



Blue Cross 藍十字

An **AIA** Company 友邦保險成員公司

Travel Insurance – FAQ Relating to Closure of Airport

With regards to the closure of Heathrow Airport in London due to power outage (the “Incident”), a number of flights from/to London have cancelled. Customers who have enrolled in travel insurance on or before 11:30 am, 21 March 2025 (HK Time) may concern about the travel protection.

1. If a customer originally planned to travel to London and learned about the Incident that caused flight cancellations before departure, will travel insurance provide coverage?

If the trip has to be canceled due to closure of airport within 7 days prior to the departure date, the customer can reimburse the loss of unused and irrecoverable expenses of travel ticket, accommodation, tour package or admission ticket to sport-related ornamental performance event, musical, concert, museum or theme park. The amount of compensation depends on the plan selected.

2. If the customer's flight is delayed due to the Incident, will there be any coverage?

If the customer's flight is delayed due to closure of airport, Blue Cross provides a cash allowance of HK\$300 for every consecutive 5 hours of delay. The maximum benefit is subject to the plan selected.

3. If the customer needs to change their itinerary during the trip due to the Incident, will travel insurance provide coverage?

If the destination's airport is closed during the trip, making it impossible to continue the original itinerary, and the customer needs to reroute or return to Hong Kong earlier, he/she can reimburse additional public conveyance and/or accommodation expenses incurred solely for continuing the journey or returning to Hong Kong. The maximum benefit is subject to the plan selected.

The above insurance information is for reference only. Please refer to the original policy document for full terms and conditions.

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