

Important Information Regarding: Eurostar Cancellations due to Severe Weather

Issued: 21st December 2009

Applies for the **Options, Business, Essentials, Save-More, Travelsure, STA & Corporate** products

The following advice relates to policies issued before the 21st December 2009.

Eurostar announced that it will not be operating services on Monday 21 December in light of forecasts of further snowfall in northern France. Eurostar have also advised the following information in regards to possible compensation through their website.

“Eurostar will offer enhanced compensation to travellers on the following services: Trains 9053, 9055, 9057, 9059, 9063, 9163 on Friday 18th December, and trains 9035 and 9043 on Saturday 19th December. Enhanced compensation consists of the refund of your journey, an additional free return journey on Eurostar in the next 12 months, £150 / €170 in cash and any reasonable out-of-pocket expenses.

Eurostar will also offer compensation for any passengers whose train was delayed by more than one hour. For delays of 60 minutes or more, we offer a complimentary one-way journey in the same class of travel as your original ticket, or a 50% discount off a return fare in the same class of travel. If you were delayed by 120 minutes or more we offer a complimentary return journey in the same class as your original ticket.

The process for claiming will be to write into Traveller Care at:-

Traveller Care
2nd Floor, Kent House
81 Station Road
Ashford
Kent
TN23 1AP
United Kingdom”

Customers who experience delays or cancellations through Eurostar should attempt to claim for compensation directly through the rail company in the first instance prior to claiming for expenses through Cover-More.

ADDITIONAL ACCOMMODATION AND TRANSPORT EXPENSES

If you are on your journey there is provision to cover reasonable additional hotel accommodation and transport expenses up to \$250 per paying adult on the policy if your scheduled Eurostar transport is delayed for at least 12 hours due to severe weather conditions.

If you have an Options, Business or Travelsure policy there is also provision under the Travel Delay section to claim for reasonable additional accommodation expenses up to \$200 if your pre-booked transport is temporarily delayed for at least 6 hours. We will also reimburse you up to these limits again for each full 24 hour period that the delay continues beyond the initial 6 hour delay.

When submitting your claim you will need to provide written confirmation from the transport provider (Eurostar) 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 Amendment costs if your travel plans have been directly affected by severe weather conditions prior to you leaving your home to begin your Journey. There is also provision to claim for cancellation costs for the parts of your Journey which have been directly affected by the severe weather conditions.

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.

Should you have any further enquiries please contact our Customer Service Team on 1300 72 88 22.