

Important Information Regarding: British Airways Strike

Issued: 12th May 2010

Applies to all Travelsure products

The following advice relates to policies issued before the 12th May 2010.

The British Airways website (www.ba.com) reported on the 11th May 2010:

“the trade union for British Airways (BA) cabin crew, has announced that it intends to take further strike action on: 18 to 22 May, 24 to 28 May, 30 May to 3 June, 5 to 9 June. We are currently considering our response so we can minimise any disruption during this strike period, and aim to provide more details of our plans on Tuesday afternoon (UK time) 11 May. All our flights are operating as normal at the moment.”

additional accommodation and transport expenses for policyholders that have already commenced their journey

There is provision to cover additional accommodation and additional transport costs incurred due to strike action. Please note that it is an EU regulation that airlines provide accommodation and meals for any passengers delayed due to strike action, as well as any necessary transfers and two telephone calls. Prior to claiming on your policy, we will require written confirmation from the airline confirming the compensation paid by them. You must take all reasonable steps to minimise your claim and keep itemised receipts for additional accommodation and transport expenses incurred. We will also require confirmation from the transport provider confirming which of your travel arrangements have been affected.

amendment or cancellation costs for policy holders that have not yet commenced their journey

If prior to you leaving your home to begin your journey your outbound flight has been cancelled, there is provision to claim for Amendment or Cancellation costs for the portion of the journey which has been affected. British Airways has confirmed that you will be able to re-book or obtain a full refund if your flight is affected. 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.

policies issued on or after the 12th May 2010

The Amendment or Cancellation section of the Travelsure policy only provides cover for unforeseen circumstances. As this event was publicised in the media on the 11th May 2010, we consider that this event is now “foreseen” for policies purchased on or after the 12th May 2010. In respect to these strike dates the policy will not respond to claims for policies issued on or after the 12th May 2010.

Important - general advice

This information must be read in conjunction with the Travelsure Policy Wording as certain restrictions and exclusions apply.

These exclusions and restrictions are detailed in the Travelsure Policy Wording and in particular we draw your attention to “The Benefits” and “We Will Not Under Any Section Pay For” sections of the Policy Wording.

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