

## Important Information Regarding: Flight delays due to Volcanic Ash Clouds

Issued: 17 May 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 to all Travelsure products

The following advice relates to policies issued before the 16<sup>th</sup> April 2010.

The BBC reported on the 17<sup>th</sup> May 2010:

*"Britain's two busiest airports have closed as a volcanic ash cloud drifts further south, threatening major disruption to many thousands of people. A no-fly zone imposed by the Civil Aviation Authority sees Heathrow, Gatwick and London City airports shut from 0100 BST until at least 0700 BST."*

**As this event is a continuation of the initial 16<sup>th</sup> April 2010 event that caused widespread disruption in UK/Europe, no cover will apply under the Amendment or Cancellation section of the Travelsure policies purchased on or after the 16<sup>th</sup> April 2010. Please refer to our previous advices posted on our website and sent to all Travelsure agents.**

### Single Trip Policies

#### ADDITIONAL ACCOMMODATION AND TRANSPORT EXPENSES

There is provision to cover reasonable additional accommodation and transport expenses if your travel arrangements have been directly affected by the cancellation / delay of flights due to volcanic ash. We understand however that some airlines are offering free amendments and full refunds. You must take all reasonable steps to minimise your claim and keep itemised receipts for additional accommodation and transport expenses.

#### AMENDMENT OR CANCELLATION COSTS

If prior to you leaving your home to begin your Journey your travel plans have been directly affected by the flight cancellations / delays there is provision to claim for Amendment or Cancellation costs.

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.

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.

You must take all reasonable steps to minimise your claim.

### Corporate and Annual Multi-Trip Policies

The above advice also applies to Travelsure 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 16<sup>th</sup> of April 2010.

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

For customers who hold a Travelsure policy issued prior to the 16th April 2010 and cannot return home on their original return date due to the volcanic ash clouds disrupting flights, 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 "We Will Not Under Any Section Pay For" sections of the wording.

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