



# Canadian Travel Protection Plan



Whether you are traveling solo, or with your family, you always hope for the best — but you never know what can happen during your trip. As a Canadian resident, you can now obtain travel protection for your upcoming Azamara voyage via Manulife. From emergency medical expenses, baggage loss, to trip cancellations, and more.

## FREQUENTLY ASKED QUESTIONS:

**Q: When should I contact Manulife if I am interested in purchasing the Travel Protection Plan?**

A: We strongly encourage you to contact Manulife within 72 hours of making an initial payment (including non-refundable deposits) on your reservation. The Premium Protection Plan, which offers a Cancel for Any Reason benefit, is ONLY available within the 72-hour payment window. For all other questions related to timing, please contact a Manulife Licensed Insurance Agent.

**Q: What is the best way to contact Manualife to learn more about the Travel Protection Plan?**

A: The best way to determine what plan fits your needs is by speaking directly with a Licensed Insurance Agent. For detailed product features please click here: [Manualife Travel Protection Plan for Azamara Guests](#)

**Q: What should I provide to the Manulife Licensed Insurance Agent to learn about which travel protection option best fits my needs?**

A: Please have the following details of your booking in hand:

- Reservation ID
- Ship, Sail Date, Return Date
- Age of all travelers in booking
- Total Azamara booking amount including taxes, cancellation/service fees, cost of vacation per person
- Province of residence

**Q: What are Manulife's hours of operations?**

A: Monday — Friday, 8:00 am — 8:00 pm EST. Saturday, 10:00 am — 5:00 pm EST. Sundays — closed.

# CANADIAN TRAVEL PROTECTION PLAN

## FREQUENTLY ASKED QUESTIONS CONTINUED

**Q: Is the Travel Protection Plan refundable I cancel my voyage or if the sailing is cancelled at any point prior to departure?**

A: Insurance is non-refundable after 10 days. If you cancel your sailing under Cruising with Confidence (CWC) or receive a 125% Future Cruise Certificate (FCC) as a result of Global Suspension, you can move your policy to a future booking that is made with the CWC or 125% FCC provided if it is within 24 months of the original sailing date. If you elect a refund under Global Suspension, you will be given a premium refund.

**Q: Do Manulife's program options include protection that covers COVID-19?**

Please see the chart below. Note that under the Government of Canada's new travel measures, the required 3-night hotel stay upon re-entering the country is not a covered benefit.

Bookings Made after 3/5/20			
Scenario	Trip Cancellation & Interruption	Cancel for Any Reason	Medical
CND Travel Advisory in Place & COVID-19 is a Known Event by Manulife	<p>Only these two causes will be covered for COVID-19 related:</p> <ol style="list-style-type: none"> <li>1. If the policy holder, their travel companion, or their immediate family contract COVID-19 prior to departure, they may cancel and submit a claim</li> <li>2. If the policy holder or their travel companion involuntarily lose their job due to COVID-19 prior to departure, they may cancel and submit a claim</li> </ol>	CFAR benefit applies as per the specific policy terms & conditions	No COVID-19 related causes are covered; all other covered risks apply as per the policy terms & conditions
CND Travel Advisory is Lifted & COVID-19 remains a Known Event by Manulife	<p>All other covered risks apply as per the policy terms &amp; conditions</p>		Medical benefits apply as per the specific policy terms & conditions
CND Travel Advisory is Lifted & COVID-19 is No Longer Considered a Risk-Known Event by Manulife	All original policy terms & conditions resume		

**Azamara:** <https://www.igoinsured.com/Direct/ManulifeGlobal.aspx?ag=AZCC001&lang=E>