



## Important Information Regarding: UK & Europe Flight delays due to Volcanic Ash Clouds

This advice is current as of 2pm, 19<sup>th</sup> April 2010

This advice will be frequently updated. We recommend you check our latest advice at [www.travelsure.co.nz](http://www.travelsure.co.nz) every 24 hours.

### **Applies to all Travelsure products**

The following advice relates to policies issued before the 16<sup>th</sup> April 2010.

#### **The New Zealand Reported on the 16<sup>th</sup> of April 2010:**

*“Air traffic across the continent has been paralysed by the imposition of a massive no-fly zone amid fears the ash from the Eyjafjallajokull volcano could be sucked into aircraft engines, causing them to fail.*

*It was the first time "within living memory" a natural disaster had caused Britain to close its air space, spokeswoman for the National Air Traffic Service (NATS) said.”*

### **Single Trip Policies**

## **ADDITIONAL ACCOMMODATION AND TRANSPORT EXPENSES**

There is provision to cover reasonable additional accommodation and transport expenses if your travel arrangements have been directly affected by the cancellation / delay of flights due to volcanic ash. We understand however that some airlines are offering free amendments and full refunds. You must take all reasonable steps to minimise your claim and keep itemised receipts for additional accommodation and transport expenses.

## **AMENDMENT OR CANCELLATION COSTS**

If prior to you leaving your home to begin your Journey your travel plans have been directly affected by the flight cancellations / delays there is provision to claim for Amendment or Cancellation costs.

Please contact your travel agent or travel provider regarding the best option for you in altering your trip.

For passengers whose New Zealand departure is before midnight on Wednesday 21<sup>st</sup> April 2010 and who are transiting through destinations (e.g. Asia, Nth America or Middle East) on the way to Europe and where the stopover is less than 4 days, we recommend you contact your travel agent or travel provider to make alternative arrangements for your Journey where your onward trip to Europe has not yet been confirmed.

You must take all reasonable steps to minimise your claim and keep documentation showing what your original planned pre-paid arrangements were, along with receipts and documentation showing what your new arrangements are. The policy provides cover for amendment or cancellation (whichever is less).

No cover will be provided for the utilised portion of prepaid travel arrangements. If you are claiming additional accommodation or transport expenses there is no provision to also claim for the cancellation cost of pre-paid travel arrangements for the same period. The policy also excludes cover for loss of enjoyment.

When submitting your claim you will need to provide written confirmation from the travel arrangements provider (transport, accommodation or tour provider) indicating the prepaid arrangement that has been affected along with itemised receipts and advice of the non-refundable unused component.

You must take all reasonable steps to minimise your claim.

### **Corporate and Annual Multi-Trip Policies**

The above advice also applies to Travelsure Corporate and Annual Multi-Trip policies, however please note there is an additional requirement that your original travel arrangements must have been booked prior to this advice.

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