

TRAVEL INSURANCE FOR TRAVEL DURING THE COVID-19 PANDEMIC



Frequently asked questions detailing how the policy provides cover for certain COVID-19 scenarios.

Updated 26 April 2022

For YourCover policies with an date effective 26 April 2022

Please also see our COVID-19 BENEFITS DESTINATION GUIDE

Check your policy wording for the COVID-19 extended benefits available on your policy. Some benefits not available on all plans.

Note: Essentials policy wording does not have COVID-19 benefits. If you require a travel insurance policy with COVID-19 benefits, please purchase the YourCover policy wording. These FAQs only apply to the YourCover policy wording.

Important: the YourCover policy contains benefits relating to the COVID-19 pandemic. While your policy may respond, your claim remains subject to the terms and conditions, limitations and exclusions set out in the policy wording.

Please read your policy wording carefully to understand how your policy operates or contact our Customer Service Team on 0800 500 225 if you have any general questions. It is important to note that we cannot confirm coverage over the phone and you will need to submit a claim for consideration by our claims team.

The below scenarios are an indication of the benefits available only.

Any claim(s) made will be assessed in accordance with the full terms and conditions of the policy.

Scenario	Cover stance	Cover conditions	
Pre-trip (Trips to all destinations)			
Diagnosed with COVID-19	<p>What am I covered for if prior to my departure, I or my travelling companion are diagnosed with COVID-19 at home in New Zealand and cannot travel.</p> <p>Can I claim my non-refundable cancellation costs?</p>	<p>If you purchased your policy 21 days or more before your departure date, there is cover. If, however, you buy your policy within 21 days before your scheduled departure date, we will cover travel costs that you paid for in the 48-hour period before buying your policy and after buying the policy.</p> <p>You can then claim your cancellation or amendment costs for your prepaid trip up to a benefit limit of \$5,000 per policy on an international policy or \$2,500 per policy on a domestic policy or if applicable, up to the level of cover purchased for cancellation (whichever is lower).</p> <p>There is no pre-trip cover available for Inbound and Domestic Cancellation plans resulting from COVID-19 related events.</p>	<p>There is no cover if symptoms or diagnosis occurred prior to buying your policy.</p> <p>Subject to written medical certification from a qualified medical practitioner.</p>

Travel warning or travel ban

Please note: This policy does not cover claims relating to government-issued travel bans; "Do not travel" warnings; government directed border closures; denied boarding or mandatory quarantine or self-isolation requirements related to cross area, border, region or territory travel.

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Scenario	Cover stance	Cover conditions
Pre-trip (Trips to all destinations)		
Government interventions & travel restrictions	What happens if I purchase my trip and buy this travel insurance policy for travel to a country that is deemed safe to travel to by the New Zealand Government on SafeTravel.govt.nz BUT THEN, before I depart, our government issues a “Do not travel” warning or temporarily pauses travel related to COVID-19. I cancel my trip – can I claim my cancellation costs?	No, cover is not available in this scenario. There is no cover for any claims related to government directed restrictions. Refer to the YourCover policy wording, page 73 and 75: “We will not pay for: claims arising from COVID-19 if the country or part of the country You travelled to was subject to “Do not travel” advice on the SafeTravel.govt.nz website at the time You entered the country or part of the country. (This exclusion only applies if the (or one of the) reason(s) for the advice was the presence of COVID-19). This exclusion will not apply if Your trip destination is New Zealand or Australia.” General Exclusion 9 on page 79 applies: “We will not pay for: 9. claims arising from any government intervention, prohibition, regulation or restriction or court order.” General exclusion 30 on page 82 also applies.
Leave revoked	If I am an essential health care worker (such as a pharmacist, nurse, doctor, paramedic or other health care professional) and my leave is revoked due to COVID-19 and I can’t travel, can I claim the cancellation costs of my prepaid trip?	Yes, you can claim cancellation or amendment costs for your prepaid trip up to a benefit limit of \$5,000 per policy on an international policy or \$2,500 per policy on a domestic policy or if applicable, up to the level of cover purchased for cancellation (whichever is lower). There is no pre-trip cover available for Inbound and Domestic Cancellation plans resulting from COVID-19 related events.
Tested positive to COVID-19 at airport/ port in New Zealand	I was denied boarding due to a positive COVID-19 test at the airport or port. Am I covered for the cancellation costs?	No, cover is not available in this scenario. No, cover is not available in this scenario. Please refer to Refer to the YourCover policy wording, page 75: “We will not pay for: claims arising from or caused by You being denied check-in or boarding on a Transport Provider by any authority for any reason.”
Deemed to have had close contact with someone with COVID-19	What happens if I have been directed to quarantine by a public health authority because they deemed I had close contact with someone diagnosed with COVID-19 and can’t go on my trip? Can I claim my cancellation costs?	No, cover is not available in this scenario. No, cover is not available in this scenario. Please refer to Refer to the YourCover policy wording, page 82, General exclusion 30: “We will not pay for: 30. any costs or expenses incurred if a government or public health authority mandatory quarantine or isolation order is imposed on You related to cross area, border, region or territory travel. This exclusion only applies to COVID-19 and applies regardless of You being diagnosed with COVID-19 or being directed by a local public health authority into a period of quarantine because they have classified You as having close contact with a person diagnosed with COVID-19.”

Scenario		Cover stance	Cover conditions
Pre-trip or On-trip (Trips to all destinations)			
Non-travelling relative	<p>My non-travelling relative has existing medical conditions and falls ill with COVID-19. Would there be cover if I need to amend or cancel my journey?</p> <p>My non-travelling relative has passed away from COVID-19 and my trip is now disrupted or cancelled. Will I be able to claim costs?</p>	<p>Yes, cover is available in these scenarios.</p> <p>You can claim your cancellation or amendment costs for your prepaid trip up to a maximum benefit limit of \$5,000 per policy on an International policy or \$2,500 per policy on a Domestic policy.</p> <p>There is no pre-trip cover available for Inbound and Domestic Cancellation plans resulting from COVID-19 related events.</p>	<p>The COVID-19 diagnosis of your non-travelling relative must be certified by a qualified medical practitioner and the treating doctor confirms in writing the level of infection is life threatening.</p> <p>Your non-travelling relative must reside in New Zealand or Australia.</p> <p>There is no cover if symptoms or diagnosis occurred prior to buying your policy.</p>
Government interventions & travel restrictions	At the time of booking my holiday and purchasing my policy, there were no government travel restrictions in place. A new outbreak of COVID-19 or 'pandemic hotspot' has been declared and government restrictions are put in place that now prevent me from travelling to the intended destination(s). Am I covered?	No, cover is not available in this scenario.	<p>There is no cover for any claims related to government directed restrictions. Refer to the YourCover policy wording, page 79, General Exclusion 9: "We will not pay for: 9. claims arising from any government intervention, prohibition, regulation or restriction or court order."</p> <p>General exclusion 30 on page 82 also applies.</p>
On-trip (Trips to all destinations)			
Diagnosed with COVID-19	What happens if I am diagnosed with COVID-19 by a medical practitioner and require medical treatment overseas?	<p>Non-cruise travel: Yes, medical* cover is available.</p> <p>Cruise travel: There is \$Unlimited on-board and ship to shore medical cover on international policies. There is no cover for cabin confinement.</p> <p>Note: Inbound Plan - medical cover for COVID-19 related expenses is only extended to cover medical expenses incurred within New Zealand, not while you are overseas travelling to or from New Zealand.</p>	<p>Subject to written medical certification from a qualified medical practitioner.</p> <p>Cruise cover must be purchased for access to Cruise benefits. Additional premium applies. There is no cover for cabin confinement claims arising from or caused by COVID-19 (whether or not You are diagnosed with COVID-19).</p> <p>Claims are excluded whether directly or indirectly arising from COVID-19 if the country or part of the country you travelled to was subject to "Do not travel" advice on the SafeTravel.govt.nz website at the time you entered the country or part of the country. This exclusion does not apply if your trip destination is New Zealand or Australia.</p>
Diagnosed with COVID-19	If I fall ill with COVID-19 and am hospitalised on my journey and need to extend my stay, can I claim the cost of additional accommodation and transport?	<p>Yes, cover available in this scenario.</p> <p>In addition to Your chosen excess or the excess on the Domestic plans, a special excess will apply to:</p> <ul style="list-style-type: none"> SECTION 2: Additional Expenses if You are diagnosed with COVID-19 on Your trip and admitted to hospital; and SECTION 2: Additional Expenses if You die as the result of COVID-19; and to SECTION 3: Amendment or Cancellation Costs if You or Your travelling companion are hospitalised with COVID-19 on Your trip. <p>If Your claim is under both Sections 2 and 3 above, the higher special excess will be deducted. The special excess applies in addition to any other excess. You cannot remove this special excess. Refer to the YourCover policy wording for full details.</p>	<p>if You are diagnosed with COVID-19 during the Period of Insurance and are hospitalised as a result. Subject to written medical certification from a qualified medical practitioner.</p> <p>Cruise cover must be purchased for access to Cruise benefits. Additional premium applies. There is no cover for cabin confinement claims arising from or caused by COVID-19 (whether or not You are diagnosed with COVID-19).</p> <p>Claims are excluded whether directly or indirectly arising from COVID-19 if the country or part of the country you travelled to was subject to "Do not travel" advice on the SafeTravel.govt.nz website at the time you entered the country or part of the country. This exclusion does not apply if your trip destination is New Zealand or Australia.</p>

Scenario	Cover stance	Cover conditions
On-trip (Trips to all destinations)		
Diagnosed with COVID-19	If I fall ill with COVID-19 overseas and need to be repatriated to New Zealand, am I covered?	<p>Cover under SECTION 2: Additional Expenses is available if You are diagnosed with COVID-19 on Your trip and admitted to hospital. While you are hospitalised with COVID-19, you will not be repatriated to New Zealand.</p> <p>If you are overseas and die on your trip, there is cover for your overseas funeral or cremation expenses or the cost of returning Your remains to New Zealand if the cause of death is COVID-19. The special excess applies in addition to any other policy excess. Refer to the YourCover policy wording for full details.</p>
Non-travelling relative	Is there cover to return home early if a non-travelling relative or business partner In New Zealand or Australia is diagnosed by a medical practitioner with COVID-19?	<p>Yes, cover available in this scenario.</p> <p>While travelling on your trip, you can claim your cancellation or amendment costs for your prepaid trip up to a maximum benefit limit of:</p> <ul style="list-style-type: none"> • \$5,000 per policy on an International or Inbound policy, or • \$2,500 per policy on a Domestic policy, or • \$1,500 per policy on a Domestic Cancellation policy
Quarantine or isolate	While on my trip, I'm denied entry to a country due to government restrictions imposed in the arriving country on travellers from countries I have visited en route or from which I have departed. Am I covered for the costs to change my trip?	<p>No, cover is not available in this scenario.</p>
Quarantine or isolate	If I am diagnosed with COVID-19 on my trip overseas, can I claim my medical and quarantine costs because I must stay put?	<p>Non-cruise travel: Yes, cover is available in this scenario.</p> <p>Cruise travel: There is no cover for cabin confinement claims arising from or caused by COVID-19 (whether or not You are diagnosed with COVID-19).</p>

Scenario		Cover stance	Cover conditions
Deemed to have had close contact with someone with COVID-19	Will my quarantine costs be covered if I have been directed by the local public health authority to enter quarantine because I've had close contact with a person diagnosed with COVID-19?	No, cover is not available in this scenario.	There is no cover provided for any claims related to entering quarantine because you had close contact with a person diagnosed with COVID-19
General			
Annual Multi Trip policy	Am I covered for COVID-19 benefits on my annual multi-trip policy?	Yes, if your YourCover policy has an effective date of 26 April 2022.	Yes, if your YourCover policy has an effective date of 26 April 2022.
Quarantine or isolate	There are no government restrictions in place at the time I buy the policy to travel to my destination, but I'm required to self-isolate or enter a quarantine facility for 14 days on return from my trip. I no longer wish to travel and want to cancel my holiday. Am I covered?	No, cover is not available in this scenario.	There is no cover for claims directly or indirectly arising from or caused by a public health authority directing you into a period of quarantine or self-isolation which is mandatory for travellers related to cross area, border, region or territory travel.
Quarantine or isolate	I intended to travel to a country which is quarantine-free but am not a permanent resident of the country from which I am departing. Is there provision to claim for being denied re-entry or for the cost of cancellation due to being refused immigration clearance from either the destination country or the country to which I had planned to return?	No, there is no cover available in this scenario.	The policy wording excludes claims caused by customs and immigration officials acting in the course of their duties or you travelling on incorrect travel documents.

Important: Limits, sub-limits, conditions and exclusions apply.

Please refer to the YourCover policy wording dated 26 April 2022, attached to the policy wording for full details.

Note: Essentials policy wording does not have COVID-19 benefits. If you require a travel insurance policy with COVID-19 benefits, please purchase the YourCover policy wording. These FAQs only apply to the YourCover policy wording.

Travel warning or travel ban

Please note: This policy does not cover claims relating to government-issued travel bans; "Do not travel" warnings; government directed border closures; denied boarding; or mandatory quarantine or self-isolation requirements related to cross area, border, region or territory travel.

For more information, contact your agent or broker.

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