

With SURA's Travel Insurance, choose to travel in good company

We know you enjoy the adventure of traveling and learning about the food or architecture of a new culture. We understand that you want to take a well-deserved rest, and spend your family holiday in peace. That's why we developed the following solutions! So you can move around as you please.



Feel accompanied

We understand that when you go on a trip, all you want to do is rest, discover new places and return recharged and happy to your daily life. That's why we provide services to assist you throughout your journey. That way you can just sit back and relax.



Save time

When traveling, you want to invest your valuable time in enjoying great experiences. That's why we have different services that will allow you to continue enjoying your trip while we help solve any unforeseen event.



Save money

We understand that you seek to manage your resources efficiently, in order to invest in what matters most to you and feel comfortable with your decision. That's why we provide coverage that will help you save in different situations that may arise during your trips.



National Air Transportation



National Ground Transportation

*Applies to other ground transportation means.



International to and from Colombia

*Purchases from anywhere in the world are charged in COP subject to the current official exchange rate.



If you have a health situation we offer:

Medical guidance over the phone

We assist you if you have a health situation.

Home healthcare

If you need medical attention during your trip, we go wherever you are.

Medical expenses

If you have an accident or illness during the trip, you will receive medical attention and coverage of related costs and expenses.

Medical expenses due to pregnancy situations

If you are pregnant (up to week 32 of pregnancy), and you experience any complications, we will assist with your care management and coverage of related expenses.

Medical expenses related to sports practice

In case of a sport related accident during your trip, we will provide care and cover all related medical costs.

*Remember to always wear protective equipment while engaging in sports.

Medical expenses due to pre-existing illness

If you have a pre-existing condition that complicates during your trip, we assist you with healthcare management and coverage of related medical expenses.

Dental emergencies

You will receive care if you have an emergency.

Emergency transfer

If you have any health problems, we pay for and manage transportation to a healthcare facility.

After-care medications

If you need medication after medical care, we cover the bill.

*Medications must be prescribed by the healthcare provider.

*Compensation for people traveling from another country to Colombia will be in US Dollars.

If the stay is beyond 6 months, the payment will be made in Colombian Pesos, subject to the current official exchange rate.



If you haven an accident or a serious illness

Daily compensation for hospitalization

If you are hospitalized due to an accident or illness during your trip, you will receive an allocated amount if the hospitalization exceeds 48 hours. We will pay you a daily value for up to 5 days of hospitalization.

Hotel expenses and travel to city of origin

If you have an accident or illness and need to stay longer in your destination, we manage and cover your lodging and that of a companion, (even if you are not traveling together), and manage your return home.

Traveler accident

If you have an accident and lose permanent capacity, a body part, or die, we will pay your beneficiaries the value of your policy.

*Beneficiaries are those persons established by law in article 142 of the Commercial Code of Colombia.

International destination transfer due to illness or accident

If you have an accident or illness and need to return urgently to your place of origin, we assist you by managing and paying for this service.*

*If strictly necessary and with the approval of the SURA Medical Department, you can request the accompaniment of a health professional.

Transfer due to death

In the event of death, we manage and pay for the transfer of your body to the place where the funeral will take place.

Return of the companion of the insured deceased person

In the event of death during the trip, we cover the costs of returning your companion to the place of origin, or wherever the funeral will be held.

*If your companion is a minor or older adult and is left alone at the destination, we will manage an escort service.



If you have an unforeseen event with your luggage or documents

Baggage delay

If the baggage you checked is delayed, from the start of your trip, we will reimburse the insured value.

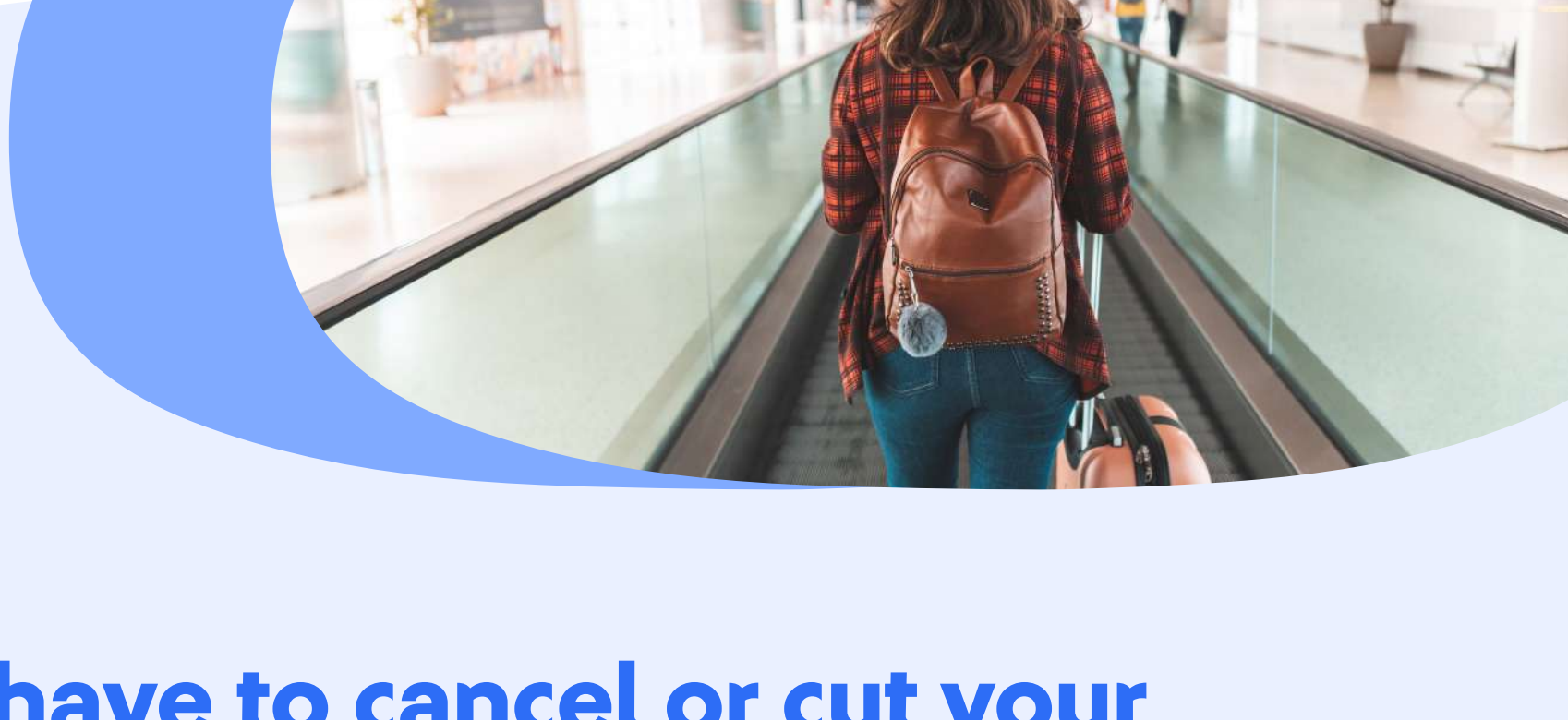
Loss of baggage

If the luggage you checked is lost during the trip or is delayed for 24 hours* from the time you arrive at your destination, we will reimburse the insured value.

*48 hours for international travel.

Stolen documents

If your identification documents are stolen during the trip, we will refund the insured value.



If you have to cancel or cut your trip short

Trip cancellation for health reasons

If you must cancel your trip due to health issues, we will pay the insured value.

*For this coverage, it is essential that you present a medical concept by a healthcare provider, and documents that support the cancellation of the trip in its entirety.

Cancellation of the trip due to the transportation company

If the transportation company cancels your trip, we will pay the insured value.

*Applies to connections or complete routes.

Cancellation of your trip for work reasons

If you or your companion must cancel the trip for work reasons, we will pay the insured value.

Cancellation of trip due to natural events

If you need to cancel your trip due to a natural event (defined by the corresponding official entities), we will pay you the insured value.

Trip cancellation for other reasons

If you must cancel your trip due to an accident, illness, death of a close relative, problems at home, being assigned as a voting jury, or being pregnant, we will reimburse the insured value.

Travel expenses due to early return

If you urgently need to return early, we coordinate your return and that of a companion to the place of origin.*

*If there is a robbery, flood, fire, landslide, explosion, illness, or death of a close relative (up to the second degree of consanguinity).

Contact us 24/7

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We are available to you 24/7 through our customer service channels:

WhatsApp: +57 315 275 7888 options 1-4.

Bogotá 601 437 8888.

Cali 602 437 8888.

Medellín 604 437 8888.

Nationwide 01 8000 518 888.

Legal counseling

If you would like to buy from anywhere else to travel to documents, and other situations, we will assist you at any time through our call center and WhatsApp.

Note to travelers

If you would like to buy from anywhere else to travel to Colombia, you can purchase through SURA online in COP, subject to the current official exchange rate. You can request the service from the same national and international lines.

Payment of compensation to foreigners is in US Dollars. If your stay exceeds 6 months, the payment will be in Colombian pesos. Additional banking information will be requested.

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