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Chilean Volcanic Ash Cloud

Australians whose travel plans have been disrupted by the volcanic ash cloud should work with their travel provider to make alternative arrangements wherever possible, Insurance Council of Australia (ICA), CEO, Rob Whelan said today.

“Travel insurance policies vary from company to company and some will compensate consumers for flight cancellations in some circumstances,” Mr Whelan said.

“If a policyholder has not been compensated by the travel provider, they can contact their insurance provider to clarify if their policy covers cancellations due to the ash cloud.

“No insurance policy can compensate policyholders for all eventualities; some travel insurance policies have exclusions.

“If policy holders are in doubt they should call their insurer to discuss their policy, or read their product disclosure statement,” Mr Whelan said.