

Important Information Regarding: Finnair Cabin Crew Strike

Issued: 8th December 2010

Applies to all Travelsure products

The following advice relates to policies issued before the 8th December 2010.

The following information can be found on the Finnair website dated 6/12/2010:

“The Finnish Cabin Crew Union (SLSY) began strike on Tuesday, 30 November 2010 at 1 pm local time. A solution was not reached on an employment agreement issue. Finnair's flight traffic is seriously affected.

Every effort will be made to operate leisure flights normally, partially with another airline's aircraft. Leisure flights are mainly charter flights for the needs of tour operators.

If you have a ticket with a Finnair flight number sold for another airline's aircraft, you can take this flight as normal. Some cancellations may occur, however.

Please note: *We operate for the time being only the following long-haul flights during the strike:*

*AY089 Helsinki-Bangkok, departure time 16:40
AY096 Bangkok-Helsinki, departure time 00:25”*

ADDITIONAL ACCOMMODATION AND TRANSPORT EXPENSES

FOR POLICY HOLDERS THAT HAVE ALREADY COMMENCED THEIR JOURNEY

Policy holders that have already commenced their journey should call their travel agent to discuss the best option available to them in amending their trip.

There is provision under the Additional Expenses section of the policy to cover reasonable Additional hotel accommodation and transport expenses if your flight has been delayed or cancelled due to strike action.

The policy defines Additional as meaning:

“the cost of the accommodation or transport You actually use less the cost of the accommodation or transport You expected to use had the journey proceeded as planned”.

For claim purposes we will require written evidence that your flight has been affected, itemised accounts for any Additional Expenses and confirmation of what your original plans were.

AMENDMENT OR CANCELLATION COSTS

FOR POLICY HOLDERS THAT HAVE NOT YET COMMENCED THEIR JOURNEY

For policy holders who need to cancel or amend their journey prior to its commencement, there is cover under the Amendment or Cancellation Costs section of the policy. Under this section it states *“We will not pay more for re-arranging your journey than the cancellation costs that would have been incurred had the journey been cancelled”*.

There is no provision to cover any Amendment cost that may be incurred to purchase another ticket unless it can be shown that by doing so the customer is minimising their claim.

For example if the cost of an alternative airline ticket to travel is \$200 more than the original ticket and by purchasing such a ticket, the customer will not incur a cancellation fee on missed accommodation of \$250, then we would pay the extra cost as the customer has minimised their claim under the policy.

GENERAL INFORMATION

Please note that Finnair has recommended that passengers postpone their trip if possible in some instances (more information about this can be found on the Finnair website). It has also offered to refund the cost of unused tickets or reroute passengers on other airlines. Policy holders will need to attempt to minimise their claim by applying for a refund or taking a re-routed flight prior to incurring any additional or cancellation expenses as advised above.

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.