

never saw that coming... what now?

We can't foresee the future or control all the elements around your trip. That's why we've brought you **travel insurance**. For R26 per person per flight, we'll make sure you're covered.

what's covered?

Please read the full details of your policy wording. Below we've listed the key features of the policy and what you're insured for so you can view it at a glance.

change of plans

Cover for cancellation (due to conditions specified in the policy wording) or change of plans due to unforeseen circumstances.

accidents

death

flight cancellation

flight interruption

traumatic events

personal accident

Up to R25 000 paid out for death or if you become permanently disabled because of accidental bodily injury sustained whilst travelling with us.



flight delays

You're covered if your flight is delayed for 3 hours or more due to:

- Industrial action
- Adverse weather
- Technical reasons

3hrs



baggage (loss, damage, delay or theft)

Please familiarise yourself with the kulula baggage policy before parting.

tip: We suggest you carry all your valuables like cameras, jewellery or anything else super important to you in your hand luggage.



baggage (20kg)
loss, damage, theft:
Up to R10 000 -
excess R250 / claim
(any one item R2 500)

baggage delay:
R500 per 3 hour delay
period, up to R3 000
valuables (7kg):
loss, damage, theft:
Up to R2 500 -
excess R250 / claim

flight cover

setback	cover
flight cancellation	up to total original flight cost
flight interruption (return flight only)	additional cost incurred in rebooking return flight
flight delay	R500 per 3 hour delay period, up to R3 000

how do I buy this insurance?

You can buy the insurance with your flight booking in one click or add it later up to 24 hours prior to departure. The cancellation benefit is a pre-travel safeguard that covers you from the moment you buy your policy. Please note that your policy is non refundable.

insurance claims service:

t: 0860 223 266
e: kululaclaims@acegroup.com

insurance customer service:

t: 0861 ACE INS (223 467)
e: kululaqueries@internationalsos.com

** ACE Insurance is a registered financial services provider. Legal stuff applies and the information provided has been summarised for promotional purposes.

More information on the fine print and exclusions visit kulula.com the travel insurance policy wording which is the official document emailed after your booking is made and can be provided to kulula.com policy holders on request.

kulula.com