

How to make a Travel Claim

Fact sheet

Documentation Required

Your insurer will require evidence to support your claim. Examples of requirements are as follows

Cancellation or Curtailment

- The original booking confirmation which confirms the dates and cost of travel
- Where relevant, confirmation from the travel provider that the trip has been cancelled and details of the refund that may or may not have been issued
- Where relevant, a letter from a practicing GP confirming the claimant is unable to travel.

Medical Expenses

- The original booking confirmation which confirms the dates of travel
- Receipts for any emergency costs incurred.

Loss or Theft of belongings or baggage

- Police report or reference
- Original purchase receipt for lost/stolen items along with estimates for the replacement costs
- If original purchase receipts are not available insurers may ask for proof of ownership such as
- photographic evidence, manuals, instruction books etc.
- Evidence of stolen cash e.g. bureau de change receipts or bank statements
- Lost baggage must be reported to your travel provider and insurers will request written confirmation that the travel provider is unable to refund the costs.

Exclusions and Excess

Don't forget the policy exclusions; you will need to refer to your documentation for the details.

Some examples of these are as follows:

- If you choose not to travel (disinclination) then cover will not apply for cancellation of your trip.
- Insurers may not provide cover for any pre-existing medical conditions
- Cover will not be available if you travel against the advice of your GP
- Hazardous and dangerous sporting activities such as paragliding, free mountaineering, rock climbing

Some insurers will apply a policy excess, you should refer to this in your documentation before you make a claim.

Call D E Ford to register a claim

If you think you will need to lodge a travel claim, please contact us and we will send you the necessary claim form along with details of what documents are required.

Upon receipt of all the details we will notify your insurers and liaise with them directly to ensure a prompt and satisfactory outcome of your claim.

Mon - Fri 8:30am - 5:15pm

01904 784141 | claims@deford.co.uk

Out of hours (after 5:15pm on weekdays and at weekends)

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