

# Travel Guard®



## Platinum All Inclusive Package

### Travel Insurance & Global Assistance



#### PLEASE READ THIS POLICY CAREFULLY

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 may be subject to certain limitations or exclusions.

This Policy provides complete descriptions of the benefits, terms, conditions, limitations and exclusions of Your insurance coverage.

This insurance is designed to cover certain medical expenses resulting from unanticipated Accidents. Your Policy may not provide coverage for Medical Conditions and/or symptoms that existed before Your Trip. Check to see how this applies in Your Policy and how it relates to Your Departure Date and Purchase Date.

In the event of an Accident, Injury or Sickness, Your prior medical history may be reviewed when a claim is made.

If Your Policy provides travel assistance, You may be required to notify the designated assistance company prior to Treatment. Your Policy may limit benefits should You not contact the assistance company within a specified period.

This Policy contains a clause that may restrict Your right to designate a beneficiary. See Section XIII. Other Information on page 42 of this Policy for detailed information with respect to this restriction. Further information can also be obtained from Travel Guard Canada.

#### Limitation of Action

Every action or proceeding against an Insurer for the recovery of insurance money payable under the contract is absolutely barred unless commenced within the time set out in the *Insurance Act* (for actions or proceedings governed by the laws of Alberta and British Columbia), the *Insurance Act* (for actions or proceedings governed by the laws of Manitoba), the *Limitations Act, 2002* (for actions or proceedings governed by the laws of Ontario), or other applicable legislations.

This Policy is the only contract under which benefits are paid. Please read Your Policy with care so You will understand the coverage.

#### WARNING: THIS POLICY INCLUDES RESTRICTED BENEFITS

1. Your Policy may not provide coverage for Medical Conditions and/or symptoms that existed before Your Trip. Check to see how this applies in Your Policy and how it relates to Your Departure Date and Purchase Date.
2. You must contact Us before seeking medical attention and a failure to call will result in Your being responsible for 30% of any eligible expenses incurred, or no reimbursement, unless Your Medical Condition prevents You from calling. You must call as soon as medically possible or have someone call on Your behalf.
3. Our medical department must approve all medical procedures (including, but not limited to, cardiac procedures and cardiac catheterization) in advance. A failure to call will result in Your being responsible for 30% of any eligible expenses incurred unless Your Medical Condition prevents You from calling, in which case You must call as soon as medically possible or have someone call on Your behalf.
4. If You choose not to receive Treatment or services from a Provider as directed by Us You may be responsible for 70% of any eligible expenses incurred.
5. The coverage provided by this Policy does not apply to risks and claims related to Cuba, as Cuba related risks and claims are not serviced and supported by Our United States affiliates (upon which We rely for service and support), unless such coverage would be permissible under all applicable sanctions.
6. The Insurer will not be liable to provide any coverage or make any payment hereunder if to do so would be in violation of any sanctions law or regulation which would expose the Insurer, its parent company or its ultimate controlling entity to any penalty under any sanctions law or regulations.
7. This policy will not cover any loss, injury, damage or legal liability arising directly or indirectly from planned or actual travel in, to, or through Cuba, Iran, Syria, North Korea or the Crimea region.
8. This Policy offers coverage to Canadian Residents only and must be purchased prior to Your Departure Date.

#### YOU ARE NOT ELIGIBLE FOR ANY COVERAGE UNDER THIS POLICY IF:

1. A licensed Physician has diagnosed You with a Terminal Illness.
2. You have undergone a bone marrow transplant or an organ transplant (excluding corneal transplant) that requires the use of anti-rejection (immune suppression) drugs.
3. You require dialysis of any type for a kidney disease.
4. You have been prescribed or utilized home oxygen therapy at any time.

## SCHEDULE OF BENEFITS

All Coverage is per person      Maximum Limits - Up To

### EMERGENCY MEDICAL INSURANCE

<b>Emergency Medical Expense</b>	
Age 0 - 59 .....	Unlimited
Age 60+ .....	\$10,000,000
Non-GHIP Emergency Medical Expense .....	\$10,000
Subsistence Allowance .....	\$5,000 (\$500/day)
<b>Emergency Dental for Injury &amp; Sickness</b>	
Accidental Blow to Face or Mouth .....	\$1,500
Other Cause .....	\$600
<b>Emergency Professional Services</b> .....	\$300 (per profession)
<b>Return of Dependent Children</b> .....	Included
<b>Return of Vehicle</b> .....	\$2,000
<b>Return to Trip Destination</b> .....	Included
<b>Pet Coverage</b>	
Return of Pet .....	\$1,000
Emergency Veterinary Services .....	\$300
<b>Emergency Evacuation</b> .....	Included
<b>Return of Remains</b> .....	\$3,000
<b>Subsistence Allowance</b> .....	\$1,500 (\$300 per day)
<b>Flight Accident</b> .....	\$100,000
<b>Travel Accident</b> .....	\$50,000

### TRIP CANCELLATION/INTERRUPTION INSURANCE

<b>Trip Cancellation</b> .....	100% of Trip Cost
<b>Trip Interruption</b>	
Unused, Non-refundable Trip Costs .....	100% of Cost
Additional Transportation .....	100% of Cost
Subsistence Allowance .....	\$1,000 (\$500 per day)
<b>Trip Delay</b>	
Subsistence Allowance .....	\$5,000 (\$500 per day)
Change fee or extra airfare .....	100% of cost
<b>Missed Connection</b>	
Subsistence Allowance .....	\$700 (\$350 per day)
Change fee or extra airfare .....	\$2,000
Vacation Raincheck .....	\$1,500

### BAGGAGE INSURANCE

<b>Baggage and Personal Effects Loss</b> .....	\$1,000
<b>Baggage Delay</b> .....	\$750

## ASSISTANCE SERVICES

LiveTravel™ Emergency Assistance .....	Included
24 Hour Emergency Assistance .....	Included
Personal Security Assistance .....	Included

### OPTIONAL COVERAGES

Applicable only if appropriate additional plan cost has been paid.

### CANCEL FOR ANY REASON

Must be purchased at the time base plan is purchased and within 15 days of Initial Trip Payment.

Cancel for Any Reason ..... up to 75% of insured Trip Cost

### CRUISE AND TOUR PROTECTOR

Transportation .....	\$2,000
Subsistence Allowance .....	\$100

#### PRE-EXISTING MEDICAL CONDITION EXCLUSION WAIVER

We will waive the pre-existing medical condition exclusions (General Exclusions 1 & 2) if the following conditions are met:

1. this Policy is purchased within 15 days of making the Initial Trip Payment;
2. the amount of coverage purchased equals all prepaid non-refundable payments or deposits applicable to the Trip at the time of purchase, and the cost of any subsequent arrangement(s) added to the same Trip are insured within 15 days of the date of payment or deposit for any subsequent Trip arrangement(s);
3. all Insured's are Medically Able to Travel when Premium is paid.

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### IMPORTANT INFORMATION

Some words have very specific meanings that are set out in the Definitions Section. These words are capitalized in this Policy document when the Policy definition applies.

Along with this Policy document, You should have received a Confirmation of Coverage. The Confirmation of Coverage sets out details specific to the product You purchased.

All of these documents make up Your contract of insurance. If You did not receive all of these documents, if any information contained in these documents is incorrect, or if You have questions regarding Your coverage, it is Your responsibility to contact Us at 1-866-878-0191.

You should bring all of these documents with You when You travel.

## I. DEFINITIONS

We attach very specific meanings to the following words when they appear in this Policy. We have capitalized these words when they are used as a defined term.

**Accident/Accidental:** A sudden, unexpected, unintended, unforeseeable, external event, occurring during an Insured Trip that independently of any other cause, results in Injury (or damage, if the context relates to property loss or damage).

**Accidental Death and Dismemberment (AD&D):** Accidental death meaning bodily Injury caused by an accident which results in death if the Injury, accident and death occur while You are on a Trip. Accidental dismemberment meaning one (1) of (i) the actual severance of a limb above Your ankle or wrist joint; or (ii) the complete loss of eyesight in both eyes and/or hearing in both ears.

**Business Meeting:** A meeting (not including legal proceedings) arranged prior to Your Purchase Date between companies with unrelated ownership which pertains to Your full-time occupation or profession and which was the sole purpose of Your Trip.

**Canadian resident** means an insured who has a provincial or territorial government health care plan in place and:

- a) Is a Canadian citizen with a primary permanent residence in Canada; or,
- b) Has landed immigrant status in Canada and a primary permanent residence in Canada; or,
- c) Has a permit to study or work in Canada.

**Change in Prescribed Medication:** means the medication dosage or frequency has been reduced, increased, stopped and/or new medications have been prescribed.

Exceptions:

- an adjustment to the insulin or Coumadin (Warfarin) dosage You are currently taking provided it is not newly prescribed or stopped and there has been no change to Your Medical Condition; and
- a change from a brand name medication to a generic brand medication (insofar as the dosage is not modified).

**Common Carrier/Scheduled Carrier:** Means an air, land, or sea conveyance operated under a license for the transportation of passengers for hire.

**Confirmation of Coverage:** Your most recent computer printout, printed form, electronic copy, invoice, or Policy document that sets out the product You have purchased and any optional add on coverage, if any, You have chosen.

**Contamination:** The act or process of rendering something harmful or unsuitable to people by nuclear and/or chemical and/or biological substances causing illness, Injury and/or death.

**Cruise:** Travel for which You have booked, prior to Your departure from Your Home Province, overnight accommodation arrangements on a seaworthy passenger vessel.

**Departure Date:** The date on which You are scheduled to leave Your Home Province on a Trip.

**Departure Point:** The city that You depart from Your Home Province on the first day of Your Trip.

**Dependent Child and/or Dependent Children:** Unmarried persons who are Your natural, adopted, step or foster children, dependent on You for support and care and less than 21 years of age, or full-time students less than 26 years of age, or mentally or physically incapable of self support. You must be the legal guardian of any foster children and they must reside at Your same address.

**Depreciated Value:** Means 90% of the original purchase price (original receipt required) if such item is 0 to 12 months old at the date of loss. Means 70% of the original purchase price (receipt required) if such item is 13 to 24 months old at the date of loss. Means 50% of the original purchase price (receipt required) if such item is 25 to 36 months old at the date of loss. Means 30% of the original purchase price (receipt required) if such item is 37 to 48 months old at the date of loss. Means 20% of the original purchase price (receipt required) if such item is 49 to 60 months old at the date of loss. Means nil if such items are more than 60 months old at the date of loss.

**Emergency:** An unforeseen occurrence of, symptoms of Sickness, or of Injury, that occurs during a Trip (or for trip cancellation, that occurs immediately prior to Your Trip), which requires immediate Treatment from a Physician or that requires Hospitalization, failing which there could be a serious impairment to Your health. An emergency no longer exists when Our medical department determines that You are able to continue Your Trip or return to Your Home Province.

**Emergency Dental Treatment:** Immediate and medically necessary dental services or supplies provided by a licensed registered dentist, Hospital, or other licensed Provider, that is the result of an acute and unexpected condition that arose during a Trip.

**Emergency Medical Treatment:** Medically necessary services or supplies provided during a Trip by a licensed Physician, Hospital or other licensed Provider, that are required to treat any Injury or Sickness or other sudden, acute and unexpected condition that arose during the Trip, and that cannot be reasonably delayed until You return to Your Home Province without endangering Your health.

**Expected Medical Treatment:** Medical consultation or Hospitalization that Your prior medical history indicates as being probable or certain to occur.

**Follow-up Treatment:** Treatment that continues beyond the initial Emergency.

**Follow-up Visit:** The re-examination of You to monitor the effects of earlier medical Treatment related to the initial Emergency, except while Hospitalized. Follow-up visit does not include further diagnostic or investigative testing related to the initial Emergency.

**Government Health Insurance Plan (GHIP):** Health insurance coverage that Canadian provincial or territorial governments provide for their residents.

**Home Province:** Your Canadian province or territory of residence.

**Hospital:** A medical facility which is legally accredited to provide medical, diagnostic and surgical Treatment to in-patients during the acute phase of their Sickness or Injury, which is primarily engaged in

the aforesaid activities and which operates under the supervision of a staff of Physicians and has a registered nurse continuously on duty. A Hospital does not mean an institution licensed as a home for the aged, rest home, nursing home, convalescent hospital, health spa, or a rehabilitation centre or Treatment facility for drug or alcohol abuse and/or addiction.

**Hospitalization or Hospitalized:** The state of being admitted to a Hospital and receiving Emergency Medical Treatment on an inpatient basis.

**Immediate Family Member:** Any one (1) or more of: Your Spouse; natural, step, or adopted children; persons for whom You are the legal guardian; parents, parents-in-law, step-parents; sisters, brothers, sisters/brothers-in-law, step-sisters/brothers; son-in-law, daughter-in-law, grandparents, grandchildren, aunts, uncles, nieces, and nephews.

**Initial Trip Payment:** means the first payment made to the Insured's Travel Supplier toward the cost of the Insured's Trip.

**Injury:** A bodily injury sustained during a Trip which is caused directly and independently of all other causes, by an Accident.

**Insured:** The person named as the 'primary traveller' and/or one (1) or more other person(s), if any, named as 'other travellers' on the Confirmation of Coverage, each as the context requires.

**Insurer:** AIG Insurance Company of Canada, 1120 Bremner Boulevard, Suite 2200, Toronto, ON M5J 0A8. This Policy is administered on AIG Insurance Company of Canada's, behalf by Travel Guard Group Canada, Inc. (Travel Guard Canada).

**Key-employee:** An employee whose continued presence is critical to the ongoing affairs of the business during Your or Your Travel Companion's absence.

**Medically Able to Travel:** means You are free from any medically imposed travel restrictions.

**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; includes complications of pregnancy within the first 31 weeks of pregnancy.

**Medical Consultation:** Any investigative medical service, including history-taking, examination, testing, advice, or Treatment by a Physician for a symptom, Sickness, illness, or disease that may or may not have been definitively diagnosed.

**Medical Emergency:** An unforeseen occurrence of, symptoms of Sickness, or of Injury, that occurs during a Trip (or for trip cancellation, that occurs immediately prior to Your Trip), which requires immediate Treatment from a Physician or that requires Hospitalization, failing which there could be a serious impairment to Your health.

**Mental or Emotional Disorders:** Emotional or anxiety states, situational crisis, anxiety or panic attacks, or other mental health disorders treated with tranquilizers or anxiolytic drugs. (Example: a mental or nervous health disorder like: anxiety, depression, neurosis, psychosis and others or any related physical complications).

**Minor Ailment:** Any Sickness or Injury which does not require: the use of medication for a period of greater than 15 days; more than one (1)

Follow-up Visit to a Physician, Hospitalization, surgical intervention, or referral to a specialist; and which ends at least 30 consecutive days prior to the Departure Date of each Trip. However, a chronic condition or any complication of a chronic condition is not considered a minor ailment.

**Mountain Climbing:** The ascent or descent of a mountain requiring the use of specialized equipment, including but not limited to, pick-axes, anchors, bolts, crampons, carabineers, and lead or top-rope anchoring equipment.

**Physician:** A medical doctor, other than Yourself, Your Immediate Family Member, Your Travel Companion or their Immediate Family Member, who is licensed to administer medical Treatment and prescribe drugs in the place where he or she provides medical services. The following are not considered to be Physicians: naturopath, herbalist, and homeopath.

**Policy or Policies:** This document, any riders or endorsements to this document, the application and the Confirmation of Coverage all of which form the entire contract.

**Premium:** The cost of Your insurance Policy plus any additional amounts required for any optional coverage You have purchased.

**Prescribed Medication:** A drug, medicine or medication only obtainable by the prescription of a licensed Physician for Emergency Medical Treatment or dentist for Emergency Dental Treatment, and dispensed by a licensed pharmacist.

**Provider:** The Hospitals, clinics, Physicians, and other medical service providers, the use of which must be approved by Us at the time of the Medical Emergency.

**Purchase Date:** The date You purchase Your insurance for Your Trip. This date is shown on Your Confirmation of Coverage as the 'plan start date'.

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

**Rental Car:** An automobile rented by You from a commercial rental agency for Your personal use under a written rental agreement.

**Return Date:** The first to occur of:

- the date Your return to Your Home Province; or
- the date shown on Your most recent Confirmation of Coverage as Your 'Return Date'.

If there has been an Automatic Extension of Coverage the return date is the first to occur of:

- the date You return to Your Home Province; or
- the end of any extension of coverage determined in accordance with the Automatic Extension of Coverage Section.

**Schedule Change:** The later departure of an airline carrier causing You to miss Your next connecting flight via another airline carrier (or connecting Cruise ship, ferry, bus or train), or the earlier departure of an airline carrier rendering unusable the ticket You have purchased for Your prior connector flight via another airline carrier (or connecting Cruise ship, ferry, bus or train). Schedule change does not mean a change resulting from a supplier default, Strike or a labour disruption.

**Sickness:** An acute illness or unforeseen disease requiring Emergency Medical Treatment, Emergency Dental Treatment or Hospitalization due to the sudden onset of symptoms.

**Spouse:** The person legally married to You, or if there is no such person, the person who has been living with You in a conjugal relationship for at least one (1) year, regardless of gender.

**Stable and Controlled:** Any Medical Condition (other than a Minor Ailment) for which there has been:

- no new Treatment, new medical management, or newly prescribed medication(s); and
- no change in Treatment, change in medical management, or Change in Prescribed Medication; and
- no new symptom or finding, more frequent symptom or finding or more severe symptoms or finding experienced; and
- no test results or test results showing deterioration; and
- no investigations or future investigations initiated or recommended for symptoms whether or not Your diagnosis has been determined; and
- no Hospitalization and no or referral to a specialist (made or recommended).

**Strike:** Means a stoppage of work:

- (1) announced, organized, and sanctioned by a labour union and
- (2) which interferes with the normal departure and arrival of Common Carrier.

This includes work slowdowns and sickouts. The Insured's trip cancellation coverage must be effective prior to when the strike is foreseeable. A strike is foreseeable on the date labour union members vote to approve a strike.

**Subsistence Allowance:** Expenses incurred as a result of Your Emergency, including accommodation, meals, and essential telephone calls.

**Terminal Condition:** A Medical Condition from which no recovery is expected and which carries a prognosis of death within 12 months of Your Departure Date.

**Travel Companion:** The person with whom You are sharing travel arrangements and prepaid accommodation (to a maximum of three (3) people) in respect of a Trip.

**Travel Supplier:** Means the tour operator, rental company, cruise line, and/or airline that provides pre-paid travel arrangements for Your Trip.

**Treatment:** A medical, therapeutic or diagnostic procedure prescribed, performed or recommended by a licensed Physician, including but not limited to Prescription Medication, investigative testing, and surgery.

**Trip:** Your travel for which coverage under this Policy has been purchased and is in effect. The Trip has defined Departure Dates and Return Dates specified when the Insured applies.

**Trip Cost:** Is the dollar amount of Trip payments or deposits reflected on any required enrollment form which are subject to cancellation penalties or restrictions paid by the Insured prior to the Insured's Trip Departure Date. Trip cost will also include the cost of any subsequent

pre-paid payments or deposits paid by the Insured for the same Trip, after enrollment for coverage under this Policy provided the Insured amends their trip cost to add such subsequent payments or deposits and pays any required additional Premium prior to the Insured's Departure Date.

**Vehicle:** A private passenger automobile, minivan, recreational vehicle, or camper truck, which You use during Your Trip exclusively as conveyance of passengers other than for hire. It can be either owned by You or rented by You from a rental agency.

**We, Us, Our:** Means AIG Insurance Company of Canada, 120 Bremner Boulevard, Suite 2200, Toronto, ON M5J 0A8. This Policy is administered on AIG Insurance Company of Canada's behalf by Travel Guard Group Canada, Inc. (Travel Guard Canada).

**You, Yourself, Your:** The person named as the 'primary traveller' and/or one (1) or more other person(s), if any, named as 'other travellers' on the Confirmation of Coverage, each as the context requires.

## II. SPECIFIC DETAILS OF YOUR INSURANCE AM I ELIGIBLE?

To be eligible for this coverage You must:

1. be a Canadian Resident and purchase Your Policy prior to Your Departure Date for Your Trip;
2. have purchased Your Policy not more than 18 months prior to Your Departure Date;
3. have purchased Your Policy from Us for the full duration of Your Trip;
4. have purchased Your Policy from Us for the full value of Your non-refundable prepaid travel arrangements;
5. be covered under Your GHIP for the full duration of Your Trip to be eligible for the maximum Emergency medical benefits; if You do not have GHIP coverage while on Your Trip, Your aggregate limit for all Emergency Medical Benefits will be limited to \$10,000;
6. Be less than 75 years of age at the time Your Policy is purchased and be;
  - a. travelling for a maximum of 183 days if You are less than 60 years of age, or
  - b. travelling for a maximum of 60 days if You are 60 years of age or older and less than 75 years of age.
7. be a Canadian resident at the time Your Policy is purchased and remain a Canadian resident for the full duration of Your Trip.

### HOW DO I BECOME INSURED?

Coverage under this Policy will not come into effect until all of the following conditions have been satisfied:

1. Your name appears on the Confirmation of Coverage;
2. You have paid the required Premium; and
3. if applicable, You have truthfully and fully completed and submitted Our medical questionnaire and satisfied Our requirements based on the answers You have provided.

## WHEN DOES MY INSURANCE START AND END?

For Trip Cancellation, Optional Cancel for Any Reason, coverage:

This Policy comes into effect on Your Purchase Date and ends the earliest of:

1. the day indicated as Your Return Date on Your Confirmation of Coverage; or
2. the day You return to Your Home Province to end Your Trip; or
3. the day You have cause to file a trip cancellation claim.

For all other coverage:

This Policy comes into effect on Your Departure Date and ends the earliest of:

1. the day indicated as Your Return Date on Your Confirmation of Coverage; or
2. the day You return to Your Home Province to end Your Trip; or
3. the day You have cause to file a Trip Cancellation claim.

## UNDER WHAT CIRCUMSTANCES CAN MY POLICY EXTEND?

### Automatic Extension of Coverage

If You or Your Travel Companion are Hospitalized on Your scheduled Return Date Your coverage will automatically be extended at no additional Premium for the period of Hospitalization and up to 120 hours after discharge. If You have a Medical Condition rendering You medically unable to travel on Your scheduled Return Date but You are not Hospitalized, Your coverage will be automatically extended for up to 120 hours after Your scheduled Return Date.

Coverage will automatically be extended for up to 72 hours when there is a delay of a Common Carrier on which You are pre-booked as a passenger.

### Optional Policy Extension

If You choose to extend Your Trip beyond Your scheduled Return Date and You have not made a claim nor is there reason to claim, You may apply for a Policy extension subject to the following conditions:

1. the request for an extension must be made and approved by Us prior to Your original Return Date;
2. You must pay the required additional Premium before Your original Return Date; and
3. You must have been eligible for the insurance that You seek to extend at the time of Your original booking and at the time of the request for the extension.

## CAN MY PREMIUM BE REFUNDED?

If my Policy provides coverage for trip cancellation coverage what is the refund process?

Refunds are available up to Your Departure Date as long as there is no risk to the Policy. Refunds will also be issued if a supplier cancels or alters service and all of Your non-refundable prepaid travel arrangements Insured by Us are refunded without penalty.

If my Policy provides coverage only for Emergency medical benefits what is the refund process?

A full refund of Premium is available 24 hours prior to Your Departure Date.

A partial refund of Premium is available if You have a minimum of four (4) unused days of coverage.

If there is a claim on my Policy what is the refund process?

No refund of Premium will be made in the event that a claim has been paid, incurred or reported under this Policy.

How do I request a refund?

If Your insurance was purchased through an agency or broker Your refund must be requested through Your issuing agent.

If Your insurance was purchased directly through Travel Guard You must request Your refund in writing.

We cannot accept refund requests over the phone.

## III. EMERGENCY MEDICAL COVERAGE

### A. Benefits – Emergency Medical and Dental Coverage

If You incur expenses due to a covered risk, on or after Your Departure Date and prior to or on Your Return Date, while You are on a Trip, We provide coverage for the following covered benefits up to the specific benefit limits set out below. Benefit limits are for each Insured under this Policy. We do not pay more than the benefit limit.

### Emergency Medical Coverage for Injury and Sickness

**Covered Risk 1** - Expenses incurred as a consequence of an Emergency and resulting from Injury, Sickness or death occurring on a Trip. This includes one (1) Follow-up visit (not including ongoing Treatment), when the medical process in dealing with the Emergency requires such a Follow-up visit. The Follow-up visit must take place within 14 days of the initial Emergency. In the case of Hospital confinement any coverage related to the Hospital confinement terminates upon release from Hospital.

### Benefit Limit for Covered Risk 1:

\$10,000,000.00 per Insured if You are 60 years of age or older; or unlimited per Insured if You are less than 60 years of age on Your Policy Purchase Date.

### Benefits for Covered Risk 1:

#### 1. Eligible Emergency Medical Expenses

If prescribed by a Physician and pre-authorized by Us in advance, We cover the cost:

- a. of care received from a Physician in or out of a Hospital;
- b. of a Hospital room;
- c. of rental or purchase (whichever is less) of a Hospital bed;
- d. of wheelchair, brace, crutch or other medical appliance;
- e. of tests that are needed to diagnose Your condition;
- f. of Prescription Medication;

- g. of the services of a licensed private duty nurse while You are Hospitalized; and
- h. of one (1) Follow-up visit for Your Emergency that happened while on Your Trip which was covered under this Policy.

### 2. Expenses for ambulance transportation:

We cover:

- a. Reasonable and customary charges for a local licensed ground ambulance service to transport You to the nearest qualified medical service Provider in an Emergency; or
- b. local taxi fare in lieu of ground ambulance transportation, where a ground ambulance is medically required but not available.
- c. When approved in advance by Our medical department, the cost of an air ambulance to transport You to the nearest qualified medical service Provider in an Emergency.

### 3. Emergency Evacuation and Repatriation:

If Our medical department or Your treating Physician recommends Your return to Your Home Province because of Your Medical Condition or if Our medical department or Your treating Physician recommends Your return after Your Emergency Medical Treatment, and if approved in advance by Our medical department, We cover, via the most cost effective itinerary:

- a. up to the cost of a one-way same class airfare as originally pre-booked on Your Trip to return You to Your Home Province; or
- b. the fare for additional airline seats to accommodate a stretcher to return You to Your Home Province; or
- c. the fare for an upgrade to business class when a stretcher is not required to return You to Your Home Province; or
- d. where medically necessary, medical air evacuation to a Hospital in Your Home Province, when the attending Physician or Our medical department recommends that You be so transported for the purpose of obtaining immediate medical Treatment; and
- e. the cost of round-trip airfare via the most cost effective itinerary for a qualified medical attendant to accompany You, and the attendant's reasonable fees and expenses, if this is medically necessary as determined by Our medical department, Your treating Physician or required by the airline.

### 4. Return of Your Vehicle:

If You are unable to drive Your Vehicle to Your original Departure Point due to an Emergency, We cover the reasonable costs to return Your Vehicle to Your residence. If You used a Rental Car during Your Trip, We will cover the cost of its return to the rental agency excluding the rental cost. No benefit is available for commercial Vehicles. Arrangements must be pre-authorized by Us in advance and original receipts must be submitted for all eligible expenses.

### 5. Bedside Companion Travel and Subsistence:

If You are travelling alone and are admitted to a Hospital for three (3) days or more, We cover, until You are medically fit to return to Your Home Province:

- a. the economy/charter class fare via the most cost effective itinerary for the round-trip flight for an Immediate Family Member, or close friend, to be with You;

- b. a Subsistence Allowance for such person's hotel and meals (original receipts must be submitted for all eligible expenses) up to \$300 per day to a maximum of \$1,500 per Insured;
- c. coverage for such person under this Policy, subject to all of its terms, conditions, limitations and exclusions.

For an Insured who is a Dependent Child or if You are mentally or physically disabled, a bedside companion is available immediately upon Hospital admission.

**6. Return of Dependent Children Under Your Care:**

If You are Hospitalized for more than 24 hours while on a Trip or if while on a Trip You must return to Your Home Province because of a Medical Condition validated by a Physician, We cover:

- a. the extra cost via the most cost effective itinerary for Your Dependent Children to be transported to their Departure Point; and
- b. the return airfare of a qualified escort when the airline requires it.

The Dependent Children must have been travelling with You and under Your care during Your Trip and they must be covered under this Policy.

**7. Return to Your Trip Destination:**

Should Our medical department request You to return to Your Departure Point to receive immediate medical attention within Your period of coverage and provided Your attending Physician in Your Home Province then determines that You require no further medical attention for Your Medical Condition We cover the cost of a one-way same class air fare as originally pre-booked on Your Trip on a commercial flight or charter via the most cost effective itinerary to transport You to Your scheduled Trip destination. Once You return to Your Trip destination, a Recurrence of the Medical Condition which necessitated Your return to Your Home Province or any related condition or complication will not be covered under this Policy.

**Please note:** This benefit must be pre-authorized by Our medical department in advance and can only be used once during a scheduled Trip. When this benefit has been used Your Departure Date under this Policy then becomes the day You leave Your Departure Point to return to Your Trip destination.

**8. Return of Remains:**

If You die during Your Trip We cover reasonable expenses incurred for any one (1) of the following:

- a. reasonable transportation costs (using customary airline procedures) to return Your remains to Your Departure Point plus up to \$3,000 per Insured for the preparation of Your remains and a transportation container; or
- b. reasonable transportation costs (using customary airline procedures) to return Your remains to Your Departure Point plus up to \$2,000 per Insured for the cremation of Your remains and the cost of a standard burial urn at the place of Your death; or
- c. up to \$3,000 per Insured for the preparation of Your remains and the cost of a standard burial container plus up to \$2,000 per

Insured for the burial of Your remains at the location where Your death occurred.

**Benefit Limit:** \$5,000 per Insured.

Further, if someone is legally required to identify Your body because You have died while on a Trip, We cover:

- d. the cost of a round-trip same class airfare as originally pre-booked on Your Trip on a commercial flight or charter via the most cost effective itinerary to transport someone to identify Your body;
- e. a Subsistence Allowance up to \$500 for commercial accommodations and meals for that person (original receipts must be submitted for all eligible expenses); and
- f. that person under the terms of this insurance during the period in which he or she is required to identify Your body, up to three (3) business days.

**9. Meals and Accommodation:**

If a Medical Emergency prevents You or Your Travel Companion from returning to Your Departure Point of Your Insured Trip or if Your Emergency Medical Treatment or that of Your Travel Companion requires Your transfer to a location that is different from Your original destination or You or Your Travel Companion are delayed beyond Your scheduled Return Date in order to obtain Emergency Medical Treatment, We cover a Subsistence Allowance for Your commercial accommodations and meals, essential telephone calls and taxi fares, up to a daily maximum of \$500, to a maximum of \$5,000 (original receipts must be submitted for all eligible expenses).

**10. Emergency Professional Services:**

We cover expenses resulting from an Emergency, for services from a licensed physiotherapist, chiropractor, chiropractor, podiatrist or osteopath if ordered by a Physician, up to \$300 per profession per Insured.

**11. Hospital Expenses:**

We cover Your incidental Hospital expenses (telephone calls, television rental) while You are Hospitalized for at least 48 hours. We cover these expenses up to \$75 per day to a maximum of \$750 (10 days) per Insured.

**12. Return of Travel Companion:**

If You must return to Your Home Province because of a covered Medical Condition and if You are travelling with a Travel Companion, We cover the Travel Companion for the extra cost of a one-way economy air fare on a commercial flight or charter via the most cost effective itinerary to return Your Travel Companion to his or her Departure Point.

**13. Pet Coverage:**

- a. If Your domestic dog(s) or cat(s) travel with You during Your Trip and You must return to Your Home Province or Departure Point because of a covered Medical Condition, We cover the cost of one-way transportation of Your domestic dog(s) or cat(s) to Your Departure Point up to a maximum of \$1,000 per Insured.
- b. When approved in advance by Us, reimbursement up to a maximum of \$300 for Emergency veterinary services in the

event Your pet(s) (domestic dog(s) and/or cat(s) only) suffers an Accidental bodily Injury while accompanying You during Your Trip.

**Please note:** Arrangements must be pre-authorized by Us in advance. Emergency Dental Coverage for Injury and Sickness

**Covered Risk 2-** Expenses incurred as a consequence of the unforeseen occurrence of symptoms of Sickness or Injury occurring on a Trip resulting in the necessity of immediate Treatment by a licensed registered dentist, Physician or Hospital.

**Benefits for Covered Risk 2:**

**1. Emergency Dental Treatment:**

We cover:

- a. expenses You incur during Your Trip for care ordered, prescribed or received from a licensed dentist if You need Emergency Dental Treatment to repair or replace Your natural or permanently attached artificial teeth because of an Accidental blow occurring on a Trip to Your face or mouth; and expenses for continuing care after You return to Your Home Province and completed within 180 days of Your return, up to the benefit limit; or
- b. expenses You incur during Your Trip, up to the benefit limit, for Emergency Dental Treatment required because of an Emergency due to a cause other than an Accidental blow to Your face or mouth; and
- c. expenses You incur for Prescription Medication as a result of such Emergency.

**Benefit Limit for Covered Risk 2:** Continuing care for an Accidental blow to the face or mouth - \$1,500 per Insured; Emergency Dental Treatment other cause (no continuing care) - \$600 per Insured.

**B. Conditions – Emergency Medical and Dental Coverage**

All of the conditions set out in the General Conditions Section of this Policy and all of the following conditions must be satisfied before a benefit is payable for Emergency Medical Treatment or Emergency Dental Treatment as set out in Section III, A:

- 1. You must not know of any reason why You will need to seek medical or dental attention before You leave on a Trip;
- 2. the portion of the expenses claimed are not covered by Your GHIP or any other related insurance or reimbursement plan;
- 3. You must contact Us before seeking medical attention;
- 4. Our medical department must approve and arrange all surgery and heart procedures, including heart catheterization, in advance;
- 5. if You choose not to receive Treatment or services from the Provider, as directed by Us, You will be responsible not only for the amount of Your deductible, if applicable, but also for 30% of any eligible expenses incurred;
- 6. If Our medical department advises You that You must return to Your Home Province or Departure Point following Emergency Treatment or Hospitalization and You elect not to return to Your Home Province or Departure Point, then any expenses incurred

for continuing medical Treatment or surgery with respect to such Emergency will not be covered AND all coverage and benefits under this Policy will cease;

7. You must be covered by GHIP for the full duration of Your Trip. If travelling outside Your Home Province for more than 183 days (212 for Ontario and Newfoundland residents) You must get written evidence of extension from Your GHIP. If You do not have GHIP for the full duration of Your Trip, Your aggregate limit for all Emergency Medical Benefits will be \$40,000;
8. the Emergency medical attention You receive must be outside of Your Home Province and be required as a consequence of an Emergency and ordered by a Physician.

#### C. Limitations – Emergency Medical and Dental Coverage

Our liability under this Policy for expenses under this Emergency Medical and Dental Coverage is limited as follows.

1. A failure to contact Us before seeking medical attention will result in Your being responsible not only for the amount of Your deductible, if applicable, but also for 30% of any eligible expenses incurred unless Your Medical Condition prevents You from calling, in which case You must call as soon as medically possible or have someone call on Your behalf.
2. A failure to call and receive the approval of Our medical department before all surgery and heart procedures, (including, but not limited to heart catheterization) will result in Your being responsible not only for the amount of Your deductible, if applicable, but also for 30% of any eligible expenses incurred unless Your Medical Condition prevents You from calling, in which case You must call as soon as medically possible or have someone call on Your behalf.

#### D. Exclusions – Emergency Medical and Dental Coverage

See section XI. GENERAL EXCLUSIONS

## IV. TRIP CANCELLATION, TRIP INTERRUPTION AND TRIP DELAY COVERAGE

### A. Benefits – Trip Cancellation, Trip Interruption and Trip Delay Coverage

We provide coverage for the following covered benefits up to the specific benefit limits set out below. Benefit limits are for each Insured under this Policy. We do not pay more than the benefit limit.

#### Trip Cancellation

**Covered Risks 1 to 12:** You are covered for losses incurred in the event of Trip cancellation due to any one (1) or more of the following covered risks if occurring on or after Your Purchase Date and on or before Your Departure Date and providing that You have Insured the full value of Your non-refundable prepaid travel arrangements and that amount is greater than zero.

#### Covered Risk 1. Medical Conditions and Death

- a. One (1) or more of the following persons develops a Medical Condition as certified by a Physician or dies:

1. You or Your Travel Companion;
  2. Your or Your Travel Companion's Immediate Family Member;
  3. Your or Your Travel Companion's caregiver;
  4. Your or Your Travel Companion's Key Employee; or
  5. Your or Your Travel Companion's business partner; or
- b. Your friend dies, or
  - c. the person whose overnight guest You will be during Your Trip is admitted to Hospital following a Medical Emergency or dies following a Medical Emergency.

#### Covered Risk 2. Adoption and Pregnancy

- a. You, Your Spouse, Your Travel Companion or Your Travel Companion's Spouse:
  1. becomes pregnant after You book Your Trip and Your Departure Date falls in the nine (9) weeks before or after the expected delivery date;
  2. legally adopts a Dependent Child and the date of the adoption falls during Your Trip; or
- b. any one of the following persons develops complications of pregnancy that falls within the first 31 weeks of pregnancy:
  3. You or Your Travel Companion;
  4. You or Your Travel Companion's Immediate Family Member.

#### Covered Risk 3. Government Recommendations, Visas and Passports

1. Your or Your Travel Companion's travel visa (not an immigration or employment visa) is not issued for a reason beyond Your or Your Travel Companion's control and that the application is not a subsequent attempt for a visa that had been previously refused;
2. Your or Your Travel Companion's passport is not issued within the time confirmed in writing by Passport Canada;
3. Your or Your Travel Companion's passport and/or visa is/are stolen en route to and from Your Trip destination.

#### Covered Risk 4. Travel Advisory

1. A "defer travel" recommendation or a written formal notice is issued by the Department of Foreign Affairs and International Trade of the Canadian Government or Health Canada advising travellers not to travel to a country, region or city specifically listed as a destination on the itinerary of Your Insured Trip and such recommendation or written formal notice is issued after both Your Purchase Date and the date You pay for prepaid travel arrangements.
2. a Hurricane, named by the World Meteorological Organization, intersecting Your final destination during the time You are scheduled to be there.

Benefits are available to You only if You were:

- a. at destination and Your accommodations became uninhabitable because You were directly in the path of the Hurricane when it passed; or
- b. are travelling to or are at Your destination and the Hurricane warning is issued. Hurricane warning means that hurricane conditions are expected to cross directly in Your path in the next 24 hours.

**Covered Risk 5. Employment and Occupation** – You, Your Spouse, Your Travel Companion or Your Travel Companion's Spouse loses a permanent job because of layoff or dismissal without just cause (not applicable to self-employed persons or contract work); or Your employer, Your Spouse's employer or Your Travel Companion's employer initiates a job transfer which necessitates relocation of Your principal residence or that of Your Travel Companion, as the case may be.

**Covered Risk 6. Business Meeting** – A Business Meeting, that was scheduled before You or Your Travel Companion paid for prepaid travel arrangements, is cancelled due to a reason beyond Your or Your Travel Companion's or Your or Your Travel Companion's employer's control.

**Covered Risk 7. Call to Service** – You or Your Travel Companion is called to service during Your Trip as a reservist, firefighter, or active military/police staff.

**Covered Risk 8. Delays of Your Scheduled Carrier** – Your or Your Travel Companion's Scheduled Carrier is delayed by weather conditions, earthquakes, or volcanic eruptions for at least 30% of Your scheduled Trip duration and You or Your Travel Companion does not continue his or her Trip and You choose not to continue Your Trip.

**Covered Risk 9. Principal Residence and Business Operations** - You, Your Spouse, or Your Travel Companion is unable to occupy such person's principal residence or destination residence or to operate such person's business because of a natural disaster or unintentional act.

**Covered Risk 10. Legal Commitment** – You, Your Spouse or Dependent Child or Your Travel Companion, Your Travel Companion's Spouse or Dependent Child is called to jury duty; is subpoenaed as a witness; or is required to be a defendant in a lawsuit.

**Covered Risk 11. Quarantine or Hijacking** – You, Your Spouse, Your Dependent Child, Your Travel Companion, or Your Travel Companion's Spouse or Dependent Child is quarantined or hijacked.

**Covered Risk 12. Wedding Cancellation** - A wedding that is the primary reason for Your Trip is cancelled due to the death or Hospitalization of the bride/groom and/or parents(s) of the bride or groom.

#### Benefits for Covered Risks 1 to 12:

1. If You must cancel Your Trip due to the occurrence of one (1) or more of Covered Risks 1 to 12, We cover up to the non-refundable prepaid cost of unused travel arrangements provided You have Insured the full value of the non-refundable Trip Cost.
2. If You have prepaid shared accommodations and Your Travel Companion(s) must cancel his or her Trip due to the occurrence of one (1) or more of the Covered Risks 1 to 12, We cover the next occupancy charge when You elect to travel as originally planned.

**Covered Risk 13. Cruise Cancellation** – The cancellation of Your Cruise prior to Your departure from Your Departure Point, or after Your departure from Your Departure Point, but prior to the departure of the Cruise ship due to the mechanical failure, grounding, quarantine of

the Cruise ship or the repositioning of the Cruise ship due to weather conditions, earthquakes, or volcanic eruptions.

#### **Benefits for Covered Risk 13:**

If You must cancel Your Trip due to the occurrence of Covered Risk 13 We cover the lesser of:

1. the change fee charged by the airline carrier(s) involved if a change is available to You; or
2. up to \$2,000 for Your non-refundable prepaid airfare which was scheduled to join You to or depart You from Your Cruise or Cruise related land arrangement, but which is not included in Your Cruise package.

**Covered Risk 14. Schedule Change Benefit** - An involuntary change in the schedule of an airline flight, tour or Cruise ship that is providing transportation for a portion of Your Trip, which causes You to miss a connection or to interrupt Your Trip.

**Benefit for Covered Risk 14. Schedule Change Benefit:** The change fee charged by the Common Carrier(s) involved, when such an option is available to You; or up to \$2,000 for the extra cost of Your one-way same class airfare as originally pre-booked on Your Trip via the most cost effective route to Your next destination (inbound and outbound).

**Covered Risk 15. Entertainment Benefit** - You are delayed from returning to Your Departure Point beyond Your scheduled Return Date as a result of any of the covered risks set out in the Trip Cancellation Coverage Section of this Policy.

#### **Benefits for Covered Risk 15. Entertainment Benefit:**

We cover expenses You actually incur up to \$100 per Insured for You to attend a ticketed event such as, but not limited to, a movie theatre, a live production, or sporting event.

### **Trip Interruption**

**Covered Risks 16 to 29:** You are covered for losses incurred in the event of Trip interruption due to any one (1) or more of the following covered risks if occurring on or after Your Departure Date and on or before Your Return Date.

#### **Covered Risk 16. Medical Conditions and Death**

- a. One (1) or more of the following persons develops an Emergency Medical Condition or dies:
  1. You or Your Travel Companion;
  2. You or Your Travel Companion's Immediate Family Member;
  3. You or Your Travel Companion's caregiver;
  4. You or Your Travel Companion's Key Employee; or
  5. You or Your Travel Companion's business partner;or;
- b. Your friend dies, or;
- c. the person whose overnight guest You will be during Your Trip is admitted to Hospital following a Medical Emergency or dies following a Medical Emergency.

#### **Benefits for Covered Risk 16: Medical Conditions and Death**

If You suffer Trip interruption due to the occurrence of Covered Risk 16 (other than Your death), We cover:

1. the non-refundable, unused Trip arrangements for which You have already paid less Your prepaid unused return transportation; and
  - a. additional travel transportation expenses You incur via the most cost effective itinerary to return You to Your Departure Point of the Trip; or
  - b. Your economy class transportation via the most cost effective itinerary to Your next destination, or;
  - c. Your economy class transportation via the most cost effective itinerary to rejoin Your tour or group; and
2. a Subsistence Allowance for Your commercial accommodations and meals, essential telephone calls and taxi fares, up to a daily maximum of \$500, to a maximum of \$1,000 (original receipts must be submitted for all eligible expenses).

If You die while on Your Trip We cover:

1. the non-refundable unused portion of Your prepaid travel arrangements; and
2. reasonable expenses incurred as outlined in Section III Emergency Medical Coverage, benefit 8. Return of Remains.

#### **Covered Risk 17. Travel Advisory**

1. A "defer travel" recommendation or a written formal notice is issued by the Department of Foreign Affairs and International Trade of the Canadian Government or Health Canada advising travellers not to travel to a country, region or city specifically listed as a destination on the itinerary of Your Insured Trip and such recommendation or written formal notice is issued after both Your Purchase Date and the date You pay for prepaid travel arrangements.
2. a Hurricane, named by the World Meteorological Organization, intersecting Your final destination during the time You are scheduled to be there.

Benefits are available to You only if You were:

- a. at destination and Your accommodations became uninhabitable because You were directly in the path of the Hurricane when it passed; or
- b. are travelling to or are at Your destination and the Hurricane warning is issued. Hurricane warning means that hurricane conditions are expected to cross directly in Your path in the next 24 hours.

#### **Benefits for Covered Risk 17. Travel Advisory:**

If You suffer Trip interruption due to the occurrence of Covered Risk 17, We cover:

1. the non-refundable, unused Trip arrangements for which You have already paid and additional travel transportation expenses via the most cost effective itinerary to return You to Your Departure Point of the Trip, less Your prepaid unused return transportation; or
2. Your economy class transportation via the most cost effective itinerary to Your next destination (in or outbound); and
3. a Subsistence Allowance for Your commercial accommodations and meals, essential telephone calls and taxi fares, up to a daily

maximum of \$500, to a maximum of \$1,000 (original receipts must be submitted for all eligible expenses).

**Covered Risk 18. Cruise Interruption** – The interruption of Your Cruise due to the mechanical failure, grounding or quarantine of the Cruise ship or the repositioning of the Cruise ship due to weather conditions, earthquakes or volcanic eruptions.

#### **Benefits for Covered Risk 18. Cruise Interruption:**

If Your Cruise is interrupted due to the occurrence of Covered Risk 18, We cover the lesser of:

1. the change fee charged by the airline carrier(s) involved if a change is available to You; or
2. up to a maximum of \$2,000 for the extra cost of Your one-way same class airfare as originally pre-booked on Your Trip on a commercial flight or charter via the most cost effective itinerary to return You to Your Departure Point.

**Covered Risk 19. Missed Connection** – You miss Your connection, due to a Schedule Change of the airline that is providing transportation for a portion of Your Trip.

#### **Benefits for Covered Risk 19. Missed Connection:**

If Your Trip is interrupted due to the occurrence of Covered Risk 19 We cover:

1. a Subsistence Allowance for Your commercial accommodations and meals, essential telephone calls, and taxi fares, up to a daily maximum of \$500, to a maximum of \$1,000 (original receipts must be submitted for all eligible expenses); and The lesser of:
2. the change fee charged by the airline carrier(s) involved when such an option is available to You; or up to \$2,000 for the extra cost of Your one-way same class airfare as originally pre-booked on Your Trip, via the most cost effective itinerary to Your next destination (in or outbound).

**Covered Risk 20. Pregnancy and Adoption** – Any one (1) of the following persons develops complications of pregnancy within the first 31 weeks of pregnancy while You are on a Trip: (i) You; (ii) Your Immediate Family Member; (iii) Your Travel Companion or his or her Immediate Family Member; or the legal adoption of a child by You or Your Travel Companion when the actual adoption date is scheduled to take place during Your Trip.

**Covered Risk 21. Employment and Occupation** – You, Your Spouse, Your Travel Companion or Your Travel Companion's Spouse loses a permanent job because of layoff or dismissal without just cause (not applicable to self-employed persons or contract work); or Your employer, Your Spouse's employer or Your Travel Companion's employer initiates a job transfer which necessitates relocation of Your principal residence or that of Your Travel Companion, as the case may be.

**Covered Risk 22. Call to Service** – You or Your Travel Companion is called to service during Your Trip as a reservist, firefighter, or active military/police staff.

**Covered Risk 23. Principal Residence and Business Operations** – You or Your Travel Companion is unable to occupy such person's



principal residence or to operate such person's business because of a natural disaster or unintentional act.

**Covered Risk 24. Legal Commitment** – You, Your Spouse or Dependent Child or Your Travel Companion, Your Travel Companion's Spouse or Dependent Child is called to jury duty; is subpoenaed as a witness; or is required to be a defendant in a lawsuit.

**Covered Risk 25. Quarantine or Hijacking** – You, Your Spouse, Your Dependent Child, Your Travel Companion, or Your Travel Companion's Spouse or Dependent Child is quarantined or hijacked.

**Benefits for Covered Risks 20 to 25:**

If You suffer Trip interruption due to one (1) or more of Covered Risks 20 to 25, occurring while You are on a Trip, We cover:

1. the non-refundable, unused Trip arrangements for which You have already paid and additional travel transportation expenses via the most cost effective itinerary to Your Departure Point of the Trip, less Your prepaid unused return transportation; and
2. a Subsistence Allowance for Your commercial accommodations and meals, essential telephone calls and taxi fares, up to a daily maximum of \$500, to a maximum of \$1,000 (original receipts must be submitted for all eligible expenses).

**Covered Risk 26. Delays of Your Scheduled Carrier** – Your Scheduled Carrier is delayed by weather conditions, earthquakes, or volcanic eruptions for at least 30% of Your Trip and You or Your Travel Companion choose not to continue with their journey.

**Covered Risk 27. Transportation Delay** –

1. You miss a connection or interrupt Your Trip because of the delay of a private automobile resulting from the mechanical failure of that automobile, weather conditions, a traffic Accident, or an emergency police-directed road closure, causing You to miss a ferry, Cruise ship, bus, limousine, taxi, or train, when the delay is caused by the mechanical failure of the Vehicle provided that such transportation was scheduled to arrive at least two (2) hours prior to Your scheduled departure.
2. Delay of Your Common Carrier (on which You are a passenger), resulting from the mechanical failure of that carrier, a traffic Accident, an emergency police-directed road closure, weather conditions, earthquakes or volcanic eruptions, causing You to miss a connection or resulting in the interruption of Your travel arrangements.

**Benefits for Covered Risks 26 and 27:**

If You suffer Trip interruption due to one (1) or more of Covered Risks 26 and 27, occurring while You are on a Trip, We cover:

1. the non-refundable, unused Trip arrangements for which You have already paid and additional travel transportation expenses via the most cost effective itinerary to return You to Your next destination (in or outbound) of the Insured Trip, less Your prepaid unused return transportation;
2. a Subsistence Allowance for Your commercial accommodations and meals, essential telephone calls and taxi fares, up to a daily maximum of \$500, to a maximum of \$1,000 (original receipts must be submitted for all eligible expenses)

**Covered Risk 28. Delays of Your Travel Companion's Scheduled Carrier** – Your Travel Companion's Scheduled Carrier is delayed by weather conditions, earthquakes, or volcanic eruptions for at least 30% of Your Trip and You choose to continue Your Trip.

**Benefit for Covered Risk 28. Delays of Your Travel Companion's Scheduled Carrier:**

If Your Travel Companion's Trip is interrupted or cancelled due to Covered Risk 28, We cover the next occupancy charge applicable to You when You continue Your Trip.

**Covered Risk 29. Entertainment Benefit**

You are delayed from returning to Your Departure Point beyond Your scheduled Return Date as a result of any of the covered risks set out in the Trip Interruption Coverage Section of this Policy.

**Benefits for Covered Risk 29. Entertainment Benefit:**

We cover expenses You actually incur up to \$100 per Insured for You to attend a ticketed event such as, but not limited to, a movie theatre, a live production, or sporting event.

### Trip Delay

Covered Risks 30 to 33: You are covered for losses incurred in the event of Trip delay beyond Your scheduled Return Date due to any one (1) or more of the following covered risks:

Covered Risk 30. Medical Conditions and Death

- a. One (1) or more of the following persons develops an Emergency Medical Condition or dies:
  1. You or Your Travel Companion;
  2. Your Immediate Family Member;or
- b. Your friend who is at Your destination dies.

**Covered Risk 31. Pregnancy and Adoption** – You, Your Immediate Family Member, Your Travel Companion, or his or her Immediate Family Member develops complications of a pregnancy that falls within the first 31 weeks of pregnancy while at Your Trip destination or complication of the legal adoption by You or Your Travel Companion while on a Trip for the purpose of completing such adoption.

**Covered Risk 32. Transportation Delay**

1. You miss a connection or interrupt Your Trip because of the delay of a private automobile resulting from the mechanical failure of that automobile, weather conditions, a traffic Accident, or an Emergency police-directed road closure, causing You to miss a ferry, Cruise ship, bus, limousine, taxi, or train, when the delay is caused by the mechanical failure of the Vehicle provided that such transportation was scheduled to arrive at least two (2) hours prior to Your scheduled departure.
2. Delay of Your Common Carrier (on which You are a passenger), resulting from the mechanical failure of that carrier, unannounced Strike, a traffic Accident, an Emergency police-directed road closure, weather conditions, earthquakes or volcanic eruptions, causing You to miss a connection or resulting in the interruption of Your travel arrangements.

**Covered Risk 33. Quarantine or Hijacking** – You, Your Spouse, Your Dependent Child, Your Travel Companion, or Your Travel Companion's Spouse or Dependent Child is quarantined or hijacked.

**Benefits for Covered Risks 30 to 33:**

If You suffer Trip delay due to one (1) or more of Covered Risks 30 to 33, We cover:

1. a Subsistence Allowance for Your commercial accommodations and meals, essential telephone calls and taxi fares, up to a daily maximum of \$500, to a maximum of \$5,000 (original receipts must be submitted for all eligible expenses); and

The lesser of:

2. the change fee charged by the airline carrier(s) involved when such an option is available to You;  
or  
the extra cost of Your one (1) way same class airfare as originally pre-booked on Your Trip via the most cost effective itinerary to return You to Your Departure Point.

**Covered Risk 34. Missed Connection** – You miss Your connection due to a Schedule Change of the airline that is providing transportation for Your return.

**Benefits for Covered Risk 34. Missed Connection:**

If Your Trip is delayed due to the occurrence of Covered Risk 34 We cover:

1. a Subsistence Allowance for Your commercial accommodations and meals, essential telephone calls, and taxi fares, up to a daily maximum of \$350, to a maximum of \$700 (original receipts must be submitted for all eligible expenses); and

The lesser of:

2. the change fee charged by the airline carrier(s) involved when such an option is available to You; or  
up to \$2,000 for the extra cost of Your one-way same class airfare as originally booked on Your Trip via the most cost effective itinerary to Your next destination (in or outbound).

**Covered Risk 35: Airfare Event** - If the primary reason for Your Trip is to attend a wedding, sporting event or conference, and it cannot be delayed regardless of Your attendance and Your scheduled arrival time in the city where it is to take place is delayed for a reason beyond Your control.

**Benefits for Covered Risk 35. Airfare Event:**

We cover the expenses You actually incur up to \$1,500 per Insured for the additional transportation cost via an alternate itinerary on a Scheduled Carrier that allows You to arrive in time for the wedding, sporting event or conference.

This benefit does not cover any expenses incurred directly or indirectly as a result of:

- a. Your failure to comply with normal check-in procedure of the travel supplier;
- b. Strike, hijack, riot or civil commotion; or
- c. any extra costs that are not transportation related.

**Covered Risk 36. Entertainment Benefit** - You are delayed from returning to Your Departure Point beyond Your scheduled Return

Date as a result of any of the covered risks set out in the Trip Delay Coverage Section of this Policy.

**Benefits for Covered Risk 36. Entertainment Benefit:**

We cover expenses You actually incur up to \$100 per Insured for You to attend a ticketed event such as, but not limited to, a movie theatre, a live production, or sporting event.

**B. Conditions – Trip Cancellation, Trip Interruption and Trip Delay Coverage**

All of the conditions set out in the General Conditions Section of this Policy and all of the following conditions must be satisfied before a benefit is payable under this Trip Cancellation, Interruption and Delay Coverage as set out in Section IV, A.

1. You must notify Us immediately and no later than the business day following the day when You become aware of a Trip cancellation, Trip interruption or Trip delay situation.
2. You must cancel Your Trip booking immediately.

**C. Exclusions – Trip Cancellation, Trip Interruption and Trip Delay Coverage**

These exclusions apply to the Trip Cancellation, Interruption and Delay Coverages. The additional exclusions set out in the General Exclusions Section of this Policy also apply.

We do not cover or pay any benefit for any loss or expense related in whole or in part, directly or indirectly, to any of the following:

1. Any cause if You or Your Travel Companion have knowledge at the time of booking Your Trip or purchasing Your insurance of any reason why the Trip might be cancelled, interrupted or delayed.
2. The change in schedule of a medical test or surgery that was originally scheduled before Your Trip.
3. Travel for the purpose of visiting a person suffering from a Medical Condition and the Medical Condition (or ensuing death) of that person is the cause of cancellation, interruption or delay of Your Trip.
4. A travel visa or passport that is not issued due to a late application or that has been previously refused.
5. Default of a travel supplier for travel services purchased from any travel supplier listed on Our alert list on either Your Policy Purchase Date or Your Trip purchase date.
6. A defer travel recommendation issued by the Department of Foreign Affairs and International Trade of the Canadian Government or Health Canada, before either Your Policy Purchase Date or Your Trip purchase date.
7. Any such condition if the non-refundable portion of Your prepaid travel arrangements covered by this Policy exceeds \$20,000 that was not pre-approved by Us and if at any time in the 90-day period immediately preceding Your Purchase Date:
  - a. Your Immediate Family Member's, Your Travel Companion's, or Your Travel Companion's Immediate Family Member's Medical Condition or any related condition has not been Stable and Controlled;
  - b. Your Immediate Family Member's, Your Travel Companion's, or Your Travel Companion's Immediate Family Member's

heart condition has required them to use, take, or be prescribed to take nitroglycerin in any form, more than once per a seven (7) day period; or

- c. Your Immediate Family Member's, Your Travel Companion's, or Your Travel Companion's Immediate Family Member's lung condition has required the use of home oxygen or has required them to take oral steroids (prednisone or prednisolone).
8. Any such condition if the non-refundable portion of Your prepaid travel arrangements covered by this Policy exceeds \$20,000 that was not pre-approved by Us and Your Confirmation of Coverage indicates this exclusion applies and You have taken medication, been prescribed medication, received Treatment, experienced a deterioration of the condition or had cause to seek Treatment at any time within the 180-day period immediately preceding and including Your Purchase Date and this exclusion applies whether or not the condition has been Stable and Controlled.

**Optional Cancel for Any Reason Coverage**

If You are prevented from taking Your Trip for any reason not otherwise covered by this plan, We will reimburse You for 75% of the prepaid, forfeited, non-refundable payments or deposits for Your insured Trip arrangement(s) up to the Maximum Limit shown for this benefit in the Schedule provided the following conditions are met:

1. You purchase this Cancel for Any Reason Coverage within 15 days of the date You paid the Initial Trip Payment or deposit is paid and You insure the cost of any subsequent arrangement(s) added to the same Trip within 15 days of the date of payment or deposit for any subsequent Trip arrangement(s), and;
2. this insurance coverage is purchased for the full cost of all non-refundable prepaid Trip arrangements that are subject to cancellation penalties and/or restrictions, and;
3. You cancel the insured Trip no less than 48 hours prior to the Departure Date.

This coverage will be terminated and no benefits will be paid under this Cancel for Any Reason Coverage if the full costs of all prepaid, non-refundable Trip arrangements are not insured. Any plan cost paid for this Cancel for Any Reason Coverage will be refunded.

**V. FLIGHT ACCIDENT AND TRAVEL ACCIDENT COVERAGE**

**A. Benefits – Flight Accident and Travel Accident Coverage**

You are covered in the event of a flight Accident or a travel Accident sustained during a Trip due to one (1) of the following covered risks for Accidental Death or Accidental bodily Injury for the benefits set out below to a maximum benefit of:

- Flight Accident Maximum Benefit is \$100,000;
- Travel Accident Maximum Benefit is \$50,000.

**Covered Risk 1**

Bodily Injury is sustained due to a flight Accident or a travel Accident (as described in Section V, B) occurring on or after the date Your insurance starts and on or before the date Your insurance ends and while You are on a Trip and as a result, within the 12 months immediately following the Accident You:

1. die;
2. suffer loss of sight in both eyes;
3. have two (2) of Your limbs fully severed above Your wrist or ankle joints; or
4. suffer complete and irrecoverable loss of speech or loss of hearing.

**Benefits for Covered Risk 1:**

In the event of the occurrence of Covered Risk 1, We pay a benefit equal to 100% of the applicable Flight or Travel Accident Maximum Benefit Amount for such bodily Injury.

**Please note:** If Your body is not found within 12 months of the Accident, We will presume that You died as a result of Your injuries.

**Covered Risk 2**

Bodily Injury is sustained due to a flight Accident or travel Accident (as described in Section V, B) occurring on or after the date Your insurance starts and on or before the date Your insurance ends and while You are on a Trip and as a result, within the 12 months immediately following the Accident, You:

1. suffer loss of sight in one (1) eye; or
2. have one (1) of Your limbs fully severed above a wrist or ankle joint.

**Benefits for Covered Risk 2:**

In the event of the occurrence of Covered Risk 2, We pay a benefit of 50% of the applicable Flight Accident or Travel Accident Maximum Benefit Amount for such bodily Injury.

**Benefit Limit for Covered Risk 1 and Covered Risk 2:** If You have more than one (1) Accidental bodily Injury while covered, We will pay no more than \$100,000 in total.

**B. Conditions – Flight Accident and Travel Accident Coverage**

All of the conditions set out in the General Conditions Section of this Policy and all of the following conditions must be satisfied before a benefit is payable under this Flight Accident and Travel Accident Coverage.

**1. Flight Accident:** This flight Accident benefit, as described in the Benefits for Covered Risk 1 and Benefits for Covered Risk 2 above, applies only to an Accidental bodily Injury sustained by You while riding as a passenger (but not as a pilot, operator, or member of the crew) in, on, boarding, or alighting from any passenger plane having a current and valid airworthiness certificate. We will also provide coverage for the following:

- a. when You are a passenger in a land or water conveyance, that an airline provides at their expense, as a substitute for a passenger plane on which this Policy would have covered You;
- b. when You are a passenger in a limousine or bus provided by the airline or airport authority;
- c. when You are at an airport prior to boarding or after deplaning a flight covered by this Policy;
- d. when You are travelling to or from airports in a scheduled helicopter flight to make a connection with a flight covered by this insurance; or
- e. when You are a passenger on a covered flight that is forced to land or disappears, and You are exposed to the elements.

**2. Travel Accident:** This travel Accident benefit, as described in the Benefits for Covered Risk 1 and Benefits for Covered Risk 2 above, applies only to an Accidental bodily Injury sustained by You during a Trip when the flight Accident coverage does not apply.

### C. Exclusions – Flight Accident and Travel Accident Coverage

These exclusions apply to the Flight Accident and Travel Accident Coverage set out in Section V, A. The additional exclusions set out in the General Exclusions Section of this Policy also apply. We do not cover any claim related in whole or in part, directly or indirectly, to:

1. a disease, even if the proximate cause of its activation or reactivation is the Accidental bodily Injury; or
2. hang-gliding, parachuting, bungee jumping or skydiving.

## VI. BAGGAGE AND PERSONAL EFFECTS COVERAGE

If You incur expenses due to a covered risk, on or after Your Purchase Date and prior to or on Your Return Date We provide coverage for the following covered benefits up to the specific benefit limits set out below. Benefit limits are for each Insured under this Policy. We do not pay more than the benefit limit.

### A. Benefits – Baggage and Personal Effects Coverage

If You incur a loss due to a covered risk while on a Trip, We provide coverage for the following covered benefits, subject to any specific limits set out in the benefit provisions.

**Covered Risk 1. Baggage Loss** - Loss or damage to the baggage and personal effects that You own and use during Your Trip.

#### Benefits for Covered Risk 1:

We cover up to \$500 to replace a single article (including its attachments, accessories and equipment, matched pair or set, or group of related articles), up to a maximum of \$1,000.

**Covered Risk 2. Lost Documents** - Loss of Your passport, driver's license, birth certificate, or travel visa.

#### Benefits for Covered Risk 2:

We cover up to \$200 towards the replacement of one (1) or more of these documents.

**Covered Risk 3. Baggage Delay** - A delay of delivery of checked baggage of 12 hours or more by an airline or ground carrier on which You travelled while on a Trip.

#### Benefits for Covered Risk 3:

We cover up to \$750 for replacement of necessary personal effects.

### B. Conditions – Baggage and Personal Effects Coverage

All of the conditions set out in the General Conditions Section of this Policy and all of the following conditions must be satisfied before a benefit is payable under this Baggage and Personal Effects Coverage as set out in Section VI, A.

1. Benefits are payable only after You have exhausted recovery or reimbursement benefits available from the transportation carrier.
2. We will pay this benefit up to the applicable limit after making proper allowance for wear and tear or depreciation for the loss of, damage to and delay of the baggage and personal effects that You own and that You use during Your Trip. In the event of theft, burglary, robbery, malicious mischief, disappearance or loss of an item covered under this benefit, You must obtain written documented evidence from the police immediately or, if the police are unavailable, the hotel manager, tour guide, or transportation authorities.
3. You must take all precautions to protect, save or recover the property immediately and advise Us as soon as possible.
4. We reserve the option to repair or replace Your property with another of a similar kind, quality, and value and to ask You to submit damaged items for appraisal.

### C. Limitations – Baggage and Personal Effects Coverage

Our liability under this Policy for expenses under this Baggage and Personal Effects Coverage is limited to \$1,000 per Policy.

### D. Exclusions – Baggage and Personal Effects Coverage

These exclusions apply to the Baggage and Personal Effects Coverage set out in Section VI, A. The additional exclusions set out in the General Exclusions Section of this Policy also apply. We do not cover or pay any benefit for any loss or expense related in whole or in part, directly or indirectly, to:

1. loss or theft of: animals; bicycles except while checked as baggage on a Common Carrier, perishable items; household items and furniture; artificial teeth or limbs; hearing aids; eyeglasses of any type; contact lenses; money; tickets; securities; items related to Your occupation or profession; antiques or collectors' items; fragile items; items obtained illegally; or articles that are Insured on a valued basis;
2. damage or loss resulting from wear and tear, deterioration, defect, mechanical breakdown, Your imprudence, or Your omission;
3. unaccompanied baggage or personal effects; baggage or personal effects left unattended or in an unlocked Vehicle; or baggage or personal effects shipped under a freight contract; or

4. baggage that is delayed on Your final return flight to Your Home Province.

## VII. OPTIONAL CRUISE AND TOUR PROTECTOR COVERAGE

If You wish to obtain this optional coverage You have to apply for it for each Trip and pay the required Premium.

### A. Benefits – Cruise and Tour Protector Coverage

If You incur expenses due to a covered risk, while You are on a Trip or before a Trip, for which You have purchased this coverage, We provide coverage for the following covered benefits up to the benefit limit.

**Covered Risk 1. Cruise/Tour Cancellation and Interruption Enhancement** - Loss resulting from a missed pre-booked Cruise or tour departure due to the cancellation or Schedule Change of Your Cruise or tour by the Cruise company or tour operator.

Benefits for Covered Risk 1:

We cover:

1. a Subistence Allowance for Your commercial accommodations and meals, essential telephone calls, and taxi fares, up to a maximum of \$100 (original receipts must be submitted for all eligible expenses); and

The lesser of:

2. the change fee charged by the airline carrier(s) involved when such an option is available to You; or
3. up to \$2,000 for Your non-refundable prepaid airfare which is part of Your Trip and not part of Your Cruise or tour package.

**Please note:** Benefits are payable for any one (1) occurrence resulting in a claim under either the Trip Cancellation, Trip and Trip Coverage or this Optional Cruise and Tour Protector Coverage, but not both.

### B. Conditions – Cruise and Tour Protector Coverage

All of the general conditions set out in the General Conditions Section of this Policy and all of the following conditions must be satisfied before a benefit is payable under this Optional Cruise and Tour Protector Coverage as set out in Section VIII, A:

1. the expenses must be incurred by You before You join Your Cruise ship or tour; and
2. You must file written proof of loss with Us within 90 days from the date of Your loss or submit Your claim within any longer period allowed by law (if applicable).

**Please note:** This coverage is last payor and subsequent to any payment provided by a Common Carrier for the same loss.

### C. Exclusions – Cruise and Tour Protector Coverage

We do not cover any loss or any expense related in whole or in part, directly or indirectly, to any loss incurred by the default of a Travel Supplier. The additional exclusions set out in the General Exclusions Section of this Policy also apply.

## VIII. FEATURES AND SERVICES TO SERVE YOU BETTER

These services are available to You for the duration of Your Trip. Whether You need Emergency medical care or Emergency arrangements to return home, Our Emergency assistance coordinators, doctors and nurses can help You any time of day.

All Assistance Services listed below are not insurance benefits and are not provided by Us. Travel Guard provides assistance through coordination, negotiation, and consultation using an extensive network of worldwide partners. Expenses for goods and services provided by third parties are the responsibility of the traveler.

**Canada and Continental USA:** 1-866-878-0192 or  
**International Collect at** 416-646-3723

### Worldwide Travel Assistance

- Lost baggage search; stolen luggage replacement assistance
- Lost passport/travel documents assistance
- ATM locator
- Emergency cash transfer assistance
- Travel information including visa/passport requirements
- Emergency telephone interpretation assistance
- Urgent message relay to family, friends or business associates
- Up-to-the-minute travel delay reports
- Arrangements for long-distance calling cards for worldwide telephoning
- Inoculation information
- Embassy or consulate referral
- Currency conversion or purchase assistance
- Up-to-the-minute information on local medical advisories, epidemics, required immunizations and available preventive measures
- Up-to-the-minute travel supplier strike information
- Legal referrals/bail bond assistance
- Worldwide public holiday information Our LiveTravel™ service team can help You with emergency travel problems that can arise during a Trip.

### LiveTravel® Emergency Assistance

- Flight rebooking
- Hotel rebooking
- Rental vehicle booking
- Emergency return travel arrangements
- Roadside assistance
- Rental vehicle return assistance
- Guaranteed hotel check-in
- Missed connections coordination

### Personal Security Assistance

- Arrange emergency and security evacuations
- Deployment of consultants to extract client to safety
- 24/7 access to security and safety advisories, global risk analysis and consultation specialist
- Immediate security intelligence of events occurring throughout the world
- Collaborate with law enforcement to assist with apprehension and prosecution of victim assailants

## IX. GENERAL CONDITIONS

All of the following conditions apply to all coverage under this Policy including optional coverage purchased.

1. Your coverage will be declared null and void if, for any reason:
  - a. the required Premium is not received by Us;
  - b. You are ineligible for coverage in accordance with any section of this Policy; or
  - c. You have incompletely or falsely provided information when purchasing Your Policy.
2. Canadian Currency: The benefit, benefit limits and all other amounts expressed in this Policy are expressed in Canadian currency, except any deductible which is expressed in US dollars. Where covered losses are billed in foreign currency, the rate of exchange is based on the rate effective on the date when We pay the claim. No sum payable shall bear interest. To facilitate direct payment to Providers, We may elect to pay the claim in the currency of the country where the charges were incurred based on the rate of exchange established by any chartered bank in Canada:
  - a. on the last date of service; or
  - b. on the date the claim was incurred if a cheque is issued directly to Physicians, Hospitals or other medical Providers.
3. If You are covered under more than one (1) of Our Policies, or have similar coverage with another insurance company, the total amount paid to or for You will not exceed Your actual expenses and the maximum to which You are entitled is the largest amount specified for that benefit under any one (1) of Our Policies with the exception of the Flight Accident benefit which has a maximum payable of \$100,000 if You are covered under more than one (1) of Our Policies providing that benefit.
4. The coverage outlined in this Policy is last payor only. If, at the time of loss, You have insurance from another source, or if any other party is also responsible, to pay for benefits also provided under this Policy, We will pay eligible expenses only in excess of those covered by that other insurance company or insurance companies or other responsible party or parties, including insurance plans provided through credit cards, third party liability, group or individual basic or extended health insurance plans or contracts including any private or provincial or territorial auto insurance plan, providing Hospital, medical or therapeutic coverage, or

any third party liability insurance in force concurrently with this Policy.

5. In the event of a payment of a claim under this Policy, We have the right to proceed, in Your name, but at Our expense, against third parties who may be responsible for giving rise to a claim under this Policy. You will execute and deliver documents as necessary and co-operate fully with Us so as to allow Us to fully assert Our rights. You will do nothing to prejudice such rights.
6. We have full rights of subrogation; however, We do not subrogate against any retiree plan benefit if the lifetime maximum limits for all in-country and out-of-country medical benefits is \$50,000 or less.
7. Notwithstanding any provision of this Policy, this Policy is subject to the statutory conditions of the Insurance Act applicable to contracts of Accident and Sickness insurance and the laws and regulations in Your Home Province. The laws and regulations of the province or territory in Canada in which You normally reside govern this Policy and any provision in this Policy which is in conflict with any such statute is hereby amended to conform to such statute.
8. Confirmation of Coverage: In the event that You are found to be ineligible for coverage or that a claim is found to be invalid or benefits are reduced in accordance with any Policy provision, We have the right to collect from You any amount which We have paid on Your behalf to medical Providers or other parties.
9. Your Policy will be declared null and void in the case of fraud or attempted fraud by You, or if You conceal or misrepresent any material fact or circumstance concerning this insurance.
10. During the claims process, We may require You to have a medical examination by one (1) or more Physicians chosen by Us and at Our expense.
11. We are not responsible for the availability, quality or results of any medical Treatment. We are not responsible for any transportation arranged by Us. We are not responsible for Your failure to obtain medical Treatment.
12. You must, at all times while You are covered under this Policy, act in a prudent manner so as to minimize costs to Us.
13. If Your health status changes (including a Change in Prescribed Medication or Treatment) prior to departure for any Trip, You must notify Us immediately. At Our sole discretion, We may opt to waive the exclusion that precludes Your unstable Medical Condition from coverage. This would allow You to continue with Your Trip and retain coverage for Your Medical Condition.
14. Any reference to age in this document is specific to Your age on the date You apply for insurance.
15. The coverage provided by this Policy does not apply to risks and claims related to Cuba, as Cuba related risks and claims are not serviced and supported by Our United States affiliates (upon which We rely for service and support), unless such coverage would be permissible under all applicable sanctions.

16. The purpose of the Trip is business or pleasure and is not to obtain health care or Treatment of any kind.
17. The Insurer will not be liable to provide any coverage or make any payment hereunder if to do so would be in violation of any sanctions law or regulation which would expose the Insurer, its parent company or its ultimate controlling entity to any penalty under any sanctions law or regulations.
18. This Policy will not cover any loss, Injury, damage or legal liability arising directly or indirectly from planned or actual travel in, to, or through Iran, Syria, Sudan, North Korea or the Crimea region.

## X. MAXIMUM LIMITS OF LIABILITY

General Liability: Our liability under this Policy is limited solely to the payment of eligible benefits, up to the benefit limits specified herein, for any loss or expense.

## XI. GENERAL EXCLUSIONS

The following exclusions apply to all benefits available under this Policy, including all optional coverage purchased. In addition to any exclusion that apply to a specific benefit outlined within each section, We also do not cover any claim, loss or any expense related in whole or in part, directly or indirectly to:

1. If You did not purchase Your travel insurance Policy within 15 days of making the Initial Trip Payment the following Pre-existing Medical Condition Exclusion(s) applies to the Emergency Medical and Dental Coverage:  
We do not cover any loss or expense related directly or indirectly to:
  - a. Your Medical Condition or any related condition if in the 90-day period immediately preceding Your Departure Date that condition has not been Stable and Controlled; or
  - b. You have been required to use, take, or been prescribed to take nitroglycerin in any form, more than once per a seven (7) day period for a heart condition; or
  - c. You required the use of home oxygen or had to take oral steroids; for example prednisone or prednisolone for a lung condition.
2. If You did not purchase Your travel insurance Policy within 15 days of making the Initial Trip Payment the following Pre-existing Medical Condition exclusion(s) applies to Trip Cancellation, Trip Interruption and Trip Delay Coverage:  
We do not cover any loss or expense related directly or indirectly to:
  - a. You or Your Spouse's Medical Condition or any related condition if in the 90-day period immediately preceding Your Purchase Date that condition has not been Stable and Controlled; or

- b. You or Your Spouse have been required to use, take, or been prescribed to take nitroglycerin in any form, more than once per a seven (7) day period for a heart condition; or
- c. You or Your Spouse required the use of home oxygen or had to take oral steroids; for example prednisone or prednisolone for a lung condition.
3. expenses resulting from any Sickness, Injury or state of health prior to Your Policy Purchase Date that would cause Expected Medical Treatment or Hospitalization during Your Trip;
4. reimbursement for expenses once the Emergency ends and in the opinion of the attending Physician or dentist, You are able to travel to Your Home Province for any further Treatment relating to the Sickness or Accident that led to the Emergency other than for a Follow-up Visit as listed under the benefits for Emergency Medical Treatment);
5. optional Policy extensions: Sickness or Injury which first appeared, was diagnosed or received medical Treatment after Your Departure Date and prior to the date We approved Your extension of coverage.
6. any Treatment that is not Emergency Treatment. For example (and not inclusive of):
  - a. expenses incurred for medication commonly available without prescription; vaccinations, injections or medication received on a preventative basis or for the maintenance of a Medical Condition; contraceptives; fertility medication; vitamin preparations; general physical examinations; or routine medical tests;
  - b. transplants including but not limited to organ transplants or bone marrow transplants, artificial joints, or prosthetic devices/implants including any associated charges;
  - c. expenses incurred for acupuncture or naturopathic or holistic Treatment;
7. ionizing radiation or radioactive Contamination from any nuclear fuel or waste which results from the burning of nuclear fuels, or, the radioactive, toxic, explosive or other dangerous properties of nuclear machinery or any part of it;
8. expenses incurred for any portion of benefits that require prior authorization and arrangements by Us if such benefits were not authorized and arranged by Us;
9. more than one (1) Follow-up Treatment, Recurrence or complication of a Medical Condition or related condition, following Emergency Treatment of that condition during Your Trip if Our medical department, determines that You were medically able to return to Your Home Province and You chose not to return;
10. more than one (1) Follow-up Treatment of any heart or lung condition, following Emergency Treatment for a related or unrelated heart or lung condition during Your Trip if Our medical department, determines that You were medically able to return to Your Home Province and You chose not to return;

11. any Medical Condition, if Our medical department recommends that You return to Your Home Province following Your Emergency Treatment, and You choose not to travel;
12. expenses incurred for Treatment or services that are prohibited under Your GHIP;
13. expenses in excess of reasonable and customary rates where Treatment has occurred before You or someone on Your behalf has called Us;
14. any medical expense incurred while travelling in Your Home Province;
15. routine pre-natal care; a child born during Your Trip; childbirth or complications of childbirth; pregnancy or complications thereof after the 26th week of pregnancy or any time after the expected date of delivery;
16. Your Mental or Emotional Disorders;
17. Your committing or attempting to commit suicide or intentionally self-inflicted Injury (whether sane or insane);
18. any alcohol related Sickness, death, or Injury or the abuse of medication, drugs, alcohol or any other toxic substance during the Trip; Alcohol abuse includes having a blood alcohol level in excess of 80 milligrams of alcohol per 100 millilitres of blood;
19. a Trip undertaken in contravention of a Physician's recommendation or where a Terminal Condition prognosis has been diagnosed by any Physician;
20. a Medical Condition or related condition that arises during a Trip You undertake with the prior knowledge that You will require or seek Treatment or surgery for that Medical Condition or a related condition;
21. the commission of or Your direct or indirect attempt to commit a criminal act or Injury occurring while You are committing or attempting to commit a criminal act;
22. Your participation in, and any claim resulting from activities including: rock or Mountain Climbing; hang-gliding; parachuting, bungee jumping or skydiving; Ski Jumping, Ski Flying, Heli-Skiing, Ski Acrobatics, Ski Stunting, Freestyle Skiing, Ski Racing, Ski Bob Racing, or On-Piste and Off-Piste Skiing in areas designated unsafe by resort management; Your participation as a professional athlete in a sporting event; and/or Your participation in a motorized race or motorized speed contest;
23. operating or learning to operate any aircraft, as pilot or crew; performing employment duties on any aircraft or ship; or performing duties in any regular armed forces service;
24. expenses incurred if You travel to a country that The Department of Foreign Affairs and International Trade of the Canadian Government or Health Canada has advised travellers not to travel to during the time of Your Trip. This exclusion applies if the advisory is issued prior to Your Departure Date;
25. war (declared or not), acts of foreign enemies or rebellion;
26. interest on a payment or reimbursement;

27. expenses incurred relating to travel in, to, or through Cuba, because such travel is not serviced and supported by the Insurer's United States affiliates;
28. any Medical Condition, if prior to Your Departure Date, such Medical Condition renders You ineligible or causes You to qualify for a different rate. You must be and remain eligible and rate qualified under this Policy when You purchase and continuously until You take a Trip for coverage to come into and be in effect when You take a Trip.

## XII. CLAIM PROCEDURES AND CUSTOMER SERVICE INQUIRIES

### Payment of Claims - To Whom Paid:

Benefits are payable to the Insured who applied for coverage and paid any required plan cost.

Any benefits payable due to that Insured's death will be paid to the survivors of the first surviving class of those that follow:

1. the beneficiary named by that Insured and on file with Us;
2. to his/her Spouse, if living. If no living Spouse, then;
3. to the Insured's estate.

If a benefit is payable to a minor or other person who is incapable of giving a valid release, the Insurer may pay up to \$3,000 to a relative by blood or connection by marriage who has assumed care or custody of the minor or responsibility for the incompetent person's affairs. Any payment Insurer makes in good faith fully discharges Insurer to the extent of that payment.

Benefits for Emergency Medical Expense/Emergency Evacuation and Repatriation of Remains services may be payable directly to the Provider of the services. However, the Provider:

1. must comply with the statutory provision for direct payment; and
2. must not have been paid from any other sources.

### For residents of New Brunswick, Newfoundland and Saskatchewan:

Travel Guard Canada  
c/o Global Excel Management  
73 Queen, Sherbrooke, Qc J1M 0C9

### All Other Provinces:

Travel Guard Canada  
Attn: Claims Department  
120 Bremner Boulevard, Suite 2200, Toronto, ON M5J 0A8

### To Claim For Emergency Medical and Dental Benefits:

You must notify Us at the below numbers prior to any Emergency Medical Treatment and prior to any surgery, invasive procedure or Hospitalization. Our assistance coordinators will provide guidance. We will make every effort, although We cannot guarantee, to

pay Providers directly. You must provide Us with original receipts for incurred expenses including those for Subsistence Allowance expenses.

**New Brunswick, Newfoundland and Saskatchewan Residents, Call:**  
Canada and Continental USA: 1-888-566-8028 OR  
International Collect at 1-819-566-8028

### All Other Provinces Call:

Canada and Continental USA: 1-866-878-0192 OR  
International Collect at 1-416-646-3723

### To Claim For Trip Cancellation, Interruption and Delay Benefits:

You must notify Us immediately of a cancellation, interruption or delay no later than the next business day following a cancellation, interruption or delay. You must provide:

1. proof of all non-refundable, prepaid deposits or payments;
2. completed documentation if a Medical Condition was the cause for cancellation;
3. complete unused transportation tickets and vouchers;
4. original receipts for Subsistence Allowance expenses;
5. original receipts for new tickets;
6. reports from police or local authorities documenting the missed connection or travel delay; and
7. invoices and original receipts from travel service providers.

### To Claim For Baggage and Personal Effects Benefits:

You must notify Us immediately of the loss or damage to baggage or personal effects. You must also report the loss or damage to police, local or conveyance authorities, tour operator representatives, the hotel manager or official transportation representative and obtain a written report.

When filing Your claim You must submit:

1. a letter of coverage or denial from the transportation carrier;
2. the written report regarding the loss or damage;
3. original receipts or sales slips for all lost or stolen articles over \$149.99 Canadian per item claimed and proof that You owned the articles; and
4. original receipts or sales slips for all items claimed under Baggage and Personal Effects Coverage.

Failure to submit the written report to Us with Your claim will place Your claim on hold until the report(s) is received.

### To Claim For Golf Protector, Ski Protector, and Business Protector:

If You have purchased this optional coverage and You wish to submit a claim, You must notify Us immediately of the loss or damage. You must report loss or damage to police, local or conveyance authorities, tour operator representatives, the hotel manager or official transportation representative as soon as possible and obtain a written report. Failure

to submit this written report to Us with Your claim will result in the denial of Your claim.

You must also submit a letter of coverage or denial from the transportation carrier and/or Your homeowner's insurance company. As proof of loss value, We may, at Our option, request original receipts, credit card original receipts or sales slips for all lost or stolen articles claimed. You must obtain a copy of the Physician's report and diagnosis (applicable to refund of green fees or ski vacation Package refund only), and submit complete unused tickets and vouchers. For emergency courier fees, We will need a receipt of the imposed charges.

## XIII. OTHER INFORMATION

### Child Less Than 2 Years of Age (no seat):

The medical coverage as described in the medical section of this Policy will be extended at no additional Premium to Your child who is less than two (2) years of age but older than 15 days (excludes Children born during Your Trip) who does not occupy a seat, is Your Immediate Family Member living in the same household, and who travels with You during Your Trip.

### Vacation Rain Check:

At Your request, We will provide You with a coupon for the amount of Your unused prepaid Trip cost sum Insured up to a limit of \$1,500 if You have to interrupt Your Trip and You are forced to miss 75% of Your Trip due to the death or Hospitalization of a non-travelling family member, Your business partner, Your Key-employee, or Your caregiver. You must use the coupon for travel that occurs within 180 days following the date Your original Trip was interrupted and You must book the Trip through the same travel agency that booked the original Trip. The Vacation Rain Check is not available if the travel agency named on the coupon is insolvent.

### Default of Travel Supplier Coverage:

You have default of Travel Supplier coverage as outlined here and subject to all Policy terms, conditions, limitations and exclusions. If Your Travel Supplier files for bankruptcy or completely ceases operation more than 14 days after Your Policy purchase date and the loss incurred is not recoverable from any other source, either as a reimbursement or equivalent compensation, and the Travel Supplier is not listed on Our Travel Guard Alert List (see Our website [www.TravelGuard.ca](http://www.TravelGuard.ca) or call 1-866-878-0191) prior to Your Policy Purchase Date then You are covered up to Your Insured limits for Trip Cancellation, Trip Interruption, and Trip Delay. Our Maximum Limits of liability are \$7,500 per Insured; \$2,000,000 per the default of any one (1) Travel Supplier including its related companies; and \$5,000,000 per the default of all travel suppliers in a calendar year. If loss for all insureds exceeds the Maximum Limits listed above, We will pay each Insured that portion of the benefit stated which the

maximum limits bear to the total loss of all persons under all Travel Guard Canada Policies.

### **Beneficiary Designation and Change**

The Insured's beneficiary(ies) is (are) the person(s) designated by the Insured and on file with Us. If no beneficiary has been designated, payment will be made to the Insured's estate. An Insured over the age of majority and legally competent may change his/her beneficiary designation at any time unless the beneficiary designation is irrevocable, without the consent of the designated beneficiary(ies), by providing Us a written request for change. What the request is received, whether the Insured is then living or not, the change of beneficiary will relate back to and take effect as of the date of execution of the written request, but without prejudice to the Insurer on account of any payment made by it prior to receipt of the request.

### **10 DAY RIGHT TO EXAMINE**

Please take the time to read Your Policy and Your completed medical questionnaire (if applicable) prior to Your Departure Date. If you have any questions or You are unsure about Your coverage You must contact Us at 1-866-878-0191 prior to Your Departure Date. You have the right to cancel this Policy within 10 days from the date You purchased Your insurance. For refunds after 10 days, please refer to the Can My Premium Be Refunded? section at the beginning of this document.

### **PRIVACY PRINCIPLES**

We abide by the Privacy Principles of the AIG Insurance Company of Canada and want You, Our policyholders, Insureds and claimants (referred to as "Customers" or "You"), to be aware of how and why We handle personal information. We work hard to respect and maintain Your privacy. However, the very nature of Our business is such that the collection, use and disclosure of personal information is fundamental to the products and services We provide.

For the purposes of the Privacy Principles, personal information means information that identifies an individual. For example: an individual's name, birth date, address, age, health and financial information is personal information which We may collect, use and in certain circumstances, where necessary, disclose, in the course of providing insurance services and carrying on business. By applying for or purchasing AIG's products and services, You are providing Your consent to Our collection, use, and disclosure of Your personal information for insurance purposes and carrying on business, as set out in the Privacy Principles.

You may obtain a copy of the Privacy Principles on Our website at [www.aig.ca](http://www.aig.ca) or request a copy by contacting Us at:

The Privacy Officer  
c/o AIG Insurance Company of Canada  
120 Bremner Boulevard, Suite 2200  
Toronto, ON M5J 0A8  
1-800-387-4481

**24-HOUR EMERGENCY ASSISTANCE**  
You must notify Us prior to any Emergency Medical Treatment and prior to any surgery, invasive procedure or Hospitalization. Failure to do so will result in Your being responsible for 30% of any eligible expenses incurred.

New Brunswick, Newfoundland and  
Saskatchewan Residents Call  
Canada and Continental USA: 1-888-566-8028 OR  
International Collect at 1-819-566-8028

All Other Provinces:  
Canada and Continental USA: 1-866-878-0192 OR  
International Collect at 1-416-646-3723