



Publication: TravelTalk

Deadline: Wednesday, 4 May 2016

Word Count: 326/250

Manage delays with SureSave's top travel tips

Despite the best of intentions and forward planning, severe weather conditions, natural disasters, strikes, and unforeseen events ensure that our travel bookings and flight schedules are subject to change.

Whether it's the Bali ash clouds, which news reports kept us updated with during June and November 2015, tragic events such as earthquakes in Nepal, Ecuador and Japan, or cyclones in Fiji, travellers are accustomed to unpredictable weather and events, and the resulting delays that can follow.

Australians have never travelled more frequently, with 9.2 million departing for international flights in 2014-15¹, so SureSave has offered some useful advice to try and take the frustration out of those occasions when plans change outside your control.

1. When booking flights, ensure that you are familiar with the minimum connecting time required between flights and allow extra time in case there are any delays. Remember that you may need to change terminals or walk long distances between gates. Booking connecting flights within the same airline or airline alliance can also help to reschedule flights with minimal fuss and expense.
2. If you know that you will miss your connecting flight, contact your travel agent or carrier. In some cases, they may be able to rearrange your flight in advance, at no extra cost.
3. When purchasing a travel insurance policy, it's very important to read the Product Disclosure Statement (PDS) thoroughly. In addition to ensuring that the policy meets your individual requirements, also take time to understand the types of delay events that it covers. Many agents and customers are unaware that, in some cases, mechanical delays may not be covered.
4. In this day in age, travellers can keep informed about what's going on around the world with just a few taps on their phone. For SureSave's customers it's even easier with a complimentary travel app that keeps every policy holder updated with useful destination information, as well as timely travel warnings, specific to the region of travel.

¹<http://www.abs.gov.au/ausstats/abs@.nsf/products/961B6B53B87C130ACA2574030010BD05>

Notes to Editors:

SureSave is a leading travel insurance provider that offers 'help that's designed for travellers'. SureSave provides World Assistance through its agent support team, claims and in-house 24/7 Emergency Assistance operation, 'WE Assist'.

SureSave covers more than 300,000 travellers each year in Australia, is Australian operated and is a coverholder at Lloyd's.

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