

## SWINE FLU – general advice

Please see the government advice on Swine Flu by clicking on the following web address:  
[http://www.direct.gov.uk/en/Swineflu/DG\\_177834](http://www.direct.gov.uk/en/Swineflu/DG_177834)

### **Contracting Swine Flu**

#### **Cancellation Claims:**

A claim for cancellation will be considered if at the time of buying the policy or booking the holiday, whichever was later, you were healthy but contracted swine flu before travelling and were forced to cancel the trip on medical advice. You can contact the claims helpline on **0845 812 3441 (quote 'IIB Travel')** for assistance. Insurers will require a valid doctor's certificate confirming your condition. Insurers will also accept the unique ID number generated by the National Flu Service, together with the label on your anti-flu drugs which states your name and date of issue, as proof of diagnosis to validate a travel insurance cancellation claim.

If you use the National Pandemic Flu Service to get anti-flu medication and need to make a travel insurance cancellation claim, make sure you keep all the original documentation you receive, including the label from your medication, as insurers will need it to validate the claim.

*Insurers will not cover any claim for cancellation or curtailment due to your having a fear of contracting Swine flu.*

#### **Medical Expenses and Other Expenses:**

If you have purchased travel insurance and contract swine flu whilst on holiday, then your claim for medical and other expenses will be considered as detailed in the insurance policy document. This would include the cost of rearranged flights and accommodation if you have to stay beyond your booked return date due to being ill or quarantined due to swine flu. You **MUST** contact the Emergency assistance company immediately you believe that you will not be able to return on your booked flight home by calling +44(0)20 7902 7405 or email: [assistance@specialty-group.com](mailto:assistance@specialty-group.com).