

Information about Hurricane Irma

It has been reported that a category 5 storm is currently heading towards the Caribbean islands and Florida, USA. While the exact path is still unclear we are urging customers to take care during their travels.

If you are currently travelling

Safety is your first priority so if you are in any vulnerable areas please follow advice from local authorities and the Department of Foreign Affairs and Trade (DFAT).

If you require emergency assistance, including emergency medical assistance, please contact us as soon as you can on 1866 844 4085 or speak to your local operator and ask to be put through reverse charge to +61 7 3305 7499.

If your transport is delayed or cancelled or your accommodation is affected due to the adverse weather please contact your travel agent or travel provider directly regarding your options. If you have any queries about your policy benefits please contact our Allianz Global Assistance Information Hotline on 1300 725 154.

Under your policy coverage you may be able to claim for additional travel, accommodation and meal expenses under the following policy conditions:

- Pre-paid accommodation is no longer inhabitable or available.
- Scheduled Transport is no longer operating.

However, all claims are reviewed based on the circumstances of your claim in conjunction with your policy terms and conditions, limits, benefit exclusions and general exclusions. If you have any queries about your policy benefits please contact our Allianz Global Assistance Information Hotline on 1300 725 154.

If you have not yet departed

If your travel arrangements have been affected, please contact your travel agent or travel provider regarding the best option in altering your trip. Some travel providers may offer penalty free options to amend travel arrangements and we recommend you contact them first for further details.

- Depending on your policy terms and conditions, you may be able to claim for cancellation or rearrangement of your journey if your pre-booked travel arrangements are cancelled, delayed or rescheduled as a result of Hurricane Irma.

Policy Coverage

As mentioned above, depending on your circumstances you may be eligible to claim for unforeseen expenses based on your individual circumstances, policy coverage and terms and conditions. We recommend reviewing your Product Disclosure Statement or calling our Allianz Global Assistance Information Hotline on 1300 725 154.

If you need to make a claim, what next steps should you take?

Keep all receipts for any additional transport, food or accommodation expenses. If you are claiming cancellation or additional expenses you will need to submit documents showing what your original planned pre-paid arrangements were, along with any receipts and documents showing your new arrangements, and advice from the travel provider indicating the non-refundable portion of the journey.

Where possible, ensure any replacement accommodation and additional expenses are of a similar standard to that of the rest of your journey.

Please note that any compensation and/or refunds you receive from a third party (e.g. airline) for transport, food or accommodation will be deducted if your claim is accepted.

Make your claim online at www.travelclaims.com.au

Contact us

1300 725 154

Travelclaims@allianz-assistance.com.au

We will publish this and any updated travel insurance advisories on our website:
www.allianzworldwidepartners.com.au