

TRAVEL DELAY, MISSED DEPARTURE & ABANDONMENT **CLAIM CHECKLIST**

The attached claim form and relevant documents from the checklist below should be sent to us if you have to claim for travel delay benefit, additional travel & accommodation costs as a result of missed departure or cancellation charges as a result of abandonment of the entire trip. This list is not exhaustive and we may ask for further evidence once we review your claim.

A claim number will be notified to you once we have validated your details.

Proof of insurance and any medical endorsements –

POLICY OR CERTIFICATE OF TRAVEL INSURANCE / VALIDATION CERTIFICATE - your claim will be delayed if you do not submit this. (Please note this is NOT the ATOL certificate) We do not need the policy booklet.

Employer's details and policy number where you are insured under a company scheme, insurance reference number etc.

Proof of travel –

This must show total cost of the trip, the names of all passengers, the date of booking and the travel dates and come from the tour operator or airline. If you booked independent arrangements (i.e. car hire, travel tickets, accommodation etc.) please send the booking invoice for each item

If you booked your trip over the internet please ALSO send copies of the confirmation emails you received

If you booked your trip through a travel agent please ALSO send copies of the agents booking confirmation

Evidence to support travel delay claims –

Written evidence from the carrier (airline, coach company, cruise company, rail line etc.) confirming the exact reason for the delay together with the original date and time of departure and the eventual date and time of departure

Evidence to support missed departure claims –

Written evidence proving pre booked public transport & itinerary

Original unused tickets

Receipts/tickets for additional travel and accommodation expenses

Proof of breakdown or accident to your vehicle

Written evidence from the carrier (airline, coach company, cruise company, rail line etc.) confirming the exact reason for the cancellation or curtailment of the scheduled public transport and the date & time the cancellation was notified

Evidence to support abandonment claims –

Cancellation invoice or "No Show" letter issued by the tour operator or airline

Written evidence from the carrier (airline, coach company, cruise company, rail line etc.) confirming the exact reason for the delay, the date & time you cancelled the booking together with details of any alternative travel arrangements offered to you

Other insurance –

If you have submitted a claim connected to this one to another insurance company please send copies of all correspondence

To help you with your claim our FAQs can be viewed at www.reactiveclaims.com

Reactive Claims

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Main Office: 01420 383010 | Fax: 01420 558111 | Web: www.reactiveclaims.com

TRAVEL DELAY, MISSED DEPARTURE & ABANDONMENT CLAIM FORM

Please answer **ALL** questions using **BLOCK CAPITALS**

Please note that ALL persons claiming under this insurance MUST be listed on the General Details page if we are to consider their claim.

1. Precise cause of delay:		2. Name of carrier (airline, cruise line, rail, coach company etc.)	
4. Scheduled departure point (airport/port etc.):		3. Length of delay: hours mins	
6. Actual departure point (airport/port etc.):		5. No. of people claiming:	
8. Scheduled pre-booked departure date: / / hours mins		Office use ONLY	
9. Actual NEW departure date: / / hours mins			
7. Incident date: / /			

Travel Delay cover provides a set benefit payment based on the number of hours you were delayed and does not cover incidental expenses.

Additional information required for TRIP ABANDONMENT claims

10. Date & time you actually checked in: / / hours mins	11. Details of the next available departure offered to you by the carrier:
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12. Please complete the table below: -

TYPE	COST	REFUND	BALANCE CLAIMED	13. TOTAL CLAIMED £
Packaged holiday				Insurance premiums are NOT refundable
Tickets				
Accommodation				Office use ONLY
Pre booked excursions				
Other (please specify)				

Additional information required for MISSED DEPARTURE claims

14. Please give details of the incident leading to your missed departure:	
15. Means of transport used to get to your international departure point:	16. If delayed by public transport did the service provider offer alternative transport arrangements? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, please provide details:
17. Date & time you left home/ the resort: / / hours mins	18. If this claim results from a motor vehicle accident involving a third party please provide the following: a) Third party name & address b) Insurer name & address c) Policy number d) Vehicle make, model & registration
19. Scheduled international departure check-in time: hours mins	
20. Scheduled date & time of Int. departure: / / hours mins	
21. Date & time of eventual departure: / / hours mins	

22. Please list all expenses for which you are claiming. Please number the receipts and cross reference them against the expenses schedule below. *See example highlighted below – continue overleaf if necessary*

RECEIPT No.	DATE	NATURE OF EXPENSE	CURRENCY	AMOUNT PAID	23. TOTAL CLAIMED £
1	01/01/2013	Flight tickets	£	268.00	Office use ONLY

24. Have you or any other claimant listed made any previous claims under a travel insurance policy? Yes No If yes, please provide details:

25. Do you have any other insurance that may cover this claim e.g. through your bank account or employer? Yes No If yes, please provide details overleaf:

26. Has a claim been submitted to any other company, including the airline, in respect of this trip by any of the other party members? Yes No If yes, please provide details overleaf:

27. Name, address and policy number of home contents insurance: