

Guidance for Travellers Stranded Abroad – Middle East Conflict

For any travellers that have become stranded abroad during the conflict in the Middle East, we recommend:

- A) Contact your department as soon as possible to confirm your whereabouts and to discuss your intended plans.
- B) Keep up to date with the latest official travel advisories and follow the UK FCDO: [Foreign travel advice - GOV.UK](#)
- C) Check for regular updates from airlines.

What to do if your travel plans are disrupted?

We appreciate some travellers may have originally been transiting through the Middle East which may no longer be possible.

Flights are subject to last minute cancellation, alteration and delays.

If your travel plans are disrupted, delayed, or cancelled – please request alternatives or reimbursement from the airline(s) in the first instance.

What to do if you need evacuation?

You MUST contact the emergency travel provider in the first instance. Their number to contact them on is **+44 (0)1273552922** and our policy reference is **0010529856**. They will be able to support you in arranging evacuation and providing further guidance.

Planning to travel to any of the affected countries in the near future?

Please note that if you are planning to travel in the near future you will need to discuss this with your department, as well as checking the FCDO advice. All applications to these affected areas will need to be referred to the Insurance office so that we can advise if cover is available.

Submitting an insurance claim?

Please note that any claims will need to be submitted to us within 28 days of the incident for us to look at considering them under our policy.

Each claim will be assessed on its own merits and considered in line with the policy terms and conditions.