

Coronavirus (Covid-19) – FAQ's

If I become ill due to the Coronavirus while I'm overseas, would I be covered for medical treatment overseas?

For policies issued with a start date commencing on or after 20 July 2020, cover would be in force, on the basis that you have not travelled to a country or area where the FCO advise against all or all but essential travel.

Please note, you should be aware that treatment is subject to the locally available facilities and medical repatriation or transfer to alternative medical facilities will be subject to any travel restrictions that may be in place.

Am I covered if I cancel my trip due to Coronavirus (Covid-19)?

Travel insurance protects against unexpected events, due to COVID19 being a known event, unfortunately no cancellation cover is provided under this insurance.

I am due to travel but I have been quarantined by my Doctor? Can I cancel my trip?

If you have been advised to self quarantine, then consideration can be given to your claim. For a claim to be validated your trip must be due to depart within the quarantine period and we would need evidence of the need to self quarantine e.g. you have been tested for COVID19 and have been advised to quarantine as a result. If the quarantine period is due to end before your departure date, this would not be considered as a valid claim.

If you need to make a claim, you should contact:

CEGA Claims Service, PO Box 127, Chichester West Sussex PO18 8WQ

Telephone: +44 (0) 1243 218 416

E-mail: claims@cegagroup.com

Valid as at 20 July 2020