



go insurance

Award-Winning Travel Insurance



Go Insurance Australia - ULTRA Leisure Travel

Cancel For Your Reason (CFYR)

The following conditions apply to the CFYR extension:



Select a cancellation benefit amount at the time of purchasing the policy.

The CFYR extension cannot be added to a policy which has a \$0 cancellation benefit amount.



Insure the full value of the trip

The selected cancellation amount should reflect the total anticipated cost of the traveller's full trip, not just the non-refundable portion.



Purchase CFYR at the same time as the policy

CFYR cannot be added after policy inception.



Buy the Ultra + CFYR policy within 3 days of making the booking for any part of the trip

The policy — including the CFYR extension — must be purchased within 3 days of your customer making the first payment towards any part of their trip (e.g. a deposit for a cruise, flights, or accommodation).

Any travel arrangements booked or paid for more than 3 days before purchasing the policy are not covered under CFYR. This includes deposits, instalments, or future final payments for bookings made earlier than 3 days prior to the policy purchase date.

Additional bookings made after the policy is issued can also be covered, as long as:

- The total selected cancellation benefit amount is high enough to cover the entire trip,
- Any request to increase the cancellation amount (if required) is requested within 48 hours of making each new part of trip,
- Any increase to the Sum Insured is subject to Go Insurance's agreement and approval.

Important: If the total cancellation cover amount selected is not sufficient to cover all bookings (original and additional), any costs above that limit won't be covered under CFYR.



Have at least 7 days between policy purchase (with CFYR added) and departure

If the policy is purchased within 7 days of the scheduled departure date and time, Go Ultra is still available — however, the CFYR extension cannot be selected.



If the traveller does not meet ALL criteria, they will not be eligible for CFYR.

Here are a few real-life scenarios that may help to explain:

Scenario 1: Single Booking — Fully Eligible

Situation:

- A traveller books a guided tour package and pays the deposit.
- Within 3 days of making the first payment, the traveller purchases a Go Ultra policy with CFYR.

Outcome:  Covered under CFYR

- The policy was purchased within 3 days of the first payment.
 - The entire trip cost was insured upfront.
 - Any future balance payments for this booking are included.
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Scenario 2: Staged Bookings — Fully Eligible if Managed Correctly

Situation:

- A traveller books a cruise and pays the deposit.
- Within 3 days, the agent arranges a Go Ultra policy with CFYR, setting the cancellation amount to cover the total anticipated cost of the full trip, including flights and hotels still to come.
- Later, additional components (e.g. flights or accommodation) are booked, and the agent contacts Go Insurance within 48 hours to increase the cancellation amount and pay the additional premium.

Outcome:  Covered under CFYR

- The policy was purchased within 3 days of the first booking.
 - The anticipated full trip cost was insured from the start.
 - Increases to cancellation cover were made within 48 hours of each new booking.
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Scenario 3: Booking Before Policy — Not Eligible

Situation:

- A traveller books a cruise and pays a deposit.
- Several weeks or months later, they decide to purchase a Go Ultra policy with CFYR.

Outcome:  Not covered under CFYR for the cruise

- Because the cruise deposit was paid more than 3 days before the policy purchase, that component is not covered under CFYR.
- However, any new bookings made in the previous 3 days of the policy purchase are covered.

REMEMBER:

- **Maximum CFYR payout: 75% of selected Cancellation benefit amount for non-refundable trip costs (subject to a maximum cap of \$50,000 per policy).**
- **If a claim is covered under Section 1 (Cancellation & Curtailment) CFYR does not apply.**

Claims Scenarios

Example 1: Non-Refundable \$5,000 Trip

- Traveller cancels for a personal reason not covered under Section 1.
- They receive a \$1,000 refund from the provider.
- The remaining non-refundable amount is \$4,000.
- CFYR payout = 75% of \$4,000 = \$3,000.

Example 2: High-Cost Trip with CFYR Limit

- Total trip cost: \$150,000
- Selected cancellation cover: \$150,000
- Non-refundable portion after cancellation: \$135,000
- CFYR payout is capped at the policy maximum of \$50,000.

Example 3: Non-Refundable Trip with CFYR extension

- The traveller is not able to travel because the airline refused to honour the booking.
- This situation is not covered under Section 1. It is also not covered under the CFYR extension because failure of travel providers to provide services is excluded. Therefore, no claim is payable.
- This is a commercial matter, and the traveller should recover their loss from the airline due to non-performance of contract. That is, they did not receive the service for which they paid.
- Section 1 and CFYR payout = Nil.

 **Key Takeaway: Travellers will always incur a minimum 25% out-of-pocket loss on non-refundable expenses when claiming under CFYR.**

If you have any doubts on coverage acceptance, please contact agents support.
