

## Important Information Regarding: Jetstar Strikes

**Issued: 12 December 2019**

### Background

On December 11<sup>th</sup> 2019, Jetstar announced that over one hundred flights were being cancelled over the next few days in preparation for pilots and ground staff walking off the job. It's been reported that the impact on international flights is expected to be minimal.

Reportedly around 5 per cent of passengers due to fly this weekend will not be able to travel on their booked flights, and whilst 80 per cent of flights will operate as scheduled, other services may be rescheduled and consolidated with larger aircraft where passengers will be moved onto other Jetstar or Qantas flights.

We are aware that Jetstar passengers with flights scheduled between December 13<sup>th</sup> and 20<sup>th</sup> may be entitled to full refunds of their booked tickets. Please ensure that you confirm with the airline whether you are eligible for any such refund should you be directly affected by this event.

If you are planning to travel, we encourage you to contact your travel agent, airline or tour operator as soon as possible to discuss whether there have been any changes to your itinerary.

### Policy Wording

#### For policies/trips with the Relevant Time prior to December 11<sup>th</sup> 2019

If you have been directly affected by this event, there may be provision for you to claim for benefits provided by your travel insurance policy. Claims will be assessed in accordance with your Product Disclosure Statement and may vary depending on the type of policy you purchased.

#### If you have already departed

- If you are directly affected due by this event, there is cover (up to the nominated policy sub limits) for reasonable Additional transport and accommodation expenses.
- There is no cover if your existing travel plans are not directly affected.
- There is no cover available for any portions of your Journey that have been utilised.

#### If you have not yet departed

- If your pre-booked travel arrangements are cancelled, delayed or rescheduled as a result of this event you may be able to claim for cancellation or amendment of your journey. Please note costs to rearrange Your trip must not exceed the costs you would have incurred had you cancelled Your trip outright.
- You must take all reasonable steps to mitigate your out of pocket expenses and we encourage you to speak with your travel agent or transport provider as soon as possible to minimise these expenses.

#### To submit your claim, please remember:

- To keep all itemised receipts for additional purchases or costs incurred
- Obtain documentation from the travel provider confirming the length and reason for delay
- The easiest way to lodge your claim will be online via: <https://claims.travelinsurancepartners.com.au/>

**Costs that are not covered by your policy**

- Travel arrangements that have already been utilised
- Costs excluded or above the limits outlined in your PDS
- Costs that are incurred where your travel is not directly affected
- Where alternate travel is at a higher fare class than originally booked
- Depending on the policy benefit claimed and our assessment, there is no cover available for policies purchased on or after December 11<sup>th</sup> 2019 as the event is no longer considered unforeseeable

**For policies/trips with the Relevant Time on or after December 11<sup>th</sup> 2019**

There is no cover for policies issued after this date as it would no longer be deemed an unforeseeable event.

**Important general advice**

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

**Contact us**

If you have any further enquiries, please contact our Customer Service team on 1300 728 015 between 8.00am and 7.00pm Monday to Friday (AEDT).