

AXA COVER DIRECTIVE London Airport Strikes - 2019

A number of strikes are planned for London Heathrow, London Gatwick and London Stansted airports on the 5 and 6 August and 23 and 24 August.

Around 4,000 people are planning on striking, including security guards, engineers, passenger service operatives and passenger service drivers.

For passengers due to travel during this time, we have put together the following advice:

In all circumstances you should contact your tour operator, transport or accommodation provider in the first instance to understand your travel options and what amendments or refunds will be provided.

If you are stranded abroad, we will automatically extend your insurance until you can safely return to the UK for no additional insurance premium, providing you return on the earliest possible flight (subject to availability).

You should always refer to your policy documents to understand the cover you have in place.

Flights to and from home

Depending on the length of the delay, cover may be provided under the 'Delayed Departure' or 'Disruption or Delay to Travel Plans' sections of your policy. To understand the cover you have for delays, please refer to your policy documents.

Connecting Flights / Ferries / Trains / Cruises

Cover for may be provided under the 'Missed Departure' or 'Travel Disruption' sections of your policy, for:

- » Reasonable additional travel (including taxis and hire cars) and accommodation (room only) costs if you fail to arrive at the departure point in time to join the connecting flight, ferry, train or cruise.

Please note: There is no cover if you decide not to travel or try to curtail a trip due to concerns about the possibility of a strike.

Delays at Security

There is no cover under AXA underwritten travel insurance policies where you have been unable to make your flight due to delays at security. You should always check the airports advice around security and allow yourself plenty of time.

If you have concerns about delays speak to tour operator, transport or accommodation provider to understand your options.

Advice not to go to Airport

In the event you are advised not to travel to the airport you should immediately contact your tour operator, transport or accommodation provider to understand your travel options and what amendments or refunds will be provided.

Travelling with Medication

Before travelling it's always a good idea to make sure you have enough medication with you. Please speak to your GP to ensure you have enough medication for your trip and have some spare just in case of a delay.

European Union (EU) Regulations

If a flight you're booked on is delayed or cancelled you may be entitled to compensation:
<https://ec.europa.eu/transport/themes/passengers/air>

Should you have any further questions, please contact us on 0203 137 8981.