



Important Information Regarding: London Heathrow Airport Fire – March 2025

Issued: 21 March 2025

Background

Authorities were called to London's Heathrow Airport at 11:23pm on 20th March 2025 (local time) due to a fire in the substation that supplies the airport with power resulting in a significant power outage. The cause of the fire is currently unknown.

A statement was released from the airport that the building will remain closed for the entirety of 21st March 2025 to maintain the safety of passengers and staff.

It is thought that the airport closure will impact 1,351 flights going to/from Heathrow Airport on 21st March 2025 (local time) with authorities urging people to avoid the area.

If you have been directly affected by this event and need medical assistance, please call our 24 hour emergency assistance team immediately on +61 2 8907 5662. We further urge you to pay close attention to the local media and emergency services.

Policy coverage:

For policies/trips with a Relevant Time before 21 March 2025

Subject to the benefits, terms, conditions, limits, sub-limits and exclusions contained in your Product Disclosure Statement (the "PDS") and our assessment of your claim, there may be provision to claim for the following expenses if you or your travel plans are directly affected:

- **Travel Delay**
If you are already on your trip:
 - Additional accommodation expenses; if your travel is delayed for the required timeframes; up to the nominated limits as outlined in the Product Disclosure Statement. Please check your policy for specific provisions under your plan
 - There is no cover if your existing travel plans are not directly affected

- **Missed Connections**
If you are unable to arrive in time to catch your connecting, prepaid scheduled transport:
 - The Additional public transport and accommodation costs you incur to catch up with your pre-booked connection, or to catch up with your itinerary up to the nominated limits as outlined in the Product Disclosure Statement
 - Other items may be claimable based on your policy type and plan. Please check your policy for specific provisions under your plan
 - You must claim from the transport provider first.

- **Amendment or Cancellation Costs**
If you have this cover on your policy:
 - The non-refundable portion of pre-paid, unused travel arrangements
 - Amendments made prior to departing on the Journey if the cost to rearrange does not exceed the amount it would have cost to cancel the trip outright
 - There is no cover available for any portions of your Journey that have been utilised



To submit your claim, please remember:

- To keep all itemised receipts for additional purchases or costs incurred
- Obtain a letter from the travel provider confirming the length and reason for delay
- The easiest way to lodge a claim is online via: <https://claims.travelinsurancepartners.com.au/>

Costs that are not covered by your policy

- Costs that are incurred where your travel is not directly affected
- Where alternate travel is at a higher fare class than originally booked
- Travel arrangements that have already been used
- Costs excluded or above the limits outlined in your PDS

For policies/trips with a Relevant Time from 21 March 2025

There is no cover for claims arising from this event under your policy as this is no longer deemed an unforeseeable event.

If you decide to change your travel plans, we encourage you to speak with your travel agent or transport provider as soon as possible to minimise your out of pocket expenses.

Important points regarding cover

- Your insurance policy does not cover you for events that had already occurred at the relevant time of your policy/trip
- Your insurance policy does not cover you for events that you knew were going to impact your travel at the relevant time of your policy/trip

Free Extension of Insurance

If the relevant time of your current trip pre-dates this travel advice and your travel is disrupted due to this event, impacting your ability to return home on your policy end date, your policy will freely extend until you are physically able to return home as soon as it becomes possible.

Important general advice

This information must be read in conjunction with the Product Disclosure Statement (PDS) as certain terms, conditions, limits, sub-limits and exclusions apply. These are detailed in the PDS and in particular we draw your attention to 'The Benefits', 'Policy Conditions' and 'General Exclusions' sections of the PDS.

Contact us

If you are travelling and require travel or medical assistance, please contact our 24 hour emergency assistance team on +61 2 8907 5662.

For any general enquiries regarding the event please contact our Customer Service team on 1300 617 409 between 8am and 7pm Monday to Friday, 9am to 4pm Saturday and 10am to 3pm Sunday.