

## **Pre-Travel**

### **1. What telephone number do I call if I have questions about my trip being canceled?**

You should call the Reservations phone number.

### **2. I'll be traveling to the Caribbean in October on vacation. Will the hurricane season be over by then?**

Although storms are rare after September, hurricane season runs from June through November.

### **3. The news reports are that (destination) was just hit by a hurricane and I'm scheduled to go there in two weeks. Can I cancel and get a refund?**

If your trip included the purchase of Cancel For Any Reason and Travel Protection Plan, our plan provides you with the ultimate flexibility to request a full refund prior to your trip, less the cost of the Travel Protection cost.

If you did not purchase our Cancel For Any Reason and Travel Protection Plan, then any cancellation would be subject to applicable penalties from both the hotel and airline, as refund policies are not implemented until after the hurricane has hit.

### **4. Can I switch my destination or dates?**

This will depend on the airlines and hotels. We will call the airlines to see if they will waive penalties and possibly re-route the ticket. We also have to call the hotels to see if they will waive penalties.

### **5. Will airlines impose change or cancel penalties for hurricanes?**

Most airlines allow changes of dates and destinations at no fee. Unless the flight is cancelled, there are no refunds without penalty.

### **6. How easily can a passenger be re-accommodated on another airline due to a hurricane hitting a hub? For example, if a hurricane is hitting ATL, could the passengers be re-accommodated from DL or AA or US to avoid ATL?**

We do everything possible to offer alternatives to customers during these situations. If alternative space is available and the carriers are waiving penalties we will re-accommodate on another airline/destination. In some cases, there will be incremental charges due as a result of the change in destination. These charges will be the responsibility of the customer.

## **On-Site at your destination**

### **7. Are we working closely with the ground operators on island?**

Our ground reps have been contacted and we are being updated as to any changes.

### **8. during a hurricane, what should our clients do first? What if there are no telephone lines that are working?**

We have been pro-actively calling clients to notify them of impending storms. Destination representatives are also contacting clients to assist with re-accommodations.

**9. What should I do if I've already checked in at the hotel and there is a hurricane? Can I get a refund?**

We will work with your hotel to find alternate accommodations if necessary to ensure your safety. Airlines generally handle re-accommodations directly with individual travelers, but we will work with your carrier to ensure that you are re-accommodated to get home on the earliest possible flights. If you purchased the Cancel For Any Reason and Travel Protection Plan, upon your return you may file for Trip Delay compensation.

**Cancel For Any Reason and Travel Protection Plan**

**10. Are hurricanes covered under our Travel Protection Plan?**

Trip Delay will cover \$100.00 per person per night. Maximum \$200.00. They will need proof of delay.

**11. How does our Travel Protection work during a hurricane, especially with Sandals and SuperClubs weather-related offers?**

If the booking is canceled before original flight, they will receive a full refund less the cost of the Travel Protection premium.

**12. The hurricane is due to hit the destination my clients are traveling to in three days. Can they cancel with no penalties? They do not have Travel Protection and don't feel they should be charged any penalty fees.**

If the flight is canceled, usually we can refund the air. The airlines will inform us of their hurricane policy with information on waivers for cancel and change fees. Regarding the hotel, they will advise us of whether they will allow our clients to cancel with a full refund or allow them to reschedule for another time.

**13. If a hurricane forces cancellation of a trip while the consumer is en-route or connecting to their final destination, what does the travel protection cover?**

Trip Delay will cover \$100.00 per person per night. Maximum \$200.00. They will need proof of delay. Delay will need to be more than 12 hours in order for the benefits to be paid out but this will be determined by Berkley Care. Once they have started their trip, this becomes a "delay", not "cancel for any reason". Our Customer Care Group will get involved with requesting the hotel to waive penalties.

**14. Will the Travel Protection cover any additional expense that passengers may have to pay out-of-pocket for additional nights either on-site or en-route due to the hurricane?**

Trip Delay will cover \$100.00 per person per night. Maximum \$200.00. They will need proof of delay.

**15. Why do I have to go through Travel Protection for my refund since due to the hurricane the airline/hotel couldn't provide the goods and services? I want my Travel Protection premium back.**

Your Travel Protection premium cannot be refunded because your Travel Protection coverage begins at the time it was paid with the deposit. Some airlines will only re-schedule (within a certain time period) or give a future travel voucher. By submitting a Travel Protection claim, you will receive a monetary refund.

**16. If my customer's trip is canceled due to a hurricane and they have Travel Protection but would like to book another destination for another time, will they have to re-purchase the Travel Protection?**

Yes, you would need to re-purchase Travel Protection only if the hotel and airlines are not waiving their penalties. Please check the website for the current update.

**17. If I rebook and did not have Travel Protection, can I purchase Travel Protection for my new dates?**

No, because the Travel Protection is reported to Berkley Care from the original dates of travel.

**Group Travel**

**18. What will you do for my group if their destination is not available a month before departure? Will I be re-accommodated at an equal or better resort without an increase in fare?**

Each group will be handled on a case-by-case basis. If the airline is not flying to that destination, we can re-protect based on availability, as this would also be the case with the hotel. We will do all we can to secure space for your group if they still decide to travel.