

Wildfires and Extreme Heat Impacting Greece & Other Regions

For those already on holiday in affected areas

- If you are in immediate danger, you should follow guidance from the local emergency services. In Greece dial 112 for this service. See www.gov.uk/foreign-travel-advice/greece for additional information on the current situation, as well as the emergency numbers below
- For advice about accommodation, the remainder of your trip or your return to the UK, please contact your airline or travel operator who will be able to provide advice and assistance
- If you have travelled independently (i.e. you did not book through a tour operator), there is cover under your policy for uninhabitable accommodation, which includes additional room(s) and transport costs, up to the amount stated in your Summary of Cover, subject to any policy excess
- If you have had to abandon your personal effects when leaving an affected area, you should first contact your tour operator to see if your these have been recovered
- If your travel documents have been lost, please contact your tour operator or the British Embassy Athens on the number below

Key contact information

- Greek and foreign citizens who are in dangerous situations are requested to contact the Civil Protection Agency at +30 2131331200
- The Foreign Office's helpline: +30 210 368 1730
- 24/7 British consular assistance: +44 20 7008 5000 & In the case of a special emergency, you can use the following phone/WhatsApp helpdesk number: +30 6977960941
- The Greek Ministry of Foreign Affairs dedicated helpdesk at Terminal 1 of Rhodes International Airport, so that visitors who either lost or have not taken travel documents with them at evacuation can return to their respective countries.
- The Ministry of Tourism Help Desk at the city of Rhodes (Makariou and Papagou 85100). Foreign citizens who wish to contact the Help Desk can call the following numbers: +30 2241044335/+30 2241044330/+30 2241044338

If you have a trip booked to any areas affected by wildfires

- If you are planning to travel to any areas affected by wildfires, please check with your travel operator or hotel prior to travel that the area you plan to visit is accessible
- Some operators have already cancelled flights to Rhodes and affected airlines / tour operators should provide refunds, credit vouchers, or alternative bookings
- This is a rapidly changing situation and we strongly recommend that you regularly check with your airline or travel operator regarding the status of your flight and/or accommodation
- For 24/7 British consular assistance, call +44 20 7008 5000
- If you have a Package Holiday booked, we suggest you familiarise yourself with the terms of the Package Travel Regulation. See [here](#) for full details.

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Cover under your travel insurance policy

- Claims will not be considered if you travel to a destination for which the FCDO advises against all or all but essential travel.
- If you are not traveling against FCDO advice, your travel policy will be in full effect.

Cancellation

- We strongly recommend that you continue to liaise with your airline or tour operator regarding the status of your holiday
- If your holiday is cancelled, your airline / tour operator should offer you a full refund or an alternative booking
- If you choose to cancel your holiday, you will not be able to submit a claim, unless the FCDO changes its advice and recommends against all but essential travel to your destination, in which case your policy will cover you for unrecoverable costs (i.e. costs that you cannot recover from your travel provider)
- If you decide to cancel your trip due to the excessive heat at your destination, this would not be covered by your insurance. You should liaise with your travel provider to see if they are prepared to offer an alternative solution
- If you booked your accommodation independently, then first check with the hotel if a refund or alternative booking is available; if costs are unrecoverable then you will be able to submit a claim so long as the reason for your cancellation is a valid one

Curtailed (cutting your trip short) and Travel Disruption

- If you are obliged to return home early due to local conditions, you should approach your tour operator for a refund of the unused portion of your holiday
- There is cover under your policy if you are obliged to make alternative travel arrangements if there was no other alternative transport offered by your travel operator.

Personal belongings

- If your personal belongings have been abandoned, first check with your tour operator or hotel
- If your belongings have been lost or damaged, you can submit a claim under the Baggage & Personal Belongings section of your policy

General advice

- Always check FCDO advice for each country you plan to visit, even for stopovers or transfers, before booking and before departure.
- When booking a trip, explore the terms offered by your travel provider, especially those related to changes in travel conditions caused by extreme heat. Expect flexibility from your travel provider and the possibility of date changes or refunds if travel becomes impossible.
- Consider paying by credit card for maximum protection under Section 75 of the Consumer Credit Act. See [here](#) for further information.
- Refer to your policy documentation for full details of coverage under your policy