

We answer your questions:

→ **Under what circumstances are cancellation costs covered?** Covers up to 25 reasons for cancellation. See the list [here](#)

→ **What do I have to do to cancel my booking and request a refund of cancellation costs?**

If you meet any of the conditions described above and have booked a Non-Refundable rate, please follow the steps indicated below:

1. Contact us requesting the cancellation of the booking and the invoice for the cancellation expenses.
2. Contact the insurer by email: flexmyroom@arag.es providing your personal data, your policy number and attaching the invoice and proof of the reason for the cancellation.
3. The insurer will contact you as soon as possible with instructions to follow. If you have any questions, you can contact the insurer ARAG by phone on +34 91 566 15 88.

→ **Who does the insurance cover?**

The insurance covers the person who made the booking and their travel companions.

→ **Where can I see all the insurance policy conditions?**

You will receive an email on the day of booking with all the information about your insurance.

→ To view an extended version of the FAQ: you can find more information [here](#)

→ To view questions related to COVID coverage, [click here](#)

At Hotel Villa Flamenca, your Safety is our Priority so you are just a Click away from Peace of Mind - Book Now!