

Frequently Asked Questions – Student Travel



Q. Why has the Student Insurance Travel Request Process moved to an MS form?

A. We've made the switch to ensure a better experience for you as a student.

- It's easier to fill in and saves you time, no need to download a document, just click the link, type in your answers and hit submit.
- It can be completed from your phone, tablet or laptop.
- Everything goes to one place, and it's easier for the team to track, assess and follow up if needed.
- It's more secure, and there's no risk of sending the wrong file or forgetting to attach it.
- MS Forms is more accessible, it works better with screen readers and accessibility tools.

Q. What does the SHU Travel Insurance Policy cover?

A. The cover for students includes the following (subject to the policy wording):

- Medical expenses (emergency only)
- Cancellation or curtailment expenses
- Loss or damage to any personal belongings (subject to £500 excess)
- Loss of money
- Legal liability to third parties for accidental personal injury or property damage

The policy excludes the following:

- Travelling against medical advice
- Routine medical appointments and regular prescriptions

Q. Does the student travel insurance cover vary depending on the type of trip?

A. No

The provided student travel insurance is the same for all types of trips, independent of the type of course, destination and length of travel.

Q. How will I find out if I have been successful in my application for travel insurance for my trip?

A. You will receive an email confirmation from the SHU Risk Insurance and Business Continuity Team.

This email will be sent to the email address provided by you in your application.

Q. If my travel insurance application is successful, what documentation will I receive?

A. You will receive the standard Student Travel Insurance Certificate.

If you have requested a personalised certificate for a visa appointment, you will receive the standard certificate that has been amended accordingly.

Q. I have been asked to provide a personalised certificate by my visa office, how do I request this?

A. If you have not yet submitted your travel insurance request, there is an option within the SHU Travel Request Form to indicate that a personalised certificate is required. Simply tick this section, and the Insurance Team will action this request when processing your application.

If you have already received confirmation of your insurance, please email the Insurance Team at TIRequests@shu.ac.uk to request a personalised certificate.

Q. How long will it take to process my travel insurance applications?

A. Travel insurance applications are typically processed within 5 working days.

However, this timeframe will be extended during periods when the office is closed, such as Easter, Bank Holidays, and Christmas, or if further clarification is needed on the supplied details.

Q. Is my travel insurance valid for multiple destinations?

A. Your travel insurance will cover the destination and dates that you have provided on your submitted MS Form. If you change your destination or dates, the Insurance Team must be informed as this will affect your coverage.

If your trip incorporates multiple destinations these need to be declared within the SHU Travel Request Form.

If you have already received confirmation of your insurance, please email the insurance Team at TIRequests@shu.ac.uk the full itinerary of your trip.

Q. Can I extend or amend my travel insurance if my plans change?

A. If your travel plans change, it's important to notify the Insurance Team as soon as possible. Amendments or extensions to your insurance are only permitted if the trip remains course-related.

If your revised plans include non-course-related travel (such as personal holidays), please note that this portion of your trip will not be covered under SHU Travel Insurance. You will need to arrange your own personal travel insurance for that period.

Q. Is there a contact number or email for support regarding my insurance application?

A. For support on queries regarding your application please contact the insurance team at TIRequests@shu.ac.uk. Please be aware that this inbox is not monitored on evenings, weekends or during university breaks (Bank Holidays, Easter and Christmas).

Q. When travelling what support is available in an emergency?

A. In the event of an emergency while you are travelling, you can contact the AIG Emergency number which is +44 (0)1273 552 922.

Q. How do I make a claim?

A. Should you need to make a claim, email the Insurance Team at TIRequests@shu.ac.uk, and provide details of the situation. The Insurance Team will email you the corresponding claims form.

Q. Is there an excess?

A. Yes, there is an excess of £500 (personal belongings).