

## Auckland Airport aviation fuel shortage

There is currently an aviation fuel shortage at Auckland Airport. This is impacting both domestic and international flights in and out of Auckland.

If your travel arrangements have been affected, please contact your travel agent or travel provider regarding the best option in altering your trip. Some travel providers may offer penalty free options to amend travel arrangements and we recommend you contact them first for further details.

You may be able to claim for cancellation or rearrangement of your journey if your pre-booked travel arrangements are cancelled, delayed or rescheduled as a result of this aviation fuel shortage.

### **If you purchased your policy prior to 10:00am (NZT) on Sunday 17 September 2017**

If you purchased a policy **prior to 10:00am (NZT) on Sunday 17 September 2017** and your pre-paid plans have been impacted by the aviation fuel shortage at Auckland Airport, there may be cover if you have to alter your plans. In this instance, subject to the benefit limits of your policy, you may be able to claim for your actual and reasonable additional alteration costs or unused, prepaid costs (whichever is the lesser).

### **If you purchased your policy on or after 10:00am (NZT) on Sunday 17 September 2017**

Our policies do not cover claims for losses caused by something that you were aware of at the time of purchasing your policy. If you purchased a policy **on or after 10:00am (NZT) on Sunday 17 September 2017**, we would expect that this was done with an awareness of the aviation fuel shortage at Auckland Airport.

You will still have cover however, for other unexpected events according to the terms and conditions of your policy.

### ***Policy Coverage***

We will assess all claims in accordance with your Policy Wording and your Certificate of Insurance. If you have any queries about your policy benefits please contact our Allianz Global Assistance Information Hotline on **0800 800 048 or +64 9 486 0048**.

### ***If you need to make a claim, what next steps should you take?***

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 can we help?**

AWP Services New Zealand Limited  
Trading as Allianz Global Assistance  
PO Box 33-313,  
Takapuna, Auckland 0740

[www.allianzworldwidepartners.co.nz](http://www.allianzworldwidepartners.co.nz)

Claims enquiries to:

Allianz Global Assistance  
P O Box 112316  
Penrose, Auckland 1642  
Phone: 0800 630 117  
Fax: +64 9 489 8167  
Email: [travelclaims@allianz-assistance.co.nz](mailto:travelclaims@allianz-assistance.co.nz)

Where possible, ensure any replacement accommodation and additional expenses are of a similar standard to that of the rest of your journey.

Please note that any compensation and/or refunds you receive from a third party (e.g. airline) for transport, food or accommodation will be deducted if your claim is accepted. Normal policy excesses will apply.

## Contact us

- If you have any questions or queries, please contact our Allianz Global Assistance Information Hotline on **0800 800 048** or **+64 9 486 0048**.

We will publish this and any updated travel insurance advisories on our website:

<http://www.allianzworldwidepartners.co.nz>

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Claim lodgement to: [travelclaims@allianz-assistance.co.nz](mailto:travelclaims@allianz-assistance.co.nz)