

CRUISE WITH CONFIDENCE



CRUISE PROTECTION ESSENTIALS

As your client prepares for their vacation, we want to make sure that their cruise is unforgettable. Cruise Protection Essentials may protect them in the event of unexpected events while onboard their cruise.

Cruise Protection Essentials has the same great benefits as Celebrity CruiseCare, but excludes any cancellation or interruption coverage. This product has been designed as a second chance offer.

You or your clients may purchase this product at www.travelcruisecare.com.

| | Celebrity CruiseCare | Cruise Protection Essentials |
|------------------------------------|--------------------------------|------------------------------|
| Trip Cancellation | Up to Total Trip Cost | No Trip Cancellation |
| Trip Interruption | Up to 150% of Total Trip Cost | No Trip Interruption |
| Trip Delay | Up to \$2,000 | ✓ |
| Missed Connection | Up to \$300 | ✓ |
| Accident / Sickness Medical | Up to \$25,000 | ✓ |
| Emergency Evacuation | Up to \$50,000 | ✓ |
| Repatriation of Remains | Up to \$25,000 | ✓ |
| Baggage Loss | Up to \$1,500 | ✓ |
| Baggage Delay | Up to \$500 | ✓ |
| Cancel For Any Reason | Up to 90% Future Cruise Credit | No FCC's |

Cruise Protection Essentials is an optional travel protection add-on to a guests cruise booking and is available through Royal Caribbean and Celebrity Cruises for residents in all states except New York. New York state residents who are interested in travel protection should contact Aon Affinity directly by visiting <https://travelcruisecare.com> or calling them at 877-248-7704. If added, the Cruise Protection Essentials plan is not effective until the plan cost has been paid. Plan cost is not automatically included as part of initial cruise deposit. Travel Insurance benefits are underwritten by Arch Insurance Company, with administrative offices in Jersey City, NJ (NAIC #11150) under Policy Form series LTP 2013 and applicable amendatory endorsements. This is a general overview of insurance benefits available. Coverages may vary in certain states and not all benefits are available in all jurisdictions. Other limitations and exclusions may apply. Please refer to your certificate of benefits or policy of insurance for detailed terms, conditions and exclusions that apply. ©2024 Celebrity Cruises Inc. Ships' registry: Malta and Ecuador.

FREQUENTLY ASKED QUESTIONS

Q1: Why does Celebrity Cruises recommend Cruise Protection Essentials and why should we offer it to guests?

A1: We want our guests to have some peace of mind while traveling. Although some guests decline cancellation coverage, we want the guests to have protection in case of a medical situation, they are delayed, or if they have issues with their baggage and personal effects.

Q2: When is the plan available for sale?

A2: We will offer the eligible guest this product via an invitation email once the guest(s) are 30 days from departure. The guest can purchase the product up until the day of their departure date.

Q3: Who can purchase the product and where?

A3: Cruise Protection Essentials is available at the white label site www.travelcruisecare.com after final payment. Any guest from any US state is eligible to purchase this product. This product is not available to residents outside of the United States.

Q4: I have a guest from New York who wants to purchase Cruise Protection Essentials, how do I advise them to purchase?

A4: Guests from New York may purchase the product at www.travelprotection.com. The standard product (which includes cancellation coverage and trip delay) is available to the guest up until final payment, and then during final payment, the Cruise Protection Essentials product is available.

Q5: Is Cruise Protection Essentials refundable?

A5: Yes. The plan is refundable if the guest does not depart on their cruise. Additionally, the guest can elect to remove Cruise Protection Essentials from their booking any time prior to sailing date and receive a refund for Cruise Protection Essentials if it was paid for.

Q6: When is payment expected for this product?

A6: To obtain coverage, the plan needs to be paid in full prior to departure.

Q7: Is this product available to guests who are residents of Canada?

A7: No.

Q8: Where can a guest file a claim?

A8: www.aontravelclaim.com

Q9: Why can't I offer this product to guests sooner than 30 days prior to departure?

A9: The email to the guest will be sent at 30 days prior to their departure. This will be the first time the guest is officially advised of this product. We do not want to advertise this product; guests will be invited to purchase. As a reminder, we prefer our guests to purchase the standard insurance plan so that they have cancellation and interruption coverage. Once they pay in full, the standard plan is no longer available.

Q10: Will guests be offered a choice of products?

A10: No. We prefer our guests to purchase the standard insurance plan so that they have cancellation and interruption coverage. The Cruise Protection Essentials is available by invitation to the guest and should not be discussed with the guest until they have received the offer via email.

Q11: Will a guest who purchased the product with cancellation coverage be allowed to move to the Cruise Protection Essentials?

A11: No.

Q12: Does the trade receive any compensation for this new product, Cruise Protection Essentials?

A12: No.