

Cancellation Expenses Claim Form



Please complete this claim form fully and return to us.
Please ensure that you quote your claim number on all correspondence.

Personal details

Title	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms	Other	<input type="text"/>
Family name	<input type="text"/>	First name	<input type="text"/>
Date of birth	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	N.I number	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Address	<input type="text"/> <input type="text"/> <input type="text"/>		
		Post code	<input type="text"/>
Daytime tel no.	<input type="text"/>	Evening tel no.	<input type="text"/>
Email address	<input type="text"/>	Occupation	<input type="text"/>

Policy details

Company name	<input type="text"/>	<i>If applicable</i>	
Policy number	<input type="text"/>	Date of issue	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Date of booking	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Destination	<input type="text"/>
Date of travel	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	Date of return	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
Travel agent	<input type="text"/>	Tour operator	<input type="text"/>

Claim details

Reason for cancellation

Names of all persons cancelling

Date travel agent or tour operator advised of cancellation	Verbally	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>	In writing	<input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/>
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If cancellation was due to a person not booked to travel please state

Full name

Relationship

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Cancellation charges and payment information

Total paid to travel agent / tour operator	£ <input type="text"/>	Payment method	<input type="text"/>
Cancellation charges applied	£ <input type="text"/>	Refund given	£ <input type="text"/>
Total amount claimed	£ <input type="text"/>		

Information we need from you for possible recovery opportunities

Your Travel Policy has conditions attached whereby you must provide us with any information that assist any recovery actions. This is a standard practice in the insurance market and contributions made from other insurance cover serve to keep the costs of your premiums down. The information provided should not affect your renewal premiums or no claims discount.

Please answer the following questions and provide details as required. For questions that require a YES / NO response, please tick the appropriate boxes. Failure to do so may delay your claim.

1. Do you have a bank account?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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A bank account you hold may offer Travel Insurance cover as part of the benefits. Under no circumstances will your bank account information be used other than to obtain a contribution from the Travel Insurance provider. This will not affect your bank account in any way.

	Name of Insurer (e.g. HSBC)	Type of card e.g. Visa	Cardholder name	Card number
Bank Account	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

2. Was a credit card or debit card used to pay all or part of the trip cost? (Certain credit or debit cards provide an element of travel cover)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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	Name of Insurer (e.g. HSBC)	Type of card e.g. Visa	Cardholder name	Card number
Bank Account	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

3. Do you have a Household Contents insurance policy? (Some household contents policies provide an element of travel cover)	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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	Name of Insurer (e.g. HSBC)	Type of card e.g. Visa	Cardholder name	Card number
Bank Account	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

4. Do you hold any Private Medical Insurance?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
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	Name of Insurer (e.g. HSBC)	Type of card e.g. Visa	Cardholder name	Card number
Bank Account	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>

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5. Do you consider anyone to blame for the incident? Yes No

If yes, please provide details.

It is a condition of the policy and your responsibility to provide sufficient documentation to support your loss. Failure to provide the required documentation, including the details of any other insurances, will delay and may invalidate the claim.

Access to Medical Reports 1988

It may be necessary to apply for a medical report from a Doctor who has cared for you, and we ask that you give your consent by signing the claim form declaration. Before doing so, however, you should read this note carefully, as it sets out your rights under the Access to Medical Reports Act 1988, and the procedures for dealing with the reports. You do not have to give your consent, but if you do, you can say whether you wish to see the report (or have a copy of it) before it is sent to us. If you say you wish to see the report, we must tell you at the same time as we write to the Doctor and we must tell him / her you wish to see the report. You have 21 days to contact the Doctor about arrangements for you to see the report.

Whether or not you say you wish to see the report before it is sent to us, the Doctor must let you see a copy for up to six months after it is supplied (if you ask). If you ask the Doctor for a copy of the report, he can charge you a reasonable fee to cover his / her costs.

Once you have seen a report, before it is sent to us, the Doctor cannot submit it until he has your written consent. You can write to the Doctor asking him to amend any part of the report which you consider to be incorrect or misleading, and have attached to the report a statement of your view on any part which he will not amend.

The Doctor is not obliged to let you see any part of a report if, in his opinion, that would be likely to cause serious harm to your physical or mental health or that of others, or would indicate the Doctors intentions towards you or if disclosure would likely to reveal information about you or the identity of another person who has supplied information about you, unless that person has consented to the information relates to, or has been supplied by a health professional involvement in caring for you. In such cases, the Doctor must notify you in writing and you will be limited to seeing any remaining part of the report. If it is the whole of the report that is affected, he / she must not send it to us unless you give your written consent.

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Medical certificate

If your holiday / journey has been cancelled due to illness or injury this form must be completed by the usual medical practitioner of the ill / injured / deceased person (if applicable).

Please continue on a separate piece of paper if necessary. This information will be treated as PRIVATE AND CONFIDENTIAL. All other certificates are unacceptable. This form must be provided at the expense of the claimant. If a MEDICAL SELF DECLARATION was completed please provide details.

1. Patient name	
2. Patient age	
3. Please confirm the exact nature of the illness / injury or cause of death which makes cancellation of this trip medically necessary and / or prevents travel	
4. Date on which you were first consulted regarding illness / injury listed above (question 3)	
5. Has the Patient received a terminal prognosis?	
6. Has the patient suffered from the same or similar condition in the past? If YES, is the present illness, in your opinion, resulted in any way to the past condition?	
7. a. Please give dates and details of any in-patient treatment b. Date place on waiting list c. Nature of investigation or surgery d. Date of hospital admissions	
8. If cancellation due to pregnancy please give a. Date of confinement b. Date of pregnancy confirmed c. Details of illness / injury connected with the pregnancy which gave rise to your recommendation not to travel	
9. a. Give details of any condition(s) which have been / are under supervision of a hospital / consultant / doctor or has required hospital admission or treatment in the previous 6 months b. Give details if the Patient is / was suffering from any chronic disease, illness or from any physical defect or infirmity, including cancerous cardio-vascular, cerebro-vascular, renal, psychiatric or mental condition c. Give details of any of the conditions advised in (a) and / or (b) which may have a bearing on the conditions(s) described in question 3 d. Give details if the Patient is / was awaiting result of any tests, investigations or if the person is on a waiting-list for any in or out-patient treatment or investigation e. Give details of any continuous medication or changed medication or dosage increase resulting in a deterioration in the condition in the previous 6 months	
10. Date on which cancellation could have been anticipated	
11. Date on which you advised the holiday should be cancelled	
12. In your opinion, was cancellation medically necessary? If YES, was it solely due to the above condition? In your opinion when will the patient be fit for normal overseas travel?	
13. Please confirm that your patient was fit to travel at the time the insurance was issued	
14. General remarks. (Please comment on the reason for not travelling if applicable)	
DOCTORS DECLARATION: I declare that I have examined the patient named above and / or have referred to their medical records and confirm that the information given above is a true and accurate statement, and further that no material information has been withheld.	<i>This section to be validated by surgery's stamp</i>
Print name	Signed
	Date

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Claimants declaration and signature

1. I declare that all details and particulars given in respect of the claim(s) made herein constitute a true and accurate statement.
2. To the best of my knowledge and belief I have not omitted any material information which would affect the insurers assessment of this claim.
3. I confirm that where a claim or claims are made in respect of others, I have their full authority to act on their behalf. I also confirm that they have been advised that 'starttravel.co.uk (ERV)' will not accept any liability if any payments are not distributed proportionately to the persons concerned.
4. I hereby give my permission for any medical practitioner or authority mentioned herein to release further information regarding my medical records to 'starttravel.co.uk (ERV)'. I am aware that all such information will be disclosed in accordance with the terms and provisions of the Access to Medical Records Act (AMRA) or other similar legislation.
5. I am aware that an insurance claim made in the knowledge that any element thereof is fraudulent is a criminal offence and that this will invalidate the policy and will render me liable to prosecution.
6. I am, by this notice, aware that 'starttravel.co.uk (ERV)' will retain a computerised record of this claim and that they may release certain information to other insurers or other interested parties ETI maintain all data in accordance with the provisions of the Data Protection Act, 1984.

Data protection act

The insurance industry operates a number of anti fraud initiatives. The information given on this form may be stored electronically and shared with other organisation for this purpose. If you would prefer the information given here not to be used in this way, you should tick this box.

I have read and understand the declaration above and included the necessary documents to substantiate my claim.

Claimant(s) full name(s)

Clients signature

Date

Full name of an authorised representative of the corporate policy holder (corporate and / or education group cover)

Signature of authorised representative

Date

I / We authorise

Client's signature

to act on my behalf in this matter.

Date

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This insurance is underwritten and administered by the United Kingdom branch of Europäische Reiseversicherung (ERV) A.G. an ERGO Group Company incorporated and regulated under the laws of Germany, Companies House Registration FC 25660. ERV is authorised by the Bundesanstalt für Finanzdienstleistungsaufsicht (BAFIN - www.bafin.de) and the Prudential Regulation Authority and subject to limited regulation by the Financial Conduct Authority and Prudential Regulation Authority. Details of the extent of our regulation by the Prudential Regulation Authority, and regulation by the Financial Conduct Authority are available from us on request. Our registration number is 220041.

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