



## “CRUISECARE TRAVEL PROTECTION PROGRAM”

### FREQUENTLY ASKED QUESTIONS:

#### 1. What has been updated on the CruiseCare travel protection program?

Currently, CruiseCare provides a 75% future cruise credit if you cancel for any reason (and we mean ANY reason). The new enhancement to CruiseCare guarantees a 100% future cruise credit to U.S. guests sailing before December 31, 2021 who wish to postpone travel, no matter the reason. Protection must be purchased by April 30, 2020.

#### 2. Does this enhancement apply to all brands within Royal Caribbean Cruises Ltd.?

No, the 100% CruiseCare enhancement is currently only being offered by Azamara.

#### What other benefits does CruiseCare offer?

- *Trip Interruption:* up to total trip cost if the guest can't start or finish the cruise vacation because they are sick or hurt, there's a death in the family or another covered reason
- *Trip Delay:* up to \$500 for catch-up expenses
- *Accident Medical:* up to \$10,000 if guest get hurt on the vacation
- *Sickness Medical:* up to \$10,000 if guest get sick on the vacation
- *Emergency Medical Evacuation:* up to \$25,000 if guest needs emergency medical transportation
- *Baggage Protection:* up to \$1,500 if guests bags are lost, stolen or damaged
- *Baggage Delay:* up to \$500 to purchase necessary personal items if guests bags are delayed.

#### 3. Do all sailings qualify for the updated CruiseCare travel protection program?

CruiseCare must be purchased before April 30, 2020. The new enhancement for CruiseCare applies to new and existing reservations for sailings before December 31, 2021.

#### 4. When can I purchase the enhanced Cruise Care travel protection policy?

Purchase before April 30, 2020. The plan cost may be paid at any time from deposit up to final payment; however, CruiseCare takes effect only upon payment of the plan cost in addition to any required cruise deposit. Payment of the cruise fare deposit amount without the plan cost will not activate this program.



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### FREQUENTLY ASKED QUESTIONS, CONT:

#### **5. If the booking is within final payment, can a guest add this new CruiseCare benefit to their booking?**

Unfortunately, this offer is only for bookings that are outside of final payment window (120 days prior to sailing). Voyages that are less than 120 days prior to sailing are not eligible.

#### **6. If a guest makes a NEW booking that is sailing less than 120 days, can they add CruiseCare?**

Yes, you can add CruiseCare to a NEW booking sailing in less than 120 days if you add CruiseCare BEFORE the payment is made. If payment has already been applied, you cannot go back and add CruiseCare after the booking has been created.

#### **7. Who is eligible to purchase CruiseCare?**

Cruise insurance is available for purchase by US-residents and bookings must be in USD. US residents of all states, except NY, can purchase the product as an add-on to their cruise booking. New York residents desiring cruise insurance will need to enroll online at [www.travelcruisecare.com](http://www.travelcruisecare.com).

#### **8. If a guest already has a third-party insurance that they purchased on their own, can they still purchase CruiseCare?**

Yes.

#### **9. How long does a guest have to redeem the CruiseCare credit?**

The future cruise credit is valid for one year from issue date.

#### **10. How does a guest cancel or move their cruise?**

To be eligible for credits, the guest must notify the cancellation to Azamara prior to the ship's departure. Once they have cancelled with Azamara, guests must contact the CruiseCare Help Line at 1-877-538-3816 or 1-516-342-7262 regarding the future cruise credit.



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### FREQUENTLY ASKED QUESTIONS, CONT:

**11. What happens if there’s a difference in cruise fare between the Future Cruise Credit a guest receives, and the cruise that they would like to book next?**

If the cruise fare on the guests new booking exceeds the Future Cruise Credit’s value, they will have to pay the difference. Alternatively, if the new cruise fare is lower than the Future Cruise Credit’s value, a new Future Cruise Credit will be issued for the remaining balance.

**12. Is CruiseCare applicable to land programs?**

CruiseCare doesn’t cover pre/post land programs if cancelled.

**13. Is the future cruise credit transferable?**

Future cruise credits are non-transferrable, and not redeemable for cash.

**14. Are Future Cruise Credits interchangeable between Royal Caribbean’s family of brands?**

Future Cruise Credits are brand-specific and must be redeemed on the brand where the cancellation occurred.

**15. Do the same parameters apply to both Group and Individual reservations?**

Yes, CruiseCare can be purchased for group environments.

**16. Upon cancellation, will I be credited for any pre-cruise purchases, for onboard products such as shore excursions, etc.?**

Yes, all pre-cruise purchases will be refunded to the original form of payment.

**17. Will Travel Partner cruise commissions be protected for guests who choose to cancel their existing reservation?**

Yes, travel partner commissions will be protected.



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### FREQUENTLY ASKED QUESTIONS, CONT:

#### 18. Will travel partners get commission for adding on CruiseCare to their client’s booking?

Yes, Travel Partners will receive 10% commission.

**Terms & Conditions:** \*CruiseCare must be purchased between March 11, 2020 and April 30, 2020. CruiseCare applies to new and existing reservations for Azamara sailings only departing before December 31, 2021. CruiseCare includes a Cruise Vacation Cancellation Enhancement, which provides a 100% Future Cruise Credit (“FCC”) cancellation for any reason. CruiseCare FCC are valid for one year from issue date, are non-transferrable, and not redeemable for cash. FCC provides the prepaid nonrefundable portion of cruise fare only. Other FCC restrictions, such as blackout periods, apply. Azamara will grandfather in existing CruiseCare bookings for sailings through December 31, 2021. Not applicable to pre/post land programs or airfare booked via ChoiceAir. To be eligible for credits, notification of cancellation must be given to Azamara prior to the ship’s departure. If you previously purchased CruiseCare before March 9, 2020 or already cancelled your voyage with Azamara, please contact the CruiseCare Help Line at 1-877-538-3816 or 1-516-342-7262 regarding FCC. FCC does not apply to airfare booked via ChoiceAir. Note: The plan cost is fully refundable if you are canceling outside of Azamara’s published penalty period. The plan cost may be paid at any time from deposit up to final payment; however, CruiseCare takes effect only upon payment of the plan cost in addition to any required cruise deposit. Payment of the cruise fare deposit amount without the plan cost will not activate this program. Note: While this is not a complete description – a full plan description detailing the terms, conditions and exclusions is available on our website [www.Azamara.com/plan/cruisecare](http://www.Azamara.com/plan/cruisecare) –We have highlighted just a few of the plan benefits. If you have any questions or would like to request a copy of the plan description, please call our plan administrator, Arch Insurance Company, at (888) 722-2195. (Please use this number for CruiseCare inquiries only. Reservation details will not be available.) CruiseCare is provided in addition to other applicable indemnity or insurance programs, where permitted by law, and shall apply only after benefits have been paid. This plan was designed and is administered by Aon Affinity and underwritten by Arch Insurance Company, with administrative offices in Jersey City, NJ (NAIC #11150) under Policy Form series LTP 2013. This is a brief overview of the coverages. Subject to terms, conditions and exclusions. This is a general overview of insurance benefits available. Coverages may vary in certain states and not all benefits are available in all jurisdictions. Please refer to your certificate of benefits or policy of insurance for detailed terms, conditions and exclusions that apply. You can request a copy of your certificate by calling Arch Insurance Company at 888-722-2195. Azamara reserves the right to correct any errors, inaccuracies or omissions and to change or update fares, fees and surcharges at any time without prior notice. For details on the “Cruise with Confidence” policy and how it applies to guests sailing on or before July 31, 2020 please visit [Azamara.com/Cruise-with-Confidence](http://Azamara.com/Cruise-with-Confidence)

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