

WHAT IS THE CRUISE PROTECTION PROGRAM?



- **CANCELLATION PROTECTION**...up to Total Cruise Vacation Cost for cancellation **due to eligible reasons**. No black-out period.
- **INTERRUPTION** protection up to Total Cruise Vacation Cost for shortened cruises **due to eligible reasons**.
- **MEDICAL, BAGGAGE, DELAY** protection **for eligible reasons**.
- **24-HOUR EMERGENCY ASSISTANCE**

HOW MUCH DOES THE PROGRAM COST?

| <u>Vacation Duration</u> | <u>Adult</u> | | <u>Children</u> (16 years or less) |
|----------------------------------|-------------------------------|------------------------------|---------------------------------------|
| | <u>Trip Costs Up To \$500</u> | <u>Trip Costs Over \$501</u> | |
| 2-day | \$29 | \$29 | \$19 |
| 3-day | \$39 | \$59 | \$19 |
| 4-day | \$49 | \$69 | \$29 |
| 5-day | \$59 | \$79 | \$39 |
| 6 days | \$79 | \$109 | \$59 |
| 7 to 9 days | \$99 | \$129 | \$59 |
| Alaska (All Cruises/Cruisetours) | \$119 | \$149 | \$69 |
| 10 days or more | \$149 | \$169 | \$99 |

HOW MAY A GUEST ENROLL IN THE PLAN?

- If the protection plan option is selected, the plan cost will be separately itemized on Carnival's invoices. A guest is enrolled when the plan cost payment in addition to cruise monies due is received by Carnival.
- Guests may review the detailed terms and conditions of the plan prior to purchase by logging onto Carnival's website or by requesting the plan description from Carnival. (This document is available via MKM fax.)

WHEN MAY THE PLAN BE . . .

REFUNDED?

■ If the trip is canceled outside the penalty period, the plan cost is refundable.

DECLINED?

■ With the final payment by simply deducting the plan cost amount from balance due.

WHO HANDLES REFUNDS FOR CANCELLATIONS?

- Carnival will issue client refunds, if any, of amount received less applicable penalty -- same as if no travel protection was purchased.
- BerkelyCare handles processing of all reimbursement requests of Carnival's penalties (and other post-departure expenses). Travel agents or guests should **call BerkelyCare at 1-(800) 331-2796** to file for reimbursement. Refunds will be mailed directly to the enrolled guest.

CARNIVAL CRUISE LINE EXTRAS

COMMISSION PROTECTION:

If a participating guest cancels a fully paid booking outside of 100% penalty and has a qualifying refund request paid by BerkelyCare, Carnival will protect the travel agent's commission at the lesser of 10% of Carnival's cancellation penalty or of Berkely's refund payment, at a maximum of \$100 per booking for sailings 6 days or less and \$200 per booking for sailings 7 days or longer. Carnival will mail out the protected commission check to the agency approximately 60 days after the refund is paid by Berkely.

CRUISE CREDITS:

If a guest who has purchased the program later needs to cancel and is not eligible for reimbursement due to the Pre-Existing Condition limitation, Carnival will provide a credit toward a future cruise in the amount of the applicable cancellation penalty.

Please direct all detailed inquiries to BerkelyCare,
the plan administrator, at

1-(800) 331-2796

www.travelclaim.com



QUICK REFERENCE

Summary of Coverage and Services

Following is a brief description of the coverages in the Cruise Vacation Protection Plan. Please refer to actual policy wording for specific terms, conditions and exclusions.

Trip Cancellation & Interruption

Reimburses **up to the total cruise vacation cost** for the otherwise non-refundable cancellation charges including airfare cancellation charges and unused prepaid expenses if guests cancel or interrupt their cruise due to one of the following reasons: Injury, Sickness or death of a Participant, a Traveling Companion, or Immediate Family member; unforeseeable circumstances such as jury duty, subpoena, having a home made uninhabitable by natural disaster and involvement in a traffic accident on the way to the airport.

NOTE: A Pre-Existing Condition Exclusion applies to Trip Cancellation, Interruption and Medical benefits. Under the Pre-Existing condition exclusion, no reimbursement will be provided for a condition which manifests itself during the 60 days immediately preceding the date the plan becomes effective (the date Carnival receives payment for the plan cost.) However, certain chronic conditions may be protected, providing the dosage and prescription drug or medication remains controlled throughout the 60-day period. The Pre-Existing Condition Exclusion DOES NOT apply to Emergency Evacuations or conditions of non-traveling family members.

Travel Delay \$500pp

Reimburses the prepaid, unused portion of a participant's trip, additional accommodations and traveling expenses to catch up if a person is **delayed** en route to or from their trip due to inclement weather, strike, or equipment failure of a common carrier; a traffic accident en route to a departure in which the insured or the insured's Traveling Companion is not directly involved; lost or stolen passports, travel documents or money; quarantine; hijacking; natural disaster; civil commotion or riot.

Emergency Evacuation \$30,000pp

Provides coverage for immediate transportation from the place where a guest is injured or sick to the nearest medical facility where appropriate treatment may be obtained and transportation home if necessary, including medical escort and supplies.

Repatriation of Remains \$30,000pp

Covers expenses for shipment of a guest's remains in the event of death during the trip.

Accidental Medical Expense \$10,000pp

Sickness Medical Expense \$10,000pp

Covers the expenses for necessary medical services or supplies if a guest suffers an injury or illness while on the trip.

Baggage/Personal Effects \$1,500pp

Covers expenses for loss, theft, or damage to baggage and personal effects while on the trip.

Baggage Delay \$500pp

Covers expenses of necessary personal effects needed if a guest's baggage is delayed for more than 24 hours.

Worldwide Emergency Assistance 24-Hours

If a guest suffers a medical or other emergency while on their trip, the assistance provider, On Call International, should be contacted at the following numbers:

Within the U.S. and Canada, call:
1-866-509-7712

Outside the U.S. and Canada, call collect:
1-603-894-9368