

## Important Information Regarding:

### REDjet

Issued: 20<sup>th</sup> March 2012

### Applies to Options Policies

The following information was located on REDjet's website ([www.flyredjet.com/en/mid/suspended-service-notice](http://www.flyredjet.com/en/mid/suspended-service-notice)) on 16/03/2012:

*"REDjet has no alternative but to suspend flights from 23:59pm on 16<sup>th</sup> March until further notice. All passengers booked on any REDjet flight from Saturday should contact the call centre 24 hours before scheduled departure time for an update on their flight status.*

*Affected passengers will be offered refunds or the option to travel with REDjet upon commencement of services."*

<http://www.flyredjet.com/en/news/redjet-service-suspension-message>

International Passenger Protection London has subsequently withdrawn cover for this airline with immediate effect.

Please also note that exclusion 2 under Section 1 – Travel Services Provider Insolvency, of our Options Policy, which applies for all policies purchased on or after 20<sup>th</sup> March 2012, states:

*We Will Not Pay For:*

2. *Insolvency of a Travel Services Provider if at the Relevant Time, the Travel Services Provider was Insolvent or a reasonable person would have reason to expect the Travel Services Provider might become Insolvent.*

*"Relevant Time" in respect of:*

- a) *Single Trip policies means the issue date of the policy.*
- b) *Annual Multi-Trip means the first time at which any part of the relevant trip is paid for or the time at which the policy is issued, whichever occurs last.*

As the possibility now exists that the airline may become insolvent, cover under the Insolvency benefit for any policy purchased on or after 20/03/2012 has been withdrawn.

### IMPORTANT - GENERAL ADVICE

This information must be read in conjunction with the Travelsure Policy Wording as certain restrictions and exclusions apply.

These exclusions and restrictions are detailed in the Travelsure Wording and in particular we draw your attention to "The Benefits" and "General Exclusions" sections of the wording.

**This advice will be updated as new information comes to hand.**

Should you have any further enquiries please contact our Customer Service Team on 0800 500 225.