

Friday July 10, 2015

Bali Flight Cancellations - Guidance for travellers

Travellers whose plans have been disrupted by the grounding of flights between Australia and Bali since last Wednesday (July 8, 2015) because of volcanic ash from the eruption of Mt Raung, Java, should contact their travel provider to make alternate arrangements.

Insurance Council of Australia CEO Rob Whelan said travellers should contact their travel insurer to clarify how their policy may be able to assist if their travel provider was not providing compensation or alternate arrangements.

Mr Whelan said the disruption caused by the volcano was a timely reminder for Australians to think about having the right insurance cover before they travel.

Though airlines are making arrangements for cancelled flights, travellers need to consider the potential impacts of not being able to arrive at their chosen accommodation on the designated date, needing to extend their stay overseas longer than originally planned or being forced to cancel tours or other arrangements, Mr Whelan said.

"Travel insurance policies vary from company to company; some will compensate for out-of-pocket costs incurred in some circumstances but it is important to familiarise yourself with the specific instances in which you are - and are not - covered before you travel," Mr Whelan said.

"If a policyholder has not been compensated by the travel provider, they can contact their insurance provider to clarify how their policy may be able to assist.

"Insurance policies cover the traveller for financial losses, not for inconvenience. If policyholders are in doubt about their policy inclusions and exclusions they should call their insurer to discuss their policy, or read their product disclosure statement."

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