

# Mandatory Hurricane Evacuation

## Instructions for Guests

### Who Purchased CSA Vacation Rental Insurance

CSA Vacation Rental Insurance coverage was offered at the time you booked your vacation rental. If purchased, you will have received your CSA Vacation Rental Insurance Description of Coverage prior to your vacation.

CSA Vacation Rental Insurance has helped thousands of people just like you, so you're in good hands. CSA's plans cover a mandatory evacuation ordered by local authorities at your final destination provided the requirements of the policy are met. Please follow the state authorities' guidelines regarding a mandatory evacuation.

#### For a Mandatory Evacuation, CSA Vacation Rental Insurance Contains Coverage For:

- Unused, vacation rental arrangements during a mandatory evacuation up to 150% of the amount of the trip cost insured. Unused arrangements are pro-rated on a nightly basis.
- Reasonable additional accommodation expenses incurred during the mandatory evacuation period. This coverage terminates when you are en route home or when you are able to return to the property. CSA's plans do not cover alternate vacations during a mandatory evacuation order.

If you choose to go home when you have more than four days, or more than half of your total trip length remaining, you may not be reimbursed for unused arrangements after the mandatory evacuation has been lifted. Therefore, we recommend you seek accommodations out of harm's way until the storm passes. Once the evacuation order is lifted, return to the property for the remainder of your vacation.

#### Things to Remember:

- Keep all receipts.
- CSA does not cover certain items left behind such as perishables, clothing or furniture. In addition, benefits are not available for gasoline, extra mileage and missed workdays.
- Because hurricanes increase the number of claims CSA normally processes, we ask for your patience and understanding. We have a dedicated Catastrophe Team to expedite claims processing for hurricane-affected policyholders.
- CSA's plans also contain coverage for other covered events in addition to Mandatory Evacuation. Please call us with questions regarding other coverages.

To file a claim, complete the Hurricane Claim Form and send it to CSA with a copy of the rental agreement and any other supporting documentation. Be sure to include any receipts for additional expenses incurred as a result of the mandatory evacuation. This helps us evaluate your claim even faster.

#### For Questions or Assistance, Please Call or Email CSA:

**Toll-Free 24 Hours: 866-999-4018**

(Collect Worldwide 202-974-6480)

[claims@csatravelprotection.com](mailto:claims@csatravelprotection.com)

[www.VacationRentalInsurance.com](http://www.VacationRentalInsurance.com)



This plan is administered by CSA Travel Protection and Insurance Services. Travel insurance is underwritten by: Stonebridge Casualty Insurance Company, a Transamerica company, Columbus, Ohio; NAIC # 10952 (all states except as otherwise noted) under Policy/Certificate Form series TAHC5000. In CA, CT, HI, NE, NH, PA, TN and TX, Policy/Certificate Form series TAHC5100 and TAHC5200. In IL, IN, KS, LA, OR, OH, VT, WA and WY, Policy Forms TAHC5100IPS and TAHC5200IPS. Certain coverages are under TAHC6000 and TAHC7000.