

AXA COVER DIRECTIVE **HURRICANE IAN 28/09/2022**

If your trip has been disrupted by Hurricane Ian see below how your policy might cover you:

CANCELLING YOUR TRIP

As standard all our single or annual multi trip travel insurance policies cover cancellation of a trip if your outbound flight, departing from United Kingdom, is cancelled and no suitable alternative public transport is provided within 12 hours of the scheduled time of departure due to adverse weather conditions.

If you purchased a backpacker policy, unfortunately the policy does not provide cover for this eventuality and you should contact your travel provider for reimbursement.

CONTINUING YOUR TRIP

If your outbound or inbound flight, departing or returning to the United Kingdom, is delayed for more than 12 hours due adverse weather conditions, all of our policies offer a delayed departure benefit. This is designed to help pay for telephone calls, meals and refreshments purchased during the delay.

CONTINUING YOUR TRIP IF YOU'VE TAKEN OPTIONAL TRIP DISRUPTION COVER

If your policy offers and you have purchased our optional Travel Disruption Cover, this will provide an enhanced level of cover. We will then cover reasonable additional travel and accommodation expenses so you can continue your trip. We will only cover costs to the standard of the original booking and that cannot be claimed back from the travel provider.

Please note if you booked a package trip, the additional transport and accommodation expenses will be arranged by your travel provider so we will not be able to refund any additional costs except for the delayed benefit.

MAKING A CLAIM

If you need to make a claim under the policy, you should contact the travel provider for reimbursement in the first instance. If they do not refund the additional expenses, then you can submit a claim online by accessing your [Customer Zone](#).