



# Travel Claims

## Documentation required

*to be presented along with a completed Claim Form, the Policy Schedule/Policy Details, airline, ship or cruise ticket, Photocopy of ID card or Passport*

Loss Types	Documentation Required	Comments
<b>Baggage Damage</b>	Original Damage Report (Property Irregularity Report) Original Luggage Tags and Boarding Pass Photos of Damaged Baggage	issued on arrival by airline representatives of flight during which the damage occurred
<b>Baggage Delay</b>	Original Initial Report (Property Irregularity Report) Original Delivery Report Original Luggage Tags and Boarding Pass	issued on arrival by airline representatives presented by airline representatives on baggage delivery of flight during which the delay occurred
<b>Lost Baggage</b>	Original Initial Report (Property Irregularity Report) Original Followup Report - declaring lost baggage Proof of Ownership of Missing Items Original Luggage Tags and Boarding Pass	issued on arrival by airline representatives issued by airline representatives following 30 days receipts/guarantees/booklets/manuals/boxeschargers of flight during which the delay occurred
<b>Medical Expenses</b>	Original Medical Report Original Receipts for Related Medical Expenses	issued by doctor who examined you abroad namely doctor's fees and prescribed medication
<b>Theft or Loss</b>	Original Police Report or Security Report Original Loss Report (Property Irregularity Report) Detailed List of Stolen/Missing Items Proof of Ownership of Missing Items Money Exchange Slip/Bank Withdrawal Statement	issued at location of theft/loss only if theft/loss occurred from baggage during a flight and discovered on arrival if more than one item has been stolen/lost receipts/guarantees/booklets/manuals/boxeschargers in the event of theft/loss of money
<b>Cancellation</b>	Travel Itinerary Invoices/Receipts Medical Report Death Certificate (if reason for cancellation)	incl. tour programme, accomodation details, excursions for prepaid expenses – flights, accomodation, excursions stating nature of illness and reason for cancelling trip stating cause of death
<b>In the event of cancellation, clients are to notify travel agent/airline immediately for refund of taxes and surcharges</b>		
<b>Hospital Benefit</b>	Original Medical Report Hospital Discharge Letter	issued by doctor who examined you abroad showing date of admission and date of discharge from hospital
<b>Delayed Departure</b>	Printed confirmation from Carrier or Authorities	stating reason for delay and number of hours in delay
<b>Missed Departure</b>	Printed Confirmation from Transport Company Dated Photographic Evidence	stating reason for delay and number of hours in delay by mobile or otherwise, showing any traffic jams, accidents, breakdown of vehicle etc

Loss Types	Documentation Required	Comments
<b>Hijack</b>	Printed confirmation from Carrier or Authorities	stating the number of hours in restraint from travel
<b>Cancelled Services</b>	Printed confirmation from Carrier or Authorities	stating reason for cancellation and reschedule of service
	Receipts	of additional travel and accommodation expenses incurred during an overstay abroad
	Receipts	of prepaid expenses should you choose to cancel your holiday
<b>In the event of cancellation, clients are to notify travel agent/airline immediately for refund of taxes and surcharges</b>		
<b>Coronavirus Extension</b>	Please refer to the sections applicable for the documentation required in relation to your claim due to coronavirus - Medical Expenses, Cancellation, Hospital Benefit and Missed Departure	
<b>Hire-Vehicle "Excess"</b>	Photocopy of Invoice/Receipt	showing the excess charged by the rental company
	Photocopy of Invoice/Receipt	shows a detailed breakdown or repairs (if claim is for less than the policy limit)
	Dated Photographic Evidence	by mobile or otherwise, showing damages, accidents, breakdown of vehicle etc
	Original Police Report or Security Report	in the event of stolen/lost items, issued at location of theft/loss
	Original Police Report	in the event of a major traffic accident
<b>Continental Motoring</b>	Photocopy of Invoice/Receipt	showing a detailed breakdown of repairs
	Photocopy of Invoice/Receipt	for incurred transportation and accommodation expenses
	Dated Photographic Evidence	by mobile or otherwise, showing damages, accidents, breakdown of vehicle etc
	Original Police Report or Security Report	in the event of stolen/lost items, issued at location of theft/loss
	Original Police Report	in the event of a major traffic accident
<b>Slalom Extension</b>	Original Police Report or Security Report	in the event of stolen/lost items, issued at location of theft/loss
	Original Loss Report (Property Irregularity Report)	in the event that theft/loss occurred during the flight and discovered upon arrival
	Detailed List of Stolen/Missing Items	if more than one item has been stolen/lost
	Proof of Ownership of Missing Items	receipts/guarantees etc
	Invoice/Receipt	for prepaid unrefundable green fees or hired equipment
Medical Report	confirming injury/illness preventing you from skiing	

**For any enquiries please call on 8007 3434**



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