

Customer name

Policy number

Agent Form: Amendment And Cancellation Expenses

Please submit this form and all supporting documents directly through to Cover-More Travel Insurance rather than to your customer.

We cover the commission you had earned on the booking (subject to the policy limits). In order to calculate this we need to know how much the customer has paid to you and the nets paid to the booking provider i.e. wholesaler, airline or cruise company. This information is not shared with customers. Any enquiry will be directed back to the consultant.

NB: We do not cover any additional agency cancellation fees you charge your customer, or additional monies held by your agency that are due to be refunded to the customer.

Please also make sure you have provided your customer with the option of amending their travel plans rather than cancelling. The policy covers the lesser of amendment or cancellation.

	Name of supplier		Cancellation costs				OR	Amendment costs
			A Gross amount paid	B Net amount refunded by supplier	Amount Claimable (A minus B)	Pre-Paid Commissions		
Flights (excluding taxes)					=			
					=			
					=			
Flight Taxes				Fully refundable by the airline	=	\$0		
Hotels					=			
					=			
					=			
Packages					=			
					=			
Other (i.e. car hire, rail passes, etc.)					=			
					=			
					=			

Total Amendment/Cancellation Costs \$

If the trip was cancelled outright prior to departure what would it have cost to amend the trip to different dates (rather than cancel outright)? \$

I certify that I have supplied the required documentation and the information stated on this form is true and correct.

Consultant's name Consultant's signature

Agency name and address Date / /

Phone Fax Email

Before submitting your customer's claims, ensure you have attached the following information and completed the agent's only section on page 3 of the claim form.

Please note: Failure to send the documentation below or failure to fully complete the form above, could result in a delay to processing your customer's claim.

What you need to attach:

- A copy of your customer's itinerary
- A copy of the itemised invoice
- International flights documentation (for any international flights)
 - A copy of the airline fare sheet/rules (showing the fare conditions).
 - NB: Please check the conditions as many airlines have waivers e.g. in the case that a passenger or their relative dies, the customer may be able to claim a refund from the airline with the submission of a medical or death certificate. This must be applied for first before submitting a claim.
- Domestic flights documentation (for any domestic flights)
 - Virgin Blue: Confirm if the ticket has been changed to travel at a later date. If the date hasn't been changed, confirm if the customer can use the 12 month credit allowance. If the customer is unable to use the credit, the customer must state in writing why they are unable to use the credit and that they forgo the credit to Cover-More.

- Jetstar: Confirm if the ticket has been changed to travel at a later date or advise what amounts, if any, are being held in credit with the airline.
- Qantas: Identify what the specific conditions are for the Qantas fare. e.g. "Red E deal", "fully flexible", etc and confirm if the ticket has been changed to travel at a later date or advise what amounts, if any, are being held in credit with the airline.

Land arrangements documentation (for any land bookings)

- We require a copy of the providers booking conditions showing the published cancellation penalties. This is usually shown in the back of the relevant brochures.
- If the booking conditions do not specify exactly what cancellation fees apply (e.g. cancellation fees may be up to 100%) then we require written confirmation from the wholesaler confirming how much the customer is to be refunded.

Cruise documentation (for any cruises)

- We require a copy of the providers booking conditions showing the published cancellation penalties. This is usually shown in the brochures.
- We also need a breakdown of any tax component (i.e. port taxes) that should be refundable.

Remember to make a copy of all documents submitted for your Customer in case they become lost in the mail.

Did you know that many airlines offer a cancellation waiver due to the death of a passenger or close family member?

Please ensure you check the airline terms and conditions as many airlines offer this waiver even on non-refundable tickets, with the submission of the death or medical certificate.

Here is an example of an airlines waiver in regards to death:

"waiver permitted for death of a passenger/an accompanying passenger/immediate relative as defined in general rules/legal guardian or ward as validated by a death or medical certificate".

Check the terms and conditions relevant to the customer's other bookings to see if they are entitled to this refund as these need to be applied for prior to submitting a claim form to Cover-More.