

Travel insurance information on Iceland volcano and associated ash clouds

The following information concerns the volcanic eruption in Iceland and associated ash clouds on Saturday 21 May 2011 and applies to travel insurance policies issued prior to 5.00pm (est) Monday 23 May 2011.

We will assess all claims in accordance with your Product Disclosure Statement (PDS), and cover will depend on the type of plan you purchased. The following advice relates to Comprehensive travel insurance policies.

What do you need to know about your policy?

If you have not yet departed:

- » Your policy includes cover for cancellation of your journey, or the unused portions of your journey, as a result of the volcanic eruption or associated ash clouds when:
 - your scheduled transport services have been cancelled as a result of the volcanic eruption or associated ash clouds
 - your accommodation has been declared uninhabitable by the volcanic eruption or associated ash clouds
 - you are unable to reach your accommodation or destination as a result of the volcanic eruption or associated ash clouds

If you are currently travelling:

- » Your policy includes cover for reasonable additional travel and accommodation expenses when:
 - your journey is disrupted as a result of the volcanic eruption or associated ash clouds
 - scheduled transport services have been cancelled, delayed, shortened or diverted as a result of the volcanic eruption or associated ash clouds
- » Passengers travelling on European Union (“EU”) member airlines are entitled to claim meals and accommodation from their airline under EU consumer protection laws. Please see the attached list of EU member airlines. If you are eligible to make a claim against an EU member airline in relation to a loss or expense covered under this policy and they do not pay you the full amount of your claim, we will make up the difference. You must make an insurance claim through the EU member airline first for us to determine what the difference is.
- » There is no cover to claim under your policy for cancellation or rearrangement expenses for the used portions of your travel arrangements or if your travel arrangements are operating as scheduled.

- » If you have been injured as a result of the volcanic eruption or associated ash clouds, we can help. If you need medical advice or emergency medical assistance please contact our 24-hour Emergency Assistance team on +61 7 3305 7499 reverse charge or 1800 010 075 free-call within Australia.

General information

- » There is no cover for cancellation or rearrangement expenses for policies issued after 5.00pm (est) on Monday 23 May 2011 if the cancellation or rearrangement arises from the volcanic eruption and associated ash clouds.

What next steps should you take?

- » If you wish to cancel or amend your pre-booked travel arrangements as a result of the volcanic eruption and associated ash clouds, we recommend you contact your travel agent or travel provider regarding the best option in altering your trip. We understand some airlines are providing penalty-free options to amend travel arrangements, so we also recommend you contact your airline for further details.
- » To help Australians avoid difficulties overseas, the Department of Foreign Affairs and Trade maintains travel advisories for more than 160 destinations overseas via their website www.smarttraveller.gov.au. Their travel advice provides accurate, up-to-date information about the risks Australians might face overseas, assisting you to make well-informed decisions about whether, when and where to travel. We recommend that you stay up-to-date with their destination-specific travel advisories for the country of your destination as your travel insurance cover may be affected if you travel to high risk areas or situations.
- » You should take all reasonable steps to minimise your expenses and this includes rearranging your journey where possible.
- » It is important to read the Product Disclosure Statement (PDS) you received when you purchased your travel insurance policy. This will give you more information about what your policy provides cover for and what it does not.
- » If you have a claim, please submit a claim form with all relevant supporting documentation to us for consideration.
- » You will need to submit all receipts for any additional expenses. If you are claiming cancellation or additional expenses you will need to submit all documents showing your original planned pre-paid arrangements, as well as receipts and documents showing your new arrangements and the non-refundable portions of your journey.
- » Naturally, any compensation or refunds you receive from a third party for transport, food or accommodation will be deducted from any settlement if your claim is accepted.

Contact us

- » If you have questions or queries, please contact our Information Hotline on 1800 012 234.
- » We will publish this and any updated travel insurance advisories on our website: www.mondial-assistance.com.au

EU Member airlines



[Adria Airways](#)

Zgornji Brnik 130h,
4210 Brnik,
Slovenia
Tel.: +386 (0)4 42559000
Fax: +386 (0)4 2594570



[Aegean Airlines](#)

31 Viltanioti str
Kifissia, 145 64
Greece
Tel. +30 210 62 61 700
Fax. +30 210 62 61 900



[AeroSvit](#)

AeroSvit Ukrainian Airlines
58. T. Shevchenko Blvd
Kyiv 01032



[airBaltic](#)

Riga International Airport
Riga LV-1053, Latvia
Tel. +371 7207 069
Fax. +371 7207 369



[Air France](#)

45 rue de Paris
95747 Roissy CDG Cedex
France
Tel. +33 1 41 56 78 00
Fax. +33 1 41 56 70 29



Air Malta

Head Office
Aviation Avenue
Luqa LQA9023
Malta
Tel. +356 22 9990
Fax. +356 673241
info@airmalta.com.mt



Alitalia

Piazza Almerico da Schio Pal. RPU
00054 Fiumicino
Tel. +39 (06) 6656311
Roma
Italy



Austrian

Office Park 2
P.O. Box 100
A 1300 Vienna - Airport
Austria
Tel. +43 1 1766
Fax. +43 1 688 55 05



bmi

Donington Hall
Castle Donington
Derby East Midlands DE74 2SB
Great Britain
Tel. +44 1332 854 000
Fax. +44 1332 854 662



British Airways

Waterside P.O. Box 365
Harmondsworth UB7 0GB
Great Britain
Tel. +44 20 8759 5511
Fax +44 20 8562 5557



[brussels airlines](#)

b.house
Airport Building 26
Ringbaan
1831 Diegem
Belgium



[Cargolux](#)

Luxembourg Airport
L-2990 Luxembourg
Grand Duchy of Luxembourg
Tel. +352 4211 1
Fax +352 43 54 46



[Croatia Airlines](#)

Bani 75b, Buzin
10010 Zagreb
Tel. +385 1 616 0071
Fax. +356 1 660 8229
pr@croatiaairlines.hr



[Cyprus Airways](#)

21 Alkeou Street
2404 Engomi
P.O. Box 21903
1514 Nicosia
Cyprus
Tel. +357 22 663 054
Fax +357 22 663 167



[Czech Airlines](#)

Head Office
Ruzyne Airport
160 08 Prague 6
Czech Republic
Tel. +420 2 2011 6303

Fax. +420 2 2056 2266
box.apc_recepce@csa.cz



Deutsche Lufthansa AG
2-6 Von-Gablenz-Strasse
50679 Cologne
Federal Republic of Germany
Tel. +49 221 8260
Fax. +49 221 826 3818



DHL
European Air Transport
European Air Transport Leipzig GmbH
August-Euler-Straße 1
04435 Schkeuditz
Federal republic of Germany



Finnair
P.O. Box 15
01053 Finnair
Finland
Tel. +358 9 818 81
Fax. + 358 9 818 4401



Iberia
Calle Velazquez 130
28006 Madrid
Spain
Tel. +34 91 587 87 87
infoIB@iberia.com



Icelandair
Reykjavik Airport
101 Reykjavik
Iceland
Tel. +354 5050 300
Fax. +354 5050 350
pr@icelandair.is



Jat Airways

16 Bulevar umetnosti
11070 Novi Beograd
Serbia
Tel. +381 11 3114 222
Fax. +381 11 311853
media_centar@jat.com



KLM

P.O. Box 7700
Schiphol Airport 1117ZL
The Netherlands
Tel. +31 20 649 9123
Fax. +31 20 649 3113



LOT Polish Airlines

ul. 17 Stycznia 39,
00-906 Warszawa
Poland
Tel: +48 22 -606 6111



Luxair

Luxembourg Airport
2987 Luxembourg
Tel. +352 4798 4281
Fax. +352 4798 4289
info@luxair.lu



Malev Hungarian Airlines

Könyves Kálmán krt. 12-14.
1097 Budapest
Hungary
Tel. +36 1 235 3535
Fax. +36 1 266 2685
malev@malev.hu



Montenegro Airlines

Beogradska 10,
81000 Podgorica,
Montenegro
Tel. +382 20 405 500
Fax. +382 20 405 548



Olympic Air

1st Klm. Koropiou
Varis Avenue & 1 Ifaistou str.
194 00 Koropi
Greece
Tel. + 30 210 3550 466
Fax. +30 210 3550 481



SAS

Frosundaviks Alle 1
19587 Stockholm
Sweden
Tel. +46 8 797 0000
Fax. +46 8 797 1515



Swiss International Air Lines Ltd

4002 Basel
Switzerland
Tel. +41 61 582 00 00
Fax. +41 61 582 33 33



TAP Portugal

Apartado 50194
1704-801 Lisbon
Portugal
Tel. +351 21 841 5000
Fax. +351 21 841 5095



TAROM - Romanian Air Transport

Ploiesti Road 16.5 Km
Otopeni Airport
Bucharest
Romania
Tel. +40 1 2014700
Fax. +40 1 2014761



TNT Airways

TNT Airways S.A.
Aéroport de Liège
Rue de l'Aéroport, building 101
4460 Grâce-Hollogne
Belgium



Turkish Airlines

Genel Mudurluk Binasi
Ataturk Havalimani
34149 Yesilkoy Istanbul
Turkey
Tel. +90 212 463 63 63
Fax. +90 212 665 21 21



Ukraine International Airlines

63a, B.Khmelnytskoho St.
Kyiv, 01054
Ukraine
Tel. +38 44 4615656
Fax. +38 44 2308886



Virgin Atlantic

The Office
Manor Royal
Crawley
West Sussex
RH10 9NU Great Britain