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Iceland Volcanic Ash: Advice for travellers

25 May 2011

Present Situation:

The Grímsvötn volcano in Iceland erupted on 22 May (local time) as reported in the mass media. The subsequent plume of volcanic ash has caused some disruption to scheduled flight services in Iceland, northern areas of the United Kingdom and parts of Norway and Denmark. While the situation is currently evolving, it is not expected that airspace closures and subsequent flight cancellations will be as extensive as in the aftermath of the 2010 Eyjafjallajökull eruption, according to the New Zealand Herald*.

Advice for Policy Holders:

Travellers who think their planned itineraries may be affected by volcano related flight disruptions should contact their airline in the first instance to obtain confirmation of the current status of their flights.

In the event of your planned itinerary being disrupted, please check with your travel agent, airline, and/or accommodation provider to see what costs they will meet or amendment concessions or refunds they are prepared to provide.

You can also contact the Travel Guard emergency assistance line for advice. The 24 hour Travel Guard assistance phone number can be found on your policy documentation. Alternatively you can contact the Chartis claims team on **+64 (9) 355 3072** during normal business hours.

In all circumstances, claims will be assessed based on their individual circumstances and merits and in accordance with the terms, conditions and exclusions of the relevant policy wording. Policy holders are advised to check their particular policy wording for eligibility, limits of coverage and the type of expenses that can be claimed.

*as reported on 25 May 2011 in

http://www.nzherald.co.nz/world/news/article.cfm?c_id=2&objectid=10727862