Non-Medical Package Insurance

About Your Travel Insurance:
This is your certificate of insurance, a contract detailing the terms and conditions of the insurance coverage(s) available. Refer to the insurance application/confirmation of coverage to view the coverages purchased. Keep it in a safe place and carry it with you when you travel.
A group insurance policy # F-1999987-A (“Policy”) has been issued to Royal Bank of Canada (“RBC Royal Bank”) by RBC Insurance Company of Canada to cover expenses related to:

- **Emergency** Medical expenses, incurred outside your Canadian province or territory of residence.
- **Trip** Cancellation/Trip Interruption expenses.
- Baggage & Personal Effects expenses.
- Flight & Travel Accident expenses.

This certificate of insurance contains the terms and conditions of your insurance coverage. Upon enrollment, this certificate, together with the insurance application/confirmation of coverage and medical questionnaire (if applicable), form your insurance contract.

**IMPORTANT NOTICE – READ CAREFULLY BEFORE YOU TRAVEL**

You have purchased travel insurance – what’s next? We want you to understand (and it is in your best interests to know) what your certificate of insurance includes, what it excludes, and what is limited (payable but with limits). Please take time to read through your certificate of insurance before you travel. Bolded and italicized terms are defined in your certificate of insurance. RBC Insurance Company of Canada has appointed AZGA Service Canada Inc. (operating as “Allianz Global Assistance”) as the provider of all assistance and claims services under this certificate of insurance.

- Travel insurance covers claims arising from sudden and unexpected situations (i.e. accidents and emergencies) and typically not follow-up or recurrent care.
- To qualify for this insurance, you must meet all of the eligibility requirements.
- This insurance contains limitations and/or exclusions; e.g., medical conditions that are not stable, pregnancy, child born on trip, excessive use of alcohol, high risk activities.
- This insurance may not cover claims related to pre-existing medical conditions, whether disclosed or not at time of purchase.
- In the event of a claim your prior medical history may be reviewed.
- If you have been asked to complete a medical questionnaire and any of your answers are not accurate or complete, your certificate of insurance will be voidable.

**IT IS YOUR RESPONSIBILITY TO UNDERSTAND YOUR COVERAGE. IF YOU HAVE QUESTIONS, CALL 1-800-387-2487, visit our website at www.rbcroyalbank.com/travelinsurance or contact us at RBC Insurance Company of Canada Claims, c/o Allianz Global Assistance P O Box 277, Waterloo, ON N2J 4A4.**

**What the Provincial Regulators want you to know:**

This certificate of insurance contains a provision removing or restricting the right of the insured to designate persons to whom or for whose benefit insurance money is to be payable.
What to do if you need help on your trip

Call Allianz Global Assistance — 24/7 Help Wherever You Roam.

Please call 1-800-387-2487 toll-free from the U.S. and Canada or (905) 816-2561 collect from anywhere in the world. (Note: If international operator assistance is required; please confirm how to call collect to Canada from your destination before leaving.)

What Assistance Services are available?

Emergency Assistance Services

The following assistance services are available to you:

Replacement Co-ordination
Whenever possible, we will help co-ordinate the replacement of your prescription eyeglasses or essential prescription medication in the event these items need to be replaced during your trip. This insurance does not cover the actual cost to replace your prescription eyeglasses or essential prescription medication.

How do I make a claim?

If you need a Claim & Authorization form to submit a new claim, or you want status on an existing claim, please contact our Claims Department at:

905-816-2572 or 1-800-263-8944

Address:
RBC Insurance Company of Canada Claims
c/o Allianz Global Assistance
P O Box 277
Waterloo, ON N2J 4A4

Or you can visit our website at https://www.rbcroyalbank.com/travel-insurance/claims-service.html#make-travel-claim to obtain a Cancellation & Interruption claim form.
Eligibility

To be eligible for insurance coverage you must:

- be a client of the RBC Companies or a *spouse* or *child(ren)* of a client;
- purchase coverage for a maximum of 365 days;
- be living in Canada, travelling through Canada or visiting Canada during your *trip*;
- have correctly completed the *medical questionnaire* if the non-refundable portion exceeds $15,000.

When does your coverage start?
Insurance starts on your *effective date*.

When does your coverage end?
Insurance ends on the earliest of:

a. the date of the cause of cancellation if your *trip* is cancelled before your date of departure from your *departure point*;
b. the date you return to your province, territory or country of residence;
c. midnight of your *return date*;
d. midnight of your *expiry date*;
e. 365 days after your date of departure from your *departure point* under Flight and Travel Accident.
10 Day Free Look

If you are not completely satisfied with this travel insurance, you may cancel it within 10 days of purchase for a full refund, provided you have not left on your trip and have not experienced an event that would cause you to submit a claim. Refunds after the 10 day may not be permitted.

What is Covered?

Before you leave:
Trip Cancellation – when a Covered Reason causes you to cancel your trip before leaving your departure point.

After you leave:
Trip Interruption – when a Covered Reason occurs during your trip which causes the delay of your departure from your departure point; or when a Covered Reason occurs during your trip which causes an early or late return back to your departure point.

Flight and Travel Accident – covers your accidental bodily injury resulting in your dismemberment, loss of sight, death or complete and irrecoverable loss of speech or hearing within 365 days from the date of the accident that occurs during your trip.

Baggage Loss or Damage – covers the loss or damage to baggage or personal effects.

Delays:
Transportation Delay – when your transportation carrier is delayed due to a Covered Reason which causes you to miss a connection or resulting in the interruption of your travel arrangements.

Baggage Delay – when your checked baggage is delayed by the carrier for 12 hours or more while en route and before returning to your departure point.

What is not Covered?

It is really important to read your insurance coverage before you travel. There are exclusions and limitations that apply to your coverage. Not every situation or loss is covered. We only cover claims that meet the terms and conditions as we outline in this document.

IMPORTANT
If you have any questions about your travel insurance coverage, please visit our website or call us.
# Summary of Travel Insurance Coverage

<table>
<thead>
<tr>
<th>Non-Medical Package Insurance</th>
<th>Maximum Sums Included</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Trip</strong> Cancellation – Before Departure</td>
<td>Up to the maximum covered amount as indicated on your insurance application/confirmation of coverage</td>
</tr>
<tr>
<td><strong>Trip</strong> Interruption – After Departure</td>
<td>Economy class transportation</td>
</tr>
<tr>
<td><strong>Trip</strong> Interruption – After Departure Unused Portion of Pre-paid Travel Arrangements</td>
<td>Up to maximum covered amount for <strong>Trip</strong> Cancellation – Before Departure</td>
</tr>
<tr>
<td>Transportation Delay</td>
<td>Up to $700</td>
</tr>
<tr>
<td>Baggage Loss or Damage(^1)</td>
<td>$1000</td>
</tr>
<tr>
<td>Golf Club Delay or Ski Equipment Delay(^2)</td>
<td>12 Hours or more $400</td>
</tr>
<tr>
<td>Baggage Delay(^2)</td>
<td>12 Hours or more $400</td>
</tr>
<tr>
<td>Flight Accident(^3)</td>
<td>Principal Sum: $100,000</td>
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<tr>
<td>Travel Accident(^3)</td>
<td>Principal Sum: $50,000</td>
</tr>
<tr>
<td><strong>Emergency</strong> Assistance</td>
<td>Included</td>
</tr>
</tbody>
</table>

\(^1\)The maximum for any one item or set of items is $500. The maximum sum insured per person or per family does not exceed $2,000 in total for all coverages issued by us.

\(^2\)This insurance is available while en route and before returning to your departure point.

\(^3\)You are entitled to a maximum of the largest amount specified for one of these benefits.
Definitions
When reading your insurance coverage, you will notice that certain words are **bolded** and *italicized*. Please review the “Definitions” section located on the last few pages of this insurance document.

General Conditions
There are general conditions that apply to all coverages and they can be found on last few pages of this insurance document.

**Trip Cancellation, Trip Interruption Insurance**

Description of Coverage:
This insurance covers you up to the amount of insurance coverage you purchased for losses incurred should a covered reason prevent you from travelling as planned.

When does coverage apply?

**Trip Cancellation – Before you leave:**
- when a Covered Reason causes you to cancel your trip before leaving your departure point. (Coverage is not applicable if the sum insured prior to departure under your insurance is $0).

**Trip Interruption – After you leave:**
- when a Covered Reason occurs during your trip which causes the delay of your departure from your departure point; or when a Covered Reason occurs during your trip which causes an early return back to your departure point.

**Delayed Return – After you leave:**
- when a Covered Reason occurs during your trip, and results in your being delayed, beyond your scheduled return date, from returning to your departure point.

**IMPORTANT**
When a cause of cancellation (the event that triggers one of the Covered Reasons) occurs before the date of departure from your departure point, you must:

a) cancel your trip with the travel agent, airline, tour company or the carrier immediately, but no later than the business day following the cause of cancellation; and

b) advise us at the same time.

Our maximum liability is the amounts or portions indicated in your trip contract that are non-refundable at the time of the cause of cancellation or on the next business day.
Covered Reasons

Emergency Medical Condition or Death:

For Covered Reasons 1 to 7 “you” or “your” applies to you or your travelling companion.

1 Your emergency medical condition or death.

2 The emergency medical condition or death of:
   a your immediate family member,
   b Your caregiver, key employee or business partner.

3 The death or admission to a hospital of your host at destination following an emergency medical condition.

4 The death of your friend.

5 The quarantine or hijacking of you, your spouse or your child.

6 A medical condition which prevents you from being immunized or taking preventative medication which is unexpectedly required after the effective date by the government for entry into a country, region or city that is originally part of your trip.

7 Sickness, injury or death of your service dog, provided that travel arrangements have been made for the dog to accompany you on a covered trip.

What are you eligible for: (Covered Reasons 1 to 7)

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<tr>
<th>Covered Reasons 1 to 7</th>
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<tbody>
<tr>
<td><strong>Trip Cancellation</strong></td>
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<td>BENEFIT(S)</td>
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<td>a) or b)</td>
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Review your benefit(s) under the “What are the Benefits?” section.

Pregnancy & Adoption:

For Covered Reason 8 “your” applies to you, your spouse, or your travelling companion, your travelling companion’s spouse, your immediate family member or your travelling companion’s immediate family member.

8 Your complications of a pregnancy arising in the first 31 weeks of pregnancy. Note: the confirmation of a multiple pregnancy/or the confirmation of a pregnancy as a result of fertility treatment are not considered complications of pregnancy.

What are you eligible for: (Covered Reason 8)

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<th>Covered Reason 8</th>
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<td><strong>Trip Cancellation</strong></td>
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<td>BENEFIT(S)</td>
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<td>a) or b)</td>
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</table>

Review your benefit(s) under the “What are the Benefits?” section.
For Covered Reasons 9 and 10 “your” applies to you, your spouse, your travelling companion, your travelling companion’s spouse.

9  Your pregnancy being confirmed after your effective date, if your departure from your departure point is scheduled to take place in the 9 weeks before or after the expected date of delivery.

What are you eligible for: (Covered Reason 9)

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<thead>
<tr>
<th>Covered Reason 9</th>
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<tbody>
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<td>Trip Cancellation</td>
<td>Trip Interruption</td>
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<td>BENEFIT(S)</td>
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<td>a) or b)</td>
<td>not applicable</td>
<td>not applicable</td>
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</table>

Review your benefit(s) under the “What are the Benefits?” section.

10 The legal adoption of a child, when the actual date of that adoption is scheduled to take place after your effective date and prior to, or during, your trip.

What are you eligible for: (Covered Reason 10)

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<th>Covered Reason 10</th>
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<td>Trip Cancellation</td>
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<td>BENEFIT(S)</td>
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<td>a) or b)</td>
<td>c), d) &amp; g)</td>
<td>not applicable</td>
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</table>

Review your benefit(s) under the “What are the Benefits?” section.

Work or Occupation:
For Covered Reasons 11 to 14 “your” applies to you, your spouse, or your travelling companion.

11 A transfer by your employer with whom you or your spouse is employed on your effective date which requires the relocation of your principal residence (not applicable to self-employed people).

12 The involuntary loss of your permanent employment (not contract employment) due to lay-off or dismissal without just cause.

13 Cancellation of your business meeting beyond your or your employer’s control.

14 Your being summoned to service in the case of reservists, active military, police, essential medical personnel and fire personnel.

What are you eligible for: (Covered Reasons 11 to 14)

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<th>Covered Reasons 11 to 14</th>
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<td>Trip Cancellation</td>
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<tr>
<td>a) or b)</td>
<td>c), d) &amp; g)</td>
<td>not applicable</td>
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</tbody>
</table>

Review your benefit(s) under the “What are the Benefits?” section.
Government Travel Warning or Visas:
For Covered Reason 15 “your” applies to you.

15 The Government of Canada issues an “Avoid Non–Essential Travel” or an “Avoid All Travel” travel advisory after you purchase your insurance advising or recommending that Canadian residents should not visit a destination included in your trip. (Note: Not applicable if the reason for the travel advisory is related to COVID-19 including any mutation or variation).

What are you eligible for: (Covered Reason 15)

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<tr>
<th>Covered Reason 15</th>
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<tbody>
<tr>
<td><strong>Trip Cancellation</strong></td>
<td><strong>Trip Interruption</strong></td>
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<td>a)</td>
<td>c), d) &amp; g), or c), e) &amp; g)</td>
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</tbody>
</table>

Review your benefit(s) under the “What are the Benefits?” section.

For Covered Reason 16 “your” applies to you or your travelling companion.

16 The non-issuance of your travel visa (not an immigration or employment visa) or the rejection of your travel visa application (not an immigration or employment visa) for reasons beyond your control.

What are you eligible for: (Covered Reason 16)

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<tr>
<th>Covered Reason 16</th>
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<tbody>
<tr>
<td><strong>Trip Cancellation</strong></td>
<td><strong>Trip Interruption</strong></td>
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<tr>
<td>a) or b)</td>
<td>not applicable</td>
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</table>

Review your benefit(s) under the “What are the Benefits?” section.

Other:
For Covered Reasons 17 and 18 “your” applies to you or your travelling companion.

17 An event completely independent of any intentional or negligent act that renders your principal residence uninhabitable or the business that you own inoperative.

18 Your, your spouse or your child being a) called for jury duty; b) subpoenaed as a witness; or c) required to appear as a party in a judicial proceeding during your trip.

What are you eligible for: (Covered Reasons 17 to 18)

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<tr>
<th>Covered Reasons 17 to 18</th>
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<tbody>
<tr>
<td><strong>Trip Cancellation</strong></td>
<td><strong>Trip Interruption</strong></td>
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<td>a) or b)</td>
<td>c), d) &amp; g)</td>
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</tbody>
</table>

Review your benefit(s) under the “What are the Benefits?” section.
Cruise, Tour or Travel Package:
For Covered Reasons 19 and 20, **your** applies to **you**.

19  The cancellation of **your** cruise, tour and travel package (excluding supplier default) by the cruise company or tour operator:

- 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 or tour.

**What are you eligible for:** (Covered Reason 19)

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<tr>
<th>Covered Reason 19</th>
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<tr>
<td><strong>Trip Cancellation</strong></td>
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<td>BENEFIT(S)</td>
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</tbody>
</table>

Review **your** benefit(s) under the “What are the Benefits?” section.

20 **Your** cruise ship is delayed or the cruise itinerary is interrupted due to the **emergency medical condition** of another passenger on the ship causing **you** to miss a connection or resulting in the interruption of **your** travel arrangements.

**What are you eligible for:** (Covered Reason 20)

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<tr>
<th>Covered Reason 20</th>
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<tbody>
<tr>
<td><strong>Trip Cancellation</strong></td>
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<td>BENEFIT(S)</td>
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<tr>
<td>not applicable</td>
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</tbody>
</table>

Review **your** benefit(s) under the “What are the Benefits?” section.

For Covered Reason 21 **your** applies to **you** or **your travelling companion**.

21 The inability to use **your** cruise shore excursion tour ticket or special event ticket (theatrical, concert or sporting event) purchased while on **your** cruise trip due to **your emergency medical condition**.

**What are you eligible for:** (Covered Reason 21)

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<th>Covered Reason 21</th>
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<tr>
<td><strong>Trip Cancellation</strong></td>
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<tr>
<td>BENEFIT(S)</td>
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<tr>
<td>not applicable</td>
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</tbody>
</table>

Review **your** benefit(s) under the “What are the Benefits?” section.
**Missed Connection, Schedule Change & Delays:**
For Covered Reasons 22 to 26 “your” applies to you.

22 Your missed connection caused by the **schedule change** of the airline carrier that is providing transportation for a portion of your travels.

23 Your missed connection caused by the outright cancellation by the airline carrier that is providing transportation for a portion of your travels rendering your non-refundable prepaid connector ticket no longer useful for your **trip**.

What are you eligible for: (Covered Reasons 22 and 23)

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<thead>
<tr>
<th>Covered Reasons 22 and 23</th>
<th>Trip Cancellation</th>
<th>Trip Interruption</th>
<th>Delayed Return</th>
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<tr>
<td>BENEFIT(S)</td>
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Review your benefit(s) under the “What are the Benefits?” section.

24 A missed departure or the delay of your connecting transportation due to the following events:
- mechanical failure of that transportation
- a traffic accident
- an emergency police-directed road closure
- weather conditions, earthquakes, volcanic eruptions
- **unannounced strike**
- loss or theft of your passports, travel documents, or money

Transportation for Covered Reason #24 refers to a **passenger plane**, ferry, cruise ship, bus, limousine, taxi, ride sharing, private automobile or train.

**IMPORTANT**
- Your travel plans must include enough time to meet the travel supplier’s check-in procedure.
- Any amount payable will be reduced by any amount recoverable from another source (including but not limited to alternatives or replacement travel options offered by airlines, tour operators, cruise lines and other carriers) for the same cause.

What are you eligible for: (Covered Reason 24)

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<thead>
<tr>
<th>Covered Reason 24</th>
<th>Trip Cancellation</th>
<th>Trip Interruption</th>
<th>Delayed Return</th>
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<tbody>
<tr>
<td>BENEFIT(S)</td>
<td>not applicable</td>
<td>c), e), l)</td>
<td>d), g), m)</td>
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</table>

Review your benefit(s) under the “What are the Benefits?” section.
25 The inability to use your golf course green fee that you booked and purchased while on your trip due to a Covered Reason listed under trip interruption.

26 The inability to use your ski lift tickets in the event of ski lift closures due to avalanche or severe weather conditions.

What are you eligible for: (Covered Reasons 25 & 26)

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<tr>
<th>Covered Reasons 25 and 26</th>
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<tbody>
<tr>
<td>Trip Cancellation</td>
<td>Trip Interruption</td>
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<td>BENEFIT(S)</td>
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</table>

Review your benefit(s) under the “What are the Benefits?” section.

For Covered Reason 27 “your” applies to you or your travelling companion.

27 Delay of your scheduled carrier due to weather conditions, earthquakes or volcanic eruptions, for a period of at least 30% of the trip, when you choose not to continue with your travel arrangements.

Note: If you choose to continue on with the trip, only Benefit b) applies.

What are you eligible for: (Covered Reason 27)

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<th>Covered Reason 27</th>
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<tbody>
<tr>
<td>Trip Cancellation</td>
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<td>a) or b)</td>
<td>b) or c), d) &amp; g)</td>
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</table>

Review your benefit(s) under the “What are the Benefits?” section.

Burglary of Principle Residence or Place of Business:
For Covered Reason 28 “your” applies to you or your travelling companion.

28 The burglary of your principal residence or place of business within 7 days of your scheduled departure date, and as a result you or your travelling companion must remain behind to make the burglarized location secure or to meet with the insurance company or police authorities.

What are you eligible for: (Covered Reason 28)

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<th>Covered Reason 28</th>
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<tbody>
<tr>
<td>Trip Cancellation</td>
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<td>BENEFIT(S)</td>
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<td>a) or b)</td>
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</table>
What are the Benefits?

Trip Cancellation—Before you leave: (up to the maximum covered amount purchased)

If your trip is cancelled before you leave as a result of a Covered Reason, benefits are payable for:

a. The non-refundable portion of your prepaid travel arrangements.

b. The extra cost of the next occupancy charge if you choose to travel as originally planned.

**IMPORTANT**

Benefit a) or b) are not applicable if the maximum amount purchased for Trip Cancellation – Before Departure is $0.

Trip Interruption—After you leave (up to the maximum covered amount purchased for Trip Cancellation)

Unused Portion of Pre-paid travel arrangements:

If your trip is interrupted after you leave as a result of a Covered Reason, benefits are payable for:

c. The non-refundable unused portion of your prepaid travel arrangements, excluding partially used airline/transportation tickets back to your departure point.

**IMPORTANT**

Benefit c) is not applicable if the maximum amount purchased for Trip Cancellation – Before Departure is $0.

Transportation:

d. Your economy class one-way air fare via the most cost effective route to your next destination (inbound and outbound) or to rejoin a tour or group.

**IMPORTANT**

Fly to Bedside or Funeral—Note: If you are required to interrupt your trip to attend a funeral, or travel to the bedside of a hospitalized immediate family member, business partner, key employee or caregiver, you have the option to purchase a ticket to the destination where the death or hospitalization has occurred. You will be reimbursed the cost of the ticket, up to the maximum amount of what it would have cost for one-way economy class transportation via the most cost effective route back to your departure point.

- This option is subject to the pre-authorization of Allianz Global Assistance.
- This option can only be used once during your period of insurance.
- If you choose this option, it will replace benefit d).
- The Out of Pocket Expenses benefit is not applicable if you choose this option.

e. Your economy class one-way air fare via the most cost effective route to your next destination (inbound and outbound) or to rejoin a tour or group.

Out of Pocket Expenses:

f. your commercial accommodations and meals, essential telephone calls, internet usage fees, and taxi fares (ride sharing or rental car in lieu of taxi fares), up to a daily maximum of:

- $350, to a maximum total of $3500.

g. your commercial accommodations and meals, essential telephone calls, internet usage fees, and taxi fares (ride sharing or rental car in lieu of taxi fares), up to a daily maximum of:

- $350, to a maximum total of $700.
**Missed Connection Benefit:**
Reimbursement to you, up to the maximum covered amount for the lesser of the following, toward the expenses you incur as a result of the Covered Reason #22 & #23.

- The change fee charged by the airline carrier(s) involved, when such an option is available to you; or
- Up to $1,000 for the extra cost of your one-way economy air fare via the most cost effective route to your next destination (inbound and outbound).

**Cruise, Tour and Travel package Cancellation Benefit:**
Reimbursement to you, up to the maximum covered amount for the lesser of the following, toward the expenses you incur as a result of Covered Reason #19.

**IMPORTANT**
Your maximum covered amount purchased for Trip Cancellation must include the cruise, tour, travel package and your non-refundable prepaid air fare.

**Unused Cruise Shore Excursion Tickets or Special Event Tickets:**
Reimbursement of your expenses incurred as a result of Covered Reason #21 for your unused cruise shore excursion tickets or special event tickets (theatrical, concert, or sporting event) up to $100 per ticket to a maximum of $500.

**Transportation Delay Benefit:**
As a result of Covered Reason #24, reimbursement to you, up to a daily maximum of $350 to a total of $700:

- for your overnight commercial accommodations (if delayed for 6 hours or more and delay occurs overnight); and
- meals, essential telephone calls, internet usage fees, taxi fares (ride sharing or rental car in lieu of taxi fares).

**IMPORTANT**
This benefit can only be claimed if no other compensation was provided or offered by the delayed transportation.

**Pet Care Expenses:**
Reimbursement to you toward the expenses you incur, up to $100 maximum total, as a result of one of the Covered Reasons, for additional animal boarding fees if you were delayed and unable to return on your return date.

**IMPORTANT**
- This benefit is payable only if your pet care exceeds the quoted cost for the pre-booked period of accommodation with a licensed boarding kennel, cattery or animal shelter, in which case we will reimburse you for the boarding charges incurred after the first 24 hours of your delayed return, subject to a maximum total of $100.
- This benefit does not cover veterinary fees.
Golf Course Green Fee / Ski Lift Ticket Expenses:
Reimbursement to you toward the expenses you incur, up to $100 per day/$400 maximum total, for the non-refundable green fee or ski lift tickets as a result of one of the Covered Reasons.

HolidaySure Plan Coupon:
Upon your request, compensation to you in the form of a coupon of up to $750 in value when you cancel your trip due to hospitalization or death of:
- Your immediate family member (who is not at your destination),
- Your travelling companion
- Caregiver, key employee or business partner
and –
- You miss at least 75% of your trip as a result of the interruption of your travel plans;
- You use the coupon towards travel in the 180 days immediately following the date of your early return from your interrupted insured trip; and
- You use the coupon to purchase replacement travel.

Failure to meet these conditions will make the HolidaySure Plan benefit coverage null and void.

Your original Non-Medical Package, does not provide insurance for the replacement travel.

Repatriation of your remains Benefit:
If, during your trip, you die from a medical condition covered under this insurance, the insurance covers:
- the transportation of your remains in the common carrier’s standard transportation container to your province or territory of residence, and up to $5,000 for the preparation of your remains and for the cost of the common carrier’s standard transportation container; or
- the transportation of your remains to your province or territory of residence and up to $5,000 for the cremation of your remains at the location where your death occurred; or
- up to $5,000 for the preparation of your remains and the cost of a standard burial container and up to $5,000 for the burial of your remains at the location where your death occurred.
Limitations, Conditions & Exclusions

What Conditions Apply?

1. It is a condition of any transportation and out of pocket expense benefit under this insurance that travel must be undertaken on the earliest of:
   a. the date when your travel is medically possible; and
   b. within 10 days following your originally scheduled return date if your delay is not the result of hospitalization; or
   c. within 30 days following your originally scheduled return date if your delay is the result of hospitalization, when the benefit is payable because of a medical condition covered under one of the Covered Reasons.

2. This insurance is subject to the “Terrorism Coverage”, “General Conditions” and “How Do You Submit a Claim?” sections outlined in this insurance document.

What is Not Covered

Pre-existing Medical Condition Exclusions:

1. Pre-Existing Medical Condition Exclusion:
   (Applicable if the non-refundable portion of your pre-paid travel arrangements does not exceed $15,000).

When reading the Pre-existing Medical Condition exclusions, please review the definition of stable.

This exclusion applies to you, your spouse, your children whether or not they are travelling with you. It also applies to your parents and your siblings who live in the same home, whether or not they are travelling with you.

We will not pay for any expenses incurred directly or indirectly as a result of:

i. Your/their medical condition or related condition (whether or not the diagnosis has been determined) if at any time in the 90 days before your effective date, the medical condition or related condition has not been stable.

ii. Any heart condition (whether or not the diagnosis has been determined) if at any time in the 90 days before your effective date:
   a. Your/their heart condition has not been stable; or
   b. You/they have taken nitroglycerin more than once per week specifically for the relief of angina pain.

iii. Any lung condition (whether or not the diagnosis has been determined) if at any time in the 90 days before your effective date:
   a. Your/their lung condition has not been stable; or
   b. You/they have been treated with or prescribed home oxygen (on a regular or on an as needed basis) or treated with or prescribed oral steroids (prednisone or prednisolone) for any lung condition.

2. Pre-Existing Medical Condition Exclusion:
   (Applicable if the non-refundable portion of your pre-paid travel arrangements exceeds $15,000).

IMPORTANT

If the non-refundable portion of your pre-paid travel arrangements exceeds $15,000, you must complete the medical questionnaire. The pre-existing medical condition exclusion is based on the category you qualify for (Gold, Silver or Bronze). Exclusion # 3 also applies to all categories.

Gold

This insurance does not pay for any expenses incurred directly or indirectly as a result of:

i. Your medical condition or related condition (whether or not the diagnosis has been determined) if at any time in the 90 days before your effective date, your medical condition or related condition has not been stable.
Your heart condition (whether or not the diagnosis has been determined) if at any time in the 90 days before your effective date:

- a any heart condition has not been stable; or
- b you have taken nitroglycerin more than once per week specifically for the relief of angina pain.

Your lung condition (whether or not the diagnosis has been determined) if at any time in the 90 days before your effective date:

- a any lung condition has not been stable; or
- b you have been treated with or prescribed home oxygen (on a regular basis or on an as needed basis) or treated with or prescribed oral steroids (prednisone or prednisolone) for any lung condition.

### Silver
This insurance does not pay for any expenses incurred directly or indirectly as a result of:

1. Your medical condition or related condition (whether or not the diagnosis has been determined) if at any time in the 180 days before your effective date, your medical condition or related condition has not been stable.

2. Your heart condition (whether or not the diagnosis has been determined) if at any time in the 180 days before your effective date:

   - a any heart condition has not been stable; or
   - b you have taken nitroglycerin more than once per week specifically for the relief of angina pain.

3. Your lung condition (whether or not the diagnosis has been determined) if at any time in the 180 days before your effective date:

   - a any lung condition has not been stable; or
   - b you have been treated with or prescribed home oxygen (on a regular basis or on an as needed basis) or treated with or prescribed oral steroids (prednisone or prednisolone) for any lung condition.

### Bronze
This insurance does not pay for any expenses incurred directly or indirectly as a result of:

1. Your medical condition or related condition (whether or not the diagnosis has been determined) if at any time in the 365 days before your effective date, your medical condition or related condition has not been stable.

2. Your heart condition (whether or not the diagnosis has been determined) if at any time in the 365 days before your effective date:

   - a any heart condition has not been stable; or
   - b you have taken nitroglycerin more than once per week specifically for the relief of angina pain.

3. Your lung condition (whether or not the diagnosis has been determined) if at any time in the 365 days before your effective date:

   - a any lung condition has not been stable; or
   - b you have been treated with or prescribed home oxygen (on a regular basis or on an as needed basis) or treated with or prescribed oral steroids (prednisone or prednisolone) for any lung condition.

### 3 Pre-Existing Medical Condition Exclusion:
(Applicable if the non-refundable portion of your pre-paid travel arrangements exceeds $15,000).

This insurance does not pay for any expenses incurred directly or indirectly as a result of:
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i Your immediate family member or your travelling companion’s medical condition or related condition (whether or not the diagnosis has been determined) if at any time in the 90 days before your effective date, your immediate family member or your travelling companion’s medical condition or related condition has not been stable.

ii Your immediate family member or your travelling companion’s heart condition (whether or not the diagnosis has been determined) if at any time in the 90 days before your effective date:
   a any heart condition has not been stable; or
   b your immediate family member or your travelling companion have taken nitroglycerin more than once per week specifically for the relief of angina pain.

iii Your immediate family member or your travelling companion’s lung condition (whether or not the diagnosis has been determined) if at any time in the 90 days before your effective date:
   a any lung condition has not been stable; or
   b your immediate family member or your travelling companion have been treated with or prescribed home oxygen (on a regular or on an as needed basis) or treated with or prescribed oral steroids (prednisone or prednisolone) for any lung condition.

General Exclusions

In addition to the exclusion outlined above under “Pre-Existing Medical Condition Exclusions,” this insurance does not cover any loss, claim or expense of any kind caused directly or indirectly by:

a Any known or anticipated event, occurrence, circumstance, or medical condition which you were aware of on or before your effective date, and which you knew might be cause for cancellation, interruption or delay of your trip.

b A trip undertaken to visit or attend an ill person when the medical condition or death of that person is the cause of the claim.

c Pre-paid travel arrangements for which an insurance premium was not paid.

d Your self-inflicted injury, suicide or attempt to commit suicide.

e Any claim that results from or is related to your involvement in the commission or attempted commission of a criminal offence or illegal act.

f Any medical condition, including symptoms of withdrawal, arising from, or in any way related to, your chronic use of alcohol, drugs or other intoxicants whether prior to or during your trip.

g Any medical condition arising during your trip from, or in any way related to, the abuse of alcohol, drugs or other intoxicants.

h Any medical condition that is the result of you not following treatment as prescribed to you, including prescribed or over-the-counter medication.

i Any claim related to routine pre-natal or post-natal care; or

Any claim related to your child born during the trip; or

Any claim related to pregnancy, delivery, or complications of either, arising 9 weeks before the expected date of delivery or 9 weeks after.

j A trip made for the purpose of obtaining a diagnosis, treatment, surgery, investigation, palliative care, or any alternative therapy, as well as any directly or indirectly related complication.

k Your participation in rock climbing or mountain climbing.

l The non-issuance of a travel visa due to late visa application.

m Your refused entry at customs, border crossing, or security checkpoint for any reason.

n The schedule change of a medical test or surgery that was originally scheduled before your period of insurance.
o Your medical condition if any answer provided in the medical questionnaire, when applicable, is incorrect, in which case the insurance is void and the premium paid is refundable at our option.

p Any claim related to:
- an act of war whether declared or undeclared;
- rebellion;
- exposure to nuclear reaction or radiation;
- radioactive, biological or chemical contamination.

q Any expenses resulting from orbital space flights, sub-orbital space flights and space tourism.

r A travel advisory (“Avoid Non-Essential Travel” or “Avoid all Travel”) issued by the Government of Canada specifically related to COVID-19 (including any mutation or variation).

### IMPORTANT NOTE:
**VOUCHERS OR FUTURE TRAVEL CREDITS**

1. A travel supplier may provide you with a voucher or future travel credit when your trip is cancelled or interrupted due to a covered reason.

2. We will, for Cancellation and Interruption claims, except as described in paragraph 3, reimburse you up to a maximum of 100% of your eligible loss covered under this insurance. You are required to contact the travel supplier and obtain proof of the cancelled voucher or future travel credit in order to proceed with your claim.

3. If payable combined Cancellation and Interruption claims related to one event exceed $1 million dollars, any voucher or future travel credit that has been made available to you, by a travel supplier, (whether it is accepted by you or not) will be considered a refund and your claim will not be covered. This limitation will only apply when the covered reason is related to the one event.

4. In the case of paragraph 3, when a claim is submitted, you will be informed to contact the travel supplier, for alternative or replacement travel options.

### Baggage Loss, Delay & Damage Insurance

**Description of Coverage**

This insurance covers you for direct physical loss of, or damage to, the baggage and personal effects you own and use during your trip. It also covers baggage delay if your baggage is delayed for 12 hours or more while en route. This benefit is payable only when the delay happens before your return home.
IMPORTANT

If you are insured under other Baggage & Personal Effects insurance issued by us, then the maximum sum insured per person or per family will not exceed $2,000 in total for all coverages.

What is Covered

Loss of or Damage to Baggage & Personal Effects:
- Reimbursement of your losses up to $1000 maximum, subject to a maximum of $500 for any one item or set of items (items which are purchased for use together and commonly used together).

Replacement of Travel Documents:
- Reimbursement of up to $300 in total towards the replacement expenses of one or more of the following documents: passport, driver’s licence, birth certificate or travel visa, in the event any one of these is lost or stolen.

Delay of Baggage & Personal Effects:
- Reimbursement up to $400 maximum for necessary toiletries and clothing when your checked baggage is delayed by the carrier for 12 hours or more while en route and before returning to your departure point.

Delay of Golf Clubs:
- Reimbursement up to $100 per day/$400 maximum for the rental of golf clubs, and the purchase of reasonable and customary golf accessories such as golf balls and tees, in the event your golf clubs (which you own or use during your trip) are delayed by the carrier for 12 hours or more while en route and before returning to your departure point.

Delay of Ski Equipment:
- Reimbursement up to $100 per day/$400 maximum for the rental of ski equipment, and the purchase of reasonable and customary ski accessories, in the event your ski equipment (which you own or use during your trip) is delayed by the carrier for 12 hours or more while en route and before returning to your departure point.

IMPORTANT

Ski equipment includes snowboards, skis, bindings, boots or poles.

Limitations, Conditions & Exclusions

What conditions apply?

1. In the event of theft, burglary, robbery, malicious mischief, disappearance, loss or damage of an item covered under this insurance, you must:
   a. during your period of insurance, immediately notify and obtain corroborating documentary evidence from the police or, if the police are not available, the hotel manager, tour guide or transportation authorities;
   b. promptly take all reasonable precautions to protect, save and/or recover the property; and
   c. notify us immediately upon your return to your departure point.

Failure to comply with this condition will invalidate any claim under this insurance.

2. If the insured property is under check of a common carrier and delivery is delayed, this insurance will continue until such property is delivered by the common carrier.

3. a. We are not liable beyond the actual cash value (original cost less deduction for depreciation) of the property at the time of loss.
   b. We have the option to repair or replace any damaged or lost property with other of similar kind, quality and value and to require submission of the property for appraisal of damage.

4. If an article which is part of a set is lost or damaged, the measure of loss or damage to such article is a reasonable and fair proportion of the total value of the set, but not the total loss of or damage to the set.
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5 This insurance is subject to the “Terrorism Coverage”, “General Conditions” and “How Do You Submit a Claim?” sections outlined in this document.

What is Not Covered
This insurance does not cover:

1 Animals, perishables, bicycles except while checked as baggage with a common carrier, household effects and furnishings, artificial teeth and limbs, hearing aids, eye glasses, sunglasses, contact lenses, money, tickets, securities and documents, professional or occupational items, antiques and collector items, breakage of or damage to brittle or fragile articles, property illegally acquired, kept, stored or transported.

2 Any claim arising from loss:
   a caused by wear and tear, deterioration, defect or mechanical breakdown;
   b caused by your imprudent act or omission;
   c of articles specifically insured on a valued basis by another insurer while this insurance is in effect;
   d caused by theft from an unattended vehicle unless the vehicle (including the vehicle’s trunk) was securely locked and there were visible marks indicating that the theft occurred as a result of forcible entry.

3 A trip made for the purpose of obtaining a diagnosis, treatment, surgery, investigation, palliative care, or any alternative therapy, as well as any directly or indirectly related complication.

4 Any claim related to:
   ■ an act of war whether declared or undeclared;
   ■ rebellion;
   ■ exposure to nuclear reaction or radiation;
   ■ radioactive, biological or chemical contamination.

5 Any expenses resulting from orbital space flights, sub-orbital space flights and space tourism.

Flight & Travel Accident Insurance
Description of Coverage
This insurance covers your accidental bodily injury sustained during your trip resulting in your dismemberment, loss of sight, death or complete and irrecoverable loss of speech or hearing within 365 days from the date of the accident.

IMPORTANT
For Flight Accident Insurance, the following applies:

■ Your trip must take place on a passenger plane, between the departure point and the destination or the return to the departure point if a round trip ticket is obtained before leaving the departure point.

■ At the time you sustain the accidental bodily injury, you must be travelling on a ticket or pass covering the whole airline trip issued to you for transportation on a passenger plane in which this insurance was purchased against. If the ticket is issued to you aboard such passenger plane after leaving the departure point but before reaching the first scheduled stop, it will be deemed to have been issued before leaving the departure point.

The accidental bodily injury must be sustained while you are:

■ a passenger on the trip shown on the insurance application/confirmation of coverage, or during a substitute trip if the ticket is exchanged;

■ riding as a passenger in a land or water conveyance at the expense of the airline as a substitute for a passenger plane on which you are covered by this insurance;
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- riding as a passenger in a limousine or bus service provided by the airline or airport authority;
- at an airport for the purpose of departure or arrival of the flight covered by this insurance;
- riding as a passenger in a scheduled helicopter shuttle service to and from airports to make a connection with the flight covered by this insurance; or
- exposed to the elements due to a forced landing or disappearance of a passenger plane on which you are riding.

What is Covered

<table>
<thead>
<tr>
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<th>Principal Sum:</th>
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<tbody>
<tr>
<td>Flight Accident</td>
<td>$100,000</td>
</tr>
<tr>
<td>Travel Accident</td>
<td>$50,000</td>
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</tbody>
</table>

We will pay the greater of these benefits for all losses resulting from an accident:

1. 100% of the principal sum for death, double dismemberment or loss of sight of both eyes; or
2. 100% of the principal sum for complete and irrecoverable loss of speech or hearing; or
3. 50% of the principal sum for single dismemberment or loss of sight of one eye.

Limitations, Conditions & Exclusions

What conditions apply?

| Conditions 1 to 5 apply to Travel Accident. |
| Conditions 2 to 7 apply to Flight Accident. |

1. If after 1 year following the accident covered under this insurance, your body has not been found, it will be presumed that you died as a result of such injuries occurring at the time of such accident.

2. This insurance is subject to the “Terrorism Coverage”, “General Conditions” and “How Do You Submit a Claim?” sections outlined in this certificate of insurance.

3. The maximum sums available are shown in the Summary of Insurance Coverage chart contained in this certificate of insurance.

4. Any expense incurred if the purpose of your trip is obtaining a diagnosis, treatment, surgery, investigation, palliative care, or any alternative therapy, as well as any directly or indirectly related complication.

5. The total benefits payable for one or more accidents will not exceed the applicable principal sum as outlined in the Summary of Insurance Coverage chart.

6. If after 1 year following the forced landing or disappearance of the passenger plane on which you are riding, your body has not been found, it will be presumed that you died as a result of the accidental bodily injury that occurred at the time of such forced landing or accident or, in the case of disappearance of such passenger plane, that you died at the time and place the passenger plane was last seen or heard from and as the result of an accident to such passenger plane.

7. This insurance starts on your effective date. It ends either upon completion of the airline trip or upon expiration of the passenger plane ticket or upon surrender of the passenger plane ticket for refund or credit.
What is Not Covered

Exclusions 1 to 13 apply to Flight Accident
Exclusions 1 to 16 apply to Travel Accident

This insurance does not cover any loss, claim or expense of any kind caused directly or indirectly from:

1. Any claim related to:
   - an act of war whether declared or undeclared;
   - rebellion;
   - exposure to nuclear reaction or radiation;
   - radioactive, biological or chemical contamination.

2. Your self-inflicted injury, suicide or attempt to commit suicide.

3. Any claim that results from or is related to you or your beneficiary’s involvement in the commission or attempted commission of a criminal offence or illegal act.

4. Participation in any military manoeuvre or training exercise.

5. Disease, even if the cause of its activation or reactivation is an accident.

6. Piloting, learning to pilot or acting as a member of a crew of an aircraft.

7. Contamination due to any act of terrorism.

8. Terrorism.

9. A trip made for the purpose of obtaining a diagnosis, treatment, surgery, investigation, palliative care, or any alternative therapy, as well as any directly or indirectly related complication.

10. Accidental bodily injury, including symptoms of withdrawal, arising from, or in any way related to, your chronic use of alcohol, drugs or other intoxicants whether prior to or during your trip.

11. Accidental bodily injury arising during your trip from, or in any way related to, the abuse of alcohol, drugs or other intoxicants.

12. Accidental bodily injury that is the result of you not following treatment as prescribed to you, including prescribed or over-the-counter medication.

13. Any expenses resulting from orbital space flights, sub-orbital space flights and space tourism.

14. Participation as a professional athlete in a sporting event including training or practice for the same.

15. Participation in hang-gliding, rock climbing, mountain climbing, parachuting, skydiving or bungee jumping.

16. Participation in any kind of motorized race or motorized speed contest including training or practice for the same.

Terrorism Coverage

Where an act of terrorism directly or indirectly causes a loss that would otherwise be payable under one of the Covered Reasons in accordance with the terms and conditions of this insurance, this insurance will provide coverage as follows:

1. Terrorism Coverage is not available under Flight and Travel Accident Insurance.

2. We will, for Cancellation & Interruption claims, except in the case of catastrophic event, reimburse you up to a maximum of 100% of your eligible loss.

3. We will, for Cancellation & Interruption claims resulting in a catastrophic event, and subject to the limits described in paragraph 6), reimburse you up to a maximum of 50% of your eligible loss.

4. For all other classes of insurance, we will reimburse you up to a maximum of 100% of your eligible loss.

5. The benefits payable in accordance with paragraphs 2), 3) and 4) are in excess to all other potential sources of recovery, including but not limited to, alternative or replacement travel options offered by airlines, tour

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operators, cruise lines and other travel suppliers and other insurance coverage (even where such other coverage is described as excess) and will only respond after you have exhausted all such other sources.

6 The benefits payable in accordance with paragraph 3) shall be paid out of a fund and, where total claims exceed fund limits, eligible claims shall be reduced on a pro rata basis so that the maximum payment out of the fund for all certificate of insurance holders shall be CDN$5,000,000 per act of terrorism or series of acts of terrorism occurring within a 72-hour period. The total maximum payment out of the fund for all certificate of insurance holders shall be CDN$10,000,000 per calendar year regardless of the number of acts of terrorism. If, in our judgment, the total of all payable claims for all certificate of insurance holders under one or more acts of terrorism may exceed the applicable fund maximum limits, your prorated claim will be paid after the end of the calendar year.

How to Become Insured, Extend or Modify Your Insurance

How do you become insured?

You become insured and this Insurance document becomes an insurance contract:

- Your name is on the insurance application/confirmation of coverage.
- The required premium has been paid on or before your effective date.
- You have completed the medical questionnaire if required.

When does your coverage automatically extend?

1 If you cannot complete your trip by your return date because of the delay of a common carrier in which you are scheduled to travel, your coverage will automatically extend for the delay period to a maximum of 72 hours.

2 Regardless of the automatic extensions above, coverage will not continue beyond 365 days from your latest date of departure from your departure point.

What if you decide to extend your trip?

If you decide to extend your trip, any extension of your coverage is subject to the following conditions:

1 a If you have not had a medical condition under your existing coverage under any of our insurances, you must request the extension by contacting us before your return date.

   b If you have had a medical condition under your existing coverage under any of our insurances, you must request the extension by contacting us before your return date, and the extension is subject to our approval.

2 You must pay the required additional premium before your original return date.

3 If the insurance for which you require the extension is not available for the duration that includes the total number of days of your trip and any optional extension(s), your coverage cannot be extended. Instead, you may be able to purchase a new certificate of insurance under the coverage:

   a for which you are eligible; and

   b that is available for the duration that includes the period beginning with your effective date and ending at your new return date.

4 Any extension of your coverage is subject to our approval and we reserve the right to decline the request.

The terms, conditions and exclusions of the certificate extension apply to you during the extension period.
Topping Up another travel insurance coverage

If you are covered under another travel insurance coverage, you may purchase top-up coverage from us only before your date of departure from your departure point, and:

a  You must pay the required top-up premium before your date of departure from your departure point.

b  The terms, conditions and exclusions of our certificate of insurance issued as top-up apply to you.

c  You cannot purchase an annual coverage to top-up a single trip (if you have travel insurance included with your credit card coverage, you can purchase an annual coverage as top-up).

d  Any top-up coverage is subject to our approval and we reserve the right to decline the request.
Insurance Premium

About Your Premium

- The required premium is due and payable at the time of purchase and will be determined according to the schedule of premium rates in effect.
- Premium rates and coverage terms and conditions are subject to change without prior notice.
- Coverage will be null and void if credit card charges are invalid, or if no proof of your payment exists.

When can your premium be refunded?

If you are not completely satisfied with this travel insurance, you may cancel it within 10 days of purchase for a full refund, provided you have not left on your trip and have not experienced an event that would cause you to submit a claim. Refunds after the 10 day will not be permitted unless:

- the supplier (tour operator, airline, etc.) cancels your trip and all penalties are waived; or
- the supplier (tour operator, airline, etc.) changes the travel dates and you are unable to travel on these dates and all penalties are waived; or
- you cancel your trip before any cancellation penalties are in effect.

Contract or Coverage Termination by Us:

1. This certificate of insurance is issued on the basis of information in your application or provided in connection with your application (including answers to the medical questionnaire, if required). When completing the application and answering the medical questions, your answers must be complete and accurate. In the event of a claim, we will review your medical history. If any of your answers are found to be incomplete or inaccurate:
   - your coverage will be void
   - which means your claim will not be paid

2. If you fail to meet the eligibility conditions as outlined under “Eligibility”, your insurance is void and our liability is limited to a refund of the premium paid.

3. You must repay us any amount paid or authorized by us on your behalf if we determine that the amount is not payable under your certificate of insurance.

4. This contract is void if a trip is made for the purpose of obtaining a diagnosis, treatment, surgery, investigation, palliative care, or any alternative therapy, as well as any directly or indirectly related complication.
How to Submit a Claim

How to Submit a Claim

1. When you call us at the time of an emergency, you will be given all the information required to file a claim. Otherwise, please refer to the instructions below.

2. We do not cover fees charged for completing a medical certificate.

3. For a Trip Cancellation/Trip Interruption claim, or a Flight and Travel Accident claim:
   - You must provide notice of your claim within thirty (30) days of the date the claim arises.
   - You must submit the information required for your claim within ninety (90) days of the date the claim arises. If it is not reasonably possible to provide such information within ninety (90) days, you must do so within one (1) year of the date the claim arises or such other time period as may be permitted by your applicable provincial legislation or your claim may not be reviewed.

   For a Baggage & Personal Effects or Baggage Delay Insurance claim:
   - You must provide notice of your claim as soon as you become aware of the claim and deliver as soon as practicable the information required by the insurer to adjudicate the claim.

   If your claim is approved, payment will be made within sixty (60) days of receipt of all of the required information.

   - If you need a Claim & Authorization form, please contact our Claims Department at 1-800-387-2487 toll-free from the U.S. and Canada, or (905) 816-2561.

   - Or you can visit our website at https://www.rbcroyalbank.com/travel-insurance/claims-service.html#make-travel-claim to obtain a Cancellation & Interruption claim form.

   - Our address:
     RBC Insurance Company of Canada Claims
     c/o Allianz Global Assistance
     P O Box 277
     Waterloo, ON N2J 4A

How to file a Complaint

Information Required for each type of claim

If you are making a Trip Cancellation or Trip Interruption Insurance claim:

We require the fully completed Claim & Authorization form, and when applicable:

- A medical document, fully completed by the legally qualified physician in active personal attendance and in the locality where the medical condition occurred stating the reason why travel was not recommended, the diagnosis and all dates of treatment.
- Written evidence of the Covered Reason which was the cause of the cancellation, interruption or delay.
- Tour operator terms and conditions.
- Complete original unused transportation tickets, vouchers, cruise shore excursions or special ticket events.
- All receipts for the prepaid land arrangements and/or out of pocket expenses.
- Original passenger receipts for new tickets.
- Reports from the police or local authorities documenting the cause of the missed connection.
- Detailed invoices and/or receipts from the service provider(s).

If you are making a Baggage & Personal Effects or Baggage Delay Insurance claim:

We require the fully completed Claim & Authorization form, and when applicable:

- Proof of loss/damage (copy of reports made to the authorities), proof of ownership and receipts for the items claimed, in the event of loss or damage.
- Proof of delay and receipts for purchases of necessary toiletries and clothing in the event of a delay.

If you are making a Flight and Travel Accident Insurance claim:

We require the fully completed Claim & Authorization form, and when applicable:

- Police reports, medical records, death certificate, autopsy or coroner’s report.

FAILURE TO COMPLETE THE REQUIRED CLAIM & AUTHORIZATION FORM IN FULL WILL DELAY THE ASSESSMENT OF YOUR CLAIM.

What can you expect from us when making a claim

1. When making a claim under this insurance, you must provide the applicable documents we require. Failure to provide the applicable documentation will invalidate your claim.

2. We will pay the expenses, other than for loss of life, covered under this insurance to you or to the provider of the service(s). Any sum payable for loss of life will be payable to your estate unless otherwise specified in your insurance application/confirmation of coverage.

3. Payment, reimbursement and amounts shown throughout this contract are in Canadian dollars, unless otherwise stated. If currency conversion is necessary, we will use the exchange rate on the date the last service was rendered to you. This insurance will not pay for any interest.

4. You must repay us any amount paid or authorized by us on your behalf if we determine that the amount is not payable under your certificate of insurance.

IMPORTANT

To save you time, we’ve made it easier to submit your trip cancellation and trip interruption claims online.

Sign in to Online Insurance:


From the Policy Summary screen, find your travel policy/certificate number

Click on “Open a Claim” to get started

Please make sure to have all your supporting documents available when you open a claim online.
During the processing of a claim under this insurance, we may require you to undergo a medical examination by one or more physicians selected by us and at our expense.

What can you do if your claim is not approved

If your claim is not approved and you disagree with our decision, you have the option to appeal. You can contact the RBC Client Complaints Appeal Office for assistance at: ccao@rbc.com or 1-888-728-6666 or https://www.rbcinsurance.com/contact-us/personal-insurance/index.html.

In order to submit the appeal, you will need to outline your concerns and resolution expectations. You will also need to send us the following:

- A copy of the final decision/proposal letter that you received
- Any new information or documentation that has not already been submitted to support your position

There is a limitation period for commencing an action in the Province of Quebec. If you decide to commence an action in court, we recommend you seek independent legal advice on your rights and the applicable limitation period. You may only commence a legal action in the province or territory where the certificate of insurance was issued.

You may only commence a legal action in the province or territory where the certificate of insurance was issued. You or your heirs assign consent to the transfer of any legal action to the province or territory where the certificate of insurance was issued.

If the aggregate of all Flight Accident insurance policies under which we cover you is in excess of $200,000, our total liability will be limited to $200,000 and any excess insurance will be void and the premiums paid will be refunded.

Access to Care

We will assist you to access care whenever possible; however, we are not responsible for the quality of care you receive.

General Conditions

1 Throughout this document, any reference to age refers to your age on the date of insurance application/confirmation of coverage.

2 We and our agents are not responsible for the availability, quality or results of any medical treatment or of any transportation or of your failure to obtain medical treatment.

3 This document, including the insurance application/confirmation of coverage and, when applicable, the medical questionnaire, is the entire contract between you and us. Despite any other provision of this contract, this contract is subject to the statutory conditions in the Insurance Act respecting contracts of accident and sickness insurance.

4 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 in other applicable legislation in your province of residence. For those actions or proceedings governed by the laws of Quebec, the prescriptive period is set out in the Quebec Civil Code.

5 You may only commence a legal action in the province or territory where the certificate of insurance was issued.

Misrepresentation

1 This certificate of insurance is issued on the basis of information in your application or provided in connection with your application (including answers to the medical questionnaire, if required). When completing the application and answering the medical questions, your answers must be complete and accurate. In the event of a claim, we will review your medical history. If any of your answers are found to be incomplete or inaccurate:
your coverage will be void
which means your claim will not be paid

2 You must be accurate and complete in your dealings with us at all times.

3 We will not pay a claim if you, any person insured under this certificate of insurance or anyone acting on your behalf attempt to deceive us or makes a fraudulent, false or exaggerated statement or claim.

Co-ordination of Benefits
If you are eligible for benefits, similar to the benefits provided under this insurance, the total benefits paid to you by all insurers cannot exceed the actual incurred expense.

We will coordinate the payment of benefits from all insurers with whom you are eligible, to the maximum of the largest amount specified by each insurer.

1 In the case of out-of-country/province health care coverage:
   a if you are retired and your former employer provides to you, under an extended health insurance plan, a lifetime maximum coverage of:
      ▪ $50,000 or less, we will not coordinate payment with such coverage;
      ▪ more than $50,000, we will coordinate payment with such coverage only in excess of $50,000; in accordance with the coordinating coverage guidelines issued by the Canadian Life and Health Insurance Association.
   b if you are actively employed and your current employer provides to you, under a group health insurance plan, a lifetime maximum coverage of:
      ▪ $50,000 or less, we will not coordinate payment with such coverage;
          ▪ more than $50,000, we will coordinate payment with such coverage only in excess of $50,000.

2 If you are insured under more than one of our policies, the total amount paid to you cannot exceed the actual expense which you have incurred, and the maximum you are entitled to is the largest amount specified for the benefit in any one certificate of insurance.

3 Any of our policies are excess insurance and are the last payors. All other sources of recovery, indemnity payments or insurance coverage must be exhausted before any payments will be made under any of our policies.

4 These conditions are not applicable to benefits payable under Flight & Travel Accident Insurance.

Right to be Reimbursed (Subrogation) and Third Party Recovery
As a condition to receiving benefits under this certificate of insurance, you agree that if you have a claim or right of action against any person, company or organization for the loss or expenses for which under this certificate of insurance we have made payment, you shall, if requested by us, assign and transfer such claim or right of action to us. You agree that you will do nothing to prejudice our rights to recover, and you will cooperate fully with us and to allow us, at our own expense, to bring a law suit in your name against the third party.

In the event that you institute a demand or action in connection with the losses or expenses for which under this certificate of insurance we have made payment, you agree to:

1 Immediately notify us of this claim and provide the name and address of the lawyer or firm pursuing this action on your behalf;

2 Advise the lawyer or firm acting on your behalf about our right to be reimbursed under
this certificate of insurance, and instruct any such lawyer or firm acting on your behalf to include as part of your action all amounts paid by us under this certificate of insurance;

3 Keep us informed on the status of your legal action and to provide us, free of charge with such reports as we may reasonably require and details of any settlement negotiations; and

4 Reimburse us for all emergency medical, hospital, and related costs paid under the certificate of insurance from any amounts you receive from a third party responsible (in whole or in part) for your injury or sickness whether such amounts are paid under a judgment or settlement agreement.

**Definitions**

The following are our definitions and apply when bolded and written in italics throughout this document.

**Accidental bodily injury** – bodily injury caused by an accident of external origin occurring during the period of insurance and being the direct and independent cause of the loss.

**Business meeting** – a meeting, trade show, training course, or convention scheduled before your effective date between companies with unrelated ownership, pertaining to your full-time occupation or profession and that is the sole purpose of your trip. Legal proceedings are not considered to be a business meeting.

**Caregiver** – the permanent, full-time person entrusted with the well-being of your dependant(s) and whose absence cannot reasonably be replaced.

**Catastrophic event** – total eligible Cancellation & Interruption Insurance claims arising directly or indirectly from an act of terrorism, or series of acts of terrorism, occurring within a 72-hour period that exceed $1,000,000.

**Children** – dependent unmarried persons, who are your natural, adopted or step-children, and are:

a under 21 years of age; or

b under 26 years of age if full-time students; or

c your child of any age who is mentally or physically disabled.

**Commercial rental agency** – a car rental agency licensed under the law of its jurisdiction.

**Contamination** – the poisoning of people by nuclear, chemical and/or biological substances which causes illness and/or death.

**Departure point** – the place you depart from on the first day of your intended travel period, as shown on your trip itinerary insured by us.

**Dismemberment** – actual severance through or above your wrist or ankle joint.
**Effective date** – your effective date is shown on your insurance application/confirmation of coverage:

**Travel Accident coverage and Baggage & Personal Effects coverage:**
- the date on which you are scheduled to leave your departure point.

**Cancellation & Interruption coverage:**
- the date and time the required premium is paid.

**Flight Accident coverage:**
- the date and time shown on your passenger plane ticket.

**Top-up coverage:**
- 12:01 a.m. on the day following the date of expiry of your prior coverage; or
- if you purchase top-up coverage for the beginning portion of your intended travel period, your effective date is set out above based on the coverage you purchase as top-up.

**Emergency** – a sudden and unforeseen medical condition that requires immediate treatment. An emergency no longer exists when the evidence reviewed by Allianz Global Assistance indicates that no further treatment is required at destination or you are able to return to your province/territory of residence for further treatment.

**Expiry date** – the date on which your coverage ends under this insurance, as shown on your insurance application/confirmation of coverage.

**Government health insurance plan** – the health insurance coverage that Canadian provincial and territorial governments provide for their residents.

**Hospital** – an institution that is licensed as an accredited hospital that is staffed and operated for the care and treatment of in-patients and out-patients. Treatment must be supervised by physicians and there must be registered nurses on duty 24 hours a day. Diagnostic and surgical capabilities must also exist on the premises or in facilities controlled by the establishment. A hospital is not an establishment used mainly as a clinic, extended or palliative care facility, rehabilitation facility, addiction treatment centre, convalescent, rest or nursing home, home for the aged or health spa.


**Insurance application/confirmation of coverage** – the document provided by us or through your online application which confirms the insurance coverage you have purchased. The insurance application/confirmation of coverage forms part of the insurance contract.

**Key employee** – an employee whose continued presence is critical to the ongoing affairs of the business during your absence.

**Loss of sight** – entire and permanent loss of eyesight.

**Medical condition** – any disease, illness or injury (including symptoms of undiagnosed conditions).

**Medical questionnaire** – the form that contains questions that must be answered correctly at the time of insurance application/confirmation of coverage, and that, once completed and signed, forms part of the insurance contract. Your medical condition at the time of completion of the medical questionnaire determines the terms of coverage and/or the premium that apply to you. You must complete the medical questionnaire for Cancellation & Interruption coverage, if the non-refundable portion of your prepaid travel arrangements exceeds $15,000.

**Mountain climbing** – the ascent or descent of a mountain requiring the use of specialized equipment, including crampons, pick-axes, anchors, bolts, carabiners and lead-rope or top-rope anchoring equipment.

**Passenger plane** – a certified multi-engined transportation aircraft provided by a regularly scheduled airline on any regularly scheduled trip operated between licensed airports and holding a valid Canadian Air Transport Board or Charter Air Carrier licence, or its foreign equivalent, and operated by a certified pilot.
Period of insurance – the period of time between your effective date and your return date.

Physician – a person who is not you or a member of your immediate family or your traveling companion, licensed in the jurisdiction where the services are provided, to prescribe and administer medical treatment.

Pre-existing medical condition – any medical condition that exists prior to your effective date.

Prescription drug – drug or medicine that can only be issued upon the prescription of a licensed physician or dentist and is dispensed by a licensed pharmacist. Prescription drug does not mean such drug or medicine when you need (or renew) them to continue to stabilize a condition which you had before your trip, or a chronic condition.

Professional – engaged in a specified activity as your main paid occupation.

Reasonable and customary – charges incurred for goods and services that are comparable to what other providers charge for similar goods and services in the same geographical area.

Return date –

a For all coverages other than Flight Accident: the date on which you are scheduled to return to your departure point. This date is shown on your insurance application/confirmation of coverage;

b Under Flight & Travel Accident: the return date and time shown on your passenger plane ticket.

If you purchase top-up coverage for the beginning portion of your intended travel period, your return date is 11:59 p.m. on the day before the effective date of your subsequent coverage.

Schedule change – the later departure of an airline carrier causing you to miss your next connecting flight via a different 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 a different 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.

Spouse – the person who is legally married to you, or has been living in a conjugal relationship with you for a continuous period of at least one year and who resides in the same household as you.

Stable – a medical condition is considered stable when all of the following statements are true:

- there has not been any new treatment prescribed or recommended, or change(s) to existing treatment (including a stoppage in treatment), and
- there has not been any change to any existing prescribed drug (including an increase, decrease, or stoppage to prescribed dosage), or any recommendation or starting of a new prescription drug, and
- the medical condition has not become worse, and
- there has not been any new, more frequent or more severe symptoms, and
- there has been no hospitalization or referral to a specialist, and
- there have not been any tests, investigation or treatment recommended, but not yet complete, nor any outstanding test results, and
- there is no planned or pending treatment.

All of the above conditions must be met for a medical condition to be considered stable.

Terrorism or act of terrorism – an act, including but not limited to the use of force or violence and/or the threat thereof, including hijacking or kidnapping, of an individual or group in order to intimidate or terrorize any government, group, association or the general public for religious, political or ideological reasons or ends, and does not include any act of war (whether declared or not), act of foreign enemies or rebellion.

Top-up – the coverage you purchase from us:
a to add to your insurance beyond the duration covered under your Multi-Trip Annual Coverage; or

b before your date of departure from your departure point to complement travel insurance coverage that is in effect through another program or certificate of insurance of insurance for a portion of your trip duration or value.

Travelling companion – the person who is sharing travel arrangements with you, to a maximum of three persons.

Treat, Treated, Treatment – a procedure prescribed, performed or recommended by a physician for a medical condition. This includes but is not limited to prescribed medication, investigative testing and surgery.

Trip – the period of time between leaving your departure point up to and including your return date.

Unannounced Strike – means any sudden or spontaneous work stoppage (whether or not organized or sanctioned by a labour union) which:

a is not announced in any media, and

b causes the delay of your departure and/or arrival of a common carrier (such as a passenger plane, ferry, cruise ship, bus, limousine, taxi or train).

Vehicle – a private passenger automobile, motorcycle, minivan, mobile home, camper truck or trailer home which you use during your trip exclusively for the transportation of passengers other than for hire. It can be either owned by you or leased by you from a commercial rental agency.

We, us and our refer to RBC Insurance Company of Canada and any services provided by Allianz Global Assistance.

You, and your refer to the person named as the insured on the insurance application/confirmation of coverage when the required insurance premium has been paid before the effective date.

RBC Insurance Company of Canada
6880 Financial Drive
Mississauga, Ontario
L5N 7Y5

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