

AXA COVER DIRECTIVE WOW Air Collapse - 2019

Overview

On 28/3/2019 WOW Air have confirmed they have ceased trading and are now entering administration. All future flights provided by WOW Air have been cancelled and are no longer operating.

If customers are stranded abroad in the first instance they should contact <https://www.caa.co.uk/News/Wow-Air-flight-cancellations/>

For Those Due To Travel

1. In the first instance customers should contact the Civil Aviation Authority (CAA) to understand what they can claim back and what they are entitled to.
2. In the event of no cover from the CAA then customers should contact their credit or debit card provider to see what cover they have under the regulation applicable to card purchases for their lost flights.

Scheduled Airline Failure (SAFI) or End Supplier Failure (ESF) if included as part of the policy

- this section is not underwritten by AXA Insurance, please refer to the wording and to relevant claim handler.

There is cover under the Scheduled Airline Failure Protection for

- » additional costs incurred replacing the part of the flight arrangements to a similar standard of transportation or
- » If curtailment of the holiday is unavoidable -the cost of return flights to the United Kingdom as a result of the WOW Air collapse providing they do not form part of an inclusive holiday prior to departure.

For any consequential losses which customers are unable to recover from their card issuer or The CAA, customers should be referred to the relevant claim handler to see if a claim can be considered under the Scheduled Airline Failure section of the policy.

FAQ's

Q- I am abroad, and need assistance what should I do?

A- Visit <https://www.caa.co.uk/News/Wow-Air-flight-cancellations/> for information

Q- I was due to travel but my flight is no longer flying, what should I do?

A- Visit <https://www.caa.co.uk/News/Wow-Air-flight-cancellations/> for information

Q- I am now travelling to an alternative country am I still covered? (Single Trip Only)

A- To ensure we are still able to provide cover to your amended destination please contact our sales team to update your policy.

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