
- Regular airline companies and international airports.
- Cruise lines and cruises.
- Car hire companies.
- Coach stations and companies.
- Railway stations.

2. Related administrative procedures: border control, by country, i.e., information about the administrative procedures required by the authorities for people who travel abroad.

3. General information about countries: geographic location, currency, language, surface area, population, local festivals, religion, and business hours of banks and retailers.

4. Means of transport from an airport to the city centre.

INFORMATION RELATED TO VEHICLES

At the request of the Beneficiary, **EASIG** shall provide information about:

1. The addresses and telephone numbers of:

- Garages and official dealers, as well as services open 24/7.
- Service stations.
- Insurance companies.
- Vehicle test sites.
- Provincial traffic police stations.
- Toll motorways.

2. BOOKING AND DISPATCH SERVICES AND PROFESSIONAL SERVICES

1. Travel booking service:

Service to be paid for by the Beneficiary

These services are provided from 9 a.m. to 6 p.m. from Monday to Friday, and from 10 a.m. to 6 p.m. on Saturdays, Sundays and bank holidays. (Spanish mainland time).

Booking travel tickets

EASIG shall make bookings based on the information provided by the Beneficiary and, if necessary, shall purchase and issue tickets.

Hotel bookings

EASIG shall book the hotel selected, provided rooms are available on the dates chosen.

Booking of package holidays

EASIG shall book and, if necessary, purchase and issue the tickets for a package holiday offered by tour operators.

2. Flower deliveries:

Service to be paid for by the Beneficiary

EASIG shall provide a catalogue of the different types of flower arrangements for delivery to the recipient specified by the Beneficiary, during florists' normal trading hours.

3. Restaurant booking service:

Service to be paid for by the Beneficiary

EASIG shall book the Restaurant selected, provided tables are available on the date and time chosen.

4. Car hire bookings:

Service to be paid for by the Beneficiary

At the request of the Beneficiary, **EASIG** shall book a hire vehicle from among the different offers of the main companies in the sector.

5. Babysitting services:

Service to be paid for by the Beneficiary

At the request of the Beneficiary, **EASIG** shall provide information about babysitting companies.

6. Taxi dispatch:

Service to be paid for by the Beneficiary

At the request of the Beneficiary, **EASIG** shall provide the contact details of a taxi company.

7. Domestic help:

At the request of the Beneficiary, **EASIG** provides a domestic help service that uses qualified staff able to assist in daily domestic tasks.

The following services are services provided:

- Getting out of bed.
- Personal hygiene, washing, nail cutting and basic hairdressing.
- Assistance in eating.
- Change of clothing and bedding
- Short walks, pushing wheelchairs and mobility exercises.

The Beneficiary shall cover the fees and travel expenses of such domestic workers.

This service shall be provided in Spain and Andorra, and is subject to local availability.

8. Special services:

At the request of the Beneficiary, **EASIG** shall handle finding the professionals of any home services requested (hairdressing, chiropody, etc.) who shall arrive with the materials required to carry out the work requested.

The Insured shall cover the fees and travel expenses of such professionals.

This service shall be provided in Spain and Andorra, and is subject to local availability.

9. Dispatch of professional cleaners:

At the request of the Beneficiary, **EASIG** shall make professional cleaners available for domestic assistance, general cleaning and tidying, and laundry work.

The cleaning of carpets and upholstery is not included.

The Insured shall cover the fees and travel expenses of such professionals.

This service shall be provided at the request of the Beneficiary between 9 a.m. and 9 p.m. from Monday to Friday (except on public holidays). (Spanish mainland time)

This service shall be provided in Spain and Andorra, and is subject to local availability.

EXCLUSIONS

Under no circumstances shall this agreement cover the following:

- Events resulting from the bad faith of the Beneficiary.
- Offences committed by the Beneficiary.
- Events that occurred before this agreement has come into force.

CONCIERGE SERVICE TELEPHONE

(+34) 915 368 225