

Important Information Regarding: Philippines island of Boracay

Issued: 06 April 2018

Background

We are aware the Philippines has announced the impending closure of popular tourist destination Boracay due to concerns regarding the sustained environmental damage to the island.

Due to commence later this month, the total closure will impact tourists who were travelling to the island for the majority of 2018, with President Rodrigo Duterte to instigate the six month closure from April 26.

Policy coverage:

Government intervention is a general exclusion on all our policies therefore claims for any costs incurred as a result of these events are excluded.

General Exclusions

We will not pay for:

“claims arising from any government intervention, prohibition, regulation or restriction or court order.”

If you are due to depart Australia for the Philippines island of Boracay, we recommend that you contact your travel services provider as soon as possible to ascertain whether your travel plans are affected.

Important general advice

This information must be read in conjunction with the Product Disclosure Statement (PDS) as certain terms, conditions, limits, and exclusions apply. These terms, condition, limits and exclusions are detailed in the PDS and in particular we draw your attention to ‘The Benefits’ and ‘General Exclusions’ section of the PDS.

Contact us

If you are travelling and require travel or medical assistance, please contact our 24 hour emergency assistance team on +61 2 8907 5584.

For any general enquiries regarding the event please contact our Customer Service team on 1300 135 640 between 8am and 7pm Monday to Friday, 9am to 4pm Saturday and 10am to 3pm Sunday.