

COVID-19 Claims Process/Checklist for Loss of Deposits or Forfeited Expenses

Our goal is to ensure that we provide a thorough and efficient claims process for our clients. Therefore, please carefully read all of the information below.

Your assistance in complying with all of the requirements below will assist with a quicker assessment of your claim.

Prior to submitting your claim:

- Approach all of the providers (Travel Agents, Airlines, Hotel, Tour Operators etc) to fully discuss cancellation fees, refunds, postponements etc including refundable and non-refundable components. In particular, for airlines refer to their cancellations, refunds and “holding fares in credit” policy.
- For proposed trips that require progressive deposit or instalment payments, speak to your various providers with respect to whether these can be put on hold until a later date.
- Please note that airline providers are responsible for refunding taxes, GST, duties and airport charges and these are required to be claimed from the airline.

When submitting a claim please ensure the following are provided:

- A completed claim form with reference to any attachments to the claim form (Refer to Attachment 1, or refer to Attachment A), e.g.: “spreadsheets” etc if there is insufficient space on the claim form
- The trip itinerary - including dates and specific destinations
- The number of persons travelling. Please note: If claiming under a Corporate policy then your insurer will also require clarification of that person’s status/entitlement to claim against the policy.
- Itemise the costs for the trip into clear and distinct categories and also itemise any refunds or credits received against each category.



For example:

1. *Airfares*
 2. *Accommodation*
 3. *Tours*
 4. *Other*
- The cancellation terms and conditions for each booking. In particular, any reference to queries that have been undertaken with each service provider.

