

**D****TRAVEL DELAY, MISSED DEPARTURE  
ABANDONMENT, PISTE CLOSURE,  
MISSED PORT**

Travel Claims Facilities  
PO Box 395  
Monks Green Farm,  
Mangrove Lane  
Hertford  
SG13 9JW

Email: [claims@tifgroup.co.uk](mailto:claims@tifgroup.co.uk)

Web: [www.tifgroup.co.uk/services/claims](http://www.tifgroup.co.uk/services/claims)

Dear Customer,

In order that we can process your claim quickly, please complete all relevant sections of the claim form, giving as much detail as you can and **return it to us at the above address**, together with the following **ORIGINAL** documentation. Please note that in the interest of protecting ourselves from fraud we are unable to accept photocopied receipts or invoices.

We recommend that you keep your own copy of all documents forwarded to us.

To help you enclose the correct paperwork to support your claim we have put together a checklist. Please ensure you read this carefully, as failure to supply the correct documents may delay our assessment of your claim.

<b>ALL CLAIMS</b>	<b>CHECKLIST OF DOCUMENTS REQUIRED</b>
<input type="checkbox"/>	A COPY OF YOUR PASSPORT OR DRIVING LICENCE
<input type="checkbox"/>	DOCUMENTATION SHOWING YOUR TRAVEL DATES AND FULL COST OF THE TRIP (booking invoice)
<input type="checkbox"/>	EVIDENCE OF PRE-PAYMENT FOR EXCURSIONS BOOKED THE SAME TIME AS THE MAIN TRIP
<b>FOR DEPARTURE DELAY</b>	
<input type="checkbox"/>	A LETTER FROM THE CARRIER CONFIRMING THE REASON FOR THE DELAY
<input type="checkbox"/>	THE SCHEDULES SHOWING THE PLANNED AND THE ACTUAL DEPARTURE TIMES
<b>FOR MISSED DEPARTURE</b>	
<input type="checkbox"/>	ORIGINAL UNUSED TICKETS
<input type="checkbox"/>	TICKETS FOR ANY ADDITIONAL TRAVEL
<input type="checkbox"/>	PROOF OF AMOUNT PAID FOR ANY ADDITIONAL TRANSPORT USED TO GET YOU TO YOUR DESTINATION
<input type="checkbox"/>	WRITTEN EVIDENCE OF THE BREAKDOWN OR ACCIDENT TO YOUR VEHICLE
<input type="checkbox"/>	WRITTEN EVIDENCE TO CONFIRM ANY PRE-BOOKED PUBLIC TRANSPORT
<input type="checkbox"/>	SCHEDULE SHOWING PLANNED AND ACTUAL DEPARTURE TIMES
<b>FOR ABANDONMENT AFTER 24 HOURS</b>	
<input type="checkbox"/>	A LETTER FROM THE CARRIER CONFIRMING THE REASON FOR THE DELAY
<input type="checkbox"/>	SCHEDULES SHOWING PLANNED AND ACTUAL DEPARTURE TIMES
<input type="checkbox"/>	CARRIER / TOUR OPERATORS CONFIRMATION THAT NO ALTERNATIVE TRANSPORT WAS OFFERED TO YOU
<b>FOR PISTE CLOSURE</b>	
<input type="checkbox"/>	WRITTEN EVIDENCE FROM RESORT AUTHORITIES OR TOUR OPERATOR CONFIRMING THE TOTAL CLOSURE OF THE SKIING FACILITIES AT YOUR RESORT STATING: THE REASON FOR CLOSURE, THE DATE AND TIME OF THE TOTAL CLOSURE, AND THE DATE AND TIME THE SKIING FACILITIES RE-OPENED.
<b>FOR MISSED PORT</b>	
<input type="checkbox"/>	CONFIRMATION FROM THE CRUISE LINER DETAILING ANY MISSED PORTS AND CAUSE
<input type="checkbox"/>	CONFIRMATION OF ANY REFUND/ON-BOARD CREDITS GIVEN
<input type="checkbox"/>	FULL CRUISE ITINERARY

You should note that all the information provided to us on this form will be stored electronically in accordance with The Data Protection Act and shared with the Insurance Industry Fraud Prevention Unit. If you make a fraudulent or intentionally exaggerated claim this will invalidate your claim and we will pursue a recovery through the civil courts in all cases. We do understand that it may take time to collect all the documentation required but please try to submit your claim as soon as possible after the event.

Yours faithfully,  
Travel

Claims

Facilities

# CLAIM FOR DEPARTURE DELAY, MISSED DEPARTURE, ABANDONMENT, PISTE CLOSURE

Claim Reference Number: TBA

Please complete all sections of this form and check the list of additional documents you need to send in order that we can assess your claim. Please ensure you read this carefully as failure to supply the correct documents may delay our assessment of your claim.

## TO BE COMPLETED BY THE CLAIMANT

Title:	<input type="text"/>		
First Name:	<input type="text"/>	Surname:	<input type="text"/>
Address:	<input type="text"/>		
Post Code:	<input type="text"/>		
Telephone:	<input type="text"/>	Date of Birth:	<input type="text" value="DD / MM / YY"/>
Email:	<input type="text"/>		

## DETAILS OF THE INSURANCE POLICY

Where / who did buy your insurance from:	<input type="text"/>		
Policy name:	<input type="text"/>	Date Policy Issued:	<input type="text" value="DD / MM / YY"/>
Policy number:	<input type="text"/>		<input type="text"/>
<small>Found on Schedule, Certificate, or Booking Invoice</small>			
Destination:	<input type="text"/>	<small>i.e. Spain/Thailand/USA</small>	

## DETAILS OF TRIP

Travel Agent / Tour Operator:	<input type="text"/>		
Date trip booked:	<input type="text" value="DD / MM / YY"/>	Date final balance paid:	<input type="text" value="DD / MM / YY"/>
Method of payment (cash, cheque, debit card, credit card):	<input type="text"/>		
Trip Dates From:	<input type="text" value="DD / MM / YY"/>	To:	<input type="text" value="DD / MM / YY"/>

Please complete the following section if your travel arrangements were delayed at the beginning or end of your trip

## DEPARTURE DELAY - DETAILS OF CLAIM

Was the delay caused on your outbound or inbound journey?	Outbound:	<input type="checkbox"/>	Inbound:	<input type="checkbox"/>
Scheduled departure date:	<input type="text" value="DD / MM / YY"/>	Time:	<input type="text" value="HH / MM"/>	
Actual departure date:	<input type="text" value="DD / MM / YY"/>	Time:	<input type="text" value="HH / MM"/>	
Airport / Station or Port:		Was this your international departure point?	Yes: <input type="checkbox"/>	No: <input type="checkbox"/>
Airline / Operator:		Flight / Ticket Number:	<input type="text"/>	
What time did the check-in desk open according to your itinerary?		<input type="text" value="HH / MM"/>	<input type="text"/>	<input type="checkbox"/>
What time did you actually check-in?		<input type="text" value="HH / MM"/>	<input type="text"/>	<input type="checkbox"/>
How long was your departure delayed from its scheduled time?		<input type="text" value="HH / MM"/>	<input type="text"/>	<input type="checkbox"/>
What reason was given for the delay?	<input type="text"/>			

# CLAIM FOR DEPARTURE DELAY, MISSED DEPARTURE, ABANDONMENT, PISTE CLOSURE

Claim Reference Number: TBA

Please complete all sections of this form and check the list of additional documents you need to send in order that we can assess your claim. Please ensure you read this carefully as failure to supply the correct documents may delay our assessment of your claim.

Please complete the following section if you had to make alternative arrangements to reach your international departure point.

## MISSED DEPARTURE - DETAILS OF CLAIM

Date of planned departure: DD / MM / YY Planned time: HH / MM

Date of actual departure: DD / MM / YY Actual time: HH / MM

Describe the reason for the late arrival and at what point the delay in the journey occurred:

What alternate arrangements were offered to you:

Who made the arrangements:

If the claim was caused by mechanical failure of your own transport, please provide proof of the breakdown (garage receipt or breakdown service invoice). Please tick box to confirm attached:

Additional costs involved on missed departure:

DATE	ITEM	BILL FROM	CURRENCY	AMOUNT
DD / MM / YY				
DD / MM / YY				
DD / MM / YY				
DD / MM / YY				
DD / MM / YY				

If the claim had been caused by you being involved in a road traffic accident making your vehicle undrivable, please provide details of the driver and their insurance:

Title: First Name: Surname:

Address: Post Code:

Insurance company: Certificate Number:

Has a claim been submitted under any other insurance policy? Yes: No:

If yes, please advise the claim reference and details:

Please complete the following section if you abandoned your trip after a delay.

### ABANDONMENT

In respect of cancellation due to travel delay longer than 24 hours (dependent on your policy terms) on your outbound trip.

Total amount paid for trip: £

Number of people claiming:

Total of all refunds received: £

Total amount being claimed for unused trip: £

Please advise the name of the person to whom the settlement cheque should be payable:

please print

Please complete the following section if you are claiming for lack of snow at your winter resort

### PISTE CLOSURE

Date piste closed:

DD / MM / YY

Time piste closed:

HH / MM

Date piste re-opened:

DD / MM / YY

Time piste re-opened:

HH / MM

Reason for piste closure:

Please complete the following section if you are claiming for a missed port while on a cruise

### MISSED PORT - DETAILS OF CLAIM

Date(s) of missed port(s)

Number of claimants

Number of missed port(s)

Reason for missed port(s)

### DECLARATION

- ✓ I/We declare that all the details provided above are true and accurate to best of my knowledge.
- ✓ I/We give consent for Travel Claims Facilities to seek recovery of monies paid where other insurers cover the same risk, or from third parties who may be held liable.
- ✓ I/We understand that details of this claim may be passed to the insurance industries central claim register
- ✓ I/We understand that if a claim is found to be fraudulent or exaggerated that this will invalidate the whole claim and Travel Claims Facilities may seek to recover any costs through the civil courts.
- ✓ I/We Understand that where a claim or claims are made on behalf of others, I have their full authority to act on their behalf, and I confirm that I understand that neither Travel Claims Facilities or the underwriters of the policy will accept responsibility if any payments are not distributed proportionately to the persons concerns.

Once you have read and agreed to the above declarations. please sign and date below.

Signed:

Dated:

DD / MM / YY

Please print name:



Travel Claims Facilities  
PO Box 395  
Monks Green Farm  
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SG13 9JW  
Email: [claims@tif-plc.co.uk](mailto:claims@tif-plc.co.uk)  
Web: [www.tifgroup.co.uk](http://www.tifgroup.co.uk)

## SETTLEMENT BY BACS

For your convenience and to offer an efficient smoother service, we will pay any claim settlement due directly into your bank account. Please provide your details on this form, remembering to sign and date below.

**PLEASE NOTE THAT WE WILL NOT ISSUE PAYMENTS BY CHEQUE AS THESE WILL TAKE LONGER TO PROCESS, WE APOLOGISE FOR ANY INCONVENIENCE CAUSED.**

### YOUR DETAILS

Name of Claimant

### BANK ACCOUNT DETAILS

Name of Payee

This should be the same as held on the bank account

Bank Name

Bank Address

Bank Address

Bank Address

Country

Post Code

Bank Account number

Sort Code

Signed

Dated

If your bank account is held abroad, please also enter the following details:

IBAN / BIC number

Swift code

We do not accept liability for any errors due to the incorrect bank details being provided by you.

Office Use Only

£

Auth:

Dated: