

CruiseCare and the Royal CaribbeanSM Travel Protection Program

Quick Reference Guide

Guests who need to file a claim

Guests may
file a claim at
www.aontravelclaim.com

Why Travel Protection?

Because your guests are planning the best vacation of their lives and we want them to think about nothing except having a good time. But things CAN happen! CruiseCare and the Royal Caribbean Travel Protection Program can protect your guest's important travel investment against the unexpected. Here's how...

Cancellation Penalty Waiver Program*	
Non-insurance feature provided by Celebrity Cruises / Royal Caribbean International	
Maximum Benefit Limit Per Person, Up To:	
Trip Cancellation if a guest can't take their cruise because they're sick or hurt, there's a death in the family, or another covered reason	Total cruise vacation cost
Cancel for Any Reason Future Cruise Credits if a guest has to cancel for ANY REASON at all	90% of the cancellation fee amount issued in the form of FCC's
**Notice to Minnesota, Missouri and New York residents only: Trip Cancellation benefits are underwritten by Arch Insurance Company. In addition, Cancel for Any Reason credits can be purchased separate from the Travel Insurance Benefits. Contact 1-888-722-2195 for details.	
Travel Insurance Benefits	
Underwritten by Arch Insurance Company	
Maximum Benefit Limit Per Person, Up To:	
Trip Interruption If a guest can't finish their cruise as scheduled because they're sick or hurt, there's a death in the family, or another specified reason	150% of total cruise vacation cost
Trip Delay Reimbursement for expenses like meals and hotel if your guest is delayed getting to or from their trip	\$500
Accident Medical Expense Reimbursement if a guest gets hurt on their trip	\$25,000
Sickness Medical Expense Reimbursement if a guest gets sick on their trip	\$25,000
Emergency Evacuation Coverage if your guest needs emergency medical transportation	\$50,000
Repatriation of Remains Coverage to transport a guest's remains home in the event of death during the trip	\$25,000
Baggage Reimbursement if your guest's things are lost, stolen or damaged	\$1,500
Bag Delay Reimbursement if their bags are delayed 24+ hours and they need to purchase necessary items	\$500
Worldwide Emergency Assistance	
Travel Assistance services provided by CareFree Travel Assistance™	
Travel Assistance, Medical Assistance, Emergency Services available 24/7 Within the U.S. and Canada: 1-877-303-5909 Outside the U.S. and Canada, call collect: 1-516-342-4594	

How may a guest enroll in the plan?

- If the guest or travel agent indicates they would like to purchase it, the cost for the Travel Protection Program is added to the booking confirmation/invoice (for all FIT bookings). It will remain as an option until final payment. Guests can pay for travel protection at any time between deposit and final payment.
- Enrollment in the plan becomes effective when Royal Caribbean International, Celebrity Cruises, or the Program Administrator receives payment for travel protection in addition to any required cruise deposits or payments. Travel Protection is not in effect until payment has been received.

Who handles refunds for guest cancellations and Travel Agent commissions?

- Royal Caribbean International or Celebrity Cruises will issue guest refunds (if any) of the amount received less applicable cancellation penalties, the same as if no optional travel protection were purchased.
- The Program Administrator handles the processing of all claims for refunds of Royal Caribbean International's or Celebrity Cruises' penalties (under CruiseCare and the Royal Caribbean Travel Protection Program Cancellation Penalty Waiver Program), as well as reimbursements due under CruiseCare and the Royal Caribbean Travel Protection Program. Payment of valid claims will be mailed directly to each guest.
- Travel Agent commission is protected. As long as the guest is enrolled in CruiseCare or the Royal Caribbean Travel Protection Program, their travel agent will earn their total cruise vacation commission amount up to a maximum of the cruise vacation cancellation penalty (regardless of whether the cancellation claim is payable).
- If a cancellation claim is not eligible for a cash refund under CruiseCare or the Royal Caribbean Travel Protection Program Cancellation Penalty Waiver Program, the Program Administrator will advise Royal Caribbean International or Celebrity Cruises and issue a credit for 90% of the non-refundable value of the pre-paid cruise vacation, for use on a future cruise.

For terms, conditions and exclusions, visit:

<https://www.archinsurancesolutions.com/coverage/celebrity>

<https://www.archinsurancesolutions.com/coverage/royal>

Travel insurance benefits are 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.

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