

Important Information Regarding: Winter Storms in North America

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.

Winter snowstorms have affected large parts of America's east coast causing widespread travel disruption.

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 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 of the length of the delay along with itemised receipts for the accommodation and transport expenses incurred.

Many airlines are waiving their normal penalties associated with changing flights. You should check with your airline about whether your flight has been affected and what alternative arrangements have been put in place.

AMENDMENT OR CANCELLATION COSTS

There is provision to claim Amendment costs if your travel plans have been directly affected by the 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.