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Hawaii and Maui wildfires – 9 August 2023

Government agencies and news outlets continue to report on the devastating wildfires affecting Hawaii and Maui islands, with evacuations taking place. A State of Emergency has been declared for Maui, and the Hawaii Tourism Authority advises: "Visitors who are on non-essential travel are being asked to leave Maui, and non-essential travel to Maui is strongly discouraged at this time."

If you are in the affected areas, follow the advice of local authorities at all times, including any evacuation orders. Call the US Emergency Services on 911 if you are in immediate danger. Travellers in and to these areas may experience disruption to their travel plans.

As the fires are being widely reported in the media, any policies purchased after 11.59pm AEST on Wednesday 9 August 2023 will not provide cover for losses arising from these events.

This does not impact cover provided by policies purchased prior to this time, subject to the terms of the policy.

If you're already travelling

If you're a COTA Travel Insurance customer/traveller and require emergency assistance due to this event, please contact our Emergency Assistance team as soon as it's practicable and safe to do so.

For the latest advice on travel in New Zealand, visit <http://smartraveller.gov.au/>

If you're planning to travel in these regions

Your policy can continue to offer cover in line with the policy terms and conditions. Note that the policy offers cover based on specific, listed insured events; also, you must be aware that policy exclusions still exist, including:

- for choosing to travel to or remain in a destination where there are Do Not Travel warnings in place.

All other terms, conditions, limitations and exclusions continue to apply.

Before planning travel, please check the government advice applicable to your policy and monitor media coverage.

If your travel plans are affected

If you need to change your travel arrangements, contact your airline, cruise company or travel agent for assistance in the first instance.

In the event you need to claim, you must do everything you can to minimise and reduce the cost of the claim and provide all supporting documentation of the event and expenses incurred. If you intend to submit a claim, please complete the claim form and if you need help doing this, contact us.

If you have any other queries, please get in touch.

<https://www.cota.com.au/contact-us/>