

Important Information Regarding: P & O Cruises

Issued: 27th October 2010

Applies to all Cover-More policies

The following advice relates to policies issued on or before the 27th October 2010.

A Travel Daily article dated 27/10/2010 reported as follows:

P&O Cruises has this afternoon announced that it has been forced to cancel its Melbourne Cup Cruise (J033) on 30 Oct and its Fiji cruise on 13 Nov (J035) onboard Pacific Jewel, both ex Sydney, due to "an extremely uncommon" engine fault.

The move follows last week's cancellation of Pacific Jewel's J032 departure to Vanuatu and New Caledonia, one day prior to sailing.

P&O says it will ensure staff will be at Flemington Racecourse on Tue next week to distribute entry tickets to the Melbourne Cup to passengers on the J033 cruise.

Passengers affected are being offered a full refund on their cruise fare and a 25% discount on a future P&O Cruise."

ADDITIONAL EXPENSES

Please be advised that there is no cover for any additional accommodation or transport expenses due to P & O Cruises cancelling their services, as this is not a defined event under this section of any Cover-More product.

AMENDMENT OR CANCELLATION COSTS

Please note the following exclusion under this section:

We Will Not Pay For:

1. Transport Provider cancellations, delays or rescheduling other than when caused by strikes.

As such we are unable to approve any claim arising from the above situation under this Section of any Cover-More product. This exclusion also applies to any other cancelled travel costs that have been affected due to the cancellation of P & O's services.

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 72 88 22.