

DETAILS OF DOCUMENTS REQUIRED TO SUPPORT CLAIMS

We require original copies of all documents and cannot accept photocopies or faxes

FOR ALL CLAIMS:

1. Travel Insurance Certificate.
2. Travel tickets, (Airline, Ferry, Coach, etc) unless returned to the Tour Operator for refund.
3. Travel itinerary.

FOR BAGGAGE / MONEY:

1. Police report / Representative's report.
2. In respect of money claims: currency conversion slips/copy of bank / building society statements or a letter from your bank confirming withdrawal of funds prior to your holiday.
3. In respect of personal effects claims, Insurers require claims to be supported by evidence of ownership and original purchase price. Please mail original purchase receipts, guarantee cards, instruction manuals, credit card slips / -statements or original insurance valuations to confirm ownership of the items being claimed. Replacement estimates / receipts do not prove ownership and are not acceptable.
4. In the event of property being lost by the carrier: the Property Irregularity Report, tickets and baggage tags.
5. If claiming for damaged items, the estimate of repair.

FOR PERSONAL ACCIDENT:

1. Medical Certificate (forming part of this claim form) to be completed.
2. Death Certificate in addition to the completed Medical Certificate.
3. Letter from the treating Doctor abroad confirming the date and extent of your injuries.

FOR CANCELLATION / CURTAILMENT:

1. The Tour Operator's Cancellation Invoice showing charges incurred.
2. Proof of reason for cancellation, e.g.:
 - (a) Medical - Medical Certificate (forming part of this claim form) to be completed.
 - (b) Death - Death Certificate in addition to the completed Medical Certificate.
 - (c) Redundancy - letter from employer confirming the date you were first made aware of redundancy & length of service.
 - (d) Jury Service or Court Attendance - the Court Subpoena.

FOR MEDICAL EXPENSES / HOSPITAL CONFINEMENT / CURTAILMENT:

1. All original receipts for expenses incurred.
2. Additional travel tickets.
3. For claims in respect of hospitalisation abroad, the Medical Certificate must be completed by your usual UK Doctor.
4. If hospitalised, written confirmation from the hospital concerned of date / time admitted and discharged.
5. Letter from the treating Doctor abroad confirming the medical necessity to return home to the U K earlier than planned.
6. Medical Certificate is to be completed for claims for curtailment resulting from illness / death which occurred in the UK.

FOR DELAYED DEPARTURE:

1. Written confirmation from the carrier stating all the following:
 - (a) Exact reason for the delay.
 - (b) Original departure time and date.
 - (c) Actual departure time and date.

FOR MISSED DEPARTURE:

1. Receipts for additional charges incurred.
2. Written confirmation stating the cause of the claim from Train / Coach Company or from a garage / AA / RAC etc.

FOR LOSS OF ACTIVITY/DIVING DAYS:

1. Statement from the Dive Centre proving the value of the days lost due to illness.
2. Medical certificate from the local doctor confirming medical necessity to curtail diving during the travel period.