



## COVID-19 Notice

### For travel arranged after 11 March 2020

On March 11, 2020, the World Health Organization (WHO) declared Coronavirus (COVID-19) a pandemic. Therefore, any losses for cancellation of travel, unexpected travel and accommodation expenses and/or trip delay caused by or resulting from quarantine or other border restrictions due to COVID-19 is not considered “Unforeseen” and will not be covered under the terms and conditions of this insurance policy.

However, this does not affect any medical benefits available under the insurance policy. Subject to the Policy terms and conditions, including the eligibility and activation requirements, if you contract COVID-19 prior to departure, you will:

- Be covered for cancellation of travel, if you have a confirmed and documented diagnosis and you are medically unable to travel at the time of departure due to COVID-19.
- If you contract COVID-19 while on a covered trip, you would be covered for overseas medical and associated expenses, cancellation of travel, unexpected travel and accommodation expenses and trip delay benefits if you have a confirmed and documented diagnosis.

The latest information about the Coronavirus (COVID-19) Pandemic can be found at the following WHO web link:

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>

To review travel restrictions and MFAT advice go to [www.safetravel.govt.nz](http://www.safetravel.govt.nz)

Please read the insurance policy carefully for full description of coverage, including the eligibility and activation requirements.

### Eligibility for Insurance

You can continue to use the eligibility questionnaire at [www.travelactivate.co.nz](http://www.travelactivate.co.nz) to verify your eligibility for trips and to arrange optional cover extensions. Any such cover remains subject to the above limitation.

The cost of travel booked using airline or travel agency credits will be accepted for meeting policy eligibility requirements where the original travel credited was booked using the relevant Westpac card. To check

the amount of pre-paid costs you are required to pay using your eligible Westpac card, or another approved method, please check your policy wording or use the online eligibility questionnaire at [www.travelactivate.co.nz](http://www.travelactivate.co.nz).