



Auckland Airport fuel crisis

Auckland Airport has a fuel shortage due to an interruption of its supply. Until this is repaired flights are being delayed and cancelled. See <https://www.aucklandairport.co.nz/> for the latest news and information.

Emergency Assistance

If you have an emergency, please contact our Emergency Assistance Team as soon as possible on +64 9 985 5000

Insurance response

If you purchased or activated your policy prior to Sunday 17 September 10.00am NZST, and your pre-paid travel plans have been affected by the Auckland Airport Fuel Crisis:

There is cover under your policy if you have to alter your pre-paid travel plans (including domestic flights with a connecting international flight). Should you need to make alternate travel arrangements then these must reasonably be the most cost effective option. If you are unsure please contact the travel team on 0800 800 477 and they will assist. Replacement flights where possible should be on booked in the same class of travel e.g. economy flights to replace an economy flight.

Please contact your service provider in the first instance. Airlines, accommodation providers and tour companies may provide refunds, credit notes or alter your bookings without charging additional fees.

If you submit a claim with us, please send the following:

- Original receipts for any additional expenses you may incur.
- Documents (such as itineraries) that show us the cost of your original and your altered travel plans.
- Documentation from your service provider stating their policy regarding compensation/refunds relating to Auckland Airport Fuel Crisis delays or cancellations.

The relevant policy excess will apply to all claims.

If you are currently overseas and your return to New Zealand is affected by the Auckland Airport Fuel Crisis delays and cancellations, your policy will automatically extend until you are able to return on the next available flight. You do not need to contact us to organise this extension.

If you purchased or activated your policy prior to 17 September 10.00am NZST, and your pre-paid travel plans have not been affected by Auckland Airport Fuel Crisis delays or cancellations:

If you have not yet departed New Zealand, and your flights and accommodation are still operating and available, there would be no cover provided to alter your trip.

If you purchased or activated your policy on or after 17 September 10.00am NZST:

As this situation is not considered to be unexpected from this date and time, there is no cover under your policy for any expenses you may incur as a result of Auckland Airport Fuel Crisis delays or cancellations. You will still be covered for other unexpected events according to the terms and conditions of your policy.

Further questions

Please contact us at 0800 800 477. This advice should be read in conjunction with your policy wording.