

Mumbai Terrorist Attacks

There have been a series of terrorist attacks in a number of sites around Mumbai (also known as Bombay) in India. Some of these have been in or close to 5 star hotels in the city and the main train station.

As a result the Foreign Commonwealth Office (FCO) is advising all British nationals to stay indoors until local authorities advise that it is safe to go outside. The FCO are also advising against all but essential travel to Mumbai.

The British Foreign office has issued an emergency number for people with relatives in Mumbai. The number is 0207 008 0000.

What is covered under my travel policy?

- Cancellation There is **no cover** for cancellation of holidays for fear of terrorist attacks
- Curtailment Under our policies there is **no cover** for early return to the UK, **however** each case will be given consideration, therefore please contact us with as much detail as possible regarding where you are, i.e. proximity to the centre of the attacks, whom with (single traveller, family), if your next destination is the UK or is it a multi-trip/backpacker policy.
- Emergency Medical Treatment Cover **does** apply across all travel policies regardless of any general exclusion to terrorism
- Delayed departure/Abandonment There is **no cover** for any delays and subsequent claims for abandonment of a holiday due to knock on effects on the terror attacks in Mumbai
- Missed departure There is **no cover** but you should submit your claim to us as we may be able to consider them.
- Baggage and baggage delay Cover **does** apply and claims will be dealt with bearing in mind the circumstances of each individual loss.
- **If you need to make a claim please telephone 0870 241 3070 for new claims or +44(0)845 271 4472 for Emergency Assistance**

What if I need an extension of Cover?

- Cover will be automatically extended for up to 7 days beyond the scheduled return date. Any cases outside of this 7 day period on single trip policies and any cases where the trip has exceeded the annual multi trip limit will need to be referred to the Insurer, so please contact us on 0800 028 3571 and we will take the matter up on your behalf.

Further Information and support

- You can contact your travel agent or tour operator regarding transfer of holiday dates or destination
- The Indian High Commission has set up a 24-hour communication line to provide information to people with relatives in Mumbai caught up in terror attacks. People may contact 0207 632 3035 to get information.
- The British Foreign office has issued an emergency number for people with relatives in Mumbai. The number is 0207 008 0000.
- You can check the Foreign Commonwealth website for updates on advice www.fco.gov.uk/en/travelling-and-living-overseas/travel-advice-by-country/asia-oceania/india

Closure of Bangkok Airport (Thailand)

Bangkok airport has been shut down leaving thousands of tourists stranded due anti-government protests.

As a result all flights due to depart the airport have been cancelled. For the time being incoming flights are still arriving, but airport operations have been greatly disrupted with most incoming flights being diverted to Chiang Mai and Phuket airport with some being granted permission to land.

In addition, a number of airlines including Singapore Airlines and Cathay Pacific cancelled their flights to Bangkok.

What can I claim for under my travel policy?

- **Cancellation/Curtailment – No Cover** with Essential or Comprehensive policies or policies with an Independent traveller upgrade.
- **Emergency Medical** – Cover **does** apply including those schemes that name civil commotion as a general exclusion to all sections of the policy
- **Delayed departure/abandonment – No cover** applies with essential or Comprehensive policies or policies with an Independent traveller upgrade.
- **Missed departure – No cover** applies with Essential or Comprehensive policies or policies with an Independent traveller upgrade.
- **Baggage & Baggage delay – Cover applies**
- **If you need to make a claim please telephone 0870 241 3070 for new claims or +44(0)845 271 4472 for Emergency Assistance**

Further information and support

- Customer's should refer to their booking agent
- You can check updates at www.bangkokairportonline.com and news sites www.news.bbc.co.uk
- Customers should check the Foreign Commonwealth Office Website at www.fco.gov.uk/en/travelling-and-living-overseas/travel-advice-by-country/asia-oceania/thailand
- Thai Airways flight information number: + 66 02-3561111

- Hotline number for airport inquiries: + 66 02-1321882 and + 66 02-1321888.