

Travel insurance information on the European and UK airport closures

The following information concerns the recent airport closures in Europe and the United Kingdom due to heavy snowfall and applies to travel insurance policies issued prior to 2 December 2010.

What do you need to know about your policy?

If you are currently travelling

- » Your policy includes cover for reasonable additional accommodation and travel expenses if transport services have been cancelled, delayed or rescheduled as a result of the heavy snowfall, or if your accommodation has been declared uninhabitable by the heavy snowfall.
- » Limits apply under your policy and for full details you should refer to the Product Disclosure Statement you received when you purchased your travel insurance.
- » Passengers travelling on 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 can 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.
- » There is no provision 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.
- » Your policy also includes cover for overseas emergency medical expenses. If you need 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.

If you have not yet departed

- » Your policy includes cover for cancellation or rearrangement of your journey (whichever is the lesser) or its unused portions as a result of the heavy snowfall.
- » Your policy only includes cover when scheduled transport services have been cancelled, your accommodation has been declared uninhabitable by the heavy snowfall or you are unable to reach your accommodation or destination.
- » All travel insurance policies provide cover for unforeseen and unexpected circumstances only. Due to the extensive media coverage of the airport closures following the heavy snowfall, there is no provision to claim for any expenses relating to the heavy snowfall for policies issued **on or after 2 December 2010**.
- » We recommend you contact your travel agent or travel provider regarding the best option in altering your trip. Some airlines may provide penalty-free options to change your travel arrangements, so we also recommend you contact your airline for further details.

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. **If you have a Cancellation Only policy, your policy does not include cover for additional expenses or overseas medical expenses. If you have a Budget policy, please refer to your Policy Wording / Product Disclosure Statement for the benefits covered.**
- » 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.
- » Finally, to help Australians avoid difficulties overseas, the Department of Foreign Affairs and Trade (DFAT) maintains travel advisories for more than 160 destinations overseas on its website www.smarttraveller.gov.au. DFAT's 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 its 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.

Contact us

- » If you have any 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@croatairlines.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