



Israel–United States Attacks on Iran

1 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 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.

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.
- 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

OUR CONTACT DETAILS

AWP Services New Zealand Limited
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CLAIMS ENQUIRIES

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showing your new arrangements, and advice from the travel provider indicating the non-refundable portion of the journey.

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

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