

## Important Information Regarding: Thailand Civil Unrest

23rd 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 for all Travelsure products

The following advice relates to policies issued before the 23rd April 2010.

The Ministry of Foreign Affairs & Trade have upgraded their travel advice to Thailand. Please refer to [www.safetravel.govt.nz](http://www.safetravel.govt.nz). MFAT have stated (in part):

*Political protests involving very large crowds have been taking place in Bangkok in recent weeks and are ongoing. There is a major anti-government 'red shirt' rally encamped in the central Rajprasong area of Bangkok, home to many hotels and department stores. Clashes between protestors and security forces escalated on 10 April resulting in a number of deaths and hundreds of injuries. Protestors may move around locations within the city, affecting access to shops, hotels and tourist sites and causing significant disruptions to traffic. The situation is volatile and tense and further violent clashes between protestors and security forces are likely, as are clashes between rival groups of protestors.*

*There is **high risk** to your security in Bangkok due to the uncertain political situation, civil unrest and threat from terrorism and we advise against all tourist and other non-essential travel to the city. Suvarnabhumi International Airport on the outskirts of Bangkok is operating normally.*

### **FOR CUSTOMERS TRAVELLING PRIOR TO THE 01<sup>st</sup> MAY 2010**

#### **ADDITIONAL ACCOMMODATION AND TRANSPORT EXPENSES**

In the event your travel arrangements are directly affected by civil unrest, there is provision to claim reasonable additional accommodation and transport expenses. You must however take all reasonable steps to minimise your claim and keep itemised receipts for additional accommodation and transport expenses.

#### **AMENDMENT OR CANCELLATION COSTS**

##### **FOR CUSTOMERS WHO HAVE NOT YET COMMENCED THEIR JOURNEY**

If you are travelling to Bangkok prior to the 01<sup>st</sup> May 2010 there is provision to claim for amendment or cancellation costs (whichever is less) for the part of your trip which involves travel in Bangkok. There is no provision to claim if you are only transiting in Bangkok.

You should 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.

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.

### **FOR CUSTOMERS TRAVELLING ON OR AFTER THE 01<sup>ST</sup> MAY 2010**

It would be premature at this stage to determine whether the civil unrest in Thailand will continue beyond the 01<sup>st</sup> May 2010. As such we don't recommend you cancel or amend your trip at this stage. We will update our advice regularly and you should check our website [www.travelsure.co.nz](http://www.travelsure.co.nz) for the latest advice every 24 hours.

For Annual Multiple policies, travel booking must have been made prior to the 23<sup>rd</sup> of April 2010. For booking made on or after the 23<sup>rd</sup> of April 2010 there is no cover.

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