

## CONTACT DETAILS

### General Policies and Cruise Booking enquiries

Contact No: +65 6305 0033

Email: insurance@rcclapac.com

Operating hours (SG time) - Mon-Fri : 9am to 7pm

Sat : 9am to 1pm

### Claims enquiries

Contact No: +65 6327 2215

Email: claims@mondial-assistance.com.sg

Operating hours (SG time) - Mon-Fri : 9am to 5:30pm

### 24 hour Emergency Assistance enquiries

Contact No: +65 6327 2215

(Please place collect call for those outside Singapore)



This insurance is underwritten by Liberty Insurance Pte Ltd with services provided by Mondial Assistance. Please refer to the Policy Wording for full details on coverage.

RC Caribbean V2 2011

### WHY CHOOSE ROYAL CARIBBEAN ASIA CRUISECARE?

- Trip Cancellation benefit starts right from the day of purchase!
- Separate benefit limits for medical expenses due to sickness and accident.
- Higher limits for core benefits. Example: Trip Cancellation and Medical Expenses.
- 40 different benefits. One of the most comprehensive products in the market.
- Royal Caribbean Asia CruiseCare covers your air, cruise and land journeys during the insured period. Coverage is not limited to cruise only.
- Access to 24 x 7 assistance services. Place a collect call through the local operator whilst overseas and we will take care of your phone charges (for emergency assistance only). In the event that you were unable to place a reverse charge call, we will reimburse you up to a maximum of SGD 100 for any phone charges incurred for you to call us from overseas.



### WHAT IS ROYAL CARIBBEAN ASIA CRUISECARE?

It is a comprehensive travel insurance which is offered exclusively to customers of Royal Caribbean Cruises Asia (RCCA). In partnership with the worldwide leader in travel insurance and assistance services, Mondial Assistance, Royal Caribbean Asia CruiseCare serves to give 24 hour access to essential Emergency Assistance services and cover against Medical Expenses, Cancellations, Baggage Loss, Delays and more.



### WHO IS ELIGIBLE?

All customers of RCCA departing from Singapore and who are residents of Singapore are eligible to purchase the insurance product.

### I AM INTERESTED TO GET THE COVERAGE. HOW TO GO ABOUT PURCHASING IT?

You can either fill up the attaching application form and send it back to us or contact us at +65 6305 0033, email: insurance@rcclapac.com. We will process your application and send you the policy documents via email within 2 - 3 working days.

### DO I QUALIFY FOR THE FAMILY PLAN?

For Family Plan: It is applicable for any 1 or 2 adults travelling with any number of children. The 2 adults need not be related but the children must be related to either of the insured adults. They must travel and return together. Each child insured under a Family Plan must be unmarried and below 18 years of age or up to the age of 23 years provided they are studying full time in a recognized institution of higher learning

### WHAT IS THE MAXIMUM DURATION OF TRIP THAT I CAN BE INSURED FOR?

Royal Caribbean Asia CruiseCare can provide coverage for a single trip up to 90 days.

### WHEN DOES MY POLICY COMMENCE?

Your cover commences at different time for different sections of the policy:

- the cover for Trip Cancellation and Trip Postponement benefits commences upon policy issuance. Cover for both benefits expires at the moment of your scheduled departure.
- the cover for all other policy benefits begins on the departure date set out on your certificate of insurance, and expires on the expiry date set out on your certificate of insurance, or upon your return to Singapore, whichever is earlier.

### MAIN POLICY EXCLUSIONS

We will not pay under any circumstances if

- your claims arises from , is related to, or associated with a pre-existing medical condition
- the loss, theft or damage is to items left behind in any hotel or motel room, carrier, or motor vehicle
- you do not report the loss, theft or misplacement within 24 hours to the police and if applicable to an office of the carrier you were travelling on when the loss, theft or damage occurred, and if you cannot prove that you made such report by providing us with a written statement from whoever you reported it to.
- you have not departed your home to commence your journey, or the period of delay allows sufficient time for you to return to your home.

Note: For a complete list of policy exclusions, please refer to the policy wording.

## PREMIUMS (SGD)

### COMPREHENSIVE PLAN

LENGTH OF TRIP (days)	ASEAN		ASIA PACIFIC		WORLDWIDE	
	Individual	Family	Individual	Family	Individual	Family
1 – 3	\$23	\$49	\$30	\$71	\$40	\$94
4 – 6	\$27	\$65	\$36	\$93	\$57	\$129
7 – 10	\$34	\$81	\$47	\$117	\$71	\$164
11 – 14	\$46	\$104	\$59	\$144	\$94	\$214
15 – 18	\$59	\$129	\$69	\$165	\$107	\$244
19 – 22	\$69	\$141	\$81	\$184	\$124	\$289
23 – 27	\$81	\$169	\$89	\$199	\$144	\$329
28 – 31	\$91	\$191	\$101	\$219	\$154	\$364

### PREMIER PLAN

LENGTH OF TRIP (days)	ASEAN		ASIA PACIFIC		WORLDWIDE	
	Individual	Family	Individual	Family	Individual	Family
1 – 3	\$43	\$97	\$59	\$130	\$83	\$186
4 – 6	\$54	\$130	\$71	\$162	\$102	\$227
7 – 10	\$73	\$167	\$98	\$225	\$119	\$266
11 – 14	\$98	\$221	\$120	\$272	\$153	\$351
15 – 18	\$119	\$265	\$141	\$321	\$182	\$402
19 – 22	\$133	\$311	\$161	\$367	\$208	\$461
23 – 27	\$149	\$342	\$180	\$398	\$225	\$506
28 – 31	\$161	\$375	\$195	\$416	\$242	\$547

**ASEAN** includes Malaysia, Thailand, Myanmar, Laos, Vietnam, Cambodia, Philippines, Indonesia, and Brunei Darussalam.

**ASIA PACIFIC** includes ASEAN, Australia, Bangladesh, Bhutan, China, Fiji, Guam, Hong Kong, India, Japan, N. Korea, S. Korea, Sri Lanka, Mongolia, Macau, Maldives, Nepal, New Zealand, Pakistan, Papua New Guinea, E.Timor, and Taiwan, as well as other Pacific nations.

**WORLDWIDE** includes ASEAN and Asia Pacific, as well as all other destinations.



*Travel with  
Peace of Mind...*

**Cancellation benefit starts right from the day of purchase! Industry-first!**



Enhance your cruise experience with us by getting insured with **Royal Caribbean Asia CruiseCare**

