

## Important Information Regarding: Cyclone Yasi

Issued: 1<sup>st</sup> February 2011

Applies to all Travelsure Insurance Policies

The following advice relates to policies issued on or before the 1<sup>st</sup> February 2011.

An article found on Townsvillebulletin.com advised on the 1<sup>st</sup> February 2011:

***“QUEENSLAND's island resorts are being evacuated and ports closed ahead of Cyclone Yasi, which threatens to develop into one of the worst storms the state has seen.***

*Premier Anna Bligh on Monday said Hamilton Island, in the Whitsundays, was starting to evacuate its guests, and other resort islands were preparing to evacuate on Tuesday.*

*Yasi will be a severe category three or four cyclone when it crosses the coast on Thursday morning, likely between Innisfail and Proserpine.”*

### ADDITIONAL ACCOMMODATION AND TRANSPORT EXPENSES

There is provision to cover reasonable additional accommodation and transport expenses incurred on your journey resulting from a natural disaster, including where:

- i. your pre-paid accommodation or transport arrangements have been directly affected by the cyclone
- ii. you have been forced to evacuate an area by local authorities due to the threat of the cyclone.

You must however take all reasonable steps to minimise your claim and keep itemised receipts for additional accommodation and transport expenses.

When submitting your claim you will need to provide written confirmation from the transport provider of the length of the delay along with itemised receipts for the accommodation and transport expenses incurred.

### AMENDMENT OR CANCELLATION COSTS

There is provision to claim reasonable Amendment or Cancellation costs if you have to rearrange your journey prior to leaving home or if you have to cancel your journey (where it cannot be rearranged prior to leaving home).

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

There is no provision to claim for amendment or cancellation costs if your pre-paid accommodation or transport arrangements are operating as scheduled.

## **IMPORTANT – GENERAL ADVICE**

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

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

**This advice will be updated as new information comes to hand.**

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