

Israel–United States Attacks on Iran

1 March 2026 - (updated 2 March 2026)

Information:

The United States and Israel carried out coordinated military strikes on Iran on 28 February 2026 triggering Iranian retaliation and a rapid escalation in regional tensions. In response, multiple Middle Eastern countries, including Qatar and the UAE, closed all or parts of their airspace, causing widespread disruption to international travellers.

Given many flights from New Zealand to Europe and the UK transit through Middle Eastern hubs, the closure or restriction of these hubs has or will result in flight cancellations, missed connections, or delays for NZ passengers travelling to or from Europe and the UK.

Airlines have responded by suspending or rerouting services due to safety concerns and airspace closures and in some cases are providing flexibility for rescheduling, credits and refunds.

If you have customers in a vulnerable location, please advise them to follow the advice of the local authorities and the Ministry of Foreign Affairs and Trade (MFAT).

Follow <https://www.safetravel.govt.nz> for up-to-date information about the situation.

Policy coverage:

War-related events are commonly excluded from travel insurance cover.

Allianz Travel insurance policies contain specific exclusions stating that there is **no cover** under any section of the policy for claims that arise directly or indirectly from any act of war, whether declared or undeclared.

In addition, for those customer that are not directly impacted but are reconsidering their travel plans, policies have an exclusion meaning that there is **no cover** for any claim that results from the policyholder or their travel companions changing their plans.

These exclusions mean that travellers and travel agents will need to work with within the flexibility provided by airlines and other suppliers for refunds, rebooking or accommodation if flights are cancelled or there are delays due to the conflict.

Note: This is an initial response and may be subject to change and the situation in region evolved. Claims will be assessed on their individual merits and the specific policy wordings will apply in the case of all claims.

Policy terms, conditions, limits, sub-limits and exclusions apply.

What next steps should you take?

- You should try to minimise your expenses including rearranging your journey where possible. If you have been using, for example, two-star accommodation on your trip to date, then any replacement accommodation should be of a similar standard.

OUR CONTACT DETAILS

AWP Services New Zealand Limited
Trading as Allianz Partners
PO Box 33-313,
Takapuna, Auckland 0740

www.allianzpartners.co.nz

CLAIMS ENQUIRIES

Allianz Partners
P O Box 112316
Penrose, Auckland 1642
0800 630 117
+64 9 489 8167
travelclaims@allianz-assistance.co.nz



- Keep all receipts for any additional transport, food or accommodation expenses. If you are claiming cancellation or additional expenses you will need to submit documents showing what your original planned pre-paid arrangements were, along with any receipts and documents showing your new arrangements, and advice from the travel provider indicating the non-refundable portion of the journey.

Automatic extensions of cover:

Automatic extensions of cover will be provided if customers are stuck overseas beyond their current policy duration end date.

How to contact us:

- If you have any general queries, please contact Allianz Partners on **0800 800 048** or **+64 9 486 0048**.
- To make a claim visit our website www.claimmanager.co.nz
- We will publish this and any updated travel insurance advisories on our website: www.allianzpartners.co.nz

Emergency assistance:

It is always our priority to assist our customers where possible and within our ability to do so.

- If you require medical advice or emergency medical assistance, please contact our 24-hour Emergency Medical Assistance team. Speak to the local operator and ask to be put through reverse charge to **+64 9 486 6868**.

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