

Travel insurance information for Fiji

This information concerns the recent cyclone in Fiji and applies to travel insurance policies issued prior to 14 December 2009. The Fiji Meteorological Service advised on 14 December that “a tropical cyclone storm warning is now in force for Yasawa and Mamanuca, Viti Levu, Beqa, Kadavu and nearby smaller islands. A gale warning remains in force for the rest of Fiji”. We understand flights into Fiji on 14 December were cancelled or diverted elsewhere, but normal service was resumed on 15 December.

What do you need to know about your policy?

If you are currently travelling and you have been injured as a result of the cyclone we are able to assist you and your policy includes cover for emergency medical expenses.

- » If you need emergency medical assistance please contact our 24 hour Emergency Assistance team on +61 7 3305 7499 reverse charge or 1800 010 075 free call within Australia.
- » Your policy also includes cover for additional accommodation and travel expenses if transport services have been cancelled, delayed or rescheduled as a result of the cyclone.

If you have not yet departed, your policy includes cover for cancellation or rearrangement of your journey, whichever is less. If you are already travelling, your policy includes cover for the unused portions of your journey if your pre-booked travel arrangements have been cancelled, delayed or rescheduled or your accommodation has been rendered uninhabitable by the cyclone.

- » We recommend you contact your travel agent or travel provider regarding the best option in altering your trip. Some airlines are providing penalty-free options to amend travel arrangements and we also recommend you contact your airline for further details.
- » There is no provision to claim for cancellation or rearrangement expenses for the utilised portions of your travel arrangements or if they are operating as scheduled.

What next steps should you take?

- » You should take all reasonable steps to minimise your expenses and this includes rearranging your journey where possible.
- » Please submit your travel insurance claim to us for consideration.
- » We will assess your claim under the terms and conditions of your travel insurance policy. Please note that if you have a cancellation only policy, your policy does not include cover for additional expenses or overseas medical expenses.
- » You will need to submit all receipts for any additional accommodation and transport expenses. If you are claiming cancellation expenses you will need to submit all documents showing what your original planned pre-paid arrangements were, along with any receipts and documents showing your new arrangements.

Contact us

- » If you have questions or queries, please contact our Mondial Assistance Information Hotline on 0800 630 117