

## **AXA COVER DIRECTIVE British Airways Strikes Sep 2019**

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On 09/09/19 British Airways Pilots began a two-day strike in an ongoing dispute over pay and conditions.

Tens of thousands of passengers have told not to go to airports, with the airline cancelling approx. 1,700 flights due to the disruption caused by the strike.

In all circumstance's customers should contact their tour operator, transport or accommodation provider to understand their travel options and what amendments or refunds will be provided.

If they are stranded abroad; we will automatically extend the period of insurance until they return to the UK, for no additional premium, providing they return on the earliest possible flight (subject to availability).

### **Delayed flights to and from the home area**

Depending on the length of the delay; cover is provided under the Delayed departure section of the policy.

### **Cancelled flights**

If a flight is cancelled due to the strikes, cover is provided under the Delayed Departure section of the policy.

### **Connecting flights / ferries / trains / cruises**

Cover may be provided under the Travel Disruption (if purchased) section of the policy for:

- » Reasonable additional travel (including taxis and hire cars) and accommodation (room only) costs if they fail to arrive at the departure point in time to join the connecting flight, ferry, train or cruise; so that they are able to continue their trip.

### **European Union (EU) Regulations**

If a flight a customer is booked on is delayed or cancelled they may be entitled to compensation

<https://ec.europa.eu/transport/themes/passengers/air/>

**Should you have any further questions, please contact us on 0203 137 7922.**