

# Manulife Travel Insurance redtag.ca – AIR MILES *Trip* Cancellation & Interruption Policy

This policy is underwritten by

The Manufacturers Life Insurance Company (Manulife)

and

First North American Insurance Company,

a wholly owned subsidiary of Manulife.

#### NOTICE REQUIRED BY PROVINCIAL LEGISLATION

This policy 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.

#### Important Notice - Read Carefully Before You Travel

You have purchased a travel insurance policy - what's next? We want you to understand (and it is in your best interest to know) what your policy includes, what it excludes, and what is limited (payable but with limits). Please take time to read through your policy before you travel.

**Italicized terms are defined in your policy.**

- 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 exclusions (i.e. 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 policy purchase.
- Contact the Assistance Centre before seeking treatment or your benefits may be limited.
- 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 policy will be voidable.

**It is your responsibility to understand your coverage. If you have questions, call 1 866 298-2722.**

## IMPORTANT INFORMATION ABOUT *YOUR* TRAVEL INSURANCE

It is important *you* read and understand *your* policy before *you* travel. It is ***your responsibility*** to review the terms, conditions and limitations outlined in this policy.

**To be eligible for insurance under this policy, *you* must meet all the eligibility requirements outlined on Page 3 of this policy.**

**A *pre-existing condition* exclusion applies to your Trip Cancellation & Trip Interruption Insurance coverage. It is *your responsibility* to review and understand the *pre-existing condition* exclusion that applies to *you* (listed on Pages 6).**

**ITALICIZED WORDS** have a specific meaning. Please refer to the "Definitions" section of this policy to find the meaning of each italicized word.

**Our Assistance Centre is there to help you  
24 hours a day, every day of the year.**

**1 800 211-9093** toll-free from the USA and Canada,  
**+1 (519) 251-7821** collect where available.

Our Assistance Centre can also be contacted through the  
**ACM TravelAid™** mobile application.

**THIS POLICY IS UNDERWRITTEN** by The Manufacturers Life Insurance Company (Manulife) and First North American Insurance Company (FNAIC), a wholly owned subsidiary of Manulife. Manulife has appointed Active Claims Management (2018) Inc. (operating as "Active Care Management") as the provider of all assistance and claims service under this policy. Please note that risks identified with ‡ throughout this document are covered by FNAIC.

### MANULIFE FLIGHT ASSISTANCE

Manulife has contracted with Blink Innovations (UK) Limited (Blink) to use their technology to administer payment for the Manulife Flight Assistance benefit. Blink will provide expedited flight assistance services when your airline provider delays your flight for a minimum of 3 hours beyond the scheduled departure time and date or cancels your flight.

**IMPORTANT:** You must register your smart (mobile) phone number and the flight information for each flight in your journey at [www.flightassistancemanulife.com](http://www.flightassistancemanulife.com) at least one hour before the original scheduled departure time of your flight. In the event that your flight is delayed or cancelled, Blink will communicate with you through your smart (mobile) phone registered with Blink. See page 10 for full details.



Everyone wants to have a carefree trip and should be able to travel with confidence in their travel insurance purchase. Most people travel every day without a problem, but if something does happen, the member companies of the Travel Health Insurance Association of Canada (THiA) want you to know your rights. THiA's Travel Insurance Bill of Rights and Responsibilities builds on the golden rules of travel insurance:

- Know your health • Know your trip
- Know your policy • Know your rights

For more information, go to [www.thiaonline.com](http://www.thiaonline.com)

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### 10-Day Free Look to Review this Policy

*You* have 10 days from *your* insurance purchase date to review this policy. If it does not meet *your* needs, *you* may terminate this insurance coverage and receive a premium refund if:

- (i) *you* have not departed on *your trip*; and
- (ii) there is no claim in progress.

To request a premium refund, simply contact *your* travel agent from whom *you* purchased the insurance.

**After the 10-Day Free Look, refund of premium is not available.**

## INTRODUCTION

### Policy Contract

This is *your* insurance policy, a contract detailing terms and conditions of the insurance coverage *you* purchased. Coverage under this policy is issued on the basis of information provided in *your* application (including the *questionnaire* if required). *Your* entire contract with *us* consists of: this policy; *your* application for this policy (including the completed and signed *questionnaire*, if required); the *confirmation* issued in respect of that application; and any other amendments or endorsements resulting from extensions of coverage.

### How to contact us

Prior to travelling, or when travelling and *you* require *emergency* assistance, call **1 800 211-9093** toll-free from the USA and Canada

**+1 (519) 251-7821** collect where available

For coverage information or general enquiries, please contact Manulife Travel Customer Service at **1 866 298-2722**.

## SCHEDULE OF BENEFITS

### redtag.ca – AIR MILES Trip Cancellation & Interruption Policy

Eligible Age	No Limit
Manulife Flight Assistance	Maximum \$140
<b>Trip Cancellation &amp; Trip Interruption</b>	
Trip Cancellation	Covered Amount Selected (covered amount insured)
Trip Interruption	Covered Amount Selected (covered amount insured)
Cancel For Any Reason	See Page 3
Misconnection	See Page 4
Early Return	Economy Class Fare
Accommodation & Meals	\$350/day maximum 2 days
Delayed Return / Trip Delay Accommodation & Meals	See page 6 \$150/day maximum \$1,500
Default Protection	See Page 7
Act of Terrorism Coverage	See Page 8

## ELIGIBILITY

### You are NOT eligible for coverage if:

- you have been advised by a *physician* not to travel; and/or
- you have been diagnosed with a terminal illness with less than 6 months to live; and/or
- you have a kidney condition requiring dialysis; and/or
- you have used home oxygen during the 12 months prior to the date of application.

## GENERAL INFORMATION ABOUT YOUR TRAVEL INSURANCE

Coverage must be for the entire time that *you* are away from *home* and *you* must pay the required premium to *your* travel agency before *you* leave *home*.

**Under Trip Cancellation Insurance - Cancel for Any Reason**, the cancel for any reason benefit does not apply if *you* did not purchase *your* policy within 72 hours of *your* initial *trip* booking or before any cancellation penalties became applicable.

### THE DATE YOUR COVERAGE STARTS / YOUR EFFECTIVE DATE OF COVERAGE

**For Trip Cancellation Insurance**, coverage starts at the date and time *you* pay the premium for that coverage.

**For Trip Interruption Insurance**, coverage starts on *your* departure date.

### THE DATE YOUR COVERAGE ENDS / YOUR COVERAGE EXPIRY DATE

**For Trip Cancellation Insurance**, coverage ends on *your* departure date as shown on *your* confirmation.

**For Trip Interruption Insurance**, coverage ends on the earlier of:

- the date when *you* return to *your* departure point\*; or
- on the expiry date as shown on *your* confirmation.

\* **Your insurance coverage will not end if *you* temporarily return to *your* departure point**

*Your* insurance coverage will not end if, under *your* Trip Interruption coverage, *you* temporarily return to *your* departure point prior to *your* return date for the purpose of attending a funeral or to go to the hospital bedside of an immediate family member and then resume *your* trip. In such a case, *your* policy will remain in effect up to *your* return date. However, *you* will not be covered for any *pre-existing condition, sickness or injury* for which *you*, or any other person whose *medical condition* gives rise to a claim, had sought or received *medical treatment*, or for which medication had commenced, or been changed in type, usage or dosage during the 90-day period immediately prior to the date *you* resumed *your* trip.

In all cases of such temporary returns, there will be no refund of premium for any of the days that *you* have returned to *your* home.

## ADDITIONAL INFORMATION

### AUTOMATIC EXTENSION

Under Trip Interruption Insurance, we will extend *your* coverage automatically beyond the date *you* were scheduled to return *home* as per *your* confirmation:

- for up to 10 days, if *you* have an *emergency* that prevents *you* from returning *home* on that date; or
- for up to 30 days, if *you* are hospitalized and that hospitalization prevents *you* from returning *home* on that date.

However, if travel is medically possible before the applicable 10 or 30 days have passed, we will honour *your* claim for eligible expenses only until such earlier date.

In any case, we will not extend any coverage beyond 12 months after *your* effective date of insurance.

### TO STAY LONGER THAN PLANNED

**Extensions:** If *you* have not left *home* yet, simply contact *your* travel agency to ask for the extension. *You* may be able to extend *your* coverage as long as:

- you* pay the additional premium; and
- you* have had no event that has resulted or may result in a claim.

**Any extension is subject to the approval of the Assistance Centre.**

## TRIP CANCELLATION & TRIP INTERRUPTION INSURANCE

To have full coverage under Trip Cancellation & Trip Interruption Insurance, *you* must purchase coverage for the full value of the non-refundable portion of *your* trip and for the full duration of *your* trip.

If *you* have used *your* AIR MILES® Dream Miles for AIR MILES Package Vacation or Cruise (PVC) bookings through redtag.ca and have insured those travel arrangements under this redtag.ca – AIR MILES Trip Cancellation & Interruption Policy then, in the event *you* must cancel *your* trip, the AIR MILES Dream Miles used will be reinstated to *your* AIR MILES account.

### IMPORTANT CONDITION TO YOUR TRIP CANCELLATION COVERAGE CANCEL FOR ANY REASON

If *you* DO NOT qualify for cancellation benefits under **Events Covered Under Trip Cancellation Insurance**, and *you* want to cancel *your* trip for any other reason, consider submitting a claim under this "Cancel for any Reason" benefit.

**Cancel for any Reason coverage is available only:**

- If *you* purchased *your* policy within 72 hours of booking *your* trip, or
- Before any cancellation penalties became applicable.

If *you* Cancel for any Reason and decide not to travel before *you* leave *home* we will provide coverage as follows:

- If *you* cancel *your* trip 14 days or more before the departure date shown on *your* confirmation, we will pay up to 50% of the covered amount *you* purchased for the prepaid portion of *your* trip that is non-refundable.

### Trip Cancellation Insurance

Trip Cancellation Insurance coverage starts at the date and time *you* pay the premium for that coverage.

Trip Cancellation Insurance coverage ends on *your* departure date as shown on *your* confirmation.

### Benefits – What does Trip Cancellation Insurance cover?

If *you* are unable to travel due to a covered event listed immediately below that occurs before *you* leave *home*, we will pay up to the covered amount insured *you* selected at time of application:

- For the prepaid unused portion of *your* trip that is non-refundable and non-transferable to another travel date.
- For the next occupancy charge, if *your* travel companion must cancel his/her trip due to a covered event applicable to him/her, and *you* decide to go on *your* trip as planned.

## What are the conditions that apply to Trip Cancellation Insurance?

To cancel a *trip* before your scheduled *departure date*, you must cancel your *trip* with the agent or *travel supplier* on the day the cause of cancellation occurs or on the next business day at the latest. Claims payment will be limited to the cancellation penalties specified in the *trip* contracts which are in effect on the next business day following the time the cause of cancellation occurs.

*Trip* Cancellation for a *medical condition* must be recommended by the *physician* attending the person who is the cause of the claim.

## Events Covered Under Trip Cancellation Insurance:

### Medical Related Events

1. You or your *travel companion* develop(s) a *medical condition*.
2. A member of your *immediate family* or your *key-person*, a member of your *travel companion's immediate family* or their *key-person*, develops a *medical condition*.
3. Your friend or the person whose guest you will be during your *trip* is admitted to a *hospital* in an *emergency*.
4. A *medical condition* which, in the written opinion of the attending *physician*, prevents you or your *travel companion* from participating in a sporting event when the purpose of the *trip* was to participate in that sporting event.
5. You or your *travel companion* are unable to be immunized or take preventative medication based on your or your *travel companion's* medical history that is required for entry into a country or region that is on your *travel itinerary* (provided the requirement became effective after the purchase of the travel arrangements and this insurance).
6. ‡ *Sickness* or *injury* of your service dog, provided that you are an individual with a disability (physical, psychiatric or mental disability), and travel arrangements have been made for the dog to accompany you on your *trip*. For this benefit to apply, the travel arrangement cost for your service dog must be included in the covered amount insured.
7. You, your *spouse*, your *travel companion* or your *travel companion's* spouse are quarantined.

### Pregnancy and Adoption

8. You, your *spouse*, your *travel companion* or your *travel companion's* spouse become(s) pregnant after you book your *trip* and your *departure date* falls in the 9 weeks before the expected delivery date or any time after that date.
9. You or your *travel companion* develop(s) any complication of pregnancy within the first thirty-one (31) weeks of pregnancy.
10. A member of your *immediate family* or your *key-person*, a member of your *travel companion's immediate family* or their *key-person* develops any complication of pregnancy within the first thirty-one (31) weeks of pregnancy.
11. You, your *spouse*, your *travel companion* or your *travel companion's* spouse legally adopt(s) a child and the date of the adoption falls during your *trip*.

### Death

12. You or your *travel companion* die(s).
13. A member of your *immediate family* or your *key-person*, a member of your *travel companion's immediate family* or their *key-person* dies.
14. Your friend or the person whose guest you will be during your *trip* dies.
15. ‡ Death of your service dog, provided that you are an individual with a disability (physical, psychiatric or mental disability), and travel arrangements have been made for the dog to accompany you on your *trip*. For this benefit to apply, the travel arrangement cost for your service dog must be included in the covered amount insured.

### Work and Educational Obligations

16. ‡ You, your *spouse*, your *travel companion* or your *travel companion's* spouse are called to service as a reservist, firefighter, military or police staff during your *trip*.
17. ‡ You, your *spouse*, your *travel companion* or your *travel companion's* spouse:
  - a) lose a permanent job because of layoff or dismissal without just cause, or
  - b) are transferred by your / their respective employer and must move from your / their respective principal residence.
18. ‡ The cancellation of your or your *travel companion's* business meeting, conference or convention which was the main intent of this *trip* and was scheduled before the purchase of this insurance. The cancellation must be for a reason beyond your or your *travel companion's* control or your or your *travel companion's* employer's control. This event must be between companies with unrelated ownership, and, in the case of a conference or convention, you or your *travel companion* must be a registered delegate.

19. ‡ The requirement that you or your *travel companion* attend a registered professional career course examination or a university or college course examination on a date that occurs during your *trip*, provided the examination had a set date and time that was published before you purchased this insurance and subsequently changed after such purchase.

### Government and Legal

20. ‡ You, your *spouse*, your *travel companion* or your *travel companion's* spouse are called to jury duty or to be a defendant in a civil suit or are subpoenaed to be a witness during your *trip*.
21. ‡ Your or your *travel companion's* travel visa is not issued for a reason beyond your / their control, provided the documentation shows you or your *travel companion* were eligible to apply, that the refusal is not due to a late application, and the application is not a subsequent attempt for a visa that had been previously refused.
22. ‡ Your or your *travel companion's* passport is not issued within the time confirmed to you / them in writing by Passport Canada, provided that you or your *travel companion* had personally submitted the application to an authorized passport office and that it had been reviewed and found satisfactory by Passport Canada authorized personnel. This applies only to Canadian citizens.
23. ‡ 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*.

### Accommodations and Transportation

24. ‡ Your or your *travel companion's* principal residence or place of business is burglarized within 3 days of your / their *departure date* and as a result you or your *travel companion* must cancel your / their *trip* and remain behind to make the burglarized location secure or to meet with the insurance company or police authorities.
25. ‡ You, your *spouse*, your *travel companion* or *travel companion's* spouse are unable to occupy your / their principal residence or to operate your / their place of business because of an event that is independent of any intentional or negligent act on your / their part.
26. ‡ A natural disaster renders your pre-booked destination accommodation uninhabitable after you book your *trip*. This benefit is only applicable if your prepaid accommodation arrangements are not eligible for reimbursement by the *travel supplier*.

### Hijacking

27. ‡ You, your *spouse*, your *travel companion* or your *travel companion's* spouse are hijacked.

If you do not qualify for cancellation benefits under "Events Covered Under Trip Cancellation Insurance" section, consider submitting a claim under the "Cancel for any Reason" benefit as described on Page 3.

### Benefits – What does Misconnection Insurance cover?

If any of the covered events listed immediately below occurs before or after your originally scheduled *departure date* and causes a misconnection or a travel disruption which prevents you from travelling as shown on your *confirmation*, we will pay:

- A. Up to a maximum of \$1,000 for your misconnection or travel disruption expenses for:
  - i. the lesser of; the change fee charged by the *common carrier* for your missed connection or the cost of your one way economy class transportation via the most cost-effective itinerary to the next destination, when you are eligible for misconnection and delay benefits,
  - ii. the unused prepaid portion of your *trip* (less the prepaid unused transportation *home*) that is non-refundable and non-transferable to another travel date (provided such expenses are not reimbursable by any other source and were included in the covered amount insured).
- B. Your additional and unplanned hotel and meal expenses, your essential phone calls, internet usage fees and taxi fares (or car rental in lieu of taxi fares) to a maximum of \$350 per day for up to 2 days when no earlier transportation is available.

### Misconnection Insurance or Travel Disruption Covered Events:

1. ‡ You miss your next connecting *common carrier* because the *common carrier* that is providing transportation for a portion of your *trip* leaves later than originally scheduled.
2. ‡ The *common carrier* that is providing transportation for a portion of your *trip* leaves earlier than originally scheduled and the ticket you have purchased for your prior connection via another *common carrier* becomes unusable.



3. ‡ *You or your travel companion*, because of a delay, schedule change or cancellation of *your* or *your travel companion's common carrier*, causes a delay of at least 6 hours in arriving at *your trip* destination or returning to *your home*.
4. ‡ *You miss your next connecting common carrier* because the airline with whom *you* have booked an earlier connecting flight (that is included in *your* insured prepaid travel arrangements) cancels such earlier flight.
5. ‡ *Your earlier connecting common carrier* has been rendered unusable because the airline with whom *you* have booked a subsequent connecting flight (that is included in *your* insured prepaid travel arrangements) cancelled the subsequent flight.
6. ‡ *You miss a connection* because of a delay in clearing customs and security controls due to *your* or *your travel companion's* mistaken identity. *You* must have been scheduled to arrive at *your* point of boarding in time to comply with the *travel supplier's* check-in procedure.
7. ‡ *You miss a connection* because the cruise ship *you* are travelling on is delayed (or the itinerary is modified) because of another passenger's medical emergency.

**Only misconnection or travel disruption expenses outlined under this Misconnection Insurance will be payable.**

***You must make reasonable efforts to continue on your trip as originally planned. The amount payable will be reduced by any amounts paid or payable by the rescheduled or delayed common carrier.***

### Trip Interruption Insurance

Trip Interruption Insurance coverage starts on *your departure date*.

Trip Interruption Insurance coverage ends on the earlier of:

- a) the date *you* return to *your departure point*; or
- b) on the expiry date as shown on *your confirmation*.

### Benefits – What does Trip Interruption Insurance cover?

**If *your trip* is interrupted due to a covered event listed immediately below that occurs on or after the day *you* plan to leave *home*, we will pay:**

- A. Up to the covered amount *you* selected at the time of application (covered amount insured), for the prepaid unused portion of *your trip* that is non-refundable and non-transferable to another travel date less the prepaid unused transportation *home*.
- B. If *you* have booked and paid for a golf package, we will also pay up to \$100 for each unused day of *your trip*, to a maximum of \$500 for *your* prepaid non-refundable green fees. Alternatively, if *you* have booked and paid for a ski package, we will pay up to \$100 for each unused day of *your trip*, to a maximum of \$500 for *your* prepaid non-refundable ski package (lift passes; ski school fees; rental of a snowboard, skis, ski poles, bindings and/or boots).
- C. *Your* additional and unplanned hotel and meal expenses, *your* essential phone calls, internet usage fees and taxi fares (or car rental in lieu of taxi fares) to a maximum of up to \$350 per day for up to 2 days when no earlier transportation arrangements are available.
- D. *Your* extra cost of *your* one-way economy class transportation via the most cost-effective itinerary to *your* or *your group's* next destination, or to return *home*.
- E. If *you* must interrupt *your trip* to attend a funeral or to go to the bedside of a hospitalized *immediate family* member, we will reimburse *you* for the cost of a round-trip ticket *you* have paid for, up to the amount of a one-way economy class fare to return *home*.

### Events Covered Under Trip Interruption Insurance:

#### Medical Related Events

1. *You* or *your travel companion* develop(s) a *medical condition*.
2. A member of *your immediate family* or *your key-person*, a member of *your travel companion's immediate family* or their *key-person*, develops a *medical condition*.
3. *Your* friend or the person whose guest *you* will be during *your trip* is admitted to a *hospital* in an emergency.
4. A *medical condition* which, in the written opinion of the attending *physician*, prevents *you* or *your travel companion* from participating in a sporting event when the purpose of the *trip* was to participate in that sporting event.
5. ‡ *Sickness or injury* of *your* service dog, provided that *you* are an individual with a disability (physical, psychiatric or mental disability), and travel arrangements have been made for the dog to accompany *you* on *your trip*. For this benefit to apply, the travel arrangement cost for *your* service dog must be included in the covered amount insured.

6. *You, your spouse, your travel companion* or *your travel companion's spouse* are quarantined.

### Pregnancy and Adoption

7. *You* or *your travel companion* develop(s) any complication of pregnancy within the first thirty-one (31) weeks of pregnancy.
8. A member of *your immediate family* or *your key-person*, a member of *your travel companion's immediate family* or their *key-person* develops any complication of pregnancy within the first thirty-one (31) weeks of pregnancy.
9. *You, your spouse, your travel companion* or *your travel companion's spouse* legally adopt(s) a child and the date of the adoption falls during *your trip*.

### Death

10. *You* or *your travel companion* die(s).
11. A member of *your immediate family* or *your key-person*, a member of *your travel companion's immediate family* or their *key-person* dies.
12. *Your* friend or the person whose guest *you* will be during *your trip* dies.
13. ‡ Death of *your* service dog, provided that *you* are an individual with a disability (physical, psychiatric or mental disability), and travel arrangements have been made for the dog to accompany *you* on *your trip*. For this benefit to apply, the travel arrangement cost for *your* service dog must be included in the covered amount insured.

### Work and Educational Obligations

14. ‡ *You, your spouse, your travel companion* or *your travel companion's spouse* are called to service as a reservist, firefighter, military or police staff during *your trip*.
15. ‡ *You, your spouse, your travel companion* or *your travel companion's spouse*:
  - a) lose a permanent job because of layoff or dismissal without just cause, or
  - b) are transferred by *your / their* respective employer and must move from *your / their* respective principal residence.
16. ‡ The cancellation of *your* or *your travel companion's* business meeting, conference or convention which was the main intent of this *trip* and was scheduled before the purchase of this insurance. The cancellation must be for a reason beyond *your* or *your travel companion's* control or *your* or *your travel companion's* employer's control. This event must be between companies with unrelated ownership, and, in the case of a conference or convention, *you* or *your travel companion* must be a registered delegate.
17. ‡ The requirement that *you* or *your travel companion* attend a registered professional career course examination or a university or college course examination on a date that occurs during *your trip*, provided the examination had a set date and time that was published before *you* purchased this insurance and subsequently changed after such purchase.

### Government and Legal

18. ‡ *You, your spouse, your travel companion* or *your travel companion's spouse* are called to jury duty or to be a defendant in a civil suit or are subpoenaed to be a witness during *your trip*.
19. ‡ *Your* or *your travel companion's* travel visa is not issued for a reason beyond *your / their* control, provided the documentation shows *you* or *your travel companion* were eligible to apply, that the refusal is not due to a late application, and the application is not a subsequent attempt for a visa that had been previously refused.
20. ‡ The Government of Canada issues an "Avoid Non-Essential Travel" or an "Avoid All Travel" travel advisory after *your departure date*, advising or recommending that Canadian residents should not visit a destination included in *your trip*.
21. ‡ If *your* or *your travel companion's* passport and/or travel visa is lost or stolen during *your trip*, *you* will be reimbursed for reasonable travel and accommodation expenses until *your* replacement travel documentation is replaced. *You* will also be reimbursed for the change fee charged by the airline.

### Accommodations and Transportation

22. ‡ *You, your spouse, your travel companion* or *travel companion's spouse* are unable to occupy *your / their* principal residence or to operate *your / their* place of business because of an event that is independent of any intentional or negligent act on *your / their* part.
23. ‡ A natural disaster renders *your* pre-booked destination accommodation uninhabitable after *you* book *your trip*. This benefit is only applicable if *your* prepaid accommodation arrangements are not eligible for reimbursement by the *travel supplier*.

24. ‡ You miss a connection or must interrupt *your trip* because of the delay of *your* connecting private passenger vehicle, when the delay is caused by the mechanical failure of *your* connecting private passenger vehicle, a traffic accident, an emergency police-directed road closure, weather conditions, earthquakes or volcanic eruptions. *Your* connecting private passenger vehicle must have been scheduled to arrive at *your* point of boarding in time to comply with the *travel supplier's* check-in procedure.
25. ‡ If *your trip* is interrupted and the planned time of arrival is delayed for any reason beyond *your* control, we will reimburse *you* for the *reasonable and customary* charges of taking an alternate route to the planned destination provided that the primary reason for *your trip* was to be present at a school graduation, wedding, funeral, sporting, theatrical, musical or other commercial entertainment event or conference, and such event cannot be delayed as a result of *your* late arrival.
26. ‡ You miss a connection or must interrupt *your trip* because of the delay of *your* connecting common carrier, when the delay is caused by the mechanical failure of *your* connecting common carrier, a traffic accident, an emergency police-directed road closure, weather conditions, an unannounced strike, earthquakes or volcanic eruptions. The *common carrier* must have been scheduled to arrive at *your* point of boarding in time to comply with the *travel supplier's* check-in procedure.

#### Weather

27. ‡ Weather conditions, earthquakes or volcanic eruptions cause delays to at least 30% of *your trip* and *you* choose not to travel.

#### Hijacking

28. ‡ You, your spouse, your travel companion or your travel companion's spouse are hijacked.

#### Benefits – What does Delayed Return Insurance cover?

If any of the covered events listed immediately below happens after you leave home and makes it impossible for you to return home as shown on your confirmation, we will, for the length of time that you are prevented from travelling, pay for:

- A. *Your* additional and unplanned hotel and meal expenses, *your* essential phone calls, internet usage fees and taxi fares (or car rental in lieu of taxi fares) to a maximum of up to \$150 per day and \$1,500 in total.
- B. The extra cost of *your* economy class transportation via the most cost-effective itinerary to return home when you are eligible for misconnection and delay benefits. If the delay is a result of a *medical condition*, it must be on the advice of the attending *physician* at *your* destination.

#### Delayed Return Insurance Covered Events:

1. You have a medical emergency.
2. A member of *your immediate family* has a medical emergency or dies at *your* destination.
3. *Your travel companion* has a medical emergency or dies at *your* destination.
4. *Your* friend or the person whose guest you are during *your trip* is admitted to hospital with an emergency or dies.

#### What else does Trip Cancellation, Trip Interruption & Delayed Return Insurance cover?

1. ‡ In the event *your travel companion's plane* is delayed by weather conditions, earthquakes or volcanic eruptions for at least 30% of *your trip*, and *your travel companion* decides not to go on the *trip* as booked, we will cover the cost of *your* next occupancy charge up to the covered amount insured.
2. In the event you die after the start of *your trip*: We will reimburse your estate for *your* prepaid unused *trip* arrangements, plus we will reimburse your estate for:
  - the return home of *your* body (in the standard transportation container normally used by the airline); plus up to \$5,000 to have *your* body prepared where you die including the cost of a standard casket;
  - up to \$5,000 to have *your* body prepared and the cost of a standard casket or urn, plus up to \$5,000 for *your* burial where you die; or
  - the return home of *your* ashes, plus up to \$5,000 to cremate *your* body where you die including the cost of a standard urn.

In addition, if someone is required to identify *your* body and must travel to the place of *your* death, we will pay the round-trip economy class airfare via the most cost-effective itinerary for that person and up to \$300 for that person's hotel and meal expenses.

3. ‡ We will reimburse you up to \$1,000 for the non-refundable prepaid airfare of a domestic flight (covers flights booked for travel within Canada only) that you had booked to connect with another airline carrier that is providing transportation for a portion of *your trip*, if the connecting flight is subsequently cancelled after you purchased this insurance. For this benefit to apply, both the connecting flight and the cancelled flight must be insured under *your* redtag.ca – AIR MILES Trip Cancellation & Interruption Policy.
4. ‡ If the primary reason for *your trip* was to attend a ticketed commercial event (sport, musical or other commercial entertainment) for which you had purchased and paid for tickets prior to booking *your trip* and purchasing this insurance, and such event is subsequently cancelled by the promoter of the event, we will pay up to the covered amount insured, for the following:
  - a) If the event is cancelled before you leave home: 50% of the prepaid unused portion of *your trip* that is non-refundable and non-transferable to another travel date.
  - b) If the event is cancelled after you leave home:
    - i) the prepaid unused portion of *your trip* that is non-refundable and non-transferable to another travel date (less prepaid unused transportation home); and
    - ii) up to \$1,000 for the additional cost of one-way transportation via the most cost-effective itinerary (being the lesser of a one-way economy transportation or the change fee charged by the airline on existing tickets if this option is available) to return you home.

#### Exclusions & Limitations – What does Trip Cancellation & Trip Interruption Insurance not cover?

When reading this section, please take the time to review the definitions of "pre-existing condition" and "stable" at the end of this policy.

Trip Cancellation covered amount purchased	Stable requirement prior to insurance purchase date or application date	To whom does this apply?
Less than \$20,000	3 months stable	You, your spouse or your children
\$20,000 or more	12 months stable	You, a member of your immediate family, your travel companion, your key person, or the person whose guest you are during your trip

#### Review detailed Exclusions & Limitations below.

If the Trip Cancellation covered amount purchased is less than \$20,000, under Trip Cancellation and Trip Interruption Insurance, we will not cover any expenses for a *medical condition* related to you, your spouse, or your children, if that *medical condition* was not stable in the 3 months before the insurance purchase date or application date as indicated on your confirmation.

In addition to the "stable" requirement, we will not cover any expenses relating to:

- your/their heart condition if, in the 3 months before the insurance purchase date or application date as indicated on your confirmation, any of your/their heart condition(s) has/have not been stable or you/they have taken any form of nitroglycerine for the relief of angina pain; and/or
- your/their lung condition if, in the 3 months before the insurance purchase date or application date as indicated on your confirmation, any of your/their lung condition(s) has/have not been stable or you/they required treatment with oxygen or prednisone for any lung condition.

If the Trip Cancellation covered amount purchased is \$20,000 or more, under Trip Cancellation and Trip Interruption Insurance, we will not cover any expenses for a *medical condition* related to you, a member of your immediate family, your travel companion, your key-person, or the person whose guest you are during your trip, if that *medical condition* was not stable in the 12 months before the insurance purchase date or application date as indicated on your confirmation.

In addition to the "stable" requirement, we will not cover any expenses relating to:

- *your/their heart condition* if, in the **12 months** before the insurance purchase date or application date as indicated on *your confirmation*, any of *your/their heart condition(s)* has/have not been *stable* or *you/they* have taken any form of nitroglycerine for the relief of angina pain; and/or
- *your/their lung condition* if, in the **12 months** before the insurance purchase date or application date as indicated on *your confirmation*, any of *your/their lung condition(s)* has/have not been *stable* or *you/they* required *treatment* with oxygen or prednisone for any lung condition.

**We will not pay for losses or expenses incurred for, or as the result of, the following events which are applicable to all coverages detailed in this section, including Trip Cancellation, Trip Interruption, Misconnection and Delayed Return Insurance:**

1. Any reason, circumstance, event or *medical condition* affecting *you* or anyone, which *you* were aware of on or before the date *you* purchased this coverage, and which may eventually prevent *you* from starting and/or completing *your covered trip* as booked when *you* purchase this insurance coverage.
2. The *medical condition* or death of a person who is ill when the purpose of *your trip* is to visit that person.
3. *Your* self-inflicted injuries, unless medical evidence establishes that the injuries are related to a mental health illness.
4. Any claim that results from or is related to *your* commission or attempted commission of a criminal offence or illegal act.
5. Any *medical condition* that is the result of *you* not following *treatment* as prescribed to *you*, including prescribed medication.
6. • 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*.  
• Any *medical condition* arising during *your trip* from, or in any way related to, the abuse of alcohol, drugs or other intoxicants.
7. Any loss resulting from *your minor mental or emotional disorder*.
8. • routine pre-natal or post-natal care;  
• pregnancy, delivery, or complications of either, arising 9 weeks before the expected date of delivery or 9 weeks after.
9. *Your* child born during the *trip*.
10. A *medical condition*:
  - when *you* knew or for which it is reasonable to believe or expect that *treatment* will be required during *your trip*; and/or
  - for which future investigation or *treatment* was planned before *you* left *home*; and/or
  - which caused symptoms that would have caused an ordinarily prudent person to seek *treatment* in the 3 months before leaving *home*; and/or
  - that caused a *physician* to advise *you* not to go on *your trip*.
11. A travel visa that is not issued because of a late application.
12. Any *medical condition* if the answers provided in the medical *questionnaire* (if applicable), are not truthful and accurate.
13. An *act of war* or *act of terrorism*. Limited coverage applies with respect to an *act of terrorism* as described in the *Act of Terrorism* Coverage provision.
14. Any *act of terrorism* or any *medical condition* *you* suffer or contract when an official travel advisory was issued by the Canadian government stating "Avoid all non-essential travel" or "Avoid all travel" regarding the country, region or city of *your* destination, before *your effective date*. To view the travel advisories, visit the Government of Canada Travel site. This exclusion does not apply to claims for an *emergency* or a *medical condition* unrelated to the travel advisory.
15. *Your* cancelling for any reason and deciding not to travel if *you* did not purchase this insurance within 72 hours of booking *your trip* or before any cancellation penalties applied.
16. Expenses and/or losses related to AIR MILES Package Vacation or Cruise (PVC) bookings through redtag.ca that:
  - i) were not booked through the AIR MILES Reward Program; and/or
  - ii) that have not been insured with Manulife Travel Insurance For redtag.ca – AIR MILES.

## DEFAULT PROTECTION COVERAGE

We will provide *Default Protection* coverage subject to the benefit limits and exclusions listed below.

If *you*:

- a) have contracted with a *travel supplier* who *defaults*; and
- b) as a result of the *default*, *you* do not receive part or all of the *travel services* for which *you* have contracted; and
- c) cannot recover all of the cost of such undelivered *travel services* either from the *travel supplier*, any federal, provincial or other compensation fund, or from any other source that is legally responsible or under contract to reimburse *you* for the cost of such undelivered *travel services*,

then, we will reimburse *you* as follows:

- a) for *default* prior to *your departure date*:
  - the non-refundable portion of the amount that *you* prepaid for such undelivered *travel services* up to the covered amount of the *Trip Cancellation* coverage that *you* purchased in connection with *your trip*; or
- b) for *default* after *your departure date*:
  - the non-refundable portion of the amount that *you* prepaid for such undelivered *travel services* up to the covered amount of the *Trip Interruption* coverage that *you* purchased in connection with *your trip*, except prepaid unused transportation *home*; and
  - *your* additional and unplanned hotel and meal expenses, *your* essential phone calls and taxi fares up to a maximum of \$200 per day for up to 3 days; and
  - the extra cost of *your* economy class transportation via the most cost-effective itinerary to *your* next destination or to return *you home*.

### Benefit Limits

The amount payable to *you* in respect of any one *trip* will not exceed \$3,500 CDN; and will not exceed \$7,500 CDN for all persons who are covered under the same redtag.ca – AIR MILES *Trip Cancellation & Interruption* Policy. Any benefits payable shall also be subject to an overall maximum aggregate payable limit specified below relating to all in-force travel policies issued by *us*, including this policy.

If total claims otherwise payable for this type of coverage under all travel policies issued by *us*, resulting from the *default* of one or more *travel suppliers* occurring within an applicable time period, exceeds the maximum aggregate payable limit, then the amount paid on each claim shall be reduced on a pro rata basis so that the total amount paid in respect of all such claims shall be the maximum aggregate payable limit.

The maximum aggregate limits are:

- a) \$1,000,000 CDN with respect to the *default* of any one (1) *travel supplier*; and
- b) \$3,000,000 CDN with respect to all *defaults* of all *travel suppliers* occurring in the same calendar year.

If, in *our* judgment, the total of all payable claims on account of the *default* of one or more *travel suppliers* exceeds the applicable limits, *your* pro-rated claim may be paid after the end of the calendar year in which *you* qualify for benefits.

### Exclusions

We will not cover any expenses caused by or resulting from any of the following:

- a) Loss or damage, incurred by *you*, which is or can be recovered from any other source, including any federal, provincial or other compensation fund;
- b) Loss arising as a result of a *default* if, at the time of booking, the *travel supplier* is bankrupt, insolvent or in receivership or has sought protection from creditors under any bankruptcy, insolvency or similar legislation;
- c) Loss arising as a consequence of the bankruptcy or insolvency of a retail travel agent, agency or broker;
- d) Loss arising as a result of the *default* of a foreign *travel supplier* if the *travel services* to be provided by such foreign *travel supplier* are not part of a package tour sold to *you* (package tour for this exclusion means a travel itinerary which would include transportation, accommodation and possibly meals, packaged together for one price);
- e) Insurance purchased or *trips* booked after the *default*; or
- f) *Travel services* that were actually provided.



## ACT OF TERRORISM COVERAGE

Where an *act of terrorism* directly or indirectly causes *you* a loss for which benefits would otherwise be payable in accordance with the terms and conditions of this policy, this insurance will provide coverage as follows:

- We will provide benefits to *you* for *your* eligible expenses, up to a maximum aggregate of \$2,500,000 (CDN) for each *act of terrorism* (up to two (2) *acts of terrorism* within a calendar year); and
- The benefits payable, as described directly above, are in excess to all other potential sources of recovery, including alternative or replacement travel options offered by airlines, tour operators, cruise lines and other *travel suppliers* and other insurance coverage (even where such other coverage is described as excess) and will only become available after *you* have exhausted all such other sources.

Any benefits payable shall be subject to an overall maximum aggregate payable limit relating to all in-force travel policies issued by *us*, including this policy. If total claims otherwise payable for a type of coverage under all travel policies issued by *us*, resulting from one or more *acts of terrorism* occurring within an applicable time period, exceed this maximum aggregate payable limit, then the amount paid on each claim shall be reduced on a pro rata basis so that the total amount paid in respect of all such claims shall be the maximum aggregate payable limit.

If, in *our* judgment, the total of all payable claims under one or more *acts of terrorism* may exceed the applicable limits, *your* prorated claim may be paid after the end of the calendar year in which *you* qualify for benefits.

### Exclusion to this Act of Terrorism Coverage provision

Notwithstanding any provision to the contrary within this policy or any endorsement thereto, this policy does not cover any liability, loss, cost or expense of whatsoever nature which is directly or indirectly caused by, resulting from, arising out of or in connection with any *act of terrorism* perpetrated by biological, chemical, nuclear or radioactive means, regardless of any other cause contributing concurrently or in any other sequence to the liability, loss, cost or expense.

## WHAT ELSE DO YOU NEED TO KNOW?

### General Conditions

**This insurance is void in the case of fraud or attempted fraud, or if *you* conceal or misrepresent any material fact or circumstance concerning this insurance, either at time of application for this policy (including any request for extension of coverage for benefits), at the time of claim or at any other moment during *your* coverage period.**

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

When completing the application (including the *questionnaire* if required), *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.

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

This policy is non-participating. *You* are not entitled to share in *our* divisible surplus.

The right of any person to designate persons to whom or for whose benefit insurance money is payable is restricted.

This policy shall be governed by and construed in accordance with the laws of the province or territory of residence of the insured.

**Despite any other provision contained in the contract, the contract is subject to the applicable statutory conditions in the Insurance Act, as applicable in *your* province or territory of residence, respecting contracts of accident and sickness insurance.**

### Limitation of Liability

*Our* liability under this policy is limited solely to the payment of eligible benefits, up to the maximum amount purchased, for any loss or expense. Neither *we*, upon making payment under this policy, nor *our* agents or administrators assume any responsibility for the availability, quality, results or outcome of any *treatment* or service, or *your* failure to obtain any *treatment* or service covered under the terms of this policy. The participation of the insurers is several and not joint and none of them will under any circumstances participate in the interest and liabilities of any of the others.

### Premium

The required premium is due and payable at the time of purchase and will be determined according to the schedule of premium rates then in effect. Premium rates and policy terms and conditions are subject to change without prior notice. Upon payment of premium, this document becomes a binding contract provided it is accompanied by a *confirmation* upon which a contract number appears and we have received *your* completed application prior to *your* departure date. If the premium is insufficient for the period of coverage selected, we will:

1. charge and collect any underpayment; or
2. shorten the policy period by written endorsement if an underpayment in premium cannot be collected.

Coverage will be null and void if the premium is not received, if a cheque is not honoured for any reason, if credit card charges are invalid or if no proof of *your* payment exists.

### Subrogation

#### How does this insurance work with other coverages that *you* may have?

This is second payor coverage. *You* may have other in-force plans or contracts such as, but not limited to, third party liability, auto insurance, group or individual health insurance providing *hospital*, medical or therapeutic coverage. In this case, the amounts payable under this insurance are limited to that portion of *your* eligible expenses that are in excess of the amounts provided by those other in-force plans or contracts.

Total benefits paid to *you* by all insurers cannot exceed *your* actual expenses. We will coordinate the payment of benefits with all insurers who provide *you* with benefits similar to those provided under this insurance, to a maximum of the largest amount specified by any such insurer.

In addition, we have full rights of subrogation. In the event of a payment of a claim under this policy, we will 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 such documents as are necessary and cooperate fully with *us* to allow *us* to fully assert *our* rights. *You* must do nothing to prejudice such rights.

If *you* are insured under more than one insurance policy underwritten by *us*, the total amount we pay to *you* cannot exceed *your* actual expenses; and the maximum *you* are entitled to is the largest amount specified for the benefit in any one policy.

## IN THE EVENT OF A CLAIM

### In the Event *You* need Assistance

The Assistance Centre is ready to assist *you* 24 hours a day, every day of the year.

1 800 211-9093 toll-free from the USA and Canada or +1 (519) 251-7821 collect where available.

### To Make a Claim for Benefits

To make a claim for benefits under this policy, *your* written proof of claim and *your* fully completed Manulife Travel Insurance claim form(s) must be submitted to *us* within 90 days after the event, but not more than 12 months after the date of such event or loss.

More information on the documentation that must be submitted with *your* written proof of claim is provided on the following pages.

### Written claims correspondence should be mailed to:

Manulife Travel Insurance redtag.ca – AIR MILES  
c/o Active Care Management  
PO BOX 1237, Station A, Windsor, ON N9A 6P8

### Online Claims Submission

For quick and easy submission of *your* Proof of Claim, visit <https://manulife.acmtravel.ca> and please have all of *your* documentation available [in electronic format].

*You* may also call the Assistance Centre directly to inquire about *your* claim status at: 1 855 841-4793

For coverage information or general enquiries, please contact Manulife Travel Customer Service at 1 866 298-2722.



If you are making a **Trip Cancellation & Trip Interruption Insurance claim**, we will need proof of the cause of the claim, including:

- a) a medical certificate completed by the attending *physician* and stating why travel was not possible as booked, if the claim is for medical reasons;
- b) a report from the police or other responsible authority documenting the reason for the delay if *your* claim is due to a misconnection or *trip* delay, or
- c) other appropriate documentation if the claim is not for medical reasons. For example: copy of the subpoena if cancelling due to jury duty or being called as witness. If death is the cause of the claim, an official document such as a death certificate that establishes cause of death will also be required.

We will also need, as applicable:

- a) complete original unused transportation tickets and vouchers;
- b) original passenger receipts for the new tickets *you* had to purchase;
- c) original receipts for the travel arrangements *you* had paid in advance and for the extra hotel, meal, telephone, internet usage fees, taxi fares or car rental expenses *you* may have had;
- d) any other invoice or receipt supporting *your* claim; and
- e) the entire medical file of any person whose health or *medical condition* is the reason for *your* claim.

If you are making a **Default Protection claim**, we must receive written notice of the claim within 60 days of the day on which the *travel supplier* announces that it is in *default*. You must submit proof of loss (including original receipts, proofs of payment to *travel suppliers*, proof of payment for insurance, unused transportation or accommodation documents and, where appropriate, evidence of claim to or reimbursement from any federal, provincial or other compensation fund, or other insurance, or any other source (including credit card companies) that is legally responsible or under contract to reimburse *you* for the cost of such undelivered *travel services*) no later than 30 days immediately after such filing deadline.

**Who will we pay your benefits to if you have a claim?**

Except in the case of *your* death, we will pay the *reasonable and customary* expenses under this insurance to *you* or the provider of the service, less any applicable deductible. Any sum payable for loss of life will be payable to *your* estate. 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* policy. All amounts shown throughout this contract are in Canadian dollars. If currency conversion is necessary, we will use *our* exchange rate on the date you received the service outlined in *your* claim. We will not pay for any interest under this insurance.

**Is there anything else you should know if you have a claim?**

If you disagree with *our* claim decision, the matter may be submitted for judicial resolution under the applicable law(s) of the Canadian province or territory where you reside at the time of application for this policy.

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*, or in the *Limitations Act, 2002* in Ontario, or other applicable legislation.

For the purposes of determining the validity of a claim under this policy, we may obtain and review the medical records of the attending *physician(s)*, including the records of the regular *physician(s)* at home. These records may be used to determine the validity of a claim whether or not the contents of the medical records were made known to you before you incurred a claim under this policy. In addition, we have the right, and you shall afford us the opportunity, to have you medically examined when and as often as may reasonably be required while benefits are being claimed under this policy. If you die, we have the right to request an autopsy, if not prohibited by law.

## DEFINITIONS

When italicized in this policy, the term:

**Act(s) of terrorism** means any activity that involves a threat to use or the actual use of violence or any dangerous or threatening act, or the use of force. Such act is directed against the general public, governments, organizations, properties or infrastructures, or electronic systems.

The intention of such activity is to:

- instill fear in the general public;
- disrupt the economy;
- intimidate, coerce or overthrow a sitting government or occupying power; and/or
- promote political, social, religious or economic objectives.

**Act of war** means hostile or warlike action, whether declared or not, in a time of peace or war, whether initiated by a local government, foreign government or foreign group, civil unrest, insurrection, rebellion or civil war.

**Age** means *your age* at time of application.

**Change in medication** means the medication dosage, frequency or type has been reduced, increased or stopped, and/or new medication(s) has/have been prescribed. **Exceptions:** the routine adjustment of Coumadin, warfarin or insulin (as long as they are not newly prescribed or stopped) to test *your* blood levels; and a change from a brand name medication to a generic brand medication of the same dosage.

**Child, Children** means *your* unmarried, dependent son or daughter or *your* grandchild(ren) travelling with you or joins you during *your trip* and is either:

- i) under 21 years of age;
- ii) under 26 years of age if full-time student; or
- iii) *your child* of any age who is mentally or physically disabled.

**Common carrier** means a conveyance (such as a bus, taxi, train, boat, airplane) which is licensed, intended and used to transport paying passengers.

**Confirmation** means the application for this policy, and any other documents confirming *your* insurance coverage once you have paid the required premium; and where applicable, includes the medical *questionnaire* and *your trip* arrangements. It may also include tickets or receipts issued by an airline, travel agent, tour operator, rental agency, cruise line or other accommodation or travel provider with whom you made arrangements for *your trip*.

**Default** means the inability of a *travel supplier* to provide *travel services* for which you have contracted with the *travel supplier*, because of complete or substantially complete cessation of business by the *travel supplier* resulting directly or indirectly from bankruptcy or insolvency thereof.

**Departure date** means the date you leave for *your trip*.

**Departure point** means the place you leave from for *your trip* and are going to return to.

**Effective date** means the date on which *your* coverage starts.

- For *Trip Cancellation Insurance*, coverage starts at the date and time you pay the premium for that coverage, indicated as the purchase date on *your confirmation*.
- For *Trip Interruption Insurance*, coverage starts on *your departure date*.

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

**Expiry date** means the date *your* coverage ends.

- For *Trip Cancellation Insurance*, coverage ends on *your* departure date as shown on *your confirmation*.
- For *Trip Interruption Insurance*, coverage ends on the earlier of:
  - a) the date when you return to *your departure point*; or
  - b) on the expiry date as shown on *your confirmation*.

**Heart condition** means ANY disorder relating to the heart. *Heart conditions* include but are not limited to the following:

- An abnormal cardiac test result
- Atrial fibrillation
- Chest pain or discomfort due to the heart, or angina
- Heart failure, or heart attack, or myocardial infarction, or cardiac arrest
- Heart murmur (Does not include a murmur that existed as a child if the *physician* has advised that there is no murmur as an adult.)
- Narrowing or blockage of a coronary artery, or coronary artery disease
- Prior heart surgery of any kind, including but not limited to angioplasty, bypass surgery, valvuloplasty, valve replacement, heart ablation surgery, heart transplantation or surgery for any congenital heart disorder
- Any heart valve disorder, or any rapid, or slow, or irregular heartbeats or heart rates for which a *physician* has prescribed medication, or for which there has been surgery or cardioversion
- *Treatment* with a pacemaker or a cardiac defibrillator device
- Water on the lungs or swelling of the ankles due to a heart disorder.

**Home** means the *departure point*.

**Hospital** means 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.

**Immediate family** means *spouse*, parent, legal guardian, step-parent, grandparent, step-grandparent, grandchild, in-law, natural or adopted child, step-child, brother, sister, step-brother, step-sister, aunt, uncle, niece or nephew.

**Injury** means sudden bodily harm that is caused by external and purely accidental means, and independent of *sickness* or disease.

**Key-person** means someone to whom a dependent's full-time care is entrusted and who cannot reasonably be replaced, a business partner, or an employee who is critical to the ongoing affairs of *your* business, during the *trip*.

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

**Minor mental or emotional disorder** means:

- having anxiety or panic attacks, or
- being in an emotional state or in a stressful situation.

A *minor mental or emotional disorder* is one where *your treatment* includes only minor tranquilizers or minor anti-anxiety (anxiolytics) medication or no prescribed medication at all.

**Physician** means a person:

- who is not *you* or a member of *your immediate family* or *your travel companion*;
- licensed in the jurisdiction where the services are provided, to prescribe and administer medical *treatment*.

**Plane** means a multi-engine aircraft operated by and licensed to a regularly scheduled airline on a regularly scheduled *trip* operated between licensed airports and holding a valid Canadian Air Transport Board licence, Charter Air Carrier licence, or its foreign equivalent, and operated by a certified pilot.

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

**Questionnaire** means the document *you* must fill out truthfully and accurately to confirm *your* eligibility and premium (rate), if the non-refundable value of *your trip* is more than \$30,000.

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

**Sickness** means illness, disease, disorder or any symptom.

**Spouse** means someone to whom one is legally married, or with whom one has been residing and publicly represented as a *spouse*.

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

1. there has not been any new *treatment* prescribed or recommended, or change(s) to existing *treatment* (including a stoppage in *treatment*), and
2. there has not been any *change in medication*, or any recommendation or starting of a new prescription drug, and
3. the *medical condition* has not become worse, and
4. there has not been any new, more frequent or more severe symptoms, and
5. there has been no hospitalization or referral to a specialist, and
6. there have not been any tests, investigation or *treatment* recommended, but not yet complete, nor any outstanding test results, and
7. there is no planned or pending *treatment*.

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

**Travel companion** means someone who shares *trip* arrangements with *you* on any one *trip*, up to a maximum of 5 persons including *you*.

**Travel services** means transportation, sleeping accommodation or other service provided or arranged by a *travel supplier* for *your* use (but does not include taxes or insurance).

**Travel supplier** means a tour operator, travel wholesaler, airline, cruise line, provider of ground transport or provider of travel accommodation or provider of other services to *you* that is:

- a) contracted to provide *travel services* to *you*; and
- b) licensed, registered or is otherwise legally authorized in the particular location of the *travel supplier* to operate and provide *travel services* as shown on *your confirmation*.

**Treatment** means hospitalization, 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.

**Important:** Any reference to testing, tests, test results, or investigations excludes genetic tests. "Genetic test" means a test that analyzes DNA, RNA or chromosomes for purposes such as the prediction of disease or vertical transmission risks, or monitoring, diagnosis or prognosis.

**Trip** means the period of time between *your* effective date and expiry date as shown on *your confirmation*.

**Vehicle** includes any private or rental passenger automobile, boat, mobile home, camper truck or trailer home which *you* use during *your trip* exclusively for the transportation of passengers (other than for hire).

**We, us, our** means FNAIC in connection with risk identified with § throughout this document; and Manulife in connection with all other coverages under this policy.

**You, your** means the person(s) named as the insured(s) on the *confirmation*, for whom insurance coverage was applied for and for whom the appropriate premium was received by *us*.

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

## MANULIFE FLIGHT ASSISTANCE

This Manulife Global Plan includes Manulife Flight Assistance, with payments administered using Blink's technology, when you register your flight(s) with Blink. If the airline delays and/or cancels your flight, Blink arranges payment of the covered benefits. In the event that your flight is delayed and/or cancelled, Blink will communicate with you through your smart (mobile) phone registered with Blink.

These services are available for flights worldwide, 24 hours a day, 7 days a week. If you happen to be travelling via a chartered flight or airline, these flights may not always appear in Blink's system and therefore may not be able to be tracked. Blink will make every attempt to monitor these flights and notify you if there is an eligible delay or cancellation. If you happen to experience an eligible delay or cancellation and you do not receive a notification from Blink, please contact Customer Service.

If you have any questions, contact Customer Service at:

Email: [manulifeglobal@manulife.ca](mailto:manulifeglobal@manulife.ca)

Toll-free: 1 866 298-2722

## START & DURATION OF COVERAGE

Your coverage starts on the date and time your flight on your airline booking receipt is registered, by you, for all insured persons, on [www.flightassistancemanulife.com](http://www.flightassistancemanulife.com). Your flight must be registered at least one hour before the original scheduled departure time of your flight.

## BENEFITS

Manulife Flight Assistance offers the following benefits, **up to an overall maximum of \$140**, for each registered insured person:

1. a) If the flight is delayed three (3) hours or more, each registered insured person receives \$40; then
- b) If the flight is delayed a total of six (6) hours or more, each registered insured person receives an additional \$100 for a total of \$140;

OR

2. If the flight is totally cancelled, each registered insured person receives \$140.

## GENERAL CONDITIONS

These conditions apply to services offered by Manulife Flight Assistance.

1. Coverage is only available for flights within, to, or from Canada, including connection to such flights, when registered by you with Manulife Flight Assistance.

- You must ensure that your mobile device is registered with Blink and has a suitable level of battery life and cellular and data/ Wi-Fi service.
- You will need to have your mobile phone that you have registered with Blink to enable Blink to communicate with you during your journey. Cellular and data/Wi-Fi service is required to receive SMS (text) messages and emails to your mobile phone. The same mobile device will be used when applicable benefits are paid to you during your journey.
- Blink will not be responsible or make any payments for any data or roaming charges related to your mobile phone.
- If you, or anyone on your behalf, tries to deceive Blink by deliberately giving Blink false information or making a fraudulent claim under this coverage section, Blink will treat this coverage as if it never existed.
- You must be on the airline's boarding list to be eligible to receive Manulife Flight Assistance benefits if your flight experiences an eligible delay or cancellation.
- All amounts listed are in Canadian dollars.

In order to receive payment of the covered benefits by either direct deposit or Interac transfer, you must also have a bank account with a financial institution legally operating in Canada.

Payments are sent in real time via PayPal, or by Interac transfer or direct deposit to your bank account, depending on the option selected when you registered. A text message (SMS) and an email will be sent to you when the transfer is made.

Blink will try to ensure that you are notified of any flight delay or cancellation and are sent the transfer of funds for the applicable benefit; but Blink will not be held accountable if you cannot receive, for any reason, Blink's message or transfer of funds on your mobile device.

Manulife Flight Assistance benefits are payable only to the named individual on the policy who has registered the flight with [www.flightassistancemanulife.com](http://www.flightassistancemanulife.com).

## NOTICE ON PRIVACY

**Your privacy matters.** We are committed to protecting the privacy of the information we receive about you in the course of providing the insurance you have chosen. While our employees need to have access to that information, we have taken measures to protect your privacy. We ensure that other professionals, with whom we work in giving you the services you need under your insurance, have done so as well. To find out more about how we protect your privacy, please read our Notice on Privacy and Confidentiality.

**Notice on Privacy and Confidentiality.** The specific and detailed information requested on the application form is required to process the application. To protect the confidentiality of this information, Manulife will establish a "financial services file" from which this information will be used to process the application, offer and administer services and process claims. Access to this file will be restricted to those Manulife employees, mandataries, administrators or agents who are responsible for the assessment of risk (underwriting), marketing and administration of services and the investigation of claims, and to any other person you authorize or as authorized by law. These people, organizations and service providers may be in jurisdictions outside Canada, and subject to the laws of those foreign jurisdictions. Your file is secured in our offices or those of our administrator or agent.

You may request to review the personal information it contains and make corrections by writing to:

Privacy Officer, Manulife, P.O. Box 1602, Waterloo, Ontario N2J 4C6.

You may also visit Manulife at <https://www.manulife.ca/privacy-policies.html> for further details about our Privacy Policy.

The Manufacturers Life Insurance Company  
First North American Insurance Company



Manulife, P.O. Box 670, Stn Waterloo, Waterloo, ON N2J 4B8.

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Blink Innovations, a subsidiary of CPP Innovation Ltd. (CPPGroup plc), provides the technology, used and licensed by Manulife, behind the Manulife Flight Assistance program.

Accessible formats and communication supports are available upon request. Visit [Manulife.ca/accessibility](http://Manulife.ca/accessibility) for more information.


**MANULIFE TRAVEL INSURANCE [redtag.ca](http://redtag.ca) – AIR MILES**  
IN EVENT OF AN **EMERGENCY**, CALL:

**1 800 211-9093**  
toll-free from the USA and Canada

**+1 (519) 251-7821**  
collect where available

NAME \_\_\_\_\_

POLICY # \_\_\_\_\_



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POLICY # \_\_\_\_\_



If you need medical attention or must make any other type of claim during *your trip*, call us for assistance first.  
The Assistance Centre is open 24 hours a day, every day of the year.  
Before you travel download the free assistance & claim mobile app, **ACM TravelAid™**.

If you need medical attention or must make any other type of claim during *your trip*, call us for assistance first.  
The Assistance Centre is open 24 hours a day, every day of the year.  
Before you travel download the free assistance & claim mobile app, **ACM TravelAid™**.

## TRAVEL ASSISTANCE. ANYWHERE IN THE WORLD.

Before *you* travel, be sure to download ACM's free assistance & claims app, **ACM TravelAid™**. The GPS-enabled **ACM TravelAid™**, available from Google Play and App store, provides travellers with the following services, from anywhere in the world:

- Direct link to the Assistance centre
- Healthcare provider information
- Directions to the nearest medical facility
- Official travel advisories
- Travel tips
- Claim submission support

The TravelAid mobile app can also provide *you* with local emergency telephone numbers (such as 911 in North America), and pre- and post-departure travel tips. *We* recommend that *you* download the app before *you* travel to avoid incurring roaming charges that may apply at *your* destination.

## HELP IS JUST A PHONE CALL AWAY.

*Our* multilingual Assistance Centre is there to help and support *you* 24 hours a day, every day of the year, with:

### Pre-Trip Information

- √ Passport and Visa information
- √ Health hazards advisory
- √ Weather information
- √ Currency exchange information
- √ Consulate and Embassy locations

### During A Medical *Emergency*

- √ Verifying and explaining coverage
- √ Referral to a doctor, *hospital*, or other health care providers
- √ Monitoring *your* medical *emergency* and keeping *your* family informed
- √ Arranging for return transportation *home* when medically necessary
- √ Arranging direct billing of covered expenses (where possible)

### Other Services

- √ Assistance with lost, stolen or delayed baggage
- √ Assistance in obtaining emergency cash
- √ Translation and interpreter services in a medical *emergency*
- √ Emergency message services
- √ Help to replace lost or stolen airline tickets
- √ Assistance in obtaining prescription drugs
- √ Assistance in obtaining legal help or bail bond

***Our* Assistance Centre is there to help *you* 24 hours a day,  
every day of the year.**

**1 800 211-9093** toll-free from the USA and Canada  
**+1 (519) 251-7821** collect where available.

*Our* Assistance Centre can also be contacted through the  
**ACM TravelAid™** mobile application.