



Policy Holder: Alexandra's Africa

Company Registration number: 08330160

Policy Number: ACC/HDI/FFI/0016 2019

Policy Period: 00.00hrs 1st May 2019 to 23.59hrs 30th April 2020 GMT **

Alexandra's Africa is a company committed to customer satisfaction and consumer financial protection. We are therefore pleased to announce that, at no extra cost to you, and in accordance with the current **"The Package Travel, Package Tours Regulations "** all passengers booking with **Alexandra's Africa** are fully insured for the initial deposit, and subsequently the balance of monies paid as detailed in your booking confirmation form. The policy will also include repatriation if required, arising from the cancellation or curtailment of your travel arrangements due to the insolvency of **Alexandra's Africa**.

This insurance has been arranged with Affirma a trading brand of MGA Cover Services Limited (registered address 135 High Street, Crawley, England, RH10 1DQ, company registration: 08444204 authorised and regulated by the Financial Conduct Authority registration number 678541) under a binding authority with HDI Global SE UK 10 Fenchurch Street London EC3M 3BE United Kingdom registered with the Financial Conduct Authority registration number 230072.

HDI Global SE UK is a branch of HDI Global SE registered office: HD1 – Platz 1, 30659 Hanover, Germany. Authorised by BaFin, Financial Conduct Authority and Prudential Regulation Authority.

In the unlikely event of Insolvency of **Alexandra's Africa** please follow the procedures below:

- **If the company that financially failed is a member of ABTA you should in the first instance contact ABTA: ABTA Ltd, 30 Park Street, London, SE1 9EQ. Helpline: 020 3117 0599. This line is open from 10.00-16.00 Monday to Friday, excluding bank holidays. <https://abta.com/holiday-help-and-complaints/travel-company-failures>**
- **If the company that financially failed is NOT a member of ABTA please contact: Claims Department, Affirma, 152 City Road, London, EC1V 2NX Telephone: +44 (0) 20 3 540 4422 E-mail: claims@affirmainsurance.com**

The claims department will supply instructions to follow and the documents required to submit your claim.

Please ensure you retain your booking confirmation form as evidence of cover and value.

NB: If payment for your holiday was made by credit or debit card you must contact the Claims team on the contact above in the first instance for instructions.

Policy exclusions: This policy will not cover any monies paid back to you by your Travel Insurance or any losses which are recoverable under another insurance or bond (with the exception of Credit and Debit card). This policy will also not cover any loss sustained by Passenger(s) booked on a flight-inclusive package sold and commencing within the United Kingdom.

****Policy Period covers bookings made within the dates specified regardless of date of travel****

DATA PROTECTION

Affirma and the **Insurer** gather and process personal data in accordance with the EU General Data Protection Regulation (GDPR) and any relevant data protection legislation.

Personal data may be used by Affirma, the **Insurer** or third parties for underwriting and claims purposes and in order to administer the policy. Affirma and the **Insurer** will ensure that personal data is kept secure, is used only for the purpose for which it was supplied and is retained only for as long as necessary.

Affirma is registered with the Information Commissioner's Office (ICO) as a data controller and is listed on the Register of Data Controllers under registration number ZA109110. Affirma's full Privacy Notice is available at <http://www.affirmainsurance.com/privacy-policy>

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