

Missed connection extension (Policy B)

On payment of additional premium

We will pay up to the amount shown in the schedule of cover for:

additional transportation and/or accommodation expenses incurred to:

1. join **your connecting transport**
- Or
2. get **you** to **your** pre-booked final destination if **you** miss **your connecting transport** as a result of the cancellation or delay of 3 or more hours of **your** aircraft, watercraft or train on **your** initial international outbound or return journey due to adverse weather, mechanical breakdown or technical fault.

Provided:

1. **you** check-in according to the itinerary provided by the tour operator or carrier and obtain written confirmation of the delay or cancellation from them.
2. **you** can produce independent evidence in writing to support any claim.
3. **you** allow sufficient time to reach **your connecting transport**.

There is no cover provided under this section for anything mentioned in the General conditions and exclusions applying to all sections of cover in the main policy wording. Additionally, no cover is provided under this section for:

1. circumstances which could reasonably have been anticipated at the date the insurance started or the trip was booked (whichever is the latter).
2. withdrawal from service (temporary or otherwise) of an aircraft or sea vessel on the recommendation of the Civil Aviation Authority or a Port Authority or any similar body in any country.

If you need to claim

Download a claim form at

www.imglobal.com/member/assistance/claims or call +44 (0)2920 474138 or write to Travel Claims Team, 3rd Floor, Fitzalan House, Fitzalan Court, Cardiff CF24 0EL.

Our claims handlers will need to see:

- Completed claim form
- Booking invoice(s) for each part of the **trip**
- Carrier's letter showing the scheduled and actual departure dates and times, and exact reason for the delay/cancellation to **your** aircraft, watercraft or train, from **your** international departure point
- Invoices, bank / card statements and receipts for additional costs **you** incurred
- Details of other insurance, or third party responsible, if applicable