

HONG KONG PROTESTS

TRAVEL ADVISORY

Information

Hong Kong's Airport Authority has reported that hundreds of flights have been cancelled after a sit-in protest at Hong Kong International Airport. Hong Kong's national carrier, Cathay Pacific Airways Ltd is also being impacted by strikes. Several other carriers have cancelled flights and this is likely to impact thousands of travellers.

If you are in Hong Kong and find yourself in a vulnerable location, please follow the advice of the local authorities and the Ministry of Foreign Affairs and Trade (MFAT).

Follow <https://www.safetravel.govt.nz> for up to date information about the situation.

If you are covered by a travel insurance policy that is issued and managed by Allianz Partners and you need Emergency Assistance, call +64 9 486 6868 (worldwide collect).

How will your travel insurance policy respond to this situation?

A travel insurance policy provides a number of benefits, conditions, limits and exclusions that may be relevant to your travel plans. Your cover will depend on the type of plan you purchased and your circumstances.

If you are covered by a travel insurance policy that is issued and managed by Allianz Partners, we will assess all claims in accordance with the Policy Wording and the Certificate of Insurance.

If you entered into a policy before 12PM (NZT) Tues 6 August, 2019:

If you are currently travelling:

It is always our priority to assist our customers where possible and within our ability to do so.

- As always, if you need medical advice or emergency medical assistance please contact our 24-hour Emergency Assistance team. Speak to the local operator and ask to be put through reverse charge to +61 7 3305 7499.
- If your transport is delayed or cancelled or your accommodation is affected due to these strikes, you may be able to claim for additional travel, accommodation and meal expenses (if your return to NZ is delayed as a result of this activity, we will automatically extend your cover until you can reasonably return).

If you have not yet departed*:

- If your pre-booked travel arrangements are cancelled, delayed or rescheduled by your travel provider as a result of these strikes, you may be able to make a claim for cancellation or rearrangement of your journey. Please refer to your Policy Wording for the terms, conditions, limits and exclusions that apply.
- If your travel arrangements have been affected, contact your travel agent or travel provider regarding the best option to alter your trip. Some travel providers may provide penalty free options to amend travel arrangements and they should be able to provide further details.

*Terms, conditions, limits and exclusions apply under your policy. For full details, you should refer to the Policy Wording and Certificate of Insurance you received when you purchased your travel insurance.

If you entered into a policy after 12PM (NZT) Tues 6 August, 2019:

We would expect that this was done with awareness of the Hong Kong protests. For these policies, we will not pay any claim caused by or in any way connected with this event. Our policies do not cover claims for losses caused by something that you were aware of at the time of purchasing your policy.

What next steps should you take?

- You should try to minimise your expenses including rearranging your journey where possible. If you have been using, for example, two-star accommodation on your trip to date, then any replacement accommodation should be of a similar standard.
- Keep all receipts for any additional transport, food or accommodation expenses. If you are claiming cancellation or additional expenses, you will need to submit documents showing what your original planned pre-paid arrangements were, along with any receipts and documents showing your new arrangements, and advice from the travel provider indicating the non-refundable portion of the journey.

How to contact us

- If you have any general queries, please contact Allianz Partners on 0800 800 048 or +64 9 486 0048.
- In an emergency, contact Emergency Assistance on +64 9 486 6868.
- To make a claim visit our website www.claimmanager.co.nz
- We will publish this and any updated travel insurance advisories on our website: www.allianzpartners.co.nz