

Hurricane Irma – Travel Information

(Advice for the PDS effective 22 December 2016 as at 12 noon on Wed 6 Sept 2017, AEST)

Hurricane Irma is now a Category 5 and impacting the Caribbean, with flights and other services being affected. The storm is expected to continue to Florida over the coming days, with a state of emergency having been declared and mandatory evacuations underway in the Florida Keys.

Travellers are to closely monitor advice by local authorities and, where your travel plans are impacted, contact your travel providers in the first instance; they can best assist with making with alternative arrangements.

When you have purchased a policy before 5.00pm on Tuesday 5 September 2017 (AEST):

Cover is available for the lesser of cancellation or rearrangement costs when, as a result of the event, you have no alternative but to cancel or rearrange your upcoming trip. Refer to *Event 2.2 - Your flight, other scheduled transport or overnight tour is delayed, cancelled or rescheduled before your trip starts.*

Cover is also available for cancellation or extra trip costs when, as a result of the event, your flight, other scheduled transport or overnight tour is delayed, rescheduled or cancelled. Refer to *Event 3.2 - Your flight, other scheduled transport or tour is delayed – and it's not the operator's fault.* Other sections of the policy wording apply; please refer to the PDS for further details.

For policies purchased after 5.00pm on Tuesday 5 September 2017 (AEST), cover is not available for claims arising from or in connection with this event, as this event is no longer unforeseen.

Emergency Assistance and Contacts

If you have an emergency, please contact emergency assistance as soon as possible on +61 2 9234 3170 or +61 2 8256 1570. They are available 24 hours a day, 7 days a week. For the latest travel advice, refer to:

Department of Foreign Affairs and Trade
US National Hurricane Centre
US National Weather Service

smartraveller.gov.au
<http://www.nhc.noaa.gov/>
<http://www.weather.gov>

Any Questions?

Please contact the COTA Customer Service team on 1300 1300 50 or +61 8 8112 8110 or via our website at www.cota.com.au.

Claims Information

In the event of a claim covered by your policy, 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 lodge a claim, please complete the COTA claim form available from COTA Customer Service.

IMPORTANT

You should refer to your travel services provider and emergency assistance for direction when services have been delayed or cancelled due to the event; they can best assist you with making alternative arrangements.

- You must not take any needless risks, and you must do everything you can to minimise and reduce the cost of your claim.
- Cover will not apply where you have a change of mind or disinclination to travel, particularly where other options are available to keep travelling.
- Cover will not apply if your pre-paid transport or accommodation is not affected by the event but you choose not to continue with your plans. However, following arrival at your destination, if you then find that your scheduled transport or accommodation has been directly impacted, there is provision to claim.

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