**Vacation Rental Damage Protection (G-10VRD, G-20VRD)**

FAQ’s

**Do I need Vacation Rental Damage coverage?**

We highly recommend purchasing Vacation Rental Damage coverage as it can save you the hassle of dealing with a security deposit. If a security deposit is required to rent the property, Vacation Rental Damage coverage can reimburse you for accidental damages withheld from your deposit.

**When can I buy coverage?**

Plans are offered when you make your reservation and can be purchased up until check-in. Contact the rental office to learn more.

**What if I cancel my reservation?**

If you have purchased Vacation Rental Damage coverage and have to cancel your reservation you will receive a refund of your plan cost provided you cancel the coverage prior to your scheduled check-in date. Contact the rental office to cancel your plan.

**What does the Vacation Rental Damage plan cover?**

The Vacation Rental Damage coverage provides coverage for accidental damages to the vacation home during your stay. Review a sample Description of Coverage/Policy for full details.

**What if there is damage?**

Notify the rental office prior to check-out. Don’t be afraid to report the damage, that’s what the insurance is for!

**Does the plan cover damage caused by my pets?**

Yes, plans can provide coverage for accidental pet damage provided having pets at the property is not a violation to your rental agreement.

**Does the plan cover intentional acts?**

No, coverage is not available for losses resulting from intentional acts, gross negligence or acts that are in violation of your rental agreement.

**Does the plan cover thefts?**

Coverage for thefts is available if the theft is caused by any person other than yourself and other guests staying at the rental during your reservation, provided the theft is substantiated by a police report.

**How does the claims process work?**

Filing a claim is a relatively easy process. Contact the rental office, Generali directly at 800-541-3522 or visit our [claim form page](http://www.vacationrentalinsurance.com/claims-forms-insurance.do) to obtain the necessary claim forms. Once you’ve completed your claim form and gathered your [supporting documentation](http://www.vacationrentalinsurance.com/claims-documents.do), submit your claim via email at [claims@generalitravelinsurance.com](mailto:claims@generalitravelinsurance.com) or via mail at:

Generali Global Assistance & Insurance Services Attn: Claims Department

P.O. Box 939057

San Diego, CA 92193

Once your forms are received you’ll be assigned a dedicated claims team member who will process your claim from start to finish and will reach out to you if they have any questions or additional information is needed.