

HURRICANE IRMA – Information From AXA

Hurricane Irma is currently affecting parts of the Caribbean and may affect mainland USA including Florida. Other areas that could be affected include Dominican Republic, Haiti, Virgin Islands etc. Several airlines, including British Airways and Virgin are updating their websites daily of flights being cancelled which we advise customers to check.

The Foreign and Commonwealth Office (FCO) are advising customers to monitor the progress of approaching storms and follow the instructions issued by the local authorities, including any evacuation orders.

Information is available via:

www.fema.gov/

www.nhc.noaa.gov

www.gov.uk/government/news/hurricane-irma-advice-for-british-nationals

Facebook: <https://www.facebook.com/foreignoffice/>

Twitter: <https://twitter.com/foreignoffice>

Always follow the advice of the local emergency teams. If you need emergency assistance please call our Emergency Medical Assistance Team on +44 (0) 2920 474 139. Lines open 24 hours a day.

For non-emergency claims please call us on (0) 20 8667 2465 (lines open Monday to Friday 9am to 5pm), or you can make a claim 24/7 on-line at www.rpclaims.com using the scheme code A00806.

What if my outbound or inbound flights are delayed or cancelled due to Hurricane Irma?

- Customers should contact their tour operator or transport and accommodation provider for a refund in the first instance.

- If the tour operator or transport provider will not provide a refund, please provide evidence to our claims team who will manage your claim.
- We will provide cover for reasonable additional accommodation and travel expenses that are needed to get you to your final destination or home

- **Note: Please make sure you follow any check-in advice given to you by your airline.**

What do I do about missed connecting flights and other public transport?

Please note: Connecting flights and other public transport are only covered if you have Travel Disruption Cover as part of your travel insurance policy. Please check your policy documents carefully.

- Customers should contact their tour operator or transport and accommodation provider for a refund in the first instance.

- If the tour operator or transport provider will not provide a refund, please provide evidence to our claims team who will manage your claim.

- We will provide cover for reasonable additional accommodation and travel expenses that are needed if you were unable to arrive for your connecting flight/ferry etc.

I can no longer stay at the accommodation I originally booked due to the hurricane, what do I do?

Please note: Alternative accommodation arrangements in this instance are only covered if you have Travel Disruption Cover as part of your travel insurance policy. Please check your policy documents carefully.

- Customers should contact their tour operator or transport and accommodation provider for a refund in the first instance.

- Customers who are unable to stay in their pre-booked accommodation due to the hurricane will be able to cancel or cut short (curtail) their trip or to be moved to alternative accommodation.

I'm due to travel to Florida next week, is my insurance still valid if I choose to go?

- The FCO has not issued any advice against traveling to Florida, therefore your insurance won't be affected. As long as the Foreign & Commonwealth Office doesn't advise against travel your insurance will still be valid (subject to the standard terms and conditions).

I've decided to change the dates of my trip, can I also update my travel insurance policy?

- If you have been given alternative dates to travel by your airline and/or accommodation provider, please contact our team who will update your policy and charge / refund any monies accordingly.

We hope that all our customers remain safe during this time. If you have any further queries please contact our team on 0203 137 7922.