

## Important Information Regarding:

### Hurricane Irene

Issued: 26<sup>th</sup> August 2011

#### Applies to all Travelsure products

The following advice relates to policies issued before the 26<sup>th</sup> August 2011.

This advice is in regards to Hurricane Irene which is currently approaching the US coast.

CNN reported on 25/08/2011:

*Forecasters issued watches and warnings for the U.S. East Coast on Thursday in advance of Hurricane Irene, a monstrous storm that could bring large amounts of rain and a storm surge to North Carolina and other states as it tracks north.*

#### 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 hurricane.
- ii. you have been forced to evacuate an area by local authorities due to the threat of the hurricane.

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 and details of what refunds or compensation have been offered along with itemised receipts for the accommodation and transport expenses incurred.

Many airlines are waiving their normal penalties associated with changing flights. You should check with your airline about whether your flight has been affected and what alternative arrangements have been put in place.

Cover is limited to additional accommodation and transport costs and does not extend to cover other expenses such as meals or telephone calls.

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".*

## **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 travel arrangements are operating as scheduled.

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

The above advice also applies to 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 the 26<sup>th</sup> August 2011.

## **Customers stuck overseas who cannot return home**

For customers who hold a Travelsure policy issued prior to the 26<sup>th</sup> August 2011 and cannot return home on their original return date due to the hurricane, their policy will automatically extend free of charge to allow them to return by the quickest and most direct route.

As this extension is automatic, customers and agents do not need to do anything.

### **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 "General Exclusions" 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**