

Important Information Regarding: Mudslides in Peru

Issued: 28th January 2010

Applies for the **Options, Business, Essentials, SaveMore, Travelsure, STA & Corporate** products

The following advice relates to policies issued before the 28th January 2010.

Mudslides have affected the Peruvian tourist destination of Machu Picchu where a State of Emergency has been declared causing delays for a number of travelers.

ADDITIONAL ACCOMMODATION AND TRANSPORT EXPENSES

If you are on your journey there is provision to cover reasonable additional accommodation and transport expenses if your scheduled transport is delayed or if you are delayed due to the mudslides.

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

AMENDMENT OR CANCELLATION COSTS

There is provision to claim Amendment costs if your plans have been directly affected by the mudslides prior to you leaving 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 mudslides.

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 loss and keep documentation showing what your original planned pre-paid arrangements or transport expenses were, along with receipts and documentation showing what your new arrangements are. The policy covers for amendment or cancellation (whichever is the lesser).

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 cancellation costs of pre-paid travel arrangements for the same period. The policy also excludes cover for loss of enjoyment.

If your planned travel arrangements are operating as normal there is no provision to claim for amendment or cancellation costs.

You must take all reasonable steps to minimise your claim.

This advice will be updated if new information comes to hand.

Should you have any further enquiries please contact our Customer Service Team on 1300 728 822.