

Important Information Regarding:
Airport Closure in Bangkok, Thailand

Issued: 26th November 2008

Applies for the **"Options"**, **"Business"**, **"Essentials"**, **"SaveMore"** &
"Corporate" products

The following advice relates to policies issued before the 26th November 2008.

The Ministry of Foreign Affairs and Trade (MFAT) advises the following:

Suvarnabhumi International airport has been closed to outbound flights following protest action. The Ministry of Foreign Affairs and Trade is advising travellers stranded at the airport to avoid any protest activity, stay in the company of fellow tourists, remain close to relevant information counters and follow any instructions issued by local authorities.

FOR PEOPLE ALREADY ON THEIR JOURNEY:

There is provision to claim reasonable additional accommodation and transport expenses if your scheduled transport has been disrupted due to the protests or civil unrest.

For those travellers already in Bangkok, we would recommend you stay at your current accommodation until the airport re-opens. Itemised receipts should be kept for any additional accommodation or transport incurred.

FOR PEOPLE WHO HAVE NOT YET DEPARTED:

The Ministry of Foreign Affairs and Trade (MFAT) has not at this stage recommended people cancel their journey to Thailand. However we will consider claims for amendment or cancellation (whichever is less) if you are travelling to Bangkok and your journey has been affected due to the closure of Suvarnabhumi International Airport. These claims will be assessed on a case by case basis.

If you are transiting through Bangkok, we understand these flights are being re-routed through other ports, as such we could not consider claims for cancellation/amendment of your entire journey. If you are stopping over in Bangkok we can only consider amendment or cancellation for the part of your journey that has been affected.

We could also not consider any claim if your travel arrangements are operating as normal.

This advice will be updated if new information comes to hand.

Should you have any further enquiries please contact our Customer Service Team on 0800 500 225