



Claims Procedure Guide

**Absolute Travel and Tours
Limited**

October 2025

Contacts

Travel claims procedures

Please notify claims to your travel claims contact as below.

Current period:	01/10/2025 – 30/09/2026
Insurer:	Aviva
Policy No:	100766302GPA
Tel No:	Emergency: 01243 621 066 – Non-emergency: 01243 621 416
Email:	Avivatravelclaims@cegagroup.com

In the event of a medical or other emergency, please call the emergency incident notification helpline.
A claim form should be completed and returned to Insurers when possible.

Where a member of the group has paid the medical bills, please forward these with the completed claim form and proof of payment to Aviva.

Loss of baggage / personal effects / money

It is a policy condition that any loss of money or possessions should be reported to the police, airline, or other appropriate authorities as soon as possible. These claims also need to be notified to insurers while the group are away, Failure to do this may lead to insurers refusing to deal with the claim.

A claim form should be completed and submitted when possible.

Cancellation or curtailment

A claim form should be submitted to Aviva should a trip be cancelled due to illness or family bereavement.

Insurers may require either a medical certificate or letter from the group members GP advising why they were unable to travel.

In the event of a family bereavement a copy of the relevant death certificate may be requested.

- If you are uncertain how to proceed, please contact your David Roberts & Partners claims advisor or any other member of your David Roberts & Partners service team.

David Roberts & Partners Claims Contact

- Jay Dewsbury
- 01704 508 453
- jdewsbury@drpinsurance.com

Document Checklist

Please provide the following documents and information for investigation of the claim. Note this list is not exhaustive and Insurers may require additional information depending on the circumstances of the claim.

Medical expenses

- Medical treatment invoices / receipts from doctors/hospitals; and confirmation that these have been paid.
- Medical certificate.

Personal effects

- Complete repair estimates.
- Complete replacement estimates.
- Original invoices and receipts, where applicable.
- Copy of the property irregularity report [note that deadlines may apply to the notification of loss / damage to property during flight; please check your policy].
- For loss of money, foreign currency receipt or bank/credit card, a statement showing an amount equal to or greater than lost / stolen.
- Copy police report, where applicable.
- Copy correspondence between yourself and the airline, where applicable.

Cancellation / curtailment

- Copy of travel documents [tickets].
- Confirmation from travel agent of amount refundable.
- Travel itinerary.
- Medical certificate[s], where applicable.

Delay

- Confirmation of travel agent/airline of details affecting the journey / itinerary.