

# Curtailment or Trip Interruption Expenses Claim Form



Dear Claimant,

Please complete this form in full and return to:

**Mayday Travel Claims**  
**2 Clifton Mews**  
**Clifton Hill**  
**Brighton**  
**East Sussex**  
**BN1 3HR**

Or email: [claims@maydaytravelclaims.com](mailto:claims@maydaytravelclaims.com)

Please ensure all relevant sections are completed and the supporting documentation is attached. This will enable us to assess your claim quickly.

**WE RECOMMEND THAT YOU KEEP A COPY AND SEND THE COMPLETED CLAIM FORM BY RECORDED DELIVERY.**

**WE WILL CONTACT YOU WITHIN 5 WORKING DAYS OF RECEIPT OF THE CLAIM FORM.**

**WE RESERVE THE RIGHT TO REQUEST THAT ORIGINAL RECEIPTS / REPORTS OR ANY OTHER DOCUMENTATION BE SUBMITTED IN ORDER TO SUBSTANTIATE THE CLAIM.**

**DOCUMENT CHECKLIST** (Please tick accordingly)

Insurance certificate	✓
Booking invoice for trip	
Medical report or completed medical certificate on page 3	

Claim reference number

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## PERSONAL DETAILS

Title	<input type="checkbox"/> Mr <input type="checkbox"/> Mrs <input type="checkbox"/> Miss <input type="checkbox"/> Ms	Other	<input type="text"/>
Surname	<input type="text"/>	First name	<input type="text"/>
Date of Birth	<input type="text"/> DD/MM/YYYY	N.I number	<input type="text"/>
Address	<input type="text"/>		Please tick your preferred method of contact
	<input type="text"/>		
	<input type="text"/> Post code		
Telephone	<input type="text"/>	Mobile	<input type="text"/>
Email	<input type="text"/>	Occupation	<input type="text"/>

Email  Post  
 Mobile  Telephone

## POLICY DETAILS

Insurance brand	<input type="text"/>	<input type="checkbox"/> Single trip <input type="checkbox"/> Annual multi trip
Policy number	<input type="text"/>	Date of issue <input type="text"/> DD/MM/YYYY
Date of outward travel	<input type="text"/> DD/MM/YYYY	Destination <input type="text"/>
Date trip booked	<input type="text"/> DD/MM/YYYY	Date of scheduled return <input type="text"/> DD/MM/YYYY
Travel agent	<input type="text"/>	Tour operator <input type="text"/>

## CLAIM DETAILS

Reason for curtailment	<input type="text"/>	
	Names of all persons who curtailed their trip under this insurance	Age
	Relationship to claimant	
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
	<input type="text"/>	<input type="text"/>
Actual date of return	<input type="text"/> DD/MM/YYYY	Scheduled date of return <input type="text"/>
If curtailment was due to a medical condition of your party, has a medical claim been submitted?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Was the medical emergency team contacted?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
Date	<input type="text"/> DD/MM/YYYY	Time <input type="text"/> HH:MM
Medical	<input type="text"/>	

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## Claim Form



**IF YOUR CURTAILMENT WAS ARRANGED BY MAYDAY ASSISTANCE, THIS FORM DOES NOT NEED TO BE COMPLETED (PLEASE QUOTE YOUR MAYDAY ASSISTANCE CLAIM REFERENCE)**

### MEDICAL CERTIFICATE

**Please note: This medical certificate does not need to be completed if the claimant has fallen ill/injured during their Trip as a medical report should have been obtained prior to Curtailment.**

To be completed by the usual medical practitioner of the ill/injured person. Please continue on a separate sheet of paper if necessary. This information will be treated as **private and confidential**. PLEASE COMPLETE IN BLOCK CAPITALS.

1. Patient name	
2. Patient date of birth	DD/MM/YYYY
3. Relationship to claimant	
4. Are you the patient's usual Medical Practitioner?	
5. If so, for how long?	
6. a. State the date you first attended the patient for the present illness/injury. b. If for pregnancy reasons, give date confirmed & expected date of delivery.	
7. Please give a brief account, with dates of onset, course and progress of present illness/injury.	
8. Has the Patient received a terminal prognosis?	
9. a. Please provide dates and details of any in-patient treatment. b. Date placed on waiting list	
10. Has the patient suffered from the same or similar condition in the past? If the answer to this is Yes, is the present illness, in your opinion, resulted in any way from the past condition?	
11. If the patient was not travelling, could the insured person(s) have anticipated any possibility that the condition that resulted in the insured's curtailment could have been foreseen: a. The date the insurance was taken out b. Date trip was booked	

**DOCTORS DECLARATION:** I declare that I have examined the patient named above and / or have referred to their medical records and confirm that the information given above is a true and accurate statement, and further that no material information has been withheld.

GPNAME	SIGNED	DATE
GPSTAMP		

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Nature of expenses	Provider	Cost		Office use only
		Local currency	Sterling	

## IMPORTANT INFORMATION, PLEASE READ ACCESS TO MEDICAL REPORTS ACT 1988

It may be necessary to apply for a medical report from a Doctor who has cared for you, and we ask that you give your consent by signing the claim form declaration. Before doing so, however, you should read this note carefully, as it sets out your rights under the Access to Medical Reports Act 1988, and the procedures for dealing with the reports. You do not have to give your consent, but if you do, you can say whether you wish to see the report (or have a copy of it) before it is sent to us. If you say you wish to see the report, we must tell you at the same time as we write to the Doctor and we must tell him / her you wish to see the report. You have 21 days to contact the Doctor about arrangements for you to see the report.

Whether or not you say you wish to see the report before it is sent to us, the Doctor must let you see a copy for up to six months after it is supplied (if you ask). If you ask the Doctor for a copy of the report, he can charge you a reasonable fee to cover his / her costs. Once you have seen a report, before it is sent to us, the Doctor cannot submit it until he has your written consent. You can write to the Doctor asking him to amend any part of the report which you consider to be incorrect or misleading, and have attached to the report a statement of your view on any part which he will not amend.

The Doctor is not obliged to let you see any part of a report if, in his opinion, that would be likely to cause serious harm to your physical or mental health or that of others, or would indicate the Doctors intentions towards you or if disclosure would likely to reveal information about you or the identity of another person who has supplied information about you, unless that person has consented to the information relates to, or has been supplied by a health professional involvement in caring for you. In such cases, the Doctor must notify you in writing and you will be limited to seeing any remaining part of the report. If it is the whole of the report that is affected, he / she must not send it to us unless you give your written consent.

**I HAVE BEEN INFORMED OF MY STATUTORY RIGHTS UNDER THE ACCESS TO MEDICAL REPORTS 1988 AS HIGHLIGHTED ON PAGE 4 AND CONSENT TO MAYDAY TRAVEL CLAIMS OBTAINING A FURTHER MEDICAL REPORT SHOULD IT BE NECESSARY. IN THAT EVENT I DO / DO NOT WISH TO SEE (OR HAVE A COPY) OF THE MEDICAL REPORT BEFORE IT IS SENT TO MAYDAY CLAIMS.**

Claimant name	Claimant signature	Date
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DD/MM/YYYY

# Curtailment or Trip Interruption Expenses Claim Form



## INFORMATION WE NEED FROM YOU FOR POSSIBLE RECOVERY OPPORTUNITIES

Your Travel Policy has conditions attached whereby you must provide us with any information that assists any recovery actions. This is a standard practice in the insurance market and contributions made from other insurance cover serves to keep the costs of your premiums down. The information provided should not affect your renewal premiums, or no claims discount.

Please answer the following questions and provide details as required. For questions that require a YES / NO response, please tick the appropriate boxes. Failure to do so may delay your claim.

1. Do you have a bank account?

Yes  No

A bank account you hold may offer Travel Insurance cover as part of the benefits. Under no circumstances will your bank account information be used other than to obtain a contribution from the Travel Insurance provider. This will not affect your bank account in any way.

Name of bank

Type of account

Account holder name

Account number

2. Was a credit card or debit card used to pay all or part of the trip cost?  
(Certain credit or debit cards provide an element of travel cover)

Yes  No

Card issuer

Type of card

Card holder name

Card number

3. Do you hold any Private Medical Insurance?

Yes  No

Name of insurer

Policy name

Policy number

4. If Ski Trip, please provide your Carré Neige or Carte Neige policy number:

 N/A 

5. Do you consider anyone to blame for the incident?  
If yes, please provide details.

Yes  No

It is a condition of the policy and your responsibility to provide sufficient documentation to support your loss. Failure to provide the required documentation, including the details of any other insurances, may delay and may invalidate the claim.

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## PREVIOUS CLAIMS

Have you ever made any previous travel insurance claims?

Yes  No

If "Yes", please supply details below:

## CLAIMANTS DECLARATION AND SIGNATURE

1. I declare that all details and particulars given in respect of the claim(s) made herein constitute a true and accurate statement.
2. To the best of my knowledge and belief I have not omitted any material information which would affect the insurers assessment of this claim.
3. I confirm that where a claim or claims are made in respect of others, I have their full authority to act on their behalf. I also confirm that they have been advised that Mayday Travel Claims will not accept any liability if any payments are not distributed proportionately to the persons concerned.
4. I hereby give my permission for any medical practitioner or authority mentioned herein to release further information regarding my medical records to Mayday Travel Claims. I am aware that all such information will be disclosed in accordance with the terms and provisions of the Access to Medical Records Act 1988 (AMRA) or other similar legislation.
5. I am aware that an insurance claim made in the knowledge that any element thereof is fraudulent is a criminal offence and that this will invalidate the policy and will render me liable to prosecution.
6. I am, by this notice, aware that Mayday Travel Claims will retain a computerised record of this claim and that they may release certain information to other insurers or other interested parties. Mayday Travel Claims maintain all data in accordance with the provisions of the Data Protection Act, 1984.

## I HAVE READ AND UNDERSTOOD THE DECLARATION ABOVE AND INCLUDE THE NECESSARY DOCUMENTS TO SUBSTANTIATE MY CLAIM

Claimant(s) full name(s)	<input type="text"/>		
Claimant's signature	<input type="text"/>	Date	<input type="text" value="DD/MM/YYYY"/>
		Would you like a third party to act on your behalf?	<input type="checkbox"/> Yes <input type="checkbox"/> No
I / we authorise	<input type="text"/>		to act on my behalf in this matter.

## THIRD PARTY DETAILS (if applicable)

Name	<input type="text"/>		
Address	<input type="text"/>		
		Post code	<input type="text"/>
Date of birth	<input type="text" value="DD/MM/YYYY"/>	Relationship to claimant	<input type="text"/>
Telephone	<input type="text"/>		