

Supporting members travelling to Mexico and Cuba

We recognize that the evolving situations in parts of Mexico and Cuba may be raising questions for travelers. Please be assured that we are closely monitoring developments and our teams are in place to support your members who may be travelling to or from these destinations.

How we're supporting members

We are currently experiencing a higher-than-normal volume of calls to both our service and claims contact centres. To help ensure members can continue to access support when they need it most, we've taken steps to increase our capacity, including:

- Ensuring our Emergency Assistance teams remain available 24/7 and ready to help members who may need medical support, guidance or help coordinating care while travelling
- Adding overtime across our support teams
- Shifting additional resources into key service areas to help meet increased demand
- Continuing to work closely with our global assistance partners to support members before and during their trips

Our comprehensive travel policy

Unexpected situations like these can be challenging for travelers to navigate on their own. Our belairdirect Travel policies include **Trip Cancellation** and **Trip Interruption** coverage, which may help with eligible expenses not covered by airlines or travel providers, such as:

- Prepaid travel arrangements
- Transportation
- Out-of-pocket expenses
- Pet return

Additional information for members

If members need to open a claim or require assistance during their trip, please direct them to the following channels:

	belairdirect Travel Claims Centre		Canada/USA: 1 800 709.3420 Worldwide: 1 819 566.1002
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We also encourage members who are traveling abroad to follow guidance from local authorities and to stay informed by reviewing the latest travel advice from the Government of Canada:

[Travel advice and advisories for Mexico](#)

[Travel advice and advisories for Cuba](#)

Please don't hesitate to reach out should have any questions or require additional support.

We're here to help.

The **belairdirect** team
