

VACATION RENTAL DAMAGE PROTECTION

Frequently Asked Questions



SHOULD I BUY VACATION RENTAL DAMAGE PROTECTION?

We highly recommend purchasing Vacation Rental Damage Protection as it may save you the hassle of dealing with a security deposit and amounts you would otherwise lose because of certain accidental damage.

WHEN CAN I BUY A VACATION RENTAL DAMAGE PROTECTION PLAN?

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 Protection and have to cancel your reservation you will receive a refund of your Plan cost provided you cancel the Plan prior to your scheduled check-in date. Contact the rental office to cancel your plan.

WHAT DOES THE VACATION RENTAL DAMAGE PLAN COVER?

Vacation Rental Damage Protection provides coverage for certain accidental damage to the vacation home during your stay.

WHAT IF THERE IS DAMAGE?

Notify the rental office prior to checkout as per your Plan requirements.

DOES THE PLAN COVER DAMAGE CAUSED BY MY PETS?

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

ARE DAMAGES FROM INTENTIONAL ACTS COVERED BY THE PLAN?

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 committed by any person other than yourself and other guests staying at the rental during your reservation. The theft should be substantiated by a police report.

HOW DOES THE CLAIMS PROCESS WORK?

In most cases, we work directly with the vacation rental company to resolve claims. To learn more, contact the rental office or Generali Global Assistance directly.

QUESTIONS?

Contact the rental office or Generali Global Assistance directly: 866-999-4018