

Customer Update – 2nd March 2026

US and Israel Conflict with Iran in the Middle East

On the 28th February 2026, the US and Israel launched strategic missile attacks on Iranian political and military sites amid the Israel-Iran conflict. Iran responded with retaliatory strikes at Israel and US bases across the region, including Israel, Kuwait, Qatar, Bahrain and UAE.

Airspace in and around the region has been closed completely or restricted, resulting in flight cancellations or rescheduling. The disruption is likely to impact travel to other long-haul destinations, as flights are rerouted to avoid the affected airspace.

The Foreign, Commonwealth and Development Office (FCDO) is warning [“against all travel to Israel and Palestine”](#).

It is also warning [“against all but essential travel to Kuwait, Qatar, Bahrain and the UAE”](#).

The FCDO has told British nationals in the affected region to [“immediately shelter in place”](#) and to [“register their presence”](#).

The majority of our policies contain a specific General exclusion relating to: ‘Any consequence of war, invasion, act of foreign enemy, hostilities (whether war be declared or not), civil war, rebellion, revolution, insurrection or military or usurped power.’

Therefore cover on our policies will be limited as the above exclusion will apply in most circumstances. In view of the above, Allianz Partners would like to advise its customers as follows:

Customers who are due to travel

- If you have not yet travelled and cannot as a result of this conflict, for example, if your operator/carrier has cancelled your flight, please contact your tour operator or travel provider for a full refund. If your travel company cannot refund your money, you may be able to ask them to rearrange your holiday destination or date.
- You may have Consumer Protection cover if your travel arrangements were purchased using a credit card. In this instance, contact your bank or credit card issuer as an alternative avenue for a refund.

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- If you choose to cancel your trip of your own accord, your policy will not cover you for any cancellation costs that you could incur. Please refer to your policy wording document for details of the cover provided.
- If you have bought a single trip policy and you would like to travel to another destination or on another date, please contact the Customer Services telephone number shown in your policy wording document so that the appropriate changes can be made for you.

An additional premium may be payable for any increase in trip duration or change in destination country.

Customers already abroad:

- If you are in the affected area, please follow the advice of the FCDO, local authorities or your tour operator and monitor local media.
- If you have cut-short your trip as a result of this conflict, then you should contact your airline or travel operator, as they have a duty of care to provide accommodation until suitable travel arrangements are made available.

Need more assistance?

If you have any questions about what is or isn't covered under your Allianz Partners policy, then please feel free to contact us using the contact details for the Claims department shown in your policy wording document.

Useful contacts

Use the following contact details to keep up to date with the latest advice, if you require consular support or need to register your presence in the affected region.



Website: <https://www.gov.uk/foreign-travel-advice>

Telephone: UK +44 (0)20 7008 5000