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## Central European floods affecting your travel plans? Contact your insurer

Australians who believe their travel plans have been disrupted by record summer floods across central Europe should contact their travel insurance provider.

Large parts of Germany, Hungary the Czech Republic and Austria have been affected by floodwaters following heavy rainfall. The floods have displaced tens of thousands of residents, inundated residential and business areas as well as essential infrastructure such as roads and rail lines, and caused billions of dollars of damage.

ICA CEO Rob Whelan said Australian travellers should contact their travel insurance provider to see if they can be compensated for any cancellations they have experienced.

"Europe is a popular destination for Australian holidaymakers, with hundreds of thousands travelling each year to enjoy river cruises, coach tours and other tourism activities. Most travel insurance policies would cover cancellations caused by the floods, depending on the circumstances. If you think you have incurred a financial loss contact your insurer," he said.

"However, many insurers would have declared a blackout once the floods began, meaning many policies purchased after a set date would not allow claims relating to the floods. Contact your travel insurer or visit the insurer's website if you are unsure."

He said policyholders should:

- Check policy terms and conditions to see if they are covered for any loss they may have incurred
- Make sure their policy will cover any additional costs they wish to claim before they incur them
- Contact their insurer if they believe they have suffered a financial loss to clarify any concerns they may have about it, or to lodge a claim

Travellers are advised to visit the Australian Government's Smart Traveller website for up-to-date travel advice and information on the floods: [www.smartraveller.gov.au](http://www.smartraveller.gov.au)