

AXA COVER DIRECTIVE Sri Lanka Attacks, April 2019

Overview

On 21/9/2019 bombs were used to attack three churches and three hotels in Sri Lanka, central Colombo and approximately twenty miles north of Colombo in Negombo and in the east of the country in Batticaloa.

The Sri Lankan authorities have declared a nationwide curfew, people are advised to limit their movements until this has been lifted, they should follow the instructions of the local authorities and their hotel and tour operator.

The Sri Lankan authorities have confirmed that, anyone needing to catch a flight from Colombo airport, will be able to travel to the airport provided they have both passport and ticket valid for travel that day. Arrangements have been put in place for arriving passengers.

Customers unable to use their accommodation due to the explosion

- » If your customer is on a package holiday they should contact their tour operator, transport or accommodation provider to understand their travel options and what amendments or refunds will be provided.
- » If the trip was booked independently, in the first instance they should contact their accommodation provider, transport provider, card issuer or PayPal for advice on how to claim a refund. If they are unable to secure a refund from any other source, then cover may be provided under:
 - » Annual multi trip and single trip policies – Travel Disruption cover, if this included as part of their policy
 - » Backpacker – Uninhabitable accommodation,
 - » Outbacker – Cancelling or cutting short a trip and Delay or disruption to travel plans

Customers travelling to Colombo on or before Sunday 28th April

- » If the customer is on a package holiday and no longer wishes to Colombo; they should contact their tour operator, transport or accommodation provider to understand their travel options and what amendments or refunds will be provided.
- » If the customer was planning to stay in Colombo and is unable to obtain a refund from any other source, we will pay an amendment fee to change to a different resort in Sri Lanka.

If the customer is travelling elsewhere in Sri Lanka there is no cover for the amendment fee.

Delays at Security

- » Customers should monitor their airline website for the latest advice and allow plenty of extra time to go through security.
- » There is no cover under the policy for missed departure caused by delays at security.

There is no cover if the customer decides not to travel or tries to curtail a trip due to concerns about another explosion.

<https://www.gov.uk/foreign-travel-advice/sri-lanka>

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