

How to upload your travel evidence



Follow this guide and we'll have you uploading your travel evidence in no time. Once you've uploaded your files, **remember to hit 'Submit'. Otherwise, we won't receive your evidence.**

➤ Uploading files

- 1** Select '**Add file**'.
- 2** Choose the files you want to upload. Depending on your device, you'll see either an '**Upload**' or '**Open**' button. Now select it.
- 3** Once you've finished adding your files, select '**Upload**' on the evidence upload page.
- 4** You'll now see the titles of the files you've chosen to upload. If you've missed anything, you can still add more files. Just look for '**Need to upload more files**' and select '**click here**'.
- 5** If everything looks good, select '**Submit**' to finish adding your files.

Repeat steps 1 to 5 for all the different types of evidence we've asked for.

After you've submitted all the evidence we asked for, you'll see a green banner at the top of the screen. This means we now have your evidence for review.

➤ Don't have all your evidence to hand?

Click '**Not available**' then tell us why you don't have the file we're asking for. We might ask you for this evidence later on. But if you don't have it, we'll still do everything we can to sort your claim.

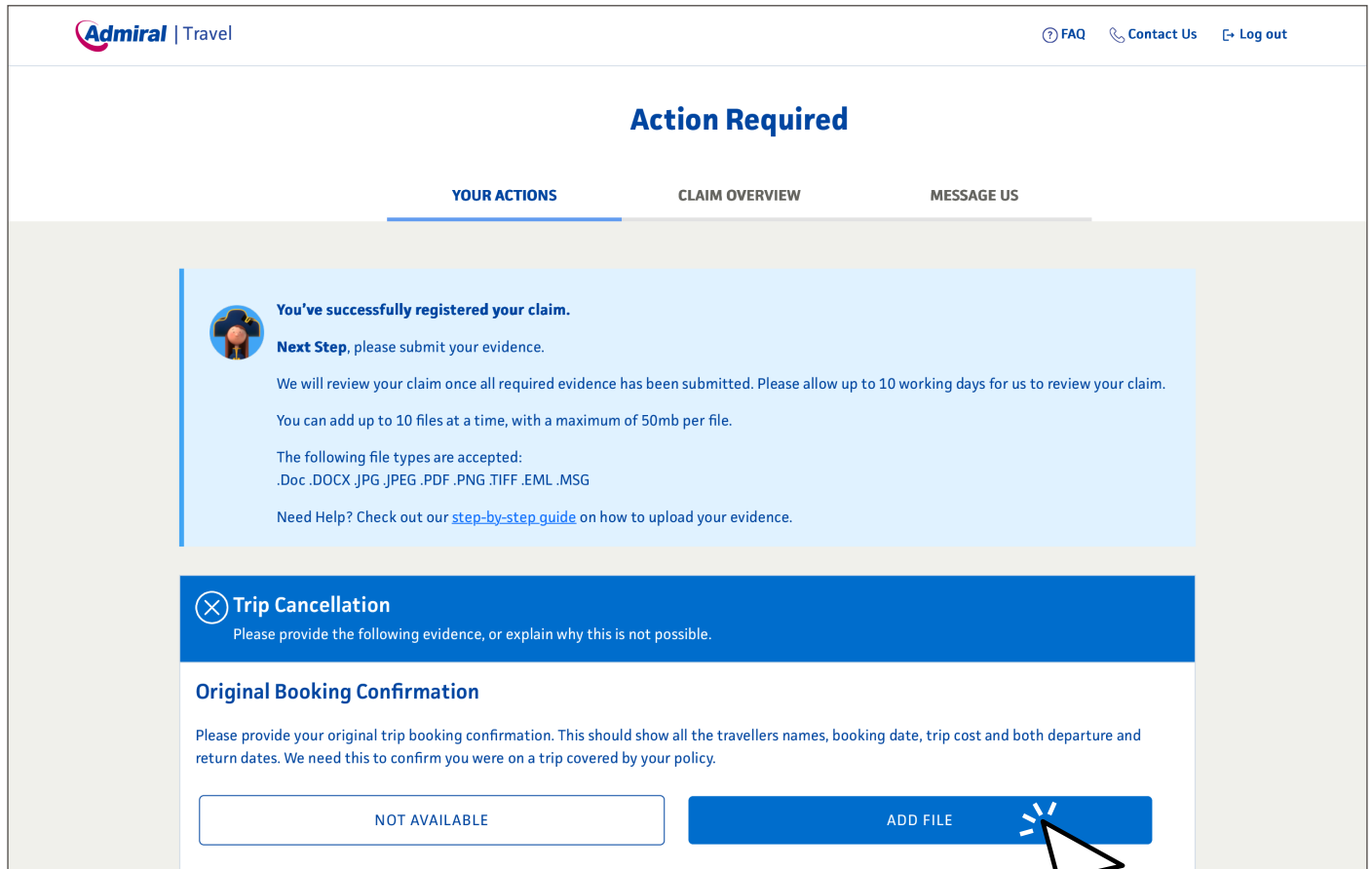
➤ Did you forget a file?

You can always come back later to add more evidence. Just look for the '**Additional documentation**' box at the bottom of the page.

How to upload your travel evidence

▶ Step 1

Select 'Add file'.



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Action Required

YOUR ACTIONS CLAIM OVERVIEW MESSAGE US

You've successfully registered your claim.
Next Step, please submit your evidence.
We will review your claim once all required evidence has been submitted. Please allow up to 10 working days for us to review your claim.
You can add up to 10 files at a time, with a maximum of 50mb per file.
The following file types are accepted:
.Doc .DOCX .JPG .JPEG .PDF .PNG .TIFF .EML .MSG
Need Help? Check out our [step-by-step guide](#) on how to upload your evidence.

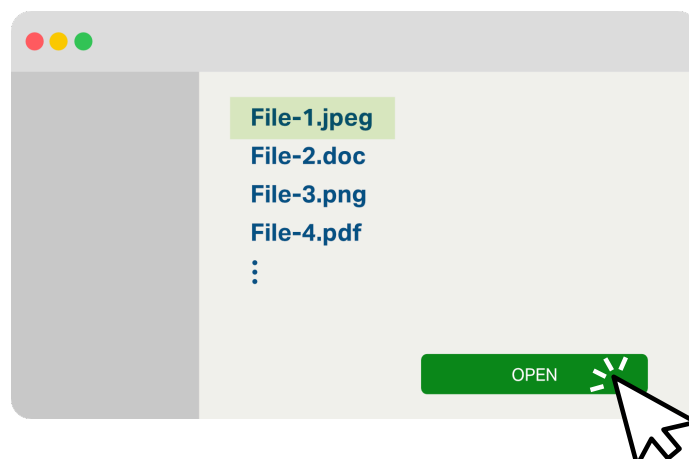
Trip Cancellation
Please provide the following evidence, or explain why this is not possible.

Original Booking Confirmation
Please provide your original trip booking confirmation. This should show all the travellers names, booking date, trip cost and both departure and return dates. We need this to confirm you were on a trip covered by your policy.

NOT AVAILABLE **ADD FILE**

▶ Step 2

Choose the files you want to upload. Depending on your device, you'll see either an 'Upload' or 'Open' button. Now select it.



How to upload your travel evidence cont.


Step 3

Once you've finished adding your files, select **'Upload'** on the evidence upload page.


✕ Trip Cancellation
Please provide the following evidence, or explain why this is not possible.

Original Booking Confirmation
Please provide your original trip booking confirmation. This should show all the travellers names, booking date, trip cost and both departure and return dates. We need this to confirm you were on a trip covered by your policy.

Need to upload more files [click here](#)



Booking confirmation.docx
13.4 KB
[✕ Remove File](#)



Booking confirmation.docx
13.4 KB
[✕ Remove File](#)

Once all files have been added please click upload.

Step 4

You'll now see the titles of the files you've chosen to upload. If you've missed anything, you can still add more files. Just look for **'Need to upload more files'** and select **'click here'**.

Original Booking Confirmation

Document Title	Submitted
✓ Bookingconfirmation.docx	29/12/2025
✓ Bookingconfirmation.docx	29/12/2025

Need to upload more files [click here](#)

How to upload your travel evidence cont.

Step 5

If everything looks good, select **'Submit'** to finish adding your files.

✕ Trip Cancellation

Please provide the following evidence, or explain why this is not possible.

Original Booking Confirmation

Document Title	Submitted
✓ Bookingconfirmation.docx	29/12/2025
✓ Bookingconfirmation.docx	29/12/2025

Need to upload more files [click here](#)

Uploaded all files for this request? Click submit

SUBMIT



Repeat steps 1 to 5 for all the different types of evidence we've asked for.

After you've submitted all the evidence we asked for, you'll see a green banner at the top of the screen. This means we now have your evidence for review.

Under Review

[YOUR ACTIONS](#) [CLAIM OVERVIEW](#) [MESSAGE US](#)

✓ **Documents provided**

- Thanks for providing the required information for your claim.
- We'll review your claim within the next 10 working days and reach out to you if we need more information.

✕ Trip Cancellation

Please provide the following evidence, or explain why this is not possible.

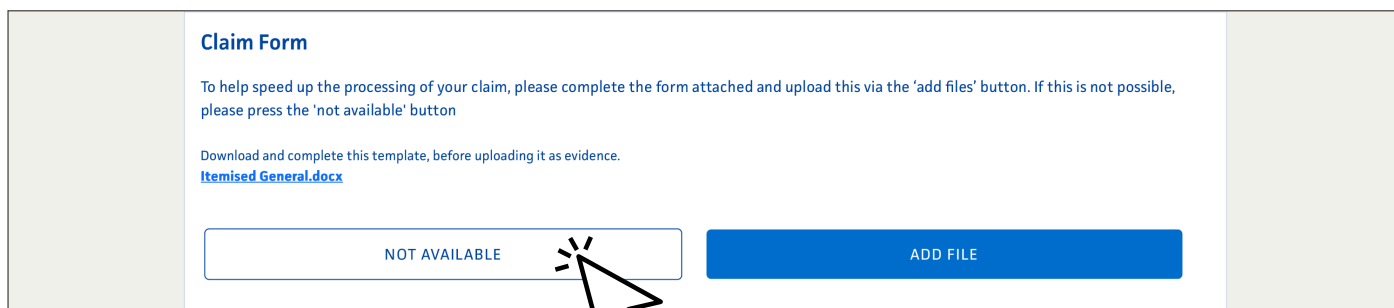
Original Booking Confirmation

Document Title	Submitted
✓ Bookingconfirmation.docx	29/12/2025
✓ Bookingconfirmation.docx	29/12/2025

How to upload your travel evidence cont.

➤ Don't have all your evidence to hand?

Click '**Not available**' then tell us why you don't have the file we're asking for. We might ask you for this evidence later on. But if you don't have it, we'll still do everything we can to sort your claim.



Claim Form

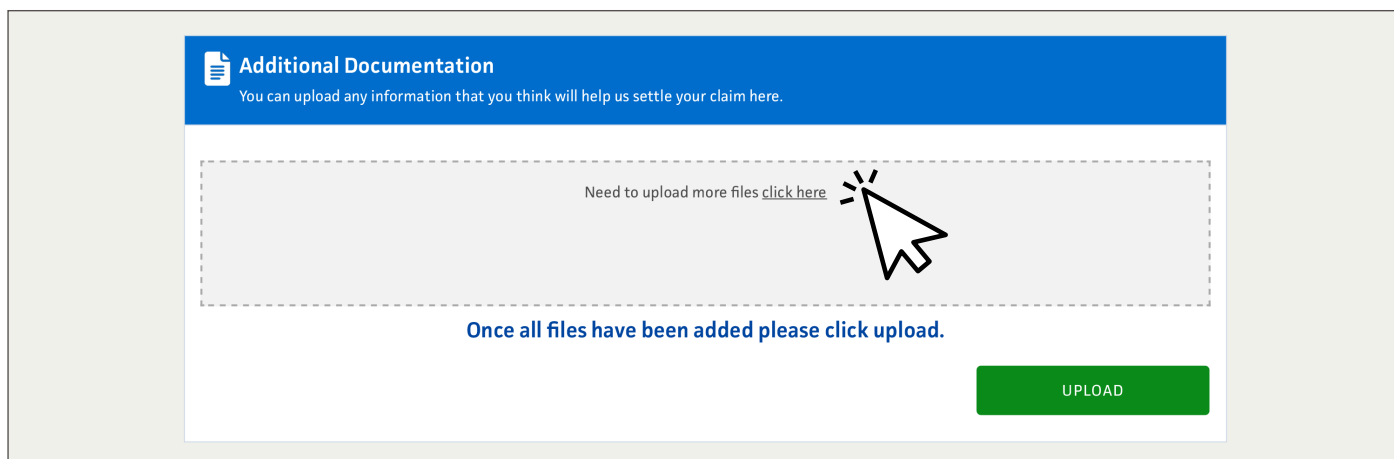
To help speed up the processing of your claim, please complete the form attached and upload this via the 'add files' button. If this is not possible, please press the 'not available' button

Download and complete this template, before uploading it as evidence.
[Itemised General.docx](#)

NOT AVAILABLE ADD FILE

➤ Did you forget a file?

You can always come back later to add more evidence. Just look for the '**Additional documentation**' box at the bottom of the page.



Additional Documentation
You can upload any information that you think will help us settle your claim here.

Need to upload more files [click here](#)

Once all files have been added please click upload.

UPLOAD