Travel notification statement form

DTW1991 Travel+ products

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| **Event Name:** | Coronavirus |
| **Date of event:** | 23/01/2020 |
| **Type of event:** | Disruption to travel due to epidemic |
| **Distribution channel(s) for statement:** | 1. Sent to brokers 2. Information for BIBA on our approach in the form of an email 3. Notification page on the Travel portal for Travel users 4. DTW website? |
| **Source(s) of information:** | BBC News, FCO and Travel media |
| **Upload date of statement:** | ASAP |
| **Draft versions:** | 0.1, 0.2, 0.3 |
| **Notes:** |  |
| **Statement title:** | DTW1991 travel policies Coronavirus guidance |
| **Statement body text:** | Following the outbreak of Wuhan novel coronavirus (WN-CoV) in China, the Foreign and Commonwealth Office (FCO) has updated its advice on to advise against all travel to Wuhan city, Hubei province and against all but essential travel to the rest of mainland China.  We are aware your clients may have some queries regarding the FCO advice and their travel plans:  **If your client is already in China, then please ask them to contact our 24/7 Emergency Assistance company for advice on curtailing their trip.**  The DTW1991 Emergency Assistance line can be contacted on Tel: +44(0) 20 8050 1991  Email: [operations@maydayassistance.com](mailto:operations@maydayassistance.com)  **If your client has booked a trip to China:**  Your client may be able to claim under their Travel+ policy if they meet the following criteria:   1. They bought their travel insurance and booked their holiday before the outbreak was a known event. They must have purchased both before 23rd January 2020 when the FCO made their initial advices. 2. Your client must have tried to reclaim any lost costs from their tour operator, travel or booking agent, accommodation and transport providers or bank and credit card provider, who will be able to provide them with specific advice on their travel plans, offer an alternative destination or offer refund of monies paid where the FCO have advised against all travel or all but essential travel to the region they were planning on travelling to. 3. Once you or your client has checked and confirmed that they are unable to get compensation for all their lost or additional costs they should submit a claim on the Travel+ policy.   The DTW1991 claims line can be contacted on Tel: 01623 683 585  Email: [claims@ias-health.com](mailto:claims@ias-health.com)  The outbreak of Coronavirus in China is a rapidly developing situation and we would strongly advise anyone planning to travel to the region to look at the guidance issued by the Foreign and Commonwealth Office (FCO) which is updated on a regular basis. |
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