

Important information regarding:

Issued: 18 September 2017

This advice applies to customers who are concerned or may be affected by the Auckland Airport fuel crisis.

Background

The ability of Auckland Airport to supply aircraft with fuel has been affected by a damaged fuel line that may take a number of days to repair. A number of flights both domestic and international have been affected and it is anticipated that a number of ongoing flights will continue to be affected until such time as the supply of fuel has been returned to normal.

http://www.nzherald.co.nz/business/news/article.cfm?c_id=3&objectid=11923427

For all policies issued on or before 17 September 2017 – International Policies

We consider this event to be outside of the affected airline's control.

Special Events

If due to an unforeseeable circumstance outside of Your control Your Journey would otherwise be delayed resulting in You being unable to arrive in time to attend a wedding, funeral, prepaid conference, 25th or 50th wedding anniversary or sporting event, which cannot be delayed due to Your late arrival, We will pay for the reasonable Additional cost of using alternative public transport to arrive at Your destination on time.

Travel Delay

If Your pre-booked transport is temporarily delayed during the Journey for at least 6 hours due to an unforeseeable circumstance outside of your control, We will reimburse You up to \$500 for reasonable additional accommodation and meal expenses. We will also reimburse up to these limits again for each full 24 hour period that the delay continues beyond the initial 6 hour delay.

Amendment or Cancellation Cover

- There is cover for reasonable amendment or cancellation costs if existing travel plans are directly affected by the event. We will not pay more for rearranging (amending) the journey than the cancellation costs which would have been incurred had the journey been cancelled.
- There is no cover available for any portions of the Journey that have been utilised.

Remember, all reasonable steps must be taken to mitigate out of pocket expenses.

Please ensure that You contact Your airline in the first instance to check their response to the current crisis as a number of airlines are offering amendments and refunds for affected flights.

For all policies issued on or before 17 September 2017 – Domestic Travel Insurance**Cover for unforeseeable circumstances outside Your control if You:**

- have to cancel Your journey prior to leaving home. We will pay the non-refundable costs of Your pre-paid accommodation, transport and Air New Zealand Holidays package arrangements up to \$2,000; or
- are on Your journey and have to re-arrange it. We will pay the reasonable additional accommodation and transport expenses incurred on Your journey up to \$2,000.

Policy cover for policies issued after 17 September 2017

Travel insurance provides cover for unforeseen events only.

- There is no cover for amendment or cancellation costs for policies issued after 17 September 2017 as this event is no longer deemed an unforeseen event.
- If you decide to change your travel plans, we encourage you to speak with your travel agent or transport provider as soon as possible to minimise your out of pocket expenses.

Important general advice

This information must be read in conjunction with the [Policy Wording](#) as certain terms, conditions, limits and exclusions apply. These terms, conditions, limits and exclusions are detailed in the [Policy Wording](#) and in particular we draw your attention to 'The Benefits' and 'General Exclusions' sections of the [Policy Wording](#).