

Travel insurance information for British Airways strike

This information concerns the anticipated strike that may impact British Airways flights between 22 December 2009 and 2 January 2010 and applies to travel insurance policies issued prior to 15 December 2009.

What do you need to know about your policy?

- » As the strike has not yet commenced and there is still some speculation whether it will eventuate, there is no provision to claim under any section of the policy should you decide to cancel or rearrange your journey at this time.

We will not consider any claims until the strike eventuates and impacts on your journey.

- » If the strike occurs and you have commenced your journey, or are departing prior to or during the strike and your flights are delayed or cancelled, there is provision to claim for reasonable additional accommodation and travel expenses.
- » **If you are claiming for accommodation expenses under your policy, you will need to supply written confirmation from British Airways that these costs are not claimable through the airline.**
- » If you have not yet departed, your policy includes cover for cancellation or the rearrangement of your journey (whichever is less), or the unused portions of your journey, if your pre-booked travel arrangements are cancelled, delayed or rescheduled by the strike.
- » We recommend you contact your travel agent or travel provider regarding the best option in altering your trip. British Airways is providing penalty-free options to amend travel arrangements and we also recommend you contact them for further details.
- » There is no provision to claim under your policy for cancellation or rearrangement expenses for the utilised portions of your travel arrangements or if they are operating as scheduled.

What next steps should you take?

- » You should take all reasonable steps to minimise your expenses and this includes rearranging your journey where possible.
- » Please submit your travel insurance claim to us for consideration.
- » We will assess your claim under the terms and conditions of your travel insurance policy. Please note that if you have a policy providing cover for cancellation expenses only, your policy does not include cover for additional expenses.
- » You will need to submit all receipts for any additional accommodation and transport expenses. If you are claiming cancellation expenses you will need to submit all documents showing what your original planned pre-paid arrangements were.

Contact us

- » If you have questions or queries, please contact our Mondial Assistance Information Hotline on 1300 728 025.