














Avianca Travel Assistance Certificate












Full name⁽¹⁾:

Ticket number⁽¹⁾:

As soon as you start your trip and during the term of the program, you will be protected by Avianca Travel Assistance!

Remember that while you are travelling, you will be protected against COVID-19!

Types of Assistance	Domestic (Ecuador and Colombia) Valid for 15 days*	International Valid for 90 days*
Insurances ⁽²⁾		
 Coverage for accidents or illnesses ⁽²⁾ (includes COVID-19, refer to Terms and Conditions)	15,000 USD	50,000 USD
 Indemnity for late luggage delivery (more than 8 hours) ⁽²⁾	220 USD	220 USD
 Damaged luggage ⁽²⁾	220 USD	220 USD
 Indemnity for luggage loss ⁽²⁾	1,200 USD	1,200 USD
 Personal accidents or accidental death ⁽²⁾	20,000 USD	45,000 USD
Medical assistance		
 Medicines derived from an accident or illness	300 USD	300 USD
 Urgent dental care	2,800 USD	2,800 USD
 Remote medical assistance or by videoconference	Included	
 Doctor's visit to your hotel room		
 Ambulance		
Travel assistance		
 Medical evacuation due to a severe illness or accident	18,000 USD	18,000 USD
 Transfer of a relative to the policy holder's place of convalescence	1,700 USD	1,700 USD
 Payment of stay expenses of a relative due to the policy holder's convalescence	360 USD per night and up to 3 nights	360 USD per night and up to 3 nights

Travel assistance		
 Payment of hotel expenses due to the policy holder's forced recovery period	360 USD per night and up to 3 nights	360 USD per night and up to 3 nights for a total amount of 1,080 USD, Costa Rica 200 USD per night, maximum 10 nights for a total amount of 2,000 USD
 Repatriation or funeral transfer of body remains	5,000 USD	5,000 USD
 Transfer of an executive in the same flight class as the holder's air-ticket class	1,700 USD	1,700 USD
 Emergency advance return	One-way economy class air-ticket	
 Localization of luggage in any place of the world and in any airline	INCLUDED	
 Funds advance payment		
 Concierge		
 Commercial discounts		
 Urgent message delivery		
Travel assistance		
 Orientation in the event you lose your documents	INCLUDED	
 Orientation for international migratory matters		

Our call center will assist you 24 hours a day, 365 days a year, so ask for the services we have for you in all the places where Avianca flies:

International Program, call collect to 011+521 55 5015 5047

Domestic Program in Colombia, dial 1800 0185220

Domestic Program inside Ecuador, call collect to 0057 3905220*

Service provided by:



*Domestic Program is valid for 15 days and international 90 days.

(1) Avianca Travel Assistance Certificate will be null and void if you modify the fields where changes are not allowed.

(2) This service is provided by a duly registered insurance company authorized by the National Commission of Bonds and Insurances and by the Ministry of Treasury and Public Credit.

Avianca Travel Assistance Service Contract is entered by and between ARSA ASESORÍA INTEGRAL PROFESIONAL S. DE R.L. DE C.V., its affiliated firms and/or subsidiaries located at Blvd. Adolfo López Mateos 261, Piso 8, Colonia Los Alpes, Alcaldía Álvaro Obregón, Código Postal 01010 in Mexico City. ARSA ASESORÍA INTEGRAL PROFESIONAL S. DE R.L. DE C.V., has an Excess of Loss Insurance Policy that guarantees the compliance of the company with its obligations of providing assistance services. If the user needs an assistance service that is covered, ARSA ASESORÍA INTEGRAL PROFESIONAL S. DE R.L. DE C.V., undertakes to manage and render the assistance service through its network of independent vendors that provide assistance services. The assistance service is not an insurance contract, thus ARSA ASESORÍA INTEGRAL PROFESIONAL S. DE R.L. DE C.V., only commits to meet the obligation that has been agreed upon, with no possibility to remedy a damage or paying for benefits in cash. Consumers' rights are protected by the Federal Law for the Consumer Protection and/or the Law for the Protection and Defense of the User of Financial Services, as applicable in every benefit. Refer to Terms and Conditions in www.travelassistanceavianca.com/