

ESCAPE ANNUAL TRAVEL INSURANCE POLICY

BEFORE YOU DEPART

When reading through this **Policy**, bold capitalized words are defined terms whose definition appears in the definitions section of the **Policy**.

The term **Covered Trip** means the travel arrangements **You** have insured under this **Policy**. **You** must be a Canadian resident or **Your Covered Trip** must involve travel to, from or within Canada.

10 DAY RIGHT TO EXAMINE

Please take the time to read **Your Policy** and review all of **Your** coverage. If **You** have any questions **You** may contact **Us** at 1-877-976-7526 (Winnipeg 204-947-9210 or Calgary 403-259-2969 from outside Canada and the USA). **You** may cancel this **Policy** within 10 days of purchase if **You** have not departed on **Your** first **Covered Trip** and there is no claim in process.

IMPORTANT NOTICE

- Travel insurance is designed to cover losses arising from sudden and unforeseeable circumstances. It is important that **You** read and understand **Your** Policy before **You** travel as **Your** coverage is subject to certain limitations, conditions or exclusions.
- Pre-existing condition exclusions may apply to Medical Conditions and/or symptoms that existed prior to **Your** Trip. Check to see how these apply in **Your** Policy and how they relate to **Your** **Departure Date**, date of purchase or **Effective Date**.
- In the event of an Injury or Sickness, prior medical history may be reviewed when a claim is reported.
- This Policy provides travel assistance and **You** are required to notify the Emergency Assistance Provider prior to Treatment. This Policy limits benefits should **You** not contact the assistance provider within the specified time period.

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ELIGIBILITY REQUIREMENTS

Who Is Eligible for Coverage?

All of the following restrictions apply to the various Escape Annual Travel Insurance plans providing trip cancellation, trip interruption and/or emergency medical coverage:

- **You** must not have a **Medical Condition** for which a **Physician** has advised **You** against travel prior to **Your** **Effective Date**.
- **You** must not have been diagnosed with a **Terminal Sickness** prior to **Your** **Effective Date**.
- For full emergency medical coverage **You** must be insured under a valid Canadian federal, provincial or territorial government health insurance plan (GHIP) or Canadian university health insurance plan (UHIP), otherwise the limit of coverage is **\$25,000**.
- The **Policy** must be purchased prior to departure.

If **You** do not meet the eligibility requirements previously listed and the conditions as outlined below, **Your** insurance is void and the **Company's** liability is limited to a refund of the premium paid.

Multi-Trip All Inclusive Plans

- For ages **64 and under**, **15 day** or **30 day** durations;
- **Application** for insurance must be made prior to the purchase of **Your** first **Covered Trip**.
- Coverage is provided only for the first **15 days** of any **Covered Trip** taken during the year if **You** purchased a **15 day Multi-Trip All Inclusive Plan** or for the first **30 days** of any **Covered Trip** taken during the year if **You** purchased a **30 day Multi-Trip All Inclusive Plan**.
- The maximum amount of coverage available for Trip Cancellation and Interruption is **\$1,500** per **Covered Trip** to a maximum of **\$10,000** per year for the non-refundable portions of **Your** prepaid travel arrangements.

Multi-Trip Emergency Medical Plans

- For ages **64 and under**, **15 day** or **30 day** durations;
- **Application** for insurance must be made prior to **Your** first **Departure Date**.
- Coverage is provided only for the first **15 days** of any **Covered Trip** taken during the year if **You** purchased a **15 day Multi-Trip Emergency Medical Plan** or for the first **30 days** of any **Covered Trip** taken during the year if **You** purchased a **30 day Multi-Trip Emergency Medical Plan**.

SCHEDULE OF MAXIMUM BENEFITS BY PLAN

BENEFIT SECTIONS		MULTI-TRIP ALL INCLUSIVE PLAN	MULTI-TRIP EMERGENCY MEDICAL PLAN
1	TRAVEL ASSISTANCE	INCLUDED	INCLUDED
2	USA InRoomMD ASSISTANCE	INCLUDED	INCLUDED
3	TRIP CANCELLATION & TRIP INTERRUPTION		-
	TRIP CANCELLATION	\$1,500 PER TRIP \$10,000 PER YEAR	-
	TRIP INTERRUPTION	\$1,500 PER TRIP \$10,000 PER YEAR	-
	EMERGENCY EARLY RETURN	UNLIMITED	-
	CRUISE CANCELLATION	\$1,000	-
	ACT OF TERRORISM	SEE PAGE 11	-
	ACCOMMODATION & MEALS	\$700	-
	REPATRIATION OF REMAINS	UNLIMITED	-
	CREMATION/BURIAL AT DESTINATION	\$10,000	-
4	TRIP DELAY	\$1,000	-
	ACCOMMODATION & MEALS	\$700	-
	SPECIAL EVENTS	\$750	-
5	EMERGENCY MEDICAL		
	HOSPITAL & MEDICAL	UNLIMITED	UNLIMITED
	ACCIDENTAL DENTAL	UNLIMITED	UNLIMITED
	MEDICAL EVACUATION/ RETURN HOME	UNLIMITED	UNLIMITED
	ACCOMMODATION & MEALS	\$3,500	\$1,750
	HOSPITAL CONFINEMENT	\$500	-
	REPATRIATION OF REMAINS	UNLIMITED	UNLIMITED
	CREMATION/BURIAL AT DESTINATION	\$10,000	\$3,000
6	BAGGAGE & PERSONAL EFFECTS	\$1,000	-
	PASSPORT REPLACEMENT	\$200	-
	MISLAID LUGGAGE	\$400	-
	MAXIMUM PER ITEM	\$500	-
7	PERSONAL MONEY	\$100	-
8	TRAVEL ACCIDENT		
	AIRFLIGHT ACCIDENT	\$100,000	-
	WORLDWIDE ACCIDENT	\$50,000	-

WHAT DOES THIS POLICY COVER?

This **Policy** covers only the specific situations, events and losses mentioned in this document and only under the conditions **We** describe.

The Plan **You** purchased may not include all the coverage described in this document. The **Schedule of Maximum Benefits By Plan** is outlined in the chart on page 3. Make sure **You** check **Your Policy** Confirmation to confirm **Your** benefits, coverage and limits.

Coverage under this **Policy** is secondary to all other sources of recovery. Any benefits payable under this **Policy** are in excess of any other coverages **You** may have with any other insurance company or any other source of recovery.

Pre-Existing Condition A Special Note

If **You** or **Your Travelling Companion** have a health irregularity, there will only be coverage for claims arising from that condition if it is not worsening, and there has been no alteration in any medication for that condition, and no medical services other than routine monitoring have been required or recommended by a **Physician** for that condition within the time periods listed below:

- **Trip Cancellation Coverage :**
 1. **Ages 59 and under** for the **60 days** prior to and including the latter of the purchase date of the **Policy** or the purchase of **Your** travel arrangements.
 2. **Ages 60 and over**, for the **90 days** prior to and including the latter of the purchase date of the **Policy** or the purchase of **Your** travel arrangements.
- **Trip Interruption and Emergency Medical Coverage:**
 1. **Ages 59 and under**, for the **60 days** prior to **Your Departure Date**.
 2. **Ages 60 and over**, for the **90 days** prior to **Your Departure Date**.

Coverage under Trip Cancellation, Trip Interruption or Emergency Medical is not provided for any claims arising from:

- a) a heart condition involving the taking of nitroglycerine more than once per week for the relief of angina;
- b) a lung condition treated with home oxygen or the taking of oral steroids (prednisone or prednisolone).

If prior to **Your Departure Date** **You** are prescribed any treatment or change in the dosage, frequency or type of medication resulting in **Your Medical Condition** no longer being **Stable and Controlled**, **You** must contact **Us** immediately and request consideration for the change by providing us with:

- a) certified medical information from **Your Physician** for the required period(s) as stated on page 4;
- b) signed authorization allowing **Us** access to information from **Hospitals** and/or medical professionals;
- c) copies of: all travel invoices; **Travel Supplier's** cancellation clause with regard to non-refundable costs, charges and expenses; and any other information we deem necessary.

Once all of the required information is received, **We** will respond within one business day as to whether or not **We**:

- a) accept **Your** claim under Trip Cancellation; or
- b) waive the change in the **Medical Condition** for that condition or related condition for any future claim under this **Policy**.

COVERAGE PERIODS

Effective Date - When Coverage Begins

Coverage	Effective Date
Trip Cancellation	Begins at 12:01 a.m. following the date You purchased this Policy . For each trip purchased thereafter, coverage begins on the purchase date of the Covered Trip .
Trip Interruption	Begins on the Departure Date of each of Your Covered Trips .
Emergency Medical	Begins on the Departure Date at the point when You leave Your province or territory of residence on each of Your Covered Trips .
Travel Accident	Begins when You leave Your home on each of Your Covered Trips .
All Other Benefits	Begin on the Departure Date of each of Your Covered Trips .

When Coverage Ends

Your Coverage ends on the earliest of the following events:

1. When **You** cancel **Your Covered Trip**;
2. On **Your Return Date**;
3. On the date **You** return to **Your Departure Point**;
4. The date **Your Policy** expires as shown on **Your Policy** confirmation document or **Application** for this insurance;
5. The 15th day or 30th day after **Your Departure Date** for any single **Covered Trip** depending on the duration of the plan **You** purchased. Coverage does not extend past the 365th day after the purchase date of **Your Policy**. **You** must maintain proof of **Departure Dates and Return Dates**.

Automatic Extension of Coverage

Your insurance will automatically be extended beyond **Your** scheduled **Return Date**:

1. **Your** scheduled **Common Carrier** is delayed, coverage will be extended for up to **72 hours**; or
2. **You, Your Travelling Companion**, or a **Family Member** travelling with **You** are hospitalized on or prior to **Your** scheduled **Return Date**. Coverage will be extended for the duration of the **Hospital** stay and for up to **5 days** after discharge from the **Hospital** while outside **Your** province or territory of residence; or
3. **You, Your Travelling Companion**, or a **Family Member** travelling with **You** are unable to travel due to a medical reason that does not require hospitalization. Coverage will be extended for up to **3 days** and must be documented by a **Physician** at **Your** destination.

How Do You Become Insured

You become insured and this brochure becomes an insurance **Policy**:

- When **You** are named on a completed insurance **Application**; and
- When **You** pay the required premium on or before **Your** coverage **Effective Date**; and

If **You** have an infant under the age of 2 years who is a **Family Member**, travelling with **You** and listed on the **Application** for this insurance, the infant will be covered at no charge under **Your Policy** for Emergency Medical benefits if **You** have purchased, the **Multi-Trip All Inclusive Plan**.

TRAVEL ASSISTANCE

When It Applies

If **You** require **Emergency** medical or other help while travelling on **Your Covered Trip**.

What We Provide - 24/7

A. MEDICAL ASSISTANCE

1. Worldwide multi-lingual medical and dental referrals. If **You** need care from a **Physician**, dentist or medical facility while **You** are travelling, **We** can help **You** find one.
2. Advance payment to **Hospital**. We will provide advance payment to a **Hospital** if it is required to secure **Your** admission for a covered Sickness or Injury
3. Monitoring of **Treatment**. If **You** are hospitalized, **Our** medical staff will stay in contact with **You** and the **Physician** caring for **You**. **We** can also notify **Your** family and **Your** doctor back home of **Your Sickness** or **Injury** and update them on **Your** status.
4. Transfer of insurance information to medical providers. If **You** require medical **Treatment** for an **Injury** or **Sickness**, **We** will provide the emergency medical providers with any coverage information that they require.
5. Vaccine and blood transfers. If required, **We** will coordinate the transfer of required blood or vaccine to **You**.
6. Dispatch of doctors and specialists. If **You** need the care of a **Physician** or specialist, **We** will coordinate the appropriate dispatch.
7. Prescription assistance. If **You** have lost, misplaced or forgotten **Your** prescription medication, **We** will assist **You** in contacting **Your** doctor and obtaining a replacement supply.
8. Replacement corrective eyeglasses and medical devices. If **You** have lost, misplaced or forgotten **Your** corrective eyeglasses or medical devices, **We** will assist **You** in obtaining a replacement.
9. Transfer of medical records. If and when required for **Emergency Treatment**, **We** will coordinate the transfer of medical records and related information to the treating **Physician**.
10. Continuous updates to family, employer and home **Physician**. If **You** are hospitalized, **We** will provide appropriate medical condition updates to **Your** family, employer and/or personal doctor.
11. Hotel arrangements for convalescence. If **You** are hospitalized, **We** will make necessary hotel and related accommodation arrangements for **You** and/or **Your** family travelling with **You** or **Your Travelling Companion** before, during and after **Your** hospitalization.

B. MEDICAL EVACUATION AND REPATRIATION SERVICES

All evacuation and repatriation services must be pre-approved and arranged by Us.

1. **Emergency** medical evacuations. If **Our** medical team and the local **Physician** caring for **You** agree that the local care facility cannot treat **Your Sickness** or **Injury**, **We** will provide transport and any necessary accompaniment to transfer **You** to the nearest appropriate facility.
2. Transportation of someone to join **You** if **You** are hospitalized. If **You** are hospitalized for an **Emergency Sickness** or **Injury**, **We** will arrange for the economy class round-trip ticket to bring a friend or Family Member to **You** if **You** are alone and a doctor recommends that someone travel to join **You**.
3. Return of dependent **Children**. If **You** are confined to Hospital for more than 24 hours, **We** will arrange for the one way **Fare** to return home **Your Children** who have accompanied **You** on **Your Covered Trip**. **We** will also provide an escort if these Children are under 18 years of age.
4. Return of **Travelling Companion**. If, due to a medical **Emergency** covered by this Policy, **You** must return to **Your Departure Point**, **We** will arrange for the one way **Fare** to return **Your Travelling Companion** to **Your** Departure Point.
5. Transportation after stabilization. Once **You** are medically stable to return home, **We** will arrange for the cost of a one way **Fare** to get **You** home (less any refunds from **Your** unused return trip tickets).
6. Repatriation of mortal remains. **We** will pay the cost of reasonable and necessary services to transport **Your** remains to **Your** place of residence. **We** can coordinate between sending and receiving funeral homes.

C. LEGAL ASSISTANCE

1. Transfer of funds. If **Your** cash is lost or stolen or if **You** need extra money to pay for unexpected expenses, **We** can arrange to transfer funds from **Your** family or friends.
2. Legal and bail referrals. **We** can help **You** find local legal advice or a bail bondsman while travelling.

D. TRAVEL & DOCUMENT ASSISTANCE

1. Replacement of lost or stolen passport or other travel documents. If **Your** passport or other travel documents are lost or stolen, **We** can help **You** reach the appropriate authorities, contact **Your** family or friends, and assist **You** in getting **Your** documents replaced.
2. Replacement of lost or stolen travel tickets. If **Your** tickets are lost or stolen, **We** can contact the airline or other carriers and help **You** with **Your** travel arrangements.

E. OTHER ASSISTANCE SERVICES

1. **Emergency** travel arrangements to return home. If **You** must interrupt **Your Covered Trip** and return home for an **Emergency** reason, **We** can contact the airline or other carriers and help **You** with **Your** travel arrangements.
2. Translation services. **We** will assist **You** in arranging for translation services or referral of the same.
3. Urgent message transmittals. **We** can help **You** get an urgent message to someone back home to **Your** family, employer or personal doctor and confirm that **We** were able to reach the person **You** asked us to contact.
4. Vehicle return. If **You** are not physically able to do so due to an **Injury** or **Sickness**, **We** will arrange for the return of **Your** vehicle to the rental agency or to **Your** permanent residence.

F. CONCIERGE SERVICES

This coverage provides the benefit of after departure personal and convenience services. One call from any destination and our dedicated specialized staff will provide:

1. location information about news, weather, shopping, museums, seasonal activities and event planning;
2. sightseeing tours and tour guide information and reservation;
3. hotel, airline, car rental and rail information and reservations;
4. dining information and reservations;
5. flower and gift delivery;
6. golf course information and reservations;
7. personal trainers and spa and fitness centre information and reservations;
8. yacht and fishing charters information and reservations;
9. ordering theatre, concert, movie and sporting event tickets;
10. nightlife recommendations;
11. world news and share prices.

Through their extensive online resources and expertise, the **Emergency Assistance Provider** can make exceptional recommendations to fulfill **Your** needs. Access is available 24 hours a day, 365 days per year. The Insured is responsible for any related charges.

What Happens When You Call For Assistance

- **You** will be referred to the most appropriate service provider for **Your** situation.
- **We** will confirm that a **Policy** has been issued.
- Prior to receiving all relevant medical information, **We** will handle **Your Emergency** assuming **You** are eligible for benefits under this **Policy**. If it is later determined that a **Policy** exclusion applies to **Your** claim, **You** will be required to reimburse **Us** for any payments **We** have made on **Your** behalf
- **You** will be reminded that any services rendered are subject to the terms and conditions of this **Policy**. If it is later determined that a **Policy** exclusion applies to **Your** claim, **You** will be required to reimburse **Us** for any payments **We** have made on **Your** behalf.
- Where a claim is payable **We** will arrange, to the extent possible, to have any medical expenses billed directly to the **Company**.

What To Do When You Need Assistance

Have **Your** Policy number or Confirmation of Coverage with **You** at all times. When on the cruise ship, seek the cruise ship's doctor and provide the assistance information. When on land, contact **Our** assistance provider at the telephone numbers listed below. Access is available **24 hours per day, 365 days per year** at the following numbers:

From USA For Medical Reasons	1-888-879-5242
From USA For Non-Medical Reasons	1-800-334-7787
From Canada	1-800-334-7787
From Mexico	001-800-514-0409
From France & Italy	001-800-758-75875
From United Kingdom	001-800-758-75875
From Germany	001-800-758-75875
From Dominican Republic	0011-1-888-751-4866
From Australia	0011-1-800-758-75875
From elsewhere (collect)	905-667-0587
Email: assistance@oldrepublicgroup.com	

When contacting **Our** assistance provider, please provide **Your** name, **Your** policy number, **Your** location and the nature of the **Emergency**.

Limitation on Emergency Assistance Provider Services

The **Company** and/or the **Emergency Assistance Provider** reserve the right to suspend, curtail or limit services in any area or country in the event of:

- rebellion, riot, military uprising, war; or
- labour disturbances, strikes; or
- nuclear **Accidents**, acts of God, or refusal by the authorities in the country where assistance is required, to permit the delivery of such services.

The **Emergency Assistance Provider** will use its best efforts to provide the required services during any such occurrence.

The **Emergency Assistance Provider's** obligation to provide services described in this **Policy** is subject to the terms, conditions, limitations and exclusions set out in this **Policy**. The medical professional(s) suggested or designated by the **Company** or the **Emergency Assistance Provider** to provide services according to the benefits and terms of this **Policy** are not employees of the **Company** or the **Emergency Assistance Provider**. Therefore, neither the **Company** nor the **Emergency Assistance Provider** shall be held responsible or liable for any negligence or other acts or omissions on their part, nor for the availability, quality, quantity or results of any medical **Treatment** or service **You** may receive or **Your** failure to obtain or receive any medical **Treatment** or service.

USA InRoomMD ASSISTANCE

When It Applies

If **You** require **Emergency** medical assistance while travelling in the United States on **Your Covered Trip**, **You** may call the number below for InRoomMD. An initial phone consultation is free of charge. If there is a fee associated with the service **You** require, **You** will be asked for a credit card number. When it is determined that the service provided is covered by this **Policy**, **We** will accept direct billing. If it is determined that the service is not covered by this **Policy**, **Your** credit card will be billed.

This service is available under the **Multi-Trip All Inclusive Plans**, and the **Multi-Trip Emergency Medical Plans**.

What We Provide - 24/7

- A. NATIONWIDE TELEPHONE CONSULTATIONS**
Access to 24 hour per day **Physician** conducted telephone consultations, available throughout the United States.
- B. HOUSE CALL PHYSICIAN VISITS**
Access to 24 hour per day in-room **Physician** house calls (generally within one hour) in most US major centres by an American trained, board certified physician.
- C. PRESCRIPTION MEDICATIONS**
InRoomMD physicians carry the most commonly prescribed acute care medications. Any medications prescribed, but not readily available, will be called into a local pharmacy and delivered to **You** at **Your** destination.
- D. DENTAL & CHIROPRACTIC CARE**
Access to same day dental or chiropractic treatment.

E. EXPRESS EMERGENCY ROOM TRIAGE AND HOSPITAL ADMITTANCE

Express emergency triage to contracted area **Hospitals** for emergency evaluation and treatment.

F. DURABLE MEDICAL EQUIPMENT

Access to durable medical equipment rentals for 3, 7, 10 and 14 day durations. Equipment will be dropped off at **Your** place of lodging the day **You** arrive, and picked up at the time of **Your** departure.

What To Do When You Need Assistance

Have **Your** policy number or Confirmation of Coverage with **You** at all times. Contact InRoomMD toll free at:

1-888-879-5242
www.inroommd.com

Limitation on Services

The **Company** and/or **InRoomMD** reserve the right to suspend, curtail or limit services in the event of:

- rebellion, riot, military uprising, war; or
- labour disturbances, strikes; or
- nuclear **Accidents**, acts of God, or refusal by the authorities in the country where assistance is required, to permit the delivery of such services.

InRoomMD will use its best efforts to provide the required services during any such occurrence.

InRoomMD services are available where permissible by law and may be limited in some areas. **InRoomMD** is an American service only available in English.

InRoomMD's obligation to provide services described in this **Policy** is subject to the terms, conditions, limitations and exclusions set out in this **Policy**. The medical professional(s) suggested or designated by the **Company** or **InRoomMD** to provide services according to the benefits and terms of this **Policy** are not employees of the **Company** or **InRoomMD**. Therefore, neither the **Company** nor **InRoomMD** shall be held responsible or liable for any negligence or other acts or omissions on their part, nor for the availability, quality, quantity or results of any medical **Treatment** or service **You** may receive or **Your** failure to obtain or receive any medical **Treatment** or service.

TRIP CANCELLATION AND TRIP INTERRUPTION

When It Applies

If **You** must cancel **Your Covered Trip** before the **Departure Date** or interrupt **Your Covered Trip** while **You** are travelling.

Covered Events

For insurance coverage to apply, the cancellation or interruption of **Your Covered Trip** must result from any one of the following **unforeseen** events occurring during **Your** coverage period that prevents **You** from travelling:

Health

1. Any **Injury** or **Sickness** occurring to:
 - a) **You**, **Your Travelling Companion**, or a **Family Member** of either, travelling with **You** on **Your Covered Trip**;
 - b) **Your** or **Your Travelling Companion's Family Member**, **Business Partner**, **Key Employee**, or **Caregiver**, not travelling with **You** on **Your Covered Trip**;
2. An **Injury** or **Sickness** which, in the written opinion of **Your** attending **Physician**, is expected to prevent **You** or **Your Travelling Companion** from participating in a sporting event, when participation in that sporting event is the purpose of **Your Covered Trip**.

3. **You** or **Your Travelling Companion** are medically unable to receive a vaccination that is required for entry into a country, region or city originally determined to be **Your** destination, provided that such vaccination was not mandatory on **Your Effective Date**.

4. Quarantine of **You** or **Your Travelling Companion**.

You must provide detailed medical documentation from **Your Physician** including a statement that **You** were advised not to travel if the trip cancellation or trip interruption was caused by or resulted from an **Injury**, **Sickness** or quarantine. Failure to do so will result in non-payment of the claim.

We reserve the right to examine medical records or documentation relating to **Your** claim(s) from any licensed **Physician**, dentist, medical practitioner, **Hospital**, clinic, insurer, individual, institution or other provider of service relating to the pre-existing time period pertaining to the claim presented. (See the **Pre-existing Condition** exclusion in this section.)

Death

5. **You** or **Your Travelling Companion's** death, the death of **Your** or **Your Travelling Companion's Family Member**, friend, **Business Partner**, **Key Employee** or **Caregiver** which occurs during the coverage period.

- This does not include travel for the purpose of visiting a person suffering from a **Medical Condition** who dies due to that **Medical Condition** and whose death is the cause of cancellation or interruption of **Your Covered Trip**.

Pregnancy and Adoption

6. **You**, **Your Travelling Companion**, or the **Spouse** of either :

- a) experience complications in the first 31 weeks of pregnancy if the attending **Physician** advises against travel; or
- b) has a pregnancy that is diagnosed after the **Effective Date** of this insurance if **Your Covered Trip** is scheduled to take place within the 9 weeks prior to or after the expected delivery date; or
- c) has the attending **Physician** advise against travel during the first trimester of pregnancy.

7. The legal adoption of a child by **You** or **Your Travelling Companion** when the notice of adoption was received after the **Effective Date** of this insurance.

Transportation and Accommodation

8. **You** or **Your Travelling Companion's** place of business is made unsuitable for the transaction of business by fire, vandalism, or **Natural Disaster**.

9. **You** or **Your Travelling Companion's** principal residence is made uninhabitable during **Your Covered Trip** by fire, vandalism, burglary, or **Natural Disaster**

10. Burglary of **You** or **Your Travelling Companion's** principal residence or place of business within **7 days** of **Your Departure Date** or during **Your Covered Trip**.

11. Death, hospitalization or quarantine of **Your Host at Destination**.

12. Cancellation of a pre-paid coach tour included in **Your Covered Trip** prior to **Your** departure from **Your** original **Departure Point**. **We** will reimburse **You** up to **\$1,000** for the non-refundable prepaid airfare of the **Common Carrier** that **You** booked to connect with the cancelled coach tour.

13. Cancellation of a cruise included in **Your Covered Trip** due to mechanical failure, grounding, quarantine of the cruise ship, or repositioning of the cruise ship due to weather conditions. Prior to departure, **We** will reimburse **You** up to **\$1,000** for **Your** non-refundable prepaid airfare that is not part of **Your** cruise package. After departure from **Your Departure Point** but prior to departing on **Your** cruise, **We** will reimburse **You** up to **\$1,000** for the added expense resulting from a change fee or one way **Fare** to return to **Your Departure Point**.

Weather

14. Weather conditions causing the scheduled carrier, on which **You** or **Your Travelling Companion** are booked to travel, to be delayed for a period of at least **30%** of **Your Covered Trip** duration. If **You** experience a delay which results in **You** losing less than **30%** of **Your Covered Trip**, there may be coverage under **Trip Delay**. See page 14.

Employment or Educational Obligations

15. Relocation of a principal residence due to a job transfer by **You**, **Your Travelling Companion** or the **Spouse** of either. The person who must relocate must be a full time active employee with that same employer for this benefit to apply.

16. **You** or **Your Travelling Companion** or the **Spouse** of either, is called to emergency service as a member of a police force, armed forces, reserves or fire fighting unit as a result of a **Natural Disaster**.

17. Involuntary termination or layoff of permanent employment, not including contract or self-employment, affecting **You**, **Your Travelling Companion** or the **Spouse** of either when actively employed with the same employer for at least **6 months** prior to the **Effective Date** for this insurance.

18. Cancellation of **Your** or **Your Travelling Companion's** business meeting for reasons beyond the control of either person or their employer.

- Legal proceedings, seminars, conferences, symposiums, workshops, trade shows, fairs, exhibitions, assemblies, or conventions are not considered to be business meetings.

19. The requirement that **You** or **Your Travelling Companion** attend a university or college course examination on a date that occurs during **Your Covered Trip**, provided that the examination date which was published prior to **Your Effective Date** was subsequently changed after the **Effective Date**.

20. The rescheduling of university or college classes of **You** or **Your Travelling Companion** to a date that occurs during **Your Covered Trip** due to unusual circumstances beyond **Your** or **Your Travelling Companion's** control and the control of the university or college provided that both the unusual circumstances and the resulting rescheduling occurred after **Your Effective Date**.

Legal & Government

21. The non-issuance of a travel visa, excluding an immigration or employment visa, required for **Your Covered Trip**, provided **You** or **Your Travelling Companion** were eligible to make such an application, for reasons beyond **Your** or **Your Travelling Companion's** control other than due to late application or a subsequent attempt for a visa that had already been refused in the past.

22. The non-issuance of **Your** or **Your Travelling Companion's** Canadian passport if required for **Your Covered Trip** provided :
i **You** and **Your Travelling Companion** are eligible for a Canadian passport; and
ii Proper application and all required documents have been received by Passport Canada at least **60 days** prior to **Your Departure Date**.

23. **You** or **Your Travelling Companion** or the **Spouse** of either is called for jury duty, or are subpoenaed as a witness or required to appear as a defendant in a civil suit in a case being heard during the period of coverage.

Terrorism, Hijacking, & Travel Warnings

24. Hijacking of **You** or **Your Travelling Companion**.

25. An event including, **Act of Terrorism**, war, impending war, or health issue which causes Foreign Affairs Canada to issue a travel warning advising Canadians not to travel to a country, region or city originally ticketed for a period that includes **Your Covered Trip**. The travel warning must be issued after the **Effective Date** of this insurance. This benefit is limited to the amount described in "**Limitation of Payment for Trip Cancellation and Interruption**" on page 13.

- This benefit is not payable if the **Act of Terrorism** is caused by the use of nuclear, chemical, or bio-chemical material.
- This benefit is not payable if the cruise company changes its itinerary due to a travel warning.

What We Exclude

In addition to the **General Exclusions** (page 23) which apply to all sections of this **Policy** there is also no coverage and no benefits will be payable for claims caused by **You** or **Your Travelling Companion's Pre-Existing Condition** that was not **Stable and Controlled** as follows:

a) Trip Cancellation:

- 1) **Ages 59 and under** for the **60 days** prior to and including the latter of the purchase date of the **Policy** or the purchase of **Your** travel arrangements;
- 2) **Ages 60 and over**, for the **90 days** prior to and including the latter of the purchase date of the **Policy** or the purchase of **Your** travel arrangements.

b) Trip Interruption:

- 1) **Ages 59 and under**, for the **60 days** prior to **Your Departure Date**;
- 2) **Ages 60 and over** for the **90 days** prior to **Your Departure Date**;

Coverage is not provided for any claims arising from **Your** or **Your Travelling Companion's**:

- a) heart condition involving the taking of nitroglycerine more than once per week for the relief of angina;
- b) lung condition treated with home oxygen or the taking of oral steroids (prednisone or prednisolone).

NOTE: If prior to **Your Departure Date** **You** are prescribed any treatment or change in the dosage, frequency or type of medication resulting in **Your Medical Condition** no longer being **Stable and Controlled**, **You** must contact **Us** immediately and request consideration for the change by providing us with:

- a) certified medical information from **Your Physician** for the required period(s) as stated above;
- b) signed authorization allowing **Us** access to information from **Hospitals** and/or medical professionals;
- c) copies of: all travel invoices; **Travel Supplier's** cancellation clause with regard to non-refundable costs, charges and expenses; and, any other information we deem necessary.

Once all of the required information is received, **We** will respond within one business day as to whether or not **We**:

- a) accept **Your** claim under Trip Cancellation; or
- b) waive the change in the **Medical Condition** for that condition or related condition for any future claim under this **Policy**.

What We Pay - Trip Cancellation

You are covered up to the lesser of the maximum amount shown on the **Schedule of Maximum Benefits By Plan** or the amount as otherwise specified in the benefit, when a covered event causes **You** to cancel **Your Covered Trip**, for any of the following applicable expenses incurred by **You**:

1. For trip cost payments and deposits **You** made before **Your Covered Trip** was cancelled, less any refunds or credits **You** are entitled to receive;
2. The expenses incurred by **You** for the next occupancy level, if **Your Travelling Companion** with whom **You** had booked prepaid shared accommodation cancels their travel arrangements for a covered event outlined on pages 9 to 11 and **You** elect to travel as originally planned. If this occurs **You** are advised to upgrade the amount of insurance on **Your Covered Trip**;
3. The change fee charged by **Your** originally booked travel supplier of **Your** prepaid **Covered Trip** when such an option is made available by a travel agency;
4. The cost to catch up to **Your** trip if **You** qualify to cancel but choose instead to continue on **Your Covered Trip**, providing the cost to catch up is less than the cost to cancel **Your Covered Trip**;
5. Published cancellation penalties imposed by hotels for unused accommodation.

What We Pay - Trip Interruption

You are covered up to the lesser of the maximum amount shown on the **Schedule of Maximum Benefits By Plan** or the amount as otherwise specified in the benefit, when a covered event causes **You** to interrupt **Your Covered Trip**, for any of the following applicable expenses incurred by **You**:

1. The unused part of **Your** prepaid covered land arrangements, less any refunds **You** receive;

2. The lesser of a one way **Fare** or change fees on existing tickets, less any refunds, to return to **Your Departure Point** or to continue on **Your Covered Trip**;
3. The extra expenses incurred, supported by original receipts, for commercial accommodation and meals, essential telephone calls and taxi fares up to **\$350 per day** to a maximum of **\$700**;
4. Published cancellation fees imposed for the early return of a rental vehicle prior to the contracted date of return;
5. Published cancellation fees imposed by hotels for unused accommodations;
6. In the event of **Your** death from a covered **Injury** or **Sickness** while on **Your Covered Trip**, reimbursement will be made, up to the maximum amount specified in the **Schedule Of Maximum Benefits By Plan**, for the reasonable expenses:
 - a. incurred for preparing and transporting **Your** remains or ashes back to **Your Departure Point** in Canada; or
 - b. incurred for the cremation or burial of **Your** remains at the location where death occurs.

No benefit is payable for the cost of a headstone, casket and/or funeral service expenses.
7. If **You** are required to interrupt **Your Covered Trip** to attend a funeral or go to the bedside of a hospitalized **Family Member**, **You** have the option to purchase a round-trip ticket and **We** will reimburse **You** for the cost of the round-trip ticket, up to the amount of a one way economy ticket back to **Your Departure Point**.

Limitation of Payment for Trip Cancellation and Interruption

Benefits payable are in excess of all other sources of recovery including other insurance and replacement travel options offered by airlines, tour operators, cruise lines and other travel suppliers.

Act of Terrorism

- In the event of an **Act of Terrorism**, benefits will be paid out of a fund limited to **\$1,000,000** per **Act of Terrorism** or a series of **Acts of Terrorism** occurring within a **72** hour period and applying to all policies issued by the **Company**.
- Regardless of the number of **Acts of Terrorism** the maximum liability of the fund under this **Policy** and all other policies issued by the **Company** is limited to **\$2,000,000** per calendar year.
- If in **Our** opinion the total number of claims payable due to one or more **Acts of Terrorism** may exceed the available fund limit, **Your** pro-rated claim will be paid after the end of the calendar year.
- This coverage is in excess of all other potential sources of recovery, even if other potential sources of recovery are described as excess coverage. **We** will not apply this coverage until after **You** have exhausted all other potential sources.

What To Do If You Have A Claim

All cancellations must be reported to **Your** travel supplier within **72 hours** following the **unforeseen event** that caused the cancellation. If **You** do not report the cancellation within the specified time period, claim payment will be limited to the cancellation penalties that were in effect within **72 hours** of the event that caused cancellation.

If **You** experience an interruption while travelling **You** should call **Our** 24 hour assistance line as directed on page 8 of this **Policy**.

In order to qualify for reimbursement under this provision, **You must** submit to **Us** with **Your** claim:

1. The date **Your Covered Trip** was cancelled or interrupted;
2. Copies of **Your** travel invoices;
3. The original unused travel tickets or vouchers;
4. **Your Travel Supplier's** cancellation clause with regard to non-refundable costs, charges or expenses;
5. Original receipts or other proofs of payment;
6. Detailed medical documentation including a statement from **Your Physician** that **You** were advised not to travel if trip cancellation or trip interruption was caused by or resulted from a serious **Injury** or serious **Sickness**; and
7. Any other information **We** deem necessary to properly adjudicate **Your** claim.

TRIP DELAY

When It Applies

If **Your** travel is delayed on or after **Your** scheduled **Departure Date**.

Special Note: Trip Delay coverage is intended to help **You** with the extra expense **You** incur to catch up to **Your Covered Trip**. If **You** experience a delay **You** need to make reasonable efforts to continue on **Your Covered Trip**.

What We Cover

The delay of **Your Covered Trip** must directly result from any one of the following **unforeseen events** occurring on or after **Your Departure Date**:

1. **You** or **Your Travelling Companion** are delayed for at least **6 hours** due to the delay, schedule change or cancellation of **Your** or **Your Travelling Companion's Common Carrier**.
 - Delays, schedule changes and cancellations caused by strike, labour disruption, **Bankruptcy**, **Default**, grounding of aircraft for failure to satisfy government safety regulations or security alerts are not covered.
2. A delay of the private automobile in which **You** or **Your Travelling Companion** are travelling as a result of:
 - a) traffic **Accident** documented by a police report;
 - b) mechanical failure;
 - c) weather conditions; or
 - d) emergency road closure by police documented by a police report

providing that **You** and **Your Travelling Companion** left enough travel time to comply with the **Travel Supplier's** required check-in procedure.
3. A delay in clearing customs and security controls due to **Your** or **Your Travelling Companion's** mistaken identity.
4. If **You** are travelling for the primary purpose of attending a wedding, sporting event, or conference and are delayed for reasons beyond **Your** control, **We** will reimburse **You** up to **\$750** for alternate scheduled transportation to get **You** to **Your** destination in time for the occasion.
5. Cancellation of a domestic Canadian common air carrier that is providing a portion of **Your Covered Trip**. **We** will reimburse **You** up to **\$1,000** for the non-refundable prepaid airfare of a domestic carrier that is no longer useful for **Your Covered Trip**.
- For items 1 to 5 above, travel delay benefits will apply provided **Your** travel arrangements meet the following connection times:
 - a) **2 hours** between domestic airline connectors;
 - b) **3 hours** between international or Canada/USA connections;
 - c) **6 hours** between mixed connections such as an airline connecting to a land tour or cruise.

What We Exclude

The exclusions that apply to this coverage are listed in the **General Exclusions** section of this **Policy** starting on page 23.

What We Pay

You are covered up to the lesser of the maximum amount shown on the **Schedule of Maximum Benefits By Plan** for Trip Delay, or the cost of **Your Covered Trip**, or the amount as otherwise specified in the benefit for any of the following applicable expenses incurred by **You**:

1. Additional **Fare** incurred by **You** while **You** are travelling to:
 - a) continue on **Your Covered Trip**; or
 - b) return to **Your Departure Point**;
2. Up to **\$350 per day**, to a maximum of **\$700** for the cost of meals, commercial accommodation, essential telephone calls and taxi fares resulting from a delay.
3. Unused, non-refundable portion of the prepaid expenses as long as such expenses are supported by proof of purchase and are not reimbursable by any other source, less the value of the unused travel ticket.
4. Up to **\$100** for additional pet care expenses **You** incur as long as the delay is **24 hours** or more.

The **Maximum Benefit Amount** for **Trip Delay** will be reduced by any amounts paid or payable by any **Common Carrier** responsible for **Your Covered Trip**.

What To Do If You Have A Claim

To qualify for reimbursement under this provision, **You must** submit to **Us** with **Your** claim:

1. A statement documenting the circumstances surrounding the trip delay from the **Common Carrier** upon which **You** were travelling or any other party responsible for the trip delay;
2. Original receipts for any expenses, charges or costs incurred by **You** as a result of the trip delay; and
3. Any other information **We** deem necessary to properly adjudicate **Your** claim.

If **You** require assistance to make alternative travel arrangements **You** may call **Our** 24 hour assistance line at the number shown on page 8 of this **Policy**.

EMERGENCY MEDICAL

When It Applies

If **You** experience a medical **Emergency** while on **Your Covered Trip**.

What We Cover

1. **Emergency Medical Expenses:** as listed below and ordered or prescribed by a **Physician** as **Medically Necessary** for diagnosis or **Treatment of Your Emergency Sickness or Injury:**
 - a) the services of a **Physician**, surgeon or in-**Hospital** duty nurse;
 - b) **Hospital** accommodation (this will include expenses for a cruise ship cabin or hotel room, not already included in the cost of **Your Covered Trip**, if recommended as a substitute for a **Hospital** room for recovery of an **Injury** or **Sickness**);
 - c) transportation furnished by a professional ambulance company to and from a **Hospital**;
 - d) up to **\$50** if a local taxi service is required to get **You** to the nearest medical service provider for a minor **Emergency**;
 - e) diagnostic procedures, laboratory procedures and Treatment, subject to prior approval by **Us**;
 - f) medical equipment purchased or rented for therapeutic purposes subject to prior approval by **Us**;
 - g) prescription medications required to treat any **Emergency Medical Condition** or **Injury**, which are prescribed by a **Physician** and dispensed by a licensed pharmacist.
 - With respect to all **Emergency** medical expenses, **You** or someone acting on **Your** behalf are required to immediately contact **Our 24 hour** assistance line at the telephone numbers provided in the **Travel Assistance** section of this **Policy** before admission to **Hospital** or within **24 hours** after a life or organ-threatening **Emergency**. Failure to do so will result in **You** being responsible for **30%** of any eligible expenses incurred.
 - The **Company** reserves the right to return **You** to **Canada** or to **Your Departure Point** before any **Treatment** or following **Emergency Treatment** for **Sickness** or **Injury**, if the medical evidence obtained from **Our** medical advisor and **Your** local attending **Physician** confirms **You** are able to return to **Canada** without endangering **Your** life or health.
 - If **You** elect not to return to **Canada** following the **Company's** recommendation to do so, any further expenses related to the **Emergency** will not be covered by this **Policy** and all benefits will end.
2. **Prescription Drugs:** up to **\$50** for prescription drugs lost, stolen or damaged during **Your Covered Trip**.
3. **Emergency Dental:** treatment ordered by a licensed dentist or dental surgeon as follows:
 - a) **Treatment** or repair of natural or permanently attached artificial teeth which are damaged by an **Accidental Injury** to the head or mouth. Up to **\$1,500** will be paid for continuing dental **Treatment** completed within **90 days** after **You** return to **Canada**, provided the **Treatment** is related to the **Accidental Injury**;
 - b) up to **\$300** to relieve acute pain and suffering not related to an **Accidental Injury**.
4. **Emergency Paramedical Services:** performed by a chiropractor, chiropodist, physiotherapist, osteopath or podiatrist for **Emergency Treatment** up to **\$300** per category of practitioner. Services performed by a **Family Member** are not covered.

5. **Accommodation and Meals:** commercial accommodation, meals, essential telephone calls, taxi fares or rental vehicle charges incurred by **You**, **Your Travelling Companion**, or a **Family Member** travelling with **You** if one of you is relocated to receive **Emergency medical Treatment** or one of you is delayed beyond **Your Return Date** due to **Sickness** or **Injury**.
 - This benefit is limited to **\$350 per day** to a maximum of **\$3,500**. Original receipts and the local attending **Physician's** written diagnosis of the **Sickness** or **Injury** must be submitted for this benefit to qualify for payment.
6. **Medical Evacuation or Return Home:** in response to an **Emergency Sickness** or **Injury** as follows:
 - a) the extra cost of a one way **Fare** on a commercial airline via the most direct route to return **You** to **Your** place of residence in **Canada**; or
 - b) the cost to accommodate a stretcher on a commercial airline via the most direct route to return **You** to **Your** place of residence in **Canada** or to the most appropriate medical facility closest to **Your** home in **Canada**, plus the reasonable cost of meals, accommodations and airfare expenses for a qualified medical attendant to accompany **You** if it is deemed **Medically Necessary**; or
 - c) air ambulance transportation when it is **Medically Necessary**.
 - Benefits must be pre-approved and arranged by **Us** in consultation with **Our** medical advisors, the local treating **Physician** and **Our Emergency Assistance Provider** for coverage to apply. If **Your** unused return travel ticket is refundable, **We** will deduct the value of the refund from the return transportation cost **We** arranged or **You** may choose to turn **Your** unused return ticket over to **Us**.
7. **Bedside Visit:** If **You** are hospitalized for an **Emergency Sickness** or **Injury** and the local attending **Physician** recommends that a relative or close friend should visit at **Your** bedside, remain with **You**, or accompany **You** home, **We** will reimburse the cost of a round-trip **Fare** by the most direct route and up to **\$500** for commercial accommodation and meals. **We** will automatically insure the accompanying **Family Member** or friend for **Emergency Medical** coverage under this **Policy** until **You** are medically stable to return to **Canada**, subject to the eligibility, limitations, conditions, & exclusions of this **Policy**.
 - These benefits are subject to prior approval by **Us**.
8. **Return and Escort of Children:** This benefit is payable if **You** are confined to a **Hospital** for more than **24 hours**. **We** will pay for the transportation expenses incurred, up to the cost of a one way **Fare** for the return home of any dependent **Children** who are accompanying **You**. If **Your** child is too young to travel alone, **We** will also pay the extra cost of a round trip air **Fare** via the most direct route, overnight commercial accommodation, and reasonable meal expenses for an escort to accompany **Your** child home. If the unused return travel ticket is refundable, **We** will deduct the value of the refund from the return transportation cost **We** arranged or **You** may choose to turn **Your** unused return ticket over to **Us**.
9. **Child Care Cost:** If **You** are hospitalized for an **Emergency Sickness** or **Injury** during **Your Covered Trip** and need to be relocated to receive **Emergency medical Treatment** or are delayed beyond **Your** scheduled **Return Date**, **We** will reimburse **You** up to **\$50 per day** to a maximum of **\$500**, for the professional child care cost incurred during **Your Covered Trip** to care for **Children** travelling with **You**.
 - Original receipts from the professional child care provider are required.
10. **Return of Travelling Companion:** If **You** must return to **Your Departure Point** because of a medical **Emergency** covered by this **Policy**, **We** will reimburse **You** for the extra cost of a one way **Fare** on a commercial flight via the most direct route to return **Your Travelling Companion** back to **Your Departure Point**. If the unused return travel ticket is refundable, **We** will deduct the value of the refund from the return transportation cost **We** arranged.
11. **Repatriation of Remains:** If **You** die during **Your Covered Trip**, **We** will reimburse the reasonable expenses incurred for:
 - a) preparing and transporting **Your** remains or ashes back to **Your Departure Point** in **Canada**; or
 - b) the cremation or burial of **Your** remains at the location where death occurs, up to the maximum amount specified in the **Schedule of Maximum Benefits By Plan**.No benefit is payable for the cost of a headstone, casket and/or funeral service expenses.
12. **Identification of Remains:** If someone is legally required to identify **Your** remains before **Your** body is released, **We** will reimburse the cost of one person to travel to the place where **Your** remains are located via a round-trip **Fare** by the most direct route and up to **\$500** for commercial

accommodation and meals. **We** will automatically insure this person for Emergency Medical coverage under this **Policy** for not more than **3 days** until they return to Canada, subject to the eligibility, limitations, conditions, and exclusions of this **Policy**,

- This benefit must be pre-arranged and approved by **Us**.

13. **Vehicle Return:** **We** will pay the expenses associated with returning **Your** vehicle to **Your** home or **Your** rental vehicle to the appropriate rental agency if **You** are unable to do so because of a medical **Emergency**. Return of commercial vehicles is not covered.

14. **Return of Baggage and Personal Effects:** In the event of a medical evacuation arranged by the **Company**, if there is insufficient space to accommodate **Your Baggage and Personal Effects** aboard the transport provided, **We** will reimburse **You** up to **\$200** to cover the cost of shipping these items to **Your Departure Point**.

15. **Hospital Confinement Allowance:** If **You** are confined to **Hospital** for **Treatment** of an **Emergency Sickness** or **Injury** as an in-patient while on **Your Covered Trip** **You**, **We** will pay **You** **\$50** for each **24 hours** of confinement up to a limit of **\$500**. This benefit begins after the initial **48 hours** of confinement has concluded.

16. **Return to Destination:** If, following **Your Emergency** medical evacuation arranged by the **Company** to **Your** province/territory of residence, **You** wish to return to **Your** destination, **We** will reimburse **You** for the cost of a one way **Fare** to the city from where the medical evacuation occurred.

- This benefit is available only if :
 - a) **Your** attending **Physician** in Canada determines that **You** require no further **Treatment**,
 - b) **You** receive prior approval by **Us**,
 - c) **You** choose this benefit instead of benefit #13, vehicle return, and
 - d) **Your** return must be prior to **Your** original scheduled **Return Date**.
- Once **You** return to **Your** destination, a **Recurrence** of the **Medical Condition** which necessitated **Your Emergency** medical evacuation or related **Medical Condition** will not be covered under this **Policy**.
- This benefit can only be used once during **Your Covered Trip**. Upon return to **Your** destination, the **Effective Date** of coverage is the day **You** leave **Your Departure Point** to return to **Your** destination.

What We Exclude

In addition to the **General Exclusions** (page 23) which apply to all sections of this **Policy** there is also no coverage and no benefits will be payable for claims presented under this section resulting from:

1. **Pre-Existing Conditions** or related **Medical Conditions** as follows:
 - a) For **ages 59 and under** on the **Departure Date**, any **Pre-Existing Condition** or **Medical Condition** that was not **Stable and Controlled** during the **60 day** period immediately prior to **Your Departure Date** or which, in the opinion of **Your Physician**, would be expected to require **Treatment** in the foreseeable future.
 - b) For **ages 60 to 64** on the **Departure Date**, any **Pre-Existing Condition** or **Medical Condition** that was not **Stable and Controlled** during the **90 day** period immediately prior to **Your Departure Date** or which, in the opinion of **Your Physician**, would be expected to require **Treatment** in the foreseeable future.

NOTE: Coverage under Emergency Medical is not provided for any claims arising from:

- a) a heart condition involving the taking of nitroglycerine more than once per week for the relief of angina;
- b) a lung condition treated with home oxygen or the taking of oral steroids (prednisone or prednisolone).

NOTE: If prior to **Your Departure Date** **You** are prescribed any treatment or have any change in the dosage, frequency or type of medication resulting in **Your Medical Condition** no longer being considered **Stable and Controlled**, **You** must contact **Us** immediately and request consideration for the change by providing **Us** with:

- a) certified medical information from **Your Physician** for the required period(s) as stated above;
- b) signed authorization allowing **Us** access to information from **Hospitals** and/or medical professionals; and,
- c) any other information we deem necessary.

Once all of the required information is received, **We** will respond within one business day as to whether or not **We** waive the change in the **Medical Condition** for that condition or related condition for any future claim under this **Policy**.

2. Expenses incurred for medical care or services where **Your Covered Trip** was undertaken contrary to medical advice or after receiving a prognosis of a **Terminal Sickness**.
3. Any **Treatment**:
 - a) not required for the immediate relief of acute pain and suffering;
 - b) which can reasonably be delayed until **You** return to **Your** province or territory of residence;
 - c) for follow-up **Treatment**, **Recurrence** of a **Medical Condition** or subsequent **Emergency Treatment** or **Hospital** stay for a **Medical Condition** or related **Medical Conditions** for which **You** had received **Emergency Treatment** during **Your Covered Trip**.
4. Transplants of any kind.
5. Unless prior approval is obtained from **Us**, any **Emergency** air transportation, MRI, CAT Scan, surgery, cardiac procedures, including but not limited to cardiac catheterization, angioplasty or surgery.
6. Expenses incurred for all medical care or services including those related to an **Accident** when this **Policy** was purchased specifically to obtain **Hospital** or medical **Treatment** outside **Your** province or territory of residence in Canada, whether or not recommended by a **Physician**.
7. Expenses incurred for ongoing or recurring **Medical Conditions**. Once **Emergency Treatment** and care is completed, no further benefits for the same or related **Medical Conditions** will be covered.

What We Pay

You will be reimbursed for the **Reasonable and Customary** charges in excess of **Your** Canadian government health insurance plan (GHIP) allowance or **Your** Canadian university health insurance plan (UHIP) allowance for the eligible **Emergency** medical expenses listed above up to the maximum benefit amount described on the **Schedule of Maximum Benefits By Plan**.

If **You** have other insurance that may provide the same benefits **You** must notify **Us** of that insurance, co-operate with **Our** efforts to co-ordinate benefits payable by another insurer, and reimburse **Us** for any payment that **We** have made that **You** receive from another insurer.

What To Do If You Have A Claim

If **You** are hospitalized:

Contact the **Emergency Assistance Provider** at the telephone numbers provided on page 8 of this **Policy**. **You** must do this before admission to **Hospital** or within **24 hours** after a life or organ-threatening **Emergency**.

You or someone acting on **Your** behalf, must authorize **Us** to access all medical documentation from the treating facility at **Your** location and **Your** attending **Physician(s)** at home for the applicable pre-existing time period. (See the pre-existing exclusion in this section.)

Prior to receiving all relevant medical information, **We** will handle **Your Emergency** assuming **You** are eligible for benefits under this **Policy**. If it is later determined that a **Policy** exclusion applies to **Your** claim, **You** will be required to reimburse **Us** for any payments **We** have made on **Your** behalf.

In order to qualify for coverage under this provision, **You** must submit to **Us** with **Your** claim:

1. The completed Medical Claim Form;
2. Original receipts or other proofs of payment;
3. Detailed medical documentation; and
4. Any other information **We** deem necessary to properly adjudicate **Your** claim.

BAGGAGE & PERSONAL EFFECTS

When It Applies

If **Your** baggage or personal effects are lost, stolen, damaged, or delayed during **Your Covered Trip**.

What We Cover & What We Pay - Baggage & Personal Effects - Lost, Stolen or Damaged

When **Baggage** or **Personal Effects** are lost, stolen, or damaged during **Your Covered Trip**, **We** will reimburse **You**, up to the Maximum Benefit Amount as shown in the **Schedule of Maximum Benefits By Plan** for the plan **You** purchased.

We will pay the lesser of:

1. The replacement or repair cost, after an allowance is made for wear and tear or depreciation; or
2. The original purchase price.

A maximum of **\$500** is payable for any single item.

A combined maximum limit of **\$500** will be paid for: jewellery; watches; cameras, including related equipment; binoculars; articles consisting in whole or in part of silver, gold or platinum; furs and fur-trimmed items; cell phones, computers and other digital or electronic items provided that original receipts accompany the claim.

The liability of the **Company** with respect to any one claim under this benefit shall not exceed the lesser of the sum insured at the time of **Application** or **\$2,000** in the aggregate under all **Escape Annual Travel Insurance** policies purchased for any one **Covered Trip** with respect to a single insured person or family.

For this benefit to apply **You** must:

- provide a police report if applicable
- take all reasonable steps to protect, save or recover **Your Baggage and Personal Effects**;
- promptly notify, in writing, either the police, hotel proprietors, ship lines, airlines, railroad, bus, airport or other station authorities, tour operators or group leaders, or any **Common Carrier** or bailee who had custody of **Your Baggage and Personal Effects** at the time of loss and supply **Us** with a copy of the written report.

What We Cover & What We Pay - Baggage Delay

If **Your** checked baggage is misdirected or delayed more than **12 hours** by the **Common Carrier** while on **Your Covered Trip**, **We** will pay up to an aggregate total of **\$400** for:

1. The purchase of necessary personal items while on **Your Covered Trip**; and
2. The rental of sporting equipment if the purpose of **Your Covered Trip** was to participate in a sporting event and **Your** sporting equipment was included in the delayed checked baggage.
3. The rental of a wheelchair for use during **Your Covered Trip**.

This benefit does not apply to baggage delayed after **You** have returned to **Your Departure Point**.

What We Cover & What We Pay - Passport / Travel Visa Replacement

If **Your** passport and/or travel visa is **lost or stolen** while travelling outside Canada on **Your Covered Trip** **We** will pay:

1. The **Reasonable and Customary** cost to reimburse **You** for the replacement of **Your** passport and/or travel visa; and
2. Up to a maximum of **\$200** if **You** incur travel and accommodation expenses while waiting to receive the replacement passport and/or travel visa

What We Cover & What We Pay - Driver's License or Birth Certificate

If **Your** driver's license or birth certificate is lost or stolen while on **Your Covered Trip**, **We** will reimburse **You** up to an aggregate total of **\$50** for the cost of replacing one or both of these items.

What We Exclude

In addition to the **General Exclusions** (page 23) which apply to all sections of this **Policy** there is also no coverage and no benefits will be payable for claims presented under this section when reimbursed:

- By the **Common Carrier**, hotel or **Travel Supplier**, including any services rendered by such **Common Carrier**, hotel or **Travel Supplier**; or
- As specified under any other insurance coverage **You** may have for the loss of or damage to property.

No coverage is provided under this section for any loss or damage to:

1. Any animals;
2. Automobile and automobile equipment; aircraft; bicycles, except when checked as baggage with a **Common Carrier**; boats or other vehicles or conveyances; trailers; motors;
3. The following personal items:
 - a) sunglasses (prescription or non-prescription), contact lenses;
 - b) artificial teeth, dental bridges, hearing aids, prosthetic limbs, or prescribed medications;
 - c) keys, money, credit cards, tickets and documents (except as coverage is otherwise specifically provided herein), stamps, securities;
 - d) sporting equipment if the loss results from the use thereof;
 - e) travel tickets for **Your Covered Trip**, except for administrative fees required to reissue such tickets;
4. Household effects and furnishings, antiques and collector's items;
5. Perishable or consumable items, including any tobacco products;
6. Property used in trade, business or for the production of income;
7. Computer software, including any expenses incurred for the restoration of any lost or corrupted data;
8. Property shipped as freight or property shipped prior to **Your Departure Date**;
9. Property stolen from an unattended vehicle;
10. Property caused by defective materials or craftsmanship; normal wear and tear, gradual deterioration, inherent vice; or mechanical breakdown;
11. Property caused by electrical current, including electric arcing, that damages or destroys electrical devices or appliances;
12. Property caused by the confiscation, detention, requisition or destruction of **Your Baggage and Personal Effects** by customs or other authorities;
13. Articles purchased during **Your Covered Trip** without original receipts attached to the claim;
14. Jewellery, precious stones, watches; cameras, including related equipment; articles consisting in whole or in part of silver, gold or platinum; furs and fur-trimmed item; cell phones, computers and other digital or electronic items that are placed in the possession of a **Common Carrier**;
15. Property caused by breaking or scratching of fragile articles other than cameras or binoculars, unless caused by fire or **Accident** to the vehicle in which they are being carried;
16. Property insured under any homeowner's or tenant's package policy;
17. Any baggage left unattended.

What To Do If You Have A Claim

In order to qualify for reimbursement under this provision, for loss, theft, damage or delay to **Your Baggage and Personal Effects**, **You** must submit to **Us**:

1. proof of ownership and original receipts for each item being claimed;
2. reports or other documentation from the **Common Carrier** or any other parties responsible for such loss, damage or delay;
3. a detailed signed and sworn statement as to proof of such loss;
4. the receipts for the necessary purchases, or reimbursements;
5. any police or any other reports documenting any loss covered under this provision; and
6. any other information **We** deem necessary to properly adjudicate **Your** Claim.

PERSONAL MONEY

When It Applies

If **Your** personal money is lost or stolen during **Your Covered Trip**. This coverage only applies if **You** have purchased an **Multi-Trip All Inclusive Plan**.

What We Cover and What We Pay

We will reimburse **You** up to **\$100** for either of the following situations:

1. **Your** personal money is lost or stolen;
2. **You** suffer a financial loss or legal liability for payment following theft or fraudulent use of **Your** traveller cheques, letters of credit, travel tickets, prepaid accommodation vouchers, or entertainment tickets.

The first **\$25** of each and every claim is not payable.

For this benefit to be payable **You**:

- Must not have violated any conditions set out by the issuing authority of the traveller's cheques or negotiable documents; and
- Must report the missing documents to the issuing authority within the prescribed timeframe; and
- Must promptly report the loss to the police and obtain their written report within **24 hours** after the theft or loss.

What We Exclude

In addition to the **General Exclusions** (page 23) which apply to all sections of this **Policy** there is also no coverage and no benefits will be payable for claims presented under this section for:

1. Delay, detention or confiscation by customs officers or officials;
2. Shortages due to error, omission, depreciation, or fluctuations in value;
3. Money not in **Your** possession at the time of the loss.

What To Do If You Have A Claim

In order to qualify for reimbursement under this provision, **You** must submit to **Us**:

1. a detailed signed and sworn statement as to proof of such loss;
2. any police or any other reports documenting any loss covered under this provision; and
3. any other information We deem necessary to properly adjudicate **Your** Claim.

TRAVEL ACCIDENT

When It Applies

If **You** sustain an **Injury** while **You** are travelling on **Your Covered Trip**.

What We Cover

1. WORLDWIDE ACCIDENT COVERAGE

You are covered for a sudden bodily **Injury** caused by a happening due to external, violent, sudden or unexpected causes beyond **Your** control which occurs during **Your Covered Trip**.

2. AIRFLIGHT ACCIDENT COVERAGE

You are covered for bodily **Injury** sustained during **Your Covered Trip** while riding as a passenger (not as a pilot, operator or crew member) on, boarding or alighting from any:

- a) aircraft maintained by a **Scheduled Airline**;
- b) transport type aircraft operated by the: i) Air Mobility Command (AMC) of the United States; ii) Royal Canadian Air Force Transport Command; or iii) Royal Air Force Air Transport Command of Great Britain;
- c) land conveyance licensed for the transportation of passengers for hire which takes **You** directly to or immediately from airports used by a **Scheduled Airline**; or
- d) land or water conveyance provided at the expense of the air carrier as a substitute for an aircraft covered by this **Policy**.

3. EXPOSURE AND DISAPPEARANCE

Loss from exposure to the elements by reason of a covered **Accident** will be covered if such loss is otherwise payable under this **Policy**.

If **You** are not found within one year after:

- a) the disappearance, sinking or wrecking of a conveyance in which **You** are riding during **Your Covered Trip**; or
- b) the destruction of a building which **You** are in during **Your Covered Trip**;

You will be presumed to have suffered loss of life resulting from **Injury** caused by an **Accident**.

What We Exclude

In addition to the **General Exclusions** (page 23) which apply to all sections of this **Policy** there is also no coverage and no benefits will be payable for claims presented under this section resulting from :

1. Disease or any physical defect, infirmity or **Sickness** which existed prior to the commencement of **Your Covered Trip**; or
2. Any **Act of Terrorism**.

What We Pay

You are covered up to the maximum amount shown on the **Schedule of Maximum Benefits By Plan** or as otherwise specified in the benefit when a covered loss occurs. A percentage of the maximum benefit will be payable as listed below for the following injuries:

Loss of	Percentage of Maximum Benefit Payable
Life	100%
Both Hands or Both Feet	100%
Entire Sight of Both Eyes	100%
One Hand & One Foot	100%
One Hand & Sight of One Eye	100%
One Foot & Sight of One Eye	100%
Complete & Irrecoverable Loss of Speech or Hearing	100%
One Hand or One Foot	50%
Entire Sight of One Eye	50%

For a benefit to be payable under this coverage, the **Accident** must happen on **Your Covered Trip** and the resulting **Injury** or death must occur within **365 days** of the **Accident**.

Loss as used above with reference to:

1. Hand or foot: means that the hand or foot is completely and permanently severed at or above the wrist or ankle joint;
2. Sight: means the total and irrecoverable loss of entire sight.

If more than one loss results from any one **Accident**, **We** will only pay the one largest benefit as listed above. No benefit is payable for a loss which is not shown above.

Regardless of how many valid policies **You** have purchased with **Our Company**, the maximum amount for which **You** can be covered under all policies issued for **Travel Accident/Air Flight Accident** by **Our Company** as a result of any one incident is limited to an aggregate amount of **\$500,000**. Any amount purchased in excess of **\$500,000** shall be refunded upon request.

The Company's maximum liability under this **Policy** and all other **Travel Accident/Air Flight Accident** Insurance policies issued by the **Company** with respect to any one incident is limited to **\$12,000,000** in the aggregate, which will be shared proportionately among all claimants entitled to claim. In addition, the **Company's** maximum liability under this **Policy** and all other **Travel Accident/Air Flight Accident Insurance** policies issued by the **Company** under this benefit with respect to more than one incident occurring during a calendar year is limited to **\$24,000,000** in the aggregate.

What To Do If You Have A Claim

In order to qualify for coverage under this provision, **You** or someone on **Your** behalf must submit to **Us**:

1. The completed Medical Claim Form;
2. Detailed medical documentation;
3. A detailed signed and sworn statement as to proof for such loss; and
4. Any other information **We** deem necessary to properly adjudicate **Your** claim.

GENERAL EXCLUSIONS

These exclusions apply to all sections of this **Policy**. This insurance does not cover and no benefit will be payable for any claim arising from:

1. Any event that might cause **Your Covered Trip** to be cancelled or abandoned, which **You** or **Your Travelling Companion** had knowledge of at the later of the time of: a) purchasing this insurance; or b) booking **Your Covered Trip**;
2. Consequential loss of any kind including loss of enjoyment of **Your Covered Trip** from any cause;
3. **Your** mental or emotional disorders unless hospitalized on orders of a qualified medical practitioner;
4. Any elective medical **Treatment**.
5. Except as described in Trip Cancellation/Trip Interruption, pregnancy or childbirth in the normal course, complications of pregnancy or childbirth within 9 weeks of the expected delivery date, or voluntarily induced abortion;
6. The use of drugs, alcohol, or any medication that results directly or indirectly in the condition causing a claim;
7. **Your** suicide, attempted suicide or any intentionally self-inflicted **Injury**;
8. Participating in **Extreme Activities**;
9. Participating in organized professional sporting activities;
10. Driving a motorcycle, moped, or scooter, whether or not **You** are driving on publicly maintained roads, driving off-road or on private property (unless **You** hold an applicable valid Canadian driver's license);
11. Riding, driving or participating in races of speed or endurance;
12. Piloting an aircraft or air travel on any air supported device other than as a fare-paying passenger on a flight operated by a **Common Carrier**;
13. Fraud, concealment, or deliberate misstatement in relation to any matter affecting this insurance or in connection with the making of any claim hereunder;
14. **Your** Participation in a crime or malicious act;
15. Participation in a riot or insurrection;
16. Except as provided under Trip Cancellation (#25 **Act of Terrorism** page 11), war or act of war (whether declared or undeclared), invasion, act of foreign enemy, hostilities, civil war, rebellion, revolution, insurrection or military uprising or usurped power;
17. **Act of Terrorism** by nuclear means and terrorism by dissemination of biological, chemical and or bio-chemical agents and substances;
18. Participation in the armed forces;
19. Events related to travel warnings issued by Foreign Affairs Canada prior to **Your Effective Date** that were or continue to be in effect for any country, region or city of destination on **Your Covered Trip**, as reflected in **Your** travel itinerary; or
20. **Contamination** resulting from radioactive material or nuclear fuel or waste.

GENERAL POLICY PROVISIONS

Applicable Law: This **Policy** is governed by the laws and regulations of the province or territory in Canada in which **You** reside.

Assignment of Benefits: Where the **Company** has paid expenses or benefits to **You** or on **Your** behalf under this **Policy**, the **Company** has the right to recover, at its own expense, those payments from any applicable source or any insurance **Policy** or plan that provides the same benefits or recoveries. This **Policy** also allows the **Company** to receive, endorse and negotiate eligible payments from those parties on **Your** behalf. When the **Company** receives payment from any Canadian provincial or territorial government health insurance plan, any other insurer, or any other source of recovery to the **Company**, the respective payor is released from any further liability with respect to the claim.

Autopsy: In the event of **Your** death, the **Company** may request an examination or autopsy subject to any applicable laws relating to autopsies.

Concealment and Misrepresentation: The entire coverage will be void, if before, during or after a loss, any **Material Fact** or circumstance relating to this **Policy** has been concealed or misrepresented

Conformity With Existing Laws: Any provision of this **Policy** which is in conflict with any federal, provincial or territorial law where this **Policy** is issued is hereby amended to conform to the minimum requirements of that law. In all other respects, the terms and provisions of this **Policy** shall apply.

Contract Changes: This **Policy** is a legal contract between **You** and **Us**. It, including any endorsements and attached papers are the entire contract. No change in this **Policy** is valid unless approved in writing by one of **Our** officers. No agent has the right to change this **Policy** or to waive any of its provisions.

Coordination of Benefits: The **Company** will coordinate benefits payable under this **Policy** with benefits available to **You** under any other **Policy** or plan, so that payments made under this **Policy** and from all other sources will not exceed **100%** of the eligible expenses incurred. Coordination of Benefits of Emergency Hospital, Medical & Other Eligible Expenses will be in accordance with the Coordination of Benefits Guidelines issued by the Canadian Life and Health Insurance Association with respect to Out of Country/Province Medical Expenses. However, if **You** are covered as an active or retired employee under **Your** current or former employer's group health insurance plan for Extended Health Care benefits and the lifetime maximum amount is:

1. **\$50,000** or less, Coordination of Benefits will not apply to such amount; or
2. More than **\$50,000**, Coordination of Benefits will apply only to the amount of insurance in excess of **\$50,000**.

Currency: All premiums and benefits under this **Policy** are payable in Canadian currency based on a) the rate of exchange set by any chartered bank in Canada on the last date of service, or b) on the date the payment is issued to the provider of service.

Limitation of Liability: The **Company's** liability under this **Policy** is limited solely to the payment of eligible benefits, up to the maximum amount purchased for any loss or expense. The **Company** upon making payment under this **Policy** does not assume any responsibility for the availability, quality, results or outcome of any **Treatment** or service, or **Your** failure to obtain any **Treatment** or service covered under the terms of this **Policy**.

Medical Examination: The **Company** reserves the right to have **You** medically examined in the event of a claim.

Medical Records: In the event of a claim, **You** agree to provide access to and **We** reserve the right to review any and all medical records and documentation relating to **Your** claim(s) from any licensed **Physician**, dentist, medical practitioner, **Hospital**, clinic, insurer, individual, institution or other provider of service relating to the validity of **Your** claim.

Right of Recovery: In the event that **You** are found to be ineligible for coverage, any benefit is paid in error, payment is made in excess of the amount allowed under the provisions of this **Policy**, a claim is found to be invalid, or benefits are reduced in accordance with any **Policy** provision, the **Company** has the right to collect from **You** any amount which it has paid on **Your** behalf to medical providers or other parties or seek reimbursement from **You**, **Your** estate, any institution, insurer, or person to whom the payment was made.

Subrogation: If **You** suffer a loss caused by a third party, the **Company** has the right to subrogate **Your** rights of recovery against the third party for any benefits payable to or on **Your** behalf, and will, at its own expense and in **Your** name, execute the necessary documents and take action against the third party to recover such payments. **You** must not take any action or execute any documents after the loss that will prejudice the **Company's** rights to such recovery.

Sworn Statements: **We** have the right to request that claims documents be sworn under oath and have **You** examined under oath in respect to any claim documents submitted.

DEFINITIONS

Accident means a happening due to external, violent, sudden or fortuitous causes beyond **You** control which occurs during the period of coverage.

Act of Terrorism or Terrorism means the unsanctioned and illegal use of violence (excluding general civil disturbance, rioting and act of war (declared or undeclared) or the intentional release of a biological material), which caused destruction of property, **Injury** or death for the express or implied purpose of achieving a political, ethnic or religious goal or result.

Application means the printed form, computer printout, invoice or document that is used to apply for this insurance as provided by the agent or the multi-stepped process that must be completed by the applicant when purchasing this insurance electronically through an agency. The **Application** confirms the insurance coverage **You** have purchased sets and forms an integral part of the **Policy** contract.

Baggage and/or Personal Effects means items or articles of necessity, adornment or for personal convenience including clothing and other personal effects worn on the person that are usually carried by travellers for their individual use while travelling.

Business Partner means an individual who has at least a **20%** ownership interest in a commercial enterprise in which **You** also have at least a **20%** ownership interest; and **You** are both actively engaged in the daily management of the business.

Caregiver means the permanent full-time person entrusted with the well-being of **Your** dependent(s) and whose absence cannot reasonably be replaced.

Children means any insured unmarried person who is dependent upon **You** for support, is travelling with **You** or who joins **You** during **Your Covered Trip** and is either: i) under **21 years** of age; ii) under **26 years** of age if a full-time student; or iii) of any age who is mentally or physically handicapped.

Common Carrier means commercial airline carrier, cruise ship, ferry, bus, train, taxi, limousine or other similar vehicle that is licensed, intended and used primarily to transport passengers for hire not including rented, leased or privately owned vehicles.

Company, We, Our, Us means Reliable Life Insurance Company and/or Old Republic Insurance Company of Canada, Hamilton, Ontario.

Contamination means poisoning of people by nuclear, chemical and/or biological substances that cause **Sickness** or death.

Covered Trip means travel arrangements insured under this **Policy**. For Multi-Trip All Inclusive Plans, means trips purchased during the period of coverage of this **Policy**. For Multi-Trip Emergency Medical Plans, means trips undertaken outside **Your** province/territory of residence during the period of coverage of this **Policy**.

Departure Date means the date **You** actually depart on **Your Covered Trip**.

Departure Point means the province/territory or country **You** depart from on the first day of **Your Covered Trip**.

Effective Date means the date **Your** insurance coverage under this **Policy** or a specific benefit of this **Policy** begins. (See page 5)

Emergency means an unforeseen **Sickness** or **Injury** that requires immediate **Treatment** to prevent or alleviate existing danger to life or health. An **Emergency** no longer exists when medical evidence indicates that the person is able to return to his or her province or territory of residence, or continue with **Your Covered Trip**.

Emergency Assistance Provider means the service that is provided to **You** **24 hours** a day, 365 days a year, by calling the **Emergency** numbers provided in this **Policy**.

Extreme Activities means participating in any of the following: Anti-gravity jumping, assault course, battle re-enactment, bungee jumping, canyoning, cascading, coastering, gliding, gorge swinging or canyon swinging, gorge walking, hang-gliding, high diving, horse jumping (not polo), hunting, hydro speeding, kite surfing, microlighting, mountainboarding, ostrich riding or racing, parachuting, paragliding, parapenting, parasailing over land or snow, quad biking, repelling, rock climbing (not mountaineering) rock scrambling, sand yachting, scuba diving (unless qualified and not diving deeper than 130 feet), shark diving, skydiving, orbital and sub-orbital space flight, spelunking, tall ship crewing, via ferrata, weightless jumping, white or black water rafting (grades 5 to 6), yachting (racing or crew) outside territorial waters.

Family Member means **Spouse**, parent, legal guardian, step-parent, grandparent, grandchild, in-laws, natural or adopted child, stepchild, brother, sister, stepbrother, stepsister, aunt, uncle, niece, nephew or an employed **Caregiver** for unmarried dependent **Children** under **16 years** of age.

Fare means the lowest single seat fare from any International Air Transportation Association carrier.

Hospital means a duly licensed facility which accommodates inpatient care, which has registered nurses on a full-time basis, a laboratory and an operating room where surgical operations are performed by qualified surgeons. Excluded are convalescent homes, rest homes, nursing homes, homes for the aged, drug and alcohol treatment centres, health spas or clinics or any facility not operated **24 hours** per day under the supervision of a **Physician**.

Host at Destination means the person with whom **You** have arranged overnight accommodation for the majority of **Your Covered Trip** at their usual place of residence, not including commercial facilities.

Injury means sudden bodily damage caused by an **Accident** during the period of coverage.

Key Employee means an employee whose continued presence is critical to the ongoing affairs of **Your** business during **Your** absence.

Material Fact means any fact that would cause **Us** to decline **Your Application** for insurance or charge more premium than **You** have paid for the insurance **Policy**.

Medical Condition means an irregularity in a person's health which required or requires medical advice, consultation, investigation, **Treatment**, care, service or diagnosis by a **Physician**.

Medically Necessary means **Treatment** or services that are appropriate for the relief of **Sickness** or **Injury** in an **Emergency**, based on generally accepted professional medical standards.

Minor Infection means an infection that ends **30 days** prior to the **Effective Date** of coverage and does not require: use of medication for a period greater than **15 days**; more than one follow-up visit to a **Physician**; hospitalization; surgical intervention; or, consultation with a medical specialist. A chronic infection or the complication of a chronic infection is not a minor infection.

Natural Disaster means a disaster resulting from natural causes including flood, hurricane, tornado, earthquake, volcanic eruption or blizzard.

Physician means a person, other than **You**, a **Travelling Companion** or a **Family Member**, who is qualified and legally licensed to practice medicine, perform medical **Treatment** and/or surgery within the scope of their licence in the place where the medical services are rendered.

Policy means this document and **Your Application** for insurance hereunder, which is issued in consideration of payment of the required premium.

Pre-Existing Condition means a **Medical Condition** other than a **Minor Infection**, for which **Treatment** has been received or taken or which exhibited symptoms, prior to **Your Effective Date** and within the period specified for the plan **You** have chosen, and includes a medically recognized complication or **Recurrence** of a **Medical Condition**.

Reasonable and Customary means charges that are usually made by other providers of similar standing for residents in the locality where the charges are incurred, for comparable **Treatment**, services or supplies for a similar medical **Emergency**.

Recurrence means the appearance of symptoms caused by or related to a **Medical Condition** which was previously diagnosed by a **Physician** or for which **Treatment** was previously received.

Return Date means the date on which **You** are scheduled to return to **Your Departure Point** from **Your Covered Trip**.

Scheduled Airline means any aircraft operated by an airline licensed for the transportation of passengers for hire, and which maintains regular published schedules (including any chartered flights by such airlines).

Sickness means an acute illness, acute pain and suffering or disease that requires **Emergency** medical **Treatment** or hospitalization due to the sudden onset of symptoms during the period of coverage.

Spouse means the person who is legally married to **You**, or if not married to **You**, has been living in a conjugal relationship with **You** for a continuous period of at least one year.

Stable and Controlled means the **Medical Condition** is not worsening and there has been no alteration in any medication for the condition or its usage or dosage, nor any **Treatment**, prescribed or recommended by a **Physician** or received within the time period specified in this **Policy**, prior to **Your Effective Date**.

Terminal Sickness means a **Medical Condition** from which no recovery is expected and which carries a prognosis of death within **12 months** of **Your Effective Date**.

Travel Supplier means any entity or organization that coordinates or supplies travel services for **You**.

Travelling Companion means the person who is travelling with **You** on **Your Covered Trip** up to a maximum of five persons, including **You**.

Treat, Treated or **Treatment** means any medical, therapeutic or diagnostic procedure prescribed, performed or recommended by a **Physician** including but not limited to prescribed medication, investigative testing and surgery.

You or Your means a person who is eligible and named on the **Application** for insurance under this **Policy** and for whom the required premium has been paid.

In this **Policy**, words and terms denoting the singular shall be interpreted to mean the plural and vice versa, unless the context clearly indicates otherwise.

CLAIMS INFORMATION

Contact Us

Reliable Life Insurance Company
P.O. Box 557, Hamilton, Ontario L8N 3K9

Fax: 905-528-8338
Toll Free Fax: 1-866-551-1704
English: Telephone: 905-523-4731
Toll Free in Canada & USA: 1-888-831-2222
French: Telephone: 905-667-5020
Toll Free in Canada & USA: 1-800-245-1662

If **You** experience an emergency or require assistance while **You** are travelling at any time call:

USA for Medical Reasons	1-888-879-5242
USA for Non-Medical Reasons	1-800-334-7787
Canada	1-800-334-7787
Mexico	001-800-514-0409
France & Italy	001-800-758-75875
United Kingdom	001-800-758-75875
Germany	001-800-758-75875
Dominican Republic	0011-1-888-751-4866
Australia	0011-1-800-758-75875
Or call collect	905-667-0587

Email: assistance@oldrepublicgroup.com

How To Submit A Claim

You can download a claim form directly from **Our** website:
www.reliablelifeinsurance.com/TIPS

or **You** can contact **Us** toll free at:
English: 1-888-831-2222
French: 1-800-245-1662

To make a claim for benefits under this **Policy**:

- Submit **Your** claims forms within **30 days** after the expense or loss is incurred or as soon as is reasonably possible;
- Written proof of the claim must be submitted within **90 days**, but not later than **12 months** after the date of the event or loss.

Written Proof of a Claim shall include:

1. the completion of any claim forms furnished by the **Company**;
2. original receipts;
3. a written report, complete with the diagnosis by the attending **Physician**, if applicable, and any other form of documentation deemed necessary by the **Company** to validate **Your** claim;
4. documentation required by the **Company** to substantiate cancellation, interruption, trip delay or schedule change if for other than medical reasons. If death is the cause of the claim, an official document such as a death certificate that establishes cause of death will also be required.

For example:

- Copy of the subpoena if cancelling due to jury duty or being called as witness;
- Letter from **Your** employer if cancelling due to a business meeting or job transfer;
- Letter from the airline confirming the change in the scheduled flight or the cause of the flight delay.

Original substantiating claims documentation must be provided, however, the **Company** may accept certified copies if the original documentation cannot be provided for a reasonable cause. Failure to provide applicable substantiation for a claim shall invalidate any claim under this **Policy**. All documents required to support or validate the claim, including English or French translations of such documents, must be provided free of expense to the **Company**.

Claim Payments

We will pay covered claims within **30 days** of receiving all of the necessary information required to accurately assess **Your** claim.

Benefit payments will be made to **You** or to any person or entity having a valid assignment to such benefits. In the event of **Your** death, any balance remaining or benefits payable for loss of life will be paid to **Your** estate, unless otherwise indicated.

Limitation of Action

If **You** have a claim in dispute under this **Policy**, **You** must begin any legal action or proceeding against the **Company** within **12 months** following the date of the event which caused the claim. If, however, this limitation is invalid according to the laws of the province or territory where this **Policy** was issued, **You** must commence any legal action or proceeding within the shortest time limit permitted by the laws of that province or territory. All legal actions or proceedings must be brought in the province or territory of Canada where **You** permanently reside, or if mutually agreeable, the action can be brought in the province where the head office of the **Company** is located.

PRIVACY

The **Company** is committed to protecting **Your** privacy. Collecting personal information about **You** is essential to **Our** ability to offer **You** high-quality insurance products and service. The information provided by **You** will only be used for determining **Your** eligibility for coverage under the **Policy**, assessing insurance risks, managing and adjudicating claims and negotiating or settling payments to third parties. This information may also be shared with third parties, such as other insurance companies, health organizations and government health insurance plans to adjudicate and process any claim. In the event that we must share your information with a third party who conducts business outside of Canada, there is a possibility that this information could be obtained by the government of the country in which the third party conducts business. **We** take great care to keep **Your** personal information accurate, confidential and secure.

Our privacy policy sets high standards for collecting, using, disclosing and storing personal information. If **You** have any questions about the **Company's** privacy policy, please contact **Our** Privacy Officer at 905-523-5587 or by email at: privacy@oldrepublicgroup.com.

Underwritten by:

Reliable Life Insurance Company
Old Republic Insurance Company of Canada
Hamilton, Ontario



Paul M. Field, C. A.
Chief Executive Officer
September 2009