



## Policy

### YOUR COVER

This insurance policy, together with the **certificate of insurance** provides evidence of the Missed Flight Cover **you** have bought.

### INSURERS PROMISE TO YOU

If **you** miss **your booked flight(s)** and physically present yourself in a **fit state to fly** to the easyJet sales desk at the **departure point** within 4 hours after the scheduled departure time and the plane departs, the **Insurers** will pay either:

- 1 The cost of a replacement ticket for **you** to travel on the same basis as **your** missed **booked flight(s)** on the next available easyJet flight to **your destination** OR
- 2 A refund of the full cost of **your** original **booked flight(s)**. Note: All refunds will be made to the card used to make the original flight booking – with best endeavors within 10 days.

### HOW TO MAKE A CLAIM

- Go to the easyJet sales desk at the **departure point** within 4 hours after **your** original flight's departure time and give them **your certificate of insurance** and original flight booking reference. They will make a note of the time **you** arrived on their system.
- Then call the dedicated Missed Flight Cover Helpline, within 4 hours after **your** original flight's departure time and BEFORE **you** leave the airport on **0844 4537472** who will be able to confirm **your** replacement flight options (including any pre-paid flight services, where still available), so **you** can make a decision on which claim option **you** wish to choose.
- If **you** chose a replacement flight, the Missed Flight Cover Helpline will confirm the new flight details and booking reference. **You** can collect **your** boarding pass and complete the Advance Passenger Information when **you** check-in.
- If **you** chose a refund (which includes all pre-paid flight services), the Missed Flight Cover Helpline will be able to register this for **you**. easyJet's Customer Services department will do their best to make the refund to **your** original payment card within 10 days.
- If the easyJet sales desk is unmanned, please call the dedicated Missed Flight Cover Helpline on **0844 4537472** for assistance, within 4 hours after **your** original flight's departure time and BEFORE **you** leave the airport.

### IMPORTANT CONDITIONS

Only claims falling within the terms of the 'INSURERS PROMISE TO YOU' will be considered by the **insurers** and **you** must be able to provide the easyJet sales desk with **your certificate of insurance** and original flight booking reference.

If **you** choose a replacement flight that departs from a different airport, **you** will be responsible for any additional costs to travel to that airport. If **you** make any claim that is false or fraudulent in any way the policy will be cancelled and no payment made.

### CANCELLATION RIGHTS

If **your** cover does not meet **your** requirements, please call **0843 1045000** within 14 days of receiving **your** policy and **certificate of insurance** and return all **your** documents for a full refund of **your** premium. If during this 14 day period **you** have travelled on any of the **booked flight(s)**, made a claim or intend to make a claim, then the **insurers** can recover all costs that **you** have used for those services. Please note that **your** cancellation rights are no longer valid after this initial 14 day period.

### MAKING A COMPLAINT

**We** aim to provide **you** with a first class policy and service. However, there may be times when **you** feel **we** have not done so. If this is the case, please tell **us** about it so that **we** can do **our** best to solve the problem. If **you** make a complaint **your** legal rights will not be affected.

In the first instance, please write to Customer Support, Allianz Global Assistance, 102 George Street, Croydon, CR9 6HD or phone **020 8603 9853** or send an email to [customersupport@allianz-assistance.co.uk](mailto:customersupport@allianz-assistance.co.uk)

If **you** are not satisfied with the **insurer's** final response **you** can refer the matter to the UK Financial Ombudsman Service for independent arbitration. Visit: [www.financial-ombudsman.org.uk](http://www.financial-ombudsman.org.uk) Write to: Financial Ombudsman Service, Exchange Tower, London E14 9SR, Call: **0800 023 4567** or **0300 123 9 123**  
email: [complaint.info@financial-ombudsman.org.uk](mailto:complaint.info@financial-ombudsman.org.uk)



## DEFINITIONS

The following words have specific meanings whenever they appear in **bold** in this policy wording.

- **Booked flight(s)** - The flight(s) shown in **your** easyJet booking confirmation, including any pre-paid flight services directly associated and shown in the original flight booking confirmation from the following list: speedy boarding, allocated seating, luggage, sports equipment, local taxes, flight admin fee and payment charges.
- **Certificate of insurance** - The email certificate providing evidence of Missed Flight Cover, showing the passengers covered together with the policy reference number and insurance premium paid.
- **Departure point** - The airport from which the **booked flight(s)** is scheduled to depart.
- **Destination** - The airport where the **booked flight** is scheduled to land.
- **Fit state to fly** - **Your** fitness to fly, includes having all the necessary documentation required to board the aircraft as well as **you** adhering to the conditions more fully defined by the aircraft operator's carrier regulations which can be viewed at <http://www.easyjet.com/EN/Book/conditions.html>
- **Insurer** – AWP P&C SA.
- **Us / we / our** - AWP Assistance UK Ltd trading as Allianz Global Assistance who acts as an agent for the **insurers**
- **You / your** - Each passenger shown on the **certificate of insurance**

## LEGAL AND REGULATORY INFORMATION

This policy is available to residents of the United Kingdom (England, Scotland, Wales and Northern Ireland), Channel Islands and Isle of Man only.

### Insurers and Administrators

Missed Flight Cover is underwritten by the **insurer**:

AWP P&C SA, 102 George Street, Croydon, Surrey, CR9 6HD. Duly authorised in France and the United Kingdom and subject to limited regulation by the Prudential Regulation Authority and the Financial Conduct Authority.

Missed Flight Cover is administered by:

easyJet Airline Company Limited, Registered Office: Hanger 89 London Luton Airport, Luton, Bedfordshire LU2 9PF. Registered in England No. 03034606 is an appointed representative of AWP Assistance UK Ltd trading as Allianz Global Assistance and acts as an agent for AWP P&C SA for the receipt of customer money, handling premium refunds and settling claims.

AWP Assistance UK Ltd, 102 George Street, Croydon CR9 6HD acts as an agent for AWP P&C SA for the receipt of customer money, handling premium refunds and settling claims.

Vantage Insurance Services Ltd. Registered in England No 3441136 Registered Office 41 Eastcheap, London EC3M 1DT acts as an agent for AWP P&C SA for the receipt of customer money and settling claims.

Both AWP Assistance UK Ltd and Vantage Insurance Services Ltd. are authorised and regulated by the Financial Conduct Authority.

### Contracts (Rights of Third Parties) Act 1999

**We**, the **insurers** and **you** do not intend any term of this contract to be enforceable by any third party pursuant to the Contracts (Rights of Third Parties) Act 1999.

### Data Protection

Information about **your** policy may be shared between easyJet plc, the **insurers** and their administrators for underwriting and administration purposes and will be used by them, other insurers and industry governing bodies and regulators to process **your** insurance, handle claims and prevent fraud. This may involve transferring information about **you** to countries that may have limited or no data protection laws. **We** will always take reasonable steps to safeguard **your** personal information.

**We** will exchange personal information with industry governing bodies, regulators, fraud prevention agencies and claims databases, for underwriting and fraud prevention purposes. **We** may provide **your** information to others where required or permitted by law (for example, if requested by the police or another official authority).

**You** have the right to request a copy of the personal information **we** hold about **you** by writing to **us** at Allianz Global Assistance, 102 George Street, Croydon, CR9 6HD. A small charge may apply.

**Your** information will not be shared with third parties for marketing purposes.

### Financial Services Compensation Scheme (FSCS)

For **your** added protection, the **insurer** is covered by the FSCS. **You** may be entitled to compensation from the scheme if the **insurers** cannot meet their obligations. This depends on the type of business and the circumstances of the claim. Insurance cover provides protection for 90% of the claim, with no upper limit.

Further information about the compensation scheme arrangements is available from the FSCS telephone number **0800 678 1100** or **020 7741 4100**, or by visiting their website at [www.fscs.org.uk](http://www.fscs.org.uk).

### Governing Law

Unless agreed otherwise, English law will apply and all communication and documentation in relation to this policy will be in English. In the event of a dispute concerning this policy, the English courts shall have exclusive jurisdiction.