

AXA COVER DIRECTIVE Sri Lanka Attacks, 29th April 2019

Overview

Late on 25th April 2019 the Foreign and Commonwealth Office (FCO) advised against all but essential travel to Sri Lanka, due to the evolving security situation following the attacks on 21st April 2019.

A nationwide curfew is in place, 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.

If your customer is in Sri Lanka and is already due to return or now wishes to do so, they should keep in regular contact with their airline and travel company (where applicable) to ensure they are aware of arrangements that may be in place for customers. If travelling independently, the customer should make their own arrangements to leave via commercial means.

Cancellation

Cancellation of a trip to Sri Lanka up to 12 May 2019 (inclusive)

- » All customers must be directed to their tour operator or transport and accommodation provider in the first instance for a refund of costs.
- » Where a customer has costs that will not be covered by the tour operator or transport provider and the customer can provide written evidence detailing this and any refunds they have received, please direct the customer to contact the relevant claims team for consideration.

Cancellation of a trip to Sri Lanka up to 12 May 2019 (inclusive)

- » There is no cover for the cancellation of a trip for fear of further terror events.
- » All customers must be directed to their tour operator or transport and accommodation provider in the first instance for a refund of costs.

Cancellation of trips to other destinations around the world for fear of further attacks (where there is no FCO advice in place)

- » There is no cover for cancellation of a trip to other destinations around the world due to the heightened fear of a terrorist attack.

Curtailement

Curtailement of a trip from Sri Lanka

- » All customers must be directed to their tour operator or transport and accommodation provider in the first instance for a refund.
- » Where a customer has costs that will not be covered by the tour operator or transport provider and the customer can provide written evidence detailing this and any refunds they have received, please direct the customer to contact the relevant claims team for consideration.

Additional costs incurred to return to the UK

- » All customers must be directed to their tour operator or transport and accommodation provider in the first instance for a refund of additional costs incurred.
- » Where a customer has costs that will not be covered by the tour operator or accommodation provider and the customer can provide written evidence detailing this and any refunds they have received, please direct the customer to contact the relevant claims team for consideration.

FAQ

Q- I'm no longer travelling to Sri Lanka; can I have a refund on my travel insurance?

A- You can only obtain a refund if you're within the cooling off period of your policy which is the first 14 days after you received your policy documents and no claim has been made.

Please refer all cases falling outside the 14 day cooling off period with exceptional circumstances where you feel a refund is due to the customer into your AXA Insurance contact for consideration.

Q- I am now travelling to an alternative country am I still covered?

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

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

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