

Claim for reimbursement of travel due to illness or death



Booking reference: _____

Departure date: _____

Bank account number: _____
(Norwegian bank accounts only)

IBAN _____
(International Bank Account Number – for non-Norwegian accounts)

SWIFT/BIC _____
(Bank identification code – for non-Norwegian accounts)

Traveler names: _____

Send a copy of this claim to **Widerøes Kundesenter** within 1 week from cancellation:

E-mail: support@wideroe.no

Certificate from doctor/public authority

I/we confirm that this flight cannot be used, because of acute illness or death of the passenger or immediate family.

- Acute illness
- Death

date/place

name of authority/stamp/signature

Note! Illness/death must be certified by a physician or other governmental authority. If you already have a medical certificate or death certificate you may attach it to this claim.

TERMS

If a passenger has the need to cancel a reservation due to acute illness or death, the following terms apply:

The customer must have purchased a cancellation protection at the same time as the tickets. (Does not apply to deaths)

Cancellation must be done prior to departure. Please use the cancellation link in your receipt email. We are available by e-mail 24h. Please make sure that you get your cancellation confirmed by us.

Policy fulfillment can only be claimed in the event of acute illness or death of the passenger or immediate family, resident within EU/EØS, or travel companion within the same reservation where both travelers are holding a cancelling protection. As immediate family we regard spouse/registered partner, children of spouse or partner, brothers and sisters, parents or grandparents, grandchildren, father-/mother-in-law, brothers-/sisters-in-law and sons-/daughters-in-law.

Pregnancy or birth is not covered by the cancellation protection.

Illness/death must be certified by a physician or other governmental authority. Medical certificate must be dated before departure or latest 3 days after the trip should have started, and it must be confirmed that the travel cannot be done.

Partly used tickets will not be refunded.

Policy claim must be forwarded to Widerøe Kundesenter within one week from cancellation.

The individual share charge per person is NOK 200. (Does not apply to deaths)

The refund process is guided by the refund rules and regulations within Widerøe Airline.

The cancellation protection applies only to tickets, not to additional services as hotels, and car rental.